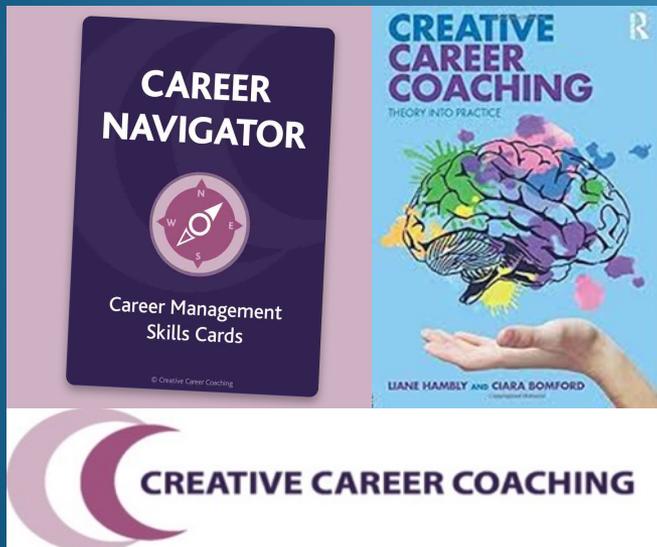


Creative developments in practice - ten changes we should sustain



Liane Hambly

<http://creativecareercoaching.org>

Combatting Zoom fatigue

a) Sit in a grounded position. Two feet planted on the floor, back straight but relaxed. Take 3 long deep breaths (4 count inhale, 4 count hold, 4 count exhale).



b) Or Big stretch, wiggle your feet, stretch your arms, chicken neck moves



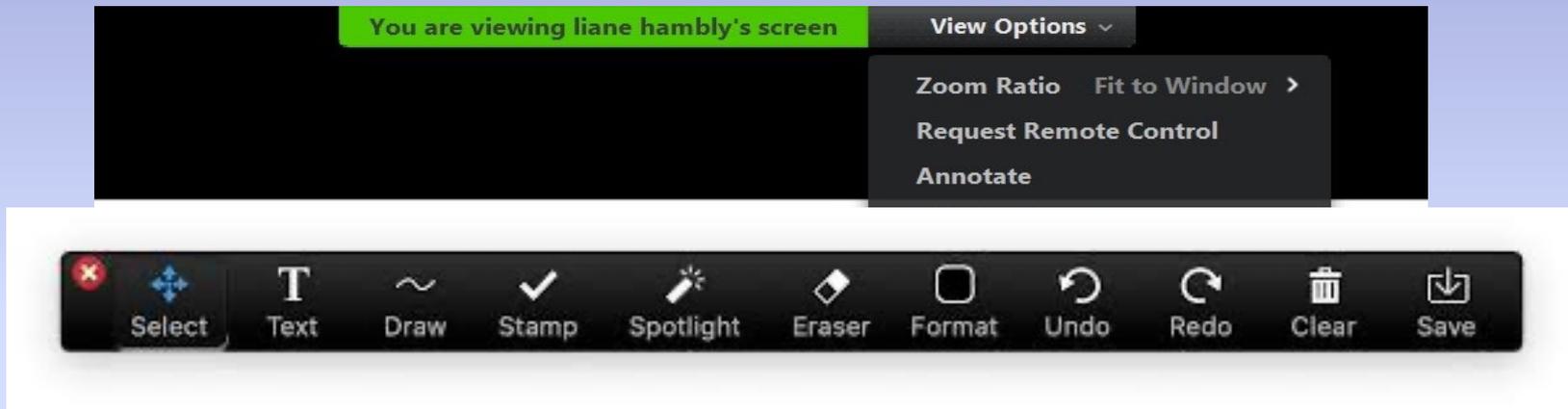
Netiquette

- Need slides open for breakout rooms
- Quiet space or Mute (dogs shhhhh)
- Cameras on is preferred (we connect better) but don't worry if you need it off



© Getty Images/iStockphoto

Annotating

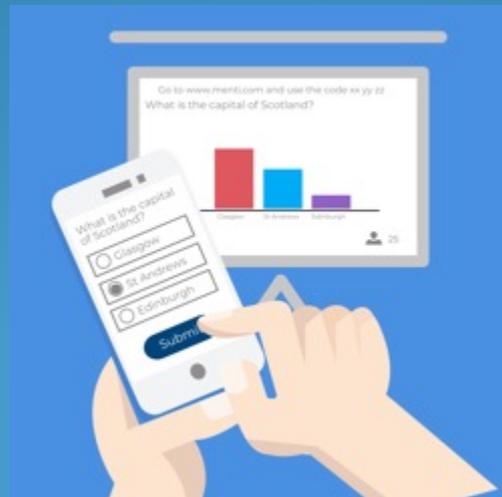




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Poll ... copy and paste into your browser

