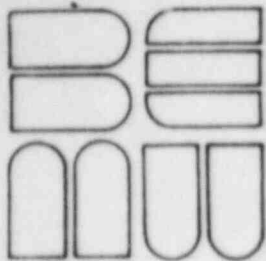


Career Counseling
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BEMW, INC., COUNSELING AND TRAINING ASSOCIATES

7984D Old Georgetown Road
Bethesda, Maryland 20814
(301) 657-8922, (301) 652-4983

MEMO TO: Lillian Van Santen, MDTS

FROM: BEMW, Inc.

DATE: October 8, 1984

SUBJECT: QUARTERLY REPORT: ONGOING CONSULTATION AND LIAISON WITH
NRC REGIONAL CAREER COUNSELING PROGRAMS - SECOND QUARTER
ENDING SEPTEMBER 15, 1984

CONTRACT #ADM-82-358

QUARTERLY REPORT

ONGOING CONSULTATION AND LIAISON

WITH NRC REGIONAL CAREER COUNSELING PROGRAMS

NRC CONTRACT #ADM-82-358

October 8, 1984

QUARTERLY REPORT
NRC REGIONAL CAREER COUNSELING PROGRAM

October 1984

SUMMARY OF PROGRESS TO DATE

As of September 15, 1984 the NRC Regional Career Counseling Program completed the 2nd quarter of its contract in the three regions. A career counselor for Region I, Janet Sweeney, was hired by NRC and was trained by BEMW, Inc. in Bethesda, Md. She will begin seeing NRC employees in October. BEMW, Inc. has been in touch by telephone and letter with both the counselors and the regional NRC liaison people in all regions. Written reports have been received from the three regions. A total of twenty-one (21) NRC employees have been seen for a total of 45 counseling hours.

REGION I

KING OF PRUSSIA, PA.

COUNSELOR: Janet Sweeney

The regional career counselor attended two days of training in Bethesda, Md. which included a briefing by Peter J. Goldman, Director, Management Development and Training, and a presentation on personnel programs and a briefing on NRC's Upward Mobility Program by Judy Langen, Chief, Employment Programs Section and Lillian Van Santen, Employee Development Specialist, MDTS. The regional career counselor was trained in DEVELOPING OPTIONS, the materials used in the Regional Career Counseling Program, the reporting forms, scheduling, billing and other administrative procedures.

The regional career counselor had an opportunity to work with the Head-quarter career counselors in reviewing methods of using and interpreting the Strong Campbell Interest Inventory. In addition, training covered: the sharing of self assessment materials, the reviewing of SF-171 preparation, resume writing and cover letter preparation. Other testing instruments were discussed.

As a result of the combined training session the regional career counselor felt an increased sense of identification with the counselors servicing the NRC contract and the NRC Regional Career Counseling Program.

REGION III

GLEN ELLEN, IL.

Counselor: Dolores Linhard

The region's new program for 84-85 was activated September 18, 1984. Dorothy Carroll is continuing as the NRC Regional Liaison. Dorothy reports the program is very well received by NRC employees of Region III.

REGION IV

DALLAS, TX.

Counselor: Rebecca Clark

During this quarter six individuals were seen for a total of ten counseling hours. Eleven individuals have signed up for this year's program. There is little participation by technical and professional staff. The NRC staff has a heavy work load; consequently there is reluctance of interested personnel to become involved in the program. The counselor will be meeting with two resident inspectors who have signed up for the career counseling program.

Communication with Management

The counselor met with the Regional Administrator, the Deputy Regional Administrator, and the new regional personnel officer who acts as the new NRC Regional Career Counseling Liaison. The counselor dated them on the areas of greatest concern expressed by employees who had been in the career counseling program. This was done with care so as not to compromise confidentiality. Later, the counselor and liaison discussed methods of publicizing the program to increase participation.

Counseling Concerns

The focus of the career counseling sessions during the past months has been on future planning.

Liaison

Norma Gardner continues to be very helpful in publicizing the program and assisting the counselor in scheduling clients and in other administrative details.

REGION V

WALNUT CREEK, CA

Counselor: Patricia Russ

This quarter the counselor has seen 15 clients for a total of thirty-five (35) counseling hours. Ten (10) individuals have completed the program.

Counseling Concerns

Participants have been concerned about achieving career fulfillment and advancement as well as adjusting to their new work environment. Frequent reorganization and re-assignments are continuing to occur in both the Division of Reactor Safety and Projects and the Division on Resource Management and Administration. New staff members are settling in now that supervisory situations are becoming stabilized. Administration is becoming more responsive and staff feels freer to air problems.

Conclusions

Due to the stresses and problems mentioned above and detailed in the Counselor's report, the program remains extremely valuable for NRC employees as an opportunity for catharsis and to learn pro-active approaches to problem solving.

The proposal, mentioned in the 1st quarterly report, of informal drop-in seminars was tabled after discussion with the Deputy Regional Administrator. The counselor supports the proposal, but reports it may not be feasible during this contract year since almost the entire number of hours of the contract will be used by individual counseling appointments.

A comprehensive meeting with the Deputy Regional Administrator took place this summer with positive results in terms of administrative follow-up and response to improve staff morale. The counselor will continue periodically to request such meetings in the future.

SUMMARY

The following general comments can be made about the program as it is operating in the three regions:

- Enthusiastic participation by employees is based on the excellent word-of-mouth reputation of the program.
- Outstanding liaison and NRC cooperation has occurred in all regions.
- Liaisons report their regional programs are doing very well and feedback from participants rates the program very high.
- Common stresses due to increased work loads, re-organization and reduced staffing have been seen in counseling.
- Counselors continue to meet with key management personnel to keep management informed as to employees' concerns and to better understand management's problems. This assists the counselors in helping clients respond in a positive and effective manner to the work place.
- BEMW, Inc. as liaison has continued to foster the sharing of ideas and materials between counselors in the different regions and headquarters resulting in improved service and delivery of counseling.

RECOMMENDATIONS

1. Continuation of regular meetings with regional management to foster mutual understanding and help the program assist management in meeting its human resource needs.
2. Conference telephone call should be scheduled this quarter.
3. As a result of the training held at headquarters in September and the increased morale of the career counselors involved, BEMW, Inc. recommends planning a conference for all Regional Counselors at headquarters next contract year. The last conference for all Regional Counselors took place three years ago. Some of the counselors have not met each other. It is important for the regional career counselors to meet face to face,
 - (a) to share concerns and strategies,
 - (b) to maintain counselor morale,
 - (c) to give a sense of identity to the counselors and the NRC Regional Career Planning Program, and
 - (d) to insure the integrity and continuity of the career counseling program in all the regions.

Enclosed are the individual quarterly reports from the three regional career counselors.