

QUARTERLY REPORT  
ONGOING CONSULTATION AND LIAISON WITH  
NRC REGIONAL CAREER COUNSELING PROGRAMS

NRC CONTRACT #ADM 82-358  
PERIOD ENDING January 31, 1985

BEMW, Inc.  
Career/Life Planning Options  
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### Third Quarterly Report

NRC REGIONAL CAREER COUNSELING PROGRAM - Period Ending Jan. 31, 1985

#### PROGRESS TO DATE

December 31, 1984 marked the completion of the third quarter of BEMW, Inc. liaison with the four regional career counselors. The evaluations and counselors' reports continue to attest to the value of the program. The enthusiastic response and commitment of the participants coupled with the continuing numbers of employers electing to participate in the career counseling program reflects the high interest by the agency employees.

Throughout this quarter, BEMW, Inc. has maintained correspondence with each regional counselor. In addition to phone calls and letters, a teleconference was held November 15, 1984 with all counselors present except Janet Sweeney of Region I. She was later apprised of the complete conference content. A summary of that conference is included in this report.

In the 4 regions, 135 counseling hours were used by the four counselors; 44 individuals were seen by three counselors; the number in Region V is unknown.

During this quarter, the NRC management of Region II, Atlanta, Ga. decided it wanted to re-establish the career counseling program for its employees. Although the NRC management had been satisfied with the previous career counselor, BEMW, Inc. was asked to do research and provide the NRC with information regarding the hourly rates of comparably educated career counselors. This insured the awarding of a competitive contract at the best market price. This service was provided at no extra cost to the Nuclear Regulatory Commission. At present, it is our understanding that Richard Nawyn, the previous Region II Career Counselor, has been awarded the 1985 career counseling contract.

BEMW, Inc. notes that Janet Sweeney, Region I Career Counselor, has effected a smooth transition in replacing Damona Sain. The career counseling program in Region I continues to be a strong program.

#### Region I

King of Prussia

Counselor: Janet Sweeney

Janet Sweeney completed the first quarter of her contract year. She saw fourteen clients for a total of thirty-three (33) counseling hours. The client population included women at GS levels 4,5,6 and men at the GS 13 and 14 levels. There are 23 employees on a waiting list for the program.

The counselor noted the invaluable assistance of Lynne Broadwater, Personnel Assistant and Training Coordinator for Region I, in providing support services as needed. The career

counseling program of Region I has historically been extremely active. There has been no extra need for publicity to encourage enrollment. This is always a filled-to-capacity program. In addition, management has always supported the program.

The counselor is greatly encouraged by the written evaluations and verbal feedback received from participants who have expressed their appreciation for her assistance and for their increased understanding of the career life planning process.

Clients' goals covered both personal and professional development. A common denominator was the desire to improve interpersonal communication in all areas of life - work, family and social relationships. Participants expressed the desire to know how to maximize their strengths and overcome weaknesses to increase their sense of personal effectiveness.

The counselor made the following recommendations:

1. Set up a Career Resource Library to include references for time management, career/life planning, values clarification, and communication skills.
2. Training workshops for administrative/clerical personnel in assertiveness, communication skills, and stress management.
3. Additional workshops on leadership development, creative problem-solving skills, and interpersonal communication skills for supervisory and management staff.
4. Survey of job satisfaction and common concerns of employees to be used as a planning and management tool.
5. Follow-up phone counseling sessions for residents to insure continuity of counseling contact. (As per residents' requests.)
6. Post-counseling program follow-up sessions for employees who would request same.
7. Set up a meeting with Regional management (Bob Gross and possibly Tony Gody) to continue the communication channel and positive working relationship.

Region III

Chicago

Counselor: Dolores Linhart

Ms. Linhart counseled 23 NRC employees this quarter for a total of 68 hours. Ten employees have completed their sessions. This quarter, 16 women and 7 men received counseling. Four individuals from previous counseling groups have requested and received follow-up sessions.

Ms. Linhart notes an improvement in employee morale in comparison to past quarters. Region III's new Personnel Director appears to be knowledgeable in personnel practices and the needs of individuals seeking personnel assistance. The counselor commends Dorothy Carroll, her NRC liaison, for her invaluable assistance.

Client concerns ranged from a homemaker's concerns on re-entering the workforce to professionals topping out in their job series. The counselor notes that the enthusiasm and genuine interest on the part of the NRC counselees have made the counseling sessions fruitful and enjoyable. The verbal feedback from clients reflects their appreciation for her assistance.

Ms. Linhart expressed her thanks for the conference call and hope that a meeting for all the regional counselors could take place in Bethesda in 1985.

Ms. Linhart greatly appreciates the support offered by the Region III management for the Regional Career Counseling Program. She looks forward to continual involvement in the program, assisting their professional efforts to provide quality career counseling for NRC employees.

#### Region IV

Dallas, TX.

Counselor: Rebecca Clark

Ms. Clark met with seven individuals for a total of thirteen counseling hours. Three individuals completed the program. The client population counseled included administrative/secretarial staff, and technical/professional personnel.

Clients were concerned with advancing their individual career development. This included long term career planning and presently maximizing their potential in their current career fields.

Ms. Clark noted that the results from the Career Assessment Inventory provided more data that was of interest to a (support staff) client than the data provided by the Strong-Campbell Interest Inventory. The four regional career counselors agree that both the Career Assessment and Strong-Campbell Interest Inventories provide a wealth of data that can be used with clients.