<https://www.menti.com/yoo8rab3bq>



Content

- **Acknowledging distance travelled**
- **Our new world** Polls, quizzes, wordclouds, whiteboards (Miro, Murel), Jamboard, padlet, Kahoot, Animation (powtoon etc) range of video platforms, creating and uploading videos, breakout rooms (**put your favourites in chat and how you use them**)
- **How practitioners have adapted**
- **What we can take forward** into a post-lockdown world – 10 changes





2014-2019

Telephone Guidance

Open University

National Careers Service

10 workshops, 200 practitioners

2019-2020

Telephone and Digital delivery

All practitioners

30 workshops 600 practitioners

Content

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- **How practitioners have adapted**
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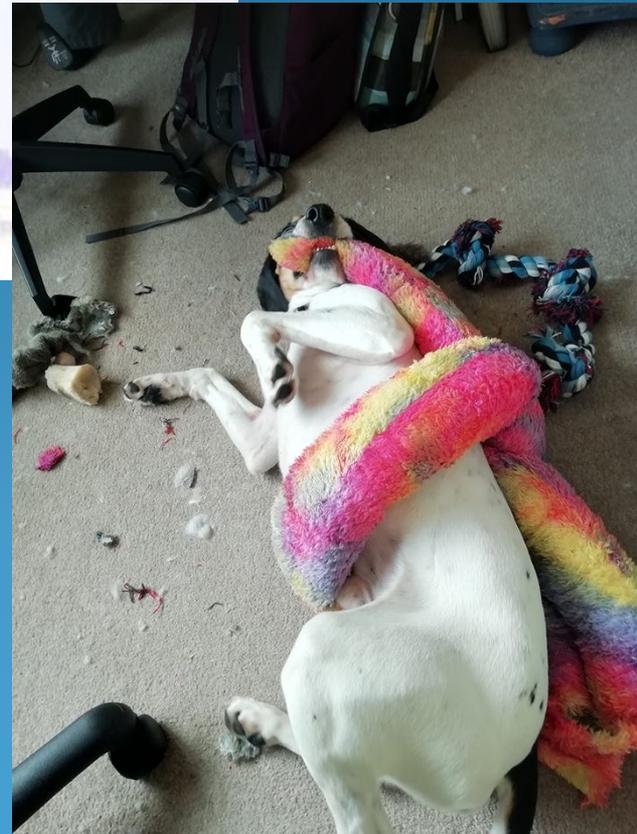
1



