ABOUT CAREER COUNSELLING SERVICES

CCS has over 40 years experience in delivering career management services to organisations. Our unique blend of career coaching and training experience means that we can either deliver a career solution for you through coaching your teams and individuals directly or we can train your employees to do it themselves! Our programmes can be delivered virtually, in person or as a combination of both.

What are the main benefits CCS Career Employer Services can offer?

- Develops, establishes and maintains career expertise in your organisation
- Supports business culture of self managed career development
- CCS Virtual programmes reach employees worldwide

Generally speaking the key services we offer are outlined below with more detail on each, provided on the following pages. We will always discuss your particular needs, so that any programmes can be combined or modified to suit your requirements.

Award winning career coach training, including an accreditation course for HR specialists or any employee in managing a career conversation.

Career management coaching for any and all employees, delivered through a virtual programme.

Career coaching for employees to address career related questions and career development, delivered one on one.

CCS is a team of practicing Career Coaches, Occupational Psychologists & Trainers with experience across many business, public and international sectors including Financial and Professional services, Recruitment, Media, Business Schools, Medicine, Law, the United Nations and Local Authorities. Our career management solutions are applicable to all sectors. To see the team in action and get a feel of who we are, please see:

www.career-counselling-services.co.uk/about-ccs/career-coach-and-course-tutor-team
ACCREDITED CAREER COACH TRAINING

Our award-winning Career Coach Training is accredited by the Association for Coaching. We have trained over two thousand people to a professional standard as Career Coaches in the UK and globally.

This unique experiential training programme develops participants while they practice as coaches and coachees. They are trained to use our 5 stage framework, moving from managing expectations to decision-making and taking action. Once trained, they are able to access the CCS toolkit, which comprises over 40 online career-based questionnaires and exercises to support the career coaching. Participants will also benefit from understanding how to set up and manage an internal career coaching service. For more information, please see: www.career-counselling-services.co.uk/accredited-career-coach-training/become-a-career-coach

KEY FEATURES
- Participants gain an Accredited training award from the Association for Coaching
- Contributes to credibility of HR and L & D teams delivering the career coaching
- Once trained, participants will have immediate access to the unique CCS Career Coaching Toolkit

“This course has genuinely been one of the most useful, engaging and well delivered courses I have ever attended”
HR Business Partner, Etihad Airways

“What an uplifting and wonderful learning experience! The course has left me feeling confident and with a clear understanding of the career skills needed and of the ways to approach various issues brought to career coaching”
Media industry coach

“It’s been a huge learning curve both personally and professionally and I have acquired skills and techniques that I envisage using not only now, but throughout my career”
Government Department Career Development Specialist
Managing a career requires a constructive dialogue between managers (be they HR or line management) and staff. The better that dialogue is managed, the better the career productivity and career path of staff, making for better performance to everyone's benefit.

We train managers and employees at all levels to have effective career conversations. This could be your line managers running large teams. Alternatively it might be less experienced team members who would gain from training in how to approach a career conversation with their own manager. These half day workshops are designed to fit into the schedules of busy managers and staff. We teach a practical framework which is simple to use. For more information, please see: www.career-counselling-services.co.uk/career-conversation-training

KEY FEATURES
- Tailored training for both managers and their teams
- Intensive half day workshops designed for busy managers
- Supports business culture of self-managed career development
- An immediately applicable simple and practical approach

“It has enabled me to develop a more collaborative and supportive approach to career discussions and the team now see the role we play together in their career development”

“The course really equipped me to listen more attentively in my conversations and to dig deeper before jumping in with solutions”

“The team are now taking ownership of their career goal rather than wait for me to do it for them”
OUR VIRTUAL CAREER MANAGEMENT PROGRAMME
This virtual career management programme focuses on equipping individuals to take responsibility for their own career management and to learn how to balance their needs with the needs of their employer. We have developed a powerful coaching tool Balance™ which acts as the foundation for employees to gain valuable personal insight and effective strategies for career management. Through online coaching sessions we work with them to identify areas for action. The programme can be delivered via an introductory webinar followed by one to one virtual career coaching sessions. For more information see:
www.career-counselling-services.co.uk/be-your-own-career-manager-for-employers

KEY FEATURES
- Focuses on engaging participants in steering their own career management
- Reaches employees dispersed in regions or abroad
- Uses practical online tools to develop networking skills, personal brand and career goal setting
- Encourages staff to develop positive career management behaviours

“It helped me to understand that my career is my own destiny and I have to manage what people see from me and what I do as a reflection from this”

“I’ve been applying myself in different ways to act as more of a coach myself rather than telling. I’ve been ensuring that I check myself and my questioning/replies when talking and trying to bring the best out of my team”

“Taking time to seek positive feedback, reviewing my personal brand and having the opportunity to talk it through with my Coach has enabled me to take a step back and plan how to use this to greater effect”
There are times when it is appropriate to have a professional outside of the organisation to offer career coaching to employees at any level. We offer face to face or virtual meetings to support any of your career development initiatives or where there are employees needing career coaching. This can have significant benefits, contributing to employee engagement, productivity and well-being. It can also eliminate issues before they become problems by enabling employees to take ownership of their careers and take action.

CCS has a depth of experience of providing career coaching for individuals across commercial, public and international sectors. We are specialists in delivering career coaching using a practical five stage approach together with our tools and questionnaires which we have developed since 1996. For more information see: www.career-counselling-services.co.uk/career-coaching-for-your-employees

**KEY FEATURES**

- Your employees will be supported by a professional career coach
- Our career coaching programmes are adapted to suit your employees’ needs
- Programmes range from 2-12 meetings
- Career coaching is combined with CCS’s unique tools and questionnaires
- We work globally across a wide range of cultures
- Our career coaches are all members of the British Psychological Society, the Association for Coaching and the Career Development Institute

“I very much appreciated the structured approach to career coaching, yet adapted to my needs, as well as making use of the highly useful tools. I appreciated doing preparatory work in preparation of each session to really focus the discussions on the outcome of this work. Some of the results were true eye openers for me, such as a number of strengths I was not aware of, realizing what is most important to me related to my career and options for future roles”

*Learning & Development Officer, European Agency*
Saint-Gobain is one of the top 100 industrial groups in the world, operating in 68 countries and with more than 180,000 employees and 100+ nationalities represented. In the UK and Ireland, it has circa 17,000 employees across 34 businesses and more than 1,000 sites. Its’ businesses include some of the most respected and established in the construction industry including: British Gypsum, Jewson, Isover, Weber, Saint-Gobain Glass and Gibbs and Dandy.

What were the outcomes that the client was seeking?

In 2011, CCS was approached by the HR Director for Saint-Gobain UK & Ireland, who wanted to create a career coaching programme for ‘talents’. As an organisation who promote career development and internal mobility between functions, brands, businesses and countries