#### Region V

San Francisco, CA

Counselor: Pat Russ

This quarter, 24 client counseling hours were utilized and four (4) staff members completed the program. The client population was predominantly professional/technical and management staff.

Pat Russ was invited to serve as a consultant to the newly developed Personnel Development Committee under the leadership of Kathleen Hamill, the Director of the Division of Resource Management and Administration. Two committee members requested that their individual career counseling time be utilized by

Ms. Russ, to enable her involvement with the committee. As a consultant, Ms. Russ has provided input regarding an agenda of training topics, resources for continuing education on site, and resource people and seminars to implement training.

An initial training session geared for administrative and support staff featured an organizational overview and orientation. Local educational opportunities are now available. This session which involved in-house presentors was enthusiastically received.

### Observations

There is a perceived lack of promotional opportunities and/or a merit pay system. Employees think their work efforts are not appreciated and there is a feeling of powerlessness to upgrade their positions. The counselor, therefore, stresses self-responsibility, planning and seeking (or creating) in-house opportunities to progress and to become competitive when opportunities arise.

The counselor noted key factors that contribute to the continuity and success of the Region V program.

1. Confidentiality
2. Program reputation
3. Informal accessability
4. Managerial and administrative support
5. The counselor's approach to encourage participants to identify specific training needs prior to the first counseling session.
6. The attitude, enthusiasm, and commitment of the NRC participants

### Summary

The following general comments can be made about the program as it operates in the four regions:

- Participating employees are very appreciative of the career counseling program.
- Counselors continue to maintain excellent liaison with region management; NRC cooperation is occurring in all regions.
- Counselors' meetings with management personnel continue to be mutually beneficial.

- BEMW, Inc., as liaison with all regional counselors, continues to foster the sharing of ideas, materials and concerns. A liaison conference call held November 15, 1984 proved to be very valuable for all participating counselors.
- Flexible scheduling for counseling appointments is working well.

#### RECOMMENDATIONS

- The establishment of a career related library in each regional office
- Supervisors should consistently use informal and formal commendations to increase worker motivation
- The offering of communication skills training and assertiveness training

Enclosed are the individual quarterly reports from the four regional career counselors and a separate report on the teleconference held November 15, 1984.

Liaison Conference Call Held November 15, 1984  
at NRC Headquarters

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Participants included:

Tanya Bodzin, H.Q. Liaison  
Dolores Linhart, Region III  
Pat Russ, Region V  
Becky Clark, Region IV

All the counselors voiced appreciation for the opportunity to speak with each other during the conference call. Each counselor expressed a need to have an annual conference for the Regional Career Counselors to provide continuity to the program and share problems and concerns. This recommendation has been made in the past reports and will be recommended again.

Contract renewal procedures were discussed and clarified.

The Regional Counselors recommended testing instruments that have been successful aids in counseling. The Career Assessment Inventory was recommended for use with non-college oriented clients. The Temperament and Values Inventory was recommended for focusing on work motivators. A discussion was held concerning the termination of NCS scoring the Strong Campbell Inventory. A memo will be sent to the counselors with definitive answers about new scoring procedures.

Becky Clark - Region IV - Dallas, TX.

The counselor reported there is a new Regional Director who was transferred from Atlanta, GA., Region II. The NRC in Dallas is close to licensing two new reactors. As a result, staff is responding to public controversy and morale is low.

The number of participants in the career counseling program has declined since last year. The technical and professional staff are very busy; therefore, clerical staff members are participating in higher percentage numbers than the professional staff.

Dolores Linhart - Region IV - Chicago, IL.

The counselor reports there is a new administrator. The career counseling program is going well; her client load is an even mix of professional and clerical employees. There appears to be a trend towards continuing education.



Pat Russ - Region V - San Francisco

The counselor reports there are rumors of a Federal Grand Jury investigation of the Diablo reactor licensing. There appears to be a continuing turnover of professional employees. New hires are having a somewhat difficult adjustment due to the high rate of change in supervisors.

Era Marshall, the Federally Employed Women's coordinator, visited Region V. A planning committee for EEO training will be formed. The Regional Career Counselor has been asked to serve on this committee.

The counselor reports the career counseling program continues to attract a cross section of NRC employees.

Upward Mobility

The headquarter's liaison informed the counselors of the NRC Upward Mobility Program for Women which will enable a select number of women to change from clerical to technical to professional paths. This program will be available in the regions. As soon as written materials are available on the Women's Upward Mobility Program, they will be forwarded to the career counselors.

Janet Sweeney - Area I - Philadelphia, PA.

Following the conference call, the Region I counselor spoke with the Headquarters Liaison. The counselor reported the career counseling program is fully subscribed. The counselor has seen 12 NRC employees ranging from a G.S. 4 through G.S. 14. Participants appreciate the opportunity to discuss career concerns with an outside consultant. The counselor also reports that Lynne Broadwater, the Regional Liaison, has been most helpful in easing the counselor's transition into the program. The Regional Liaison has been most supportive.

Counselor professional development was discussed. As a result, a memo will go out to the counselors listing the name and address of the appropriate career development publications and counselor education workshops.

The conference call provided an opportunity for the counselors to better understand the workings and policies of the Nuclear Regulatory Commission by sharing current trends and concerns evidenced in their counseling sessions with NRC employees. They gained insight to the character/profile of their region as compared to the other regions. They discussed client concerns, counseling techniques and provided support for one another which helps to maintain the integrity and high quality of the regional career counseling program.