2



3

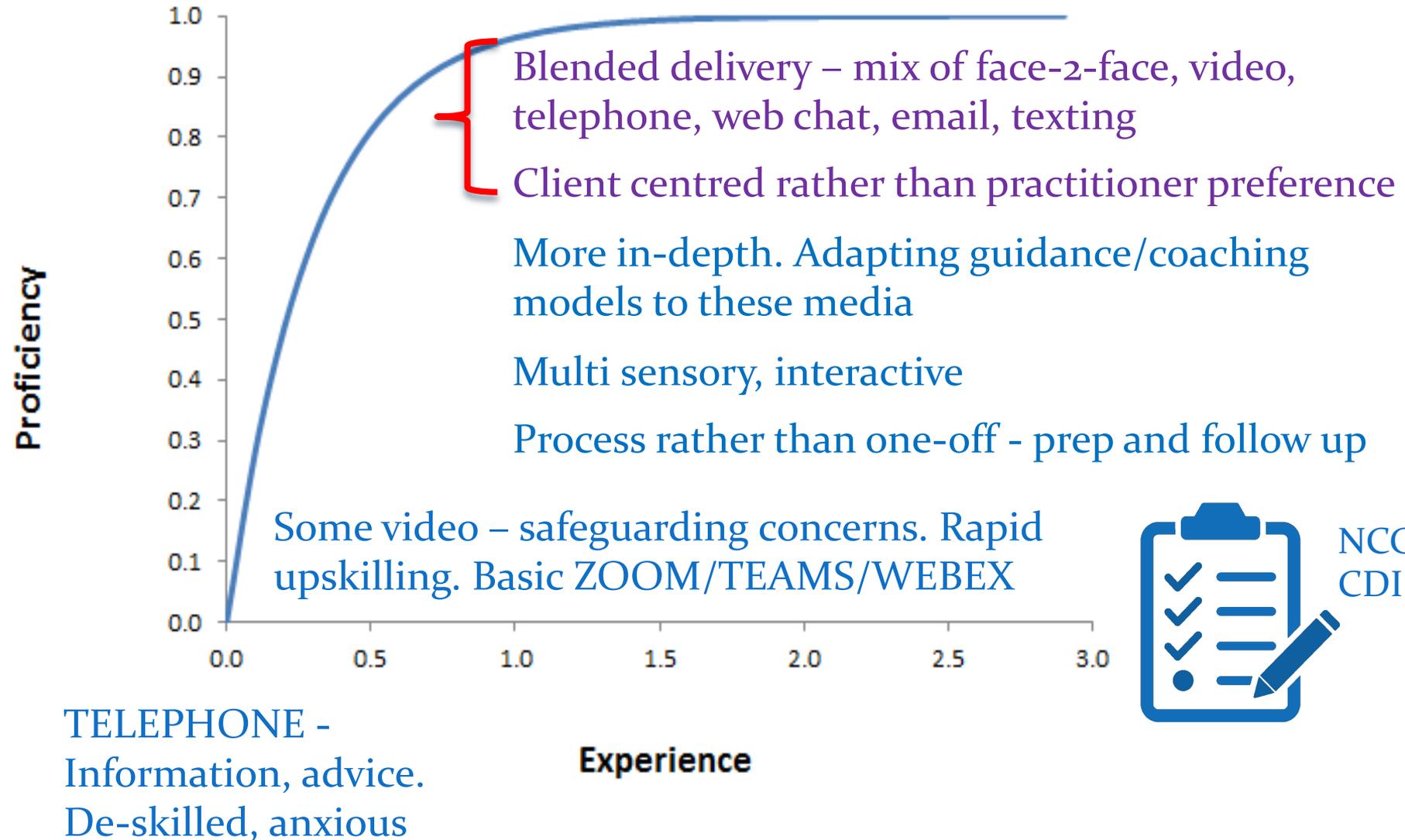


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- Acknowledging distance travelled
- **Our new world** Polls, quizzes, wordclouds, whiteboards (Miro, Murel), Jamboard, padlet, Kahoot, Animation (powtoon etc) range of video platforms, creating and uploading videos, breakout rooms (put your favourites in chat and how you use them)
- **How practitioners have adapted**
- What we can take forward into a post-lockdown world – **10 changes**



Learning Curve



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Practitioner views 2016-19

✓	Face –to-face	X
Can control the environment		Clients might prefer own environment
Can read body language		Clients may feel socially anxious and self-conscious
Easier to use kinaesthetic methods		Costs for clients to get there
Comfort zone for practitioners		Difficult with childcare
Access to colleagues and resources		Intense one-off
Can use the environment - movement, space		High cost



Telephone



Accessible for most clients	Mobile costs
Relaxed clients (in the main)	Missing visual body language cues
Flexible working for practitioners	Interruptions and signal
Can be a process – broken into smaller chunks over time	Keeping young people engaged for more in-depth work
Less unconscious bias based on appearance?	Getting them to answer
Easier to multi-task, not having to maintain eye contact whilst making notes etc.	Checking identity
Involves others e.g. Parents	More difficult to use visual and kinaesthetic tools (can still do it)
Environmentally friendlier	Wellbeing of adviser – less movement, social interaction



Video

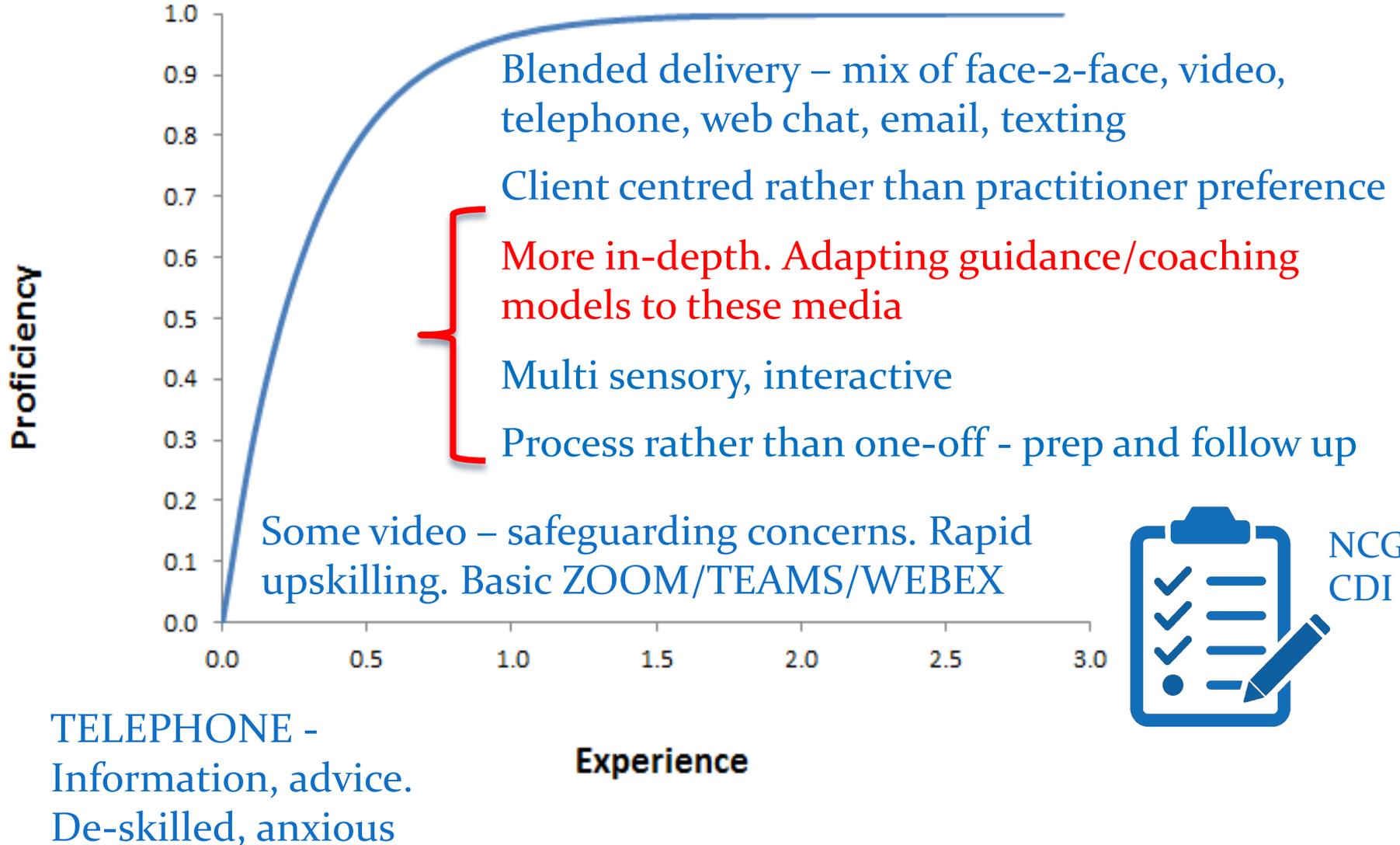


✓	Video	X
Can see some visual cues		Digital access/exclusion
Client in own environment		Practitioner competency
Client has control over whether and when to put camera on		Safeguarding (in YP's homes)
Prepares them for video recruitment		Digital hiccups
Can break it into a process – bite size chunks		Wellbeing of adviser – less movement, social interaction
Recording facility e.g. action planning stage		
Environmentally friendlier		

Changes to keep?

1. **Blended delivery** – offering the client/customer different media (client-centred).
Keep all media.
2. **Process over time rather than one-off**
e.g. Initial request via e-mail or web chat. Respond to quick queries. Offer service. Text with your details and information to prepare them for the session.
Chemistry session – telephone. More in-depth session (face-2 face, telephone, video). Full session or shorter with activities in between. Check ins- texts/email.
Review – email, text.

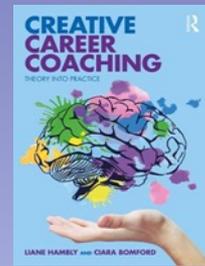
Learning Curve



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The guidance process

3 stage model



Stage 1: the foundations

Communication, agreeing purpose and process



Stage 2: exploring needs

Probing further, reflecting back strengths and needs, re-contracting



Stage 3: addressing needs

Moving on/ action planning

Adaptations

Telephone and video

Start to build rapport and prepare client beforehand – send text, email, video. Pay attention to environment (yours and the clients).

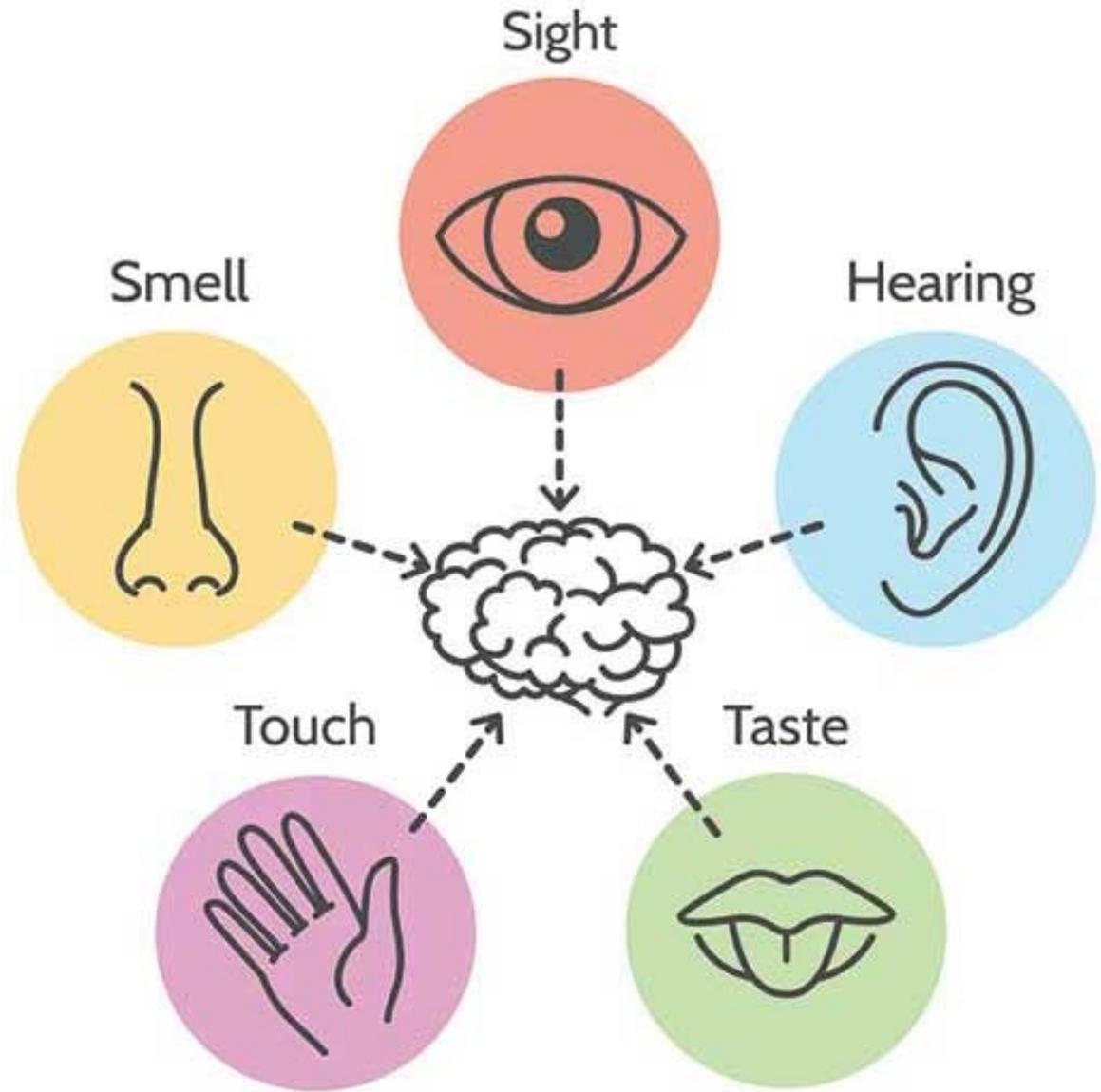
Signposting/commentary – be more overt about what you're doing and why (typing etc), explain silences

More deep listening and reflecting back to build rapport – say what you sense, and sooner (“it sounds like you are ...”)

Multi sensory to keep engagement:

- metaphor and analogies to create pictures in the minds of clients who like visual
- interactive video tools, visuals
- on telephone ask client to make notes, draw scales, write on post-its
- **New ground-rules/** ways of working to discuss: camera, silences, zoom or telephone fatigue
- **Get in the zone ...**

Keeping it multisensory



Glance at the images .. Notice your gut reaction (drawn to or put off)



Multi sensory language

Visual	Auditory	Kinaesthetic
Imagine ...	Tell me ...	Take me through
Can you see ...	What would you say if ...	What would you do ..
What would it look like	It sounds like ...	Draw
Paint a picture of ...	What three words describe you best	How do you feel ..

Telephone: How could you make this question visual and kinaesthetic (pop in chat)

On a scale of 0-10, with 0 being ready 10 being not ready, how ready are you to engage in study again?



Adaptations

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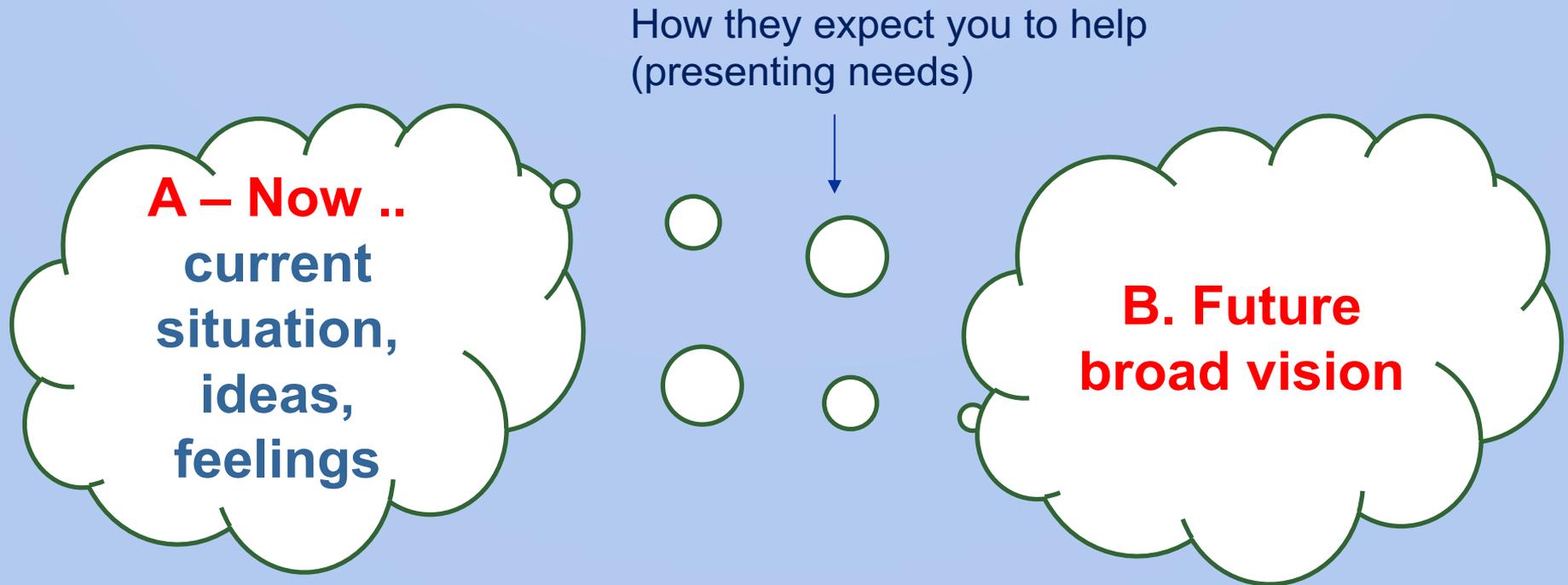
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Explaining the process in contracting

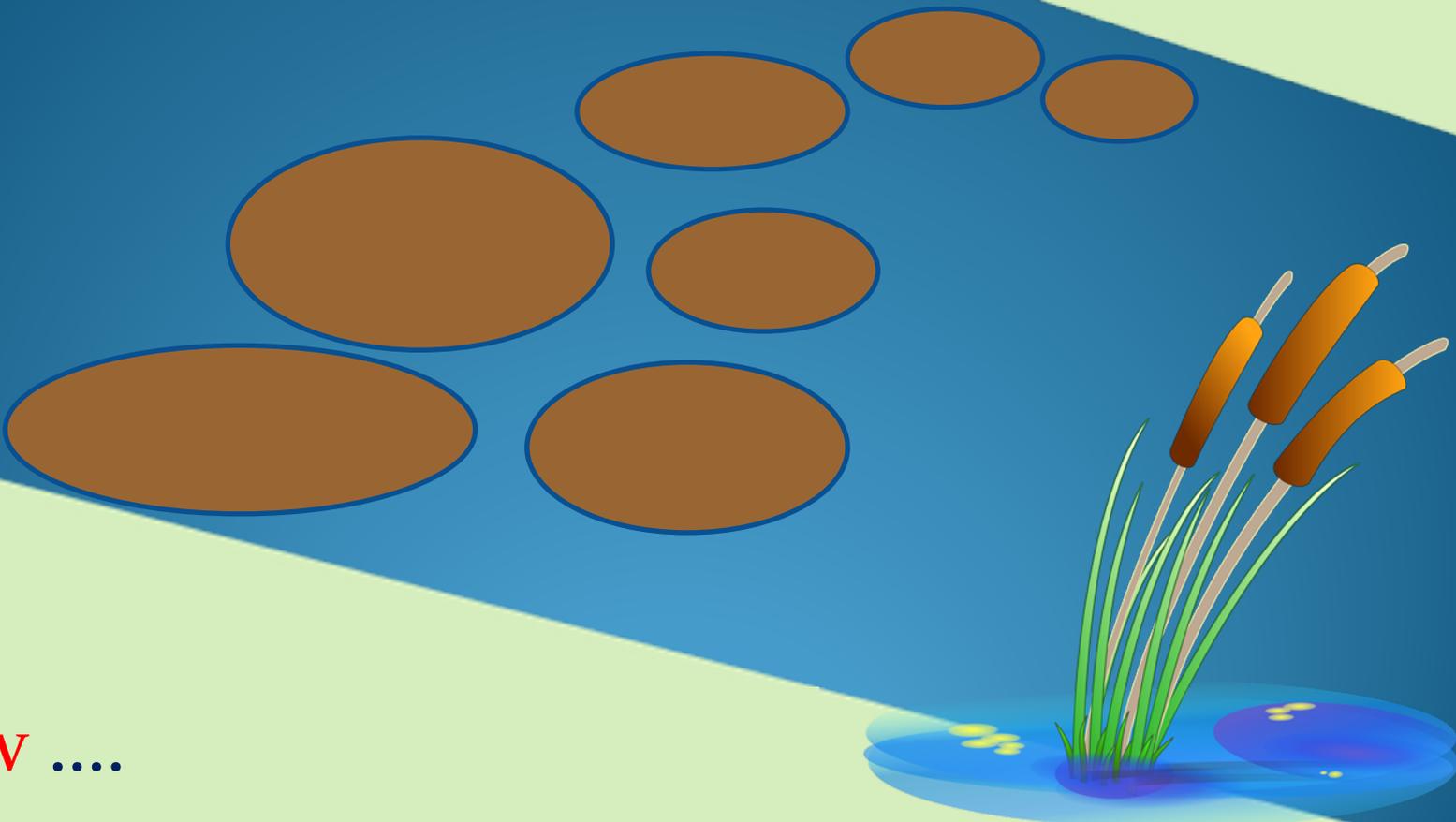


The process = clarifying what will help you get from A to B

<https://www.linkedin.com/in/liane-hambly-she-her-b047b91a/recent-activity/shares/>

B. Future

A. Now



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Changes to keep?

3. Multi sensory: visual (includes metaphor and analogies), kinaesthetic, auditory:

- find out what they prefer beforehand
- have a toolkit
- Understand neurodiversity.
- Stretch beyond your comfort zone.

Adaptations

Telephone and video

Start to **build rapport and prepare client beforehand** – send text, email, video. Pay attention to environment (yours and the clients).

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Creating a video

- * Informal (phone), powerpoint, upload to YouTube as unlisted
- * Introduce yourself
- * Best around 2 mins
- * Challenge some myths about your role – explain career guidance/counselling
- * Give them questions to think about to prepare
- * Introduce confidentiality, environment
- * Make it visual



A school careers practitioner: Jessica Pieri

<https://www.youtube.com/watch?v=X8GXUzlsAmI>

A careers centre: Glyndwr University

<https://www.youtube.com/watch?v=fisEfAixYPs>

General video on thinking about your future (useful for parents to access). Victoria Geary

<https://www.youtube.com/watch?v=hoemX4eQJ2g>

Creating a video

AutoSave Off vlog - Saved to this PC Liane Hamby LH

File Home Insert Design Transitions Animation **Slide Show** Review View Help Search

From Beginning From Current Slide Present Online Custom Slide Show

Set Up Slide Show Hide Slide Rehearse Timings Record Slide Show Show Media Controls

Play Narrations Use Timings Show Media Controls

Monitor: Automatic Always Use Subtitles Subtitle Settings

Use Presenter View Subtitle Settings

Start Slide Show Set Up Monitors Captions & Subtitles

2 Moving from face to face to digital

3 What we'll cover

4 Working together

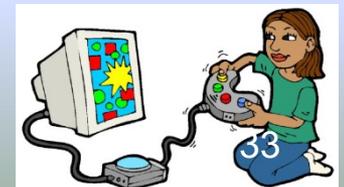
5

Click to add notes

Slide 2 of 5

Using metaphors

- Stepping stones to reach your goal
- **Toolbox** ... you don't just take a spanner to a building site, you need a full toolkit
- **Cake** ... you need ingredients and a recipe. Info/CV is just one ingredient
- **Planning for a holiday** ... making sure you have everything you need
- **Computer game** ... to progress to the next level you need resources
- **Road** ...winding, straight, bumpy



Changes to keep?

4. **Create videos** – to prepare people for your meeting, to have on the website, for parents and others to access, to cover basic info on options (save repeating yourself)

Adaptations

Telephone and video

Start to build rapport and prepare client beforehand – send text, email, video. Pay attention to environment (yours and the clients).

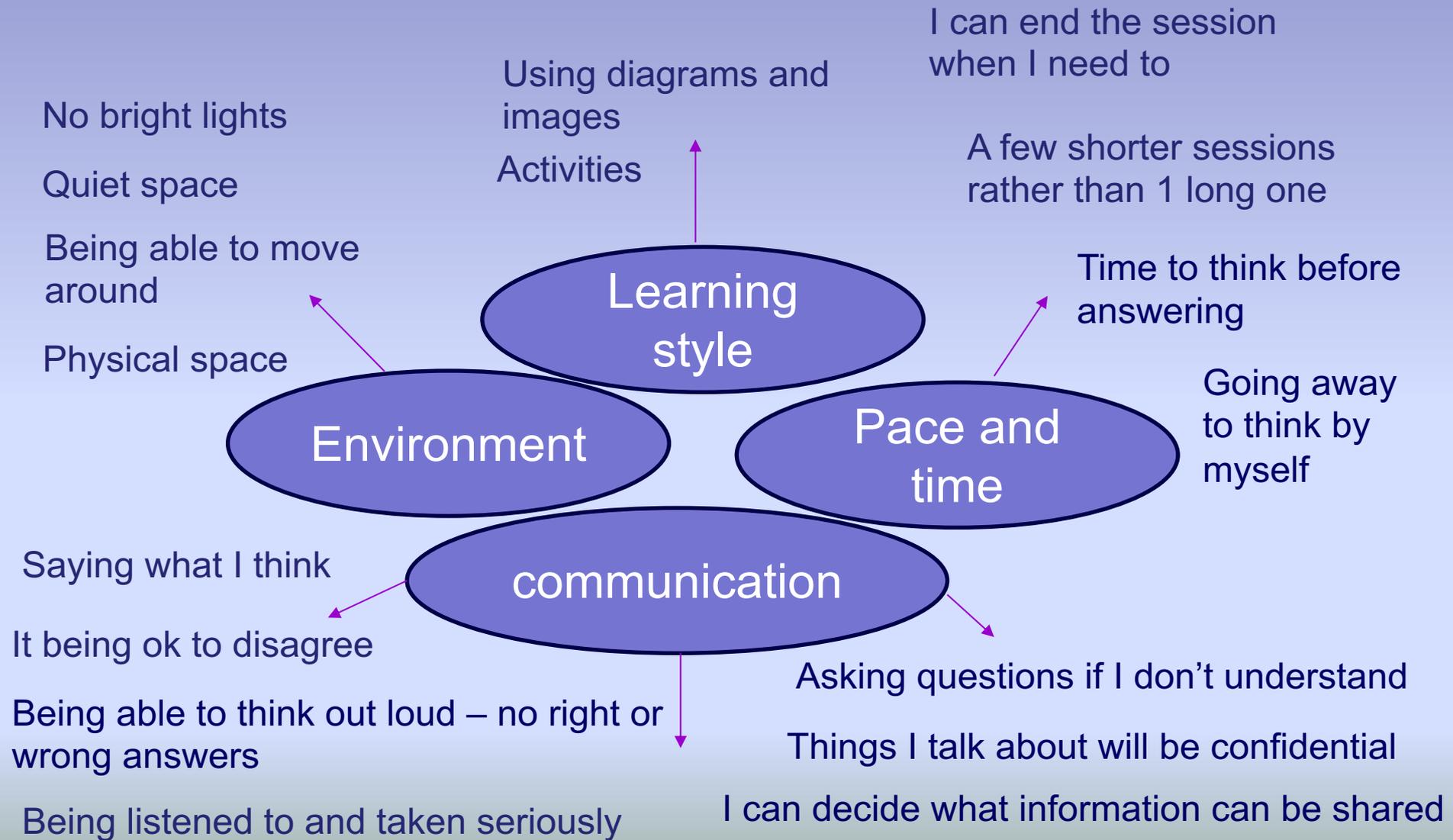
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- **Get in the zone ...**

What would help you in the career meeting?



Changes to keep?

5. **Ground-rules or ways of working** – take seriously in terms of neurodiversity
6. **Practitioner well-being** – the importance of movement, combatting fatigue, support network
7. **Importance of space/environment** – home? Quiet. Walking, outside.
8. **Digital upskilling** – padlet, jamboard, animation
9. **Communities of practice**, peer support, networking online and outside the company
10. **International working** – attending webinars, delivering at conferences

10 changes/developments

1. Blended delivery –. Keep all media.
2. Process over time rather than one-off
3. Multi-sensory
4. Create videos
5. Ground-rules or ways of working
6. Practitioner well-being
7. Environment/outside
8. Digital upskilling
9. Communities of practice/peer support
10. International working

Where to next?



Immersive, virtual learning environments

Useful links

- Lockdown schooling: research from across the world shows reasons to be hopeful. January 13, 2022
- <https://theconversation.com/lockdown-schooling-research-from-across-the-world-shows-reasons-to-be-hopeful-174714>
- Using mentimeter from within Zoom (no need for phones!) <https://www.mentimeter.com/zoom>
- ZOOM polling feature (you need to be host to set up) <https://support.zoom.us/hc/en-us/articles/203749865-Polling-for-webinars>

Thank you

(stay around to chat if you have further questions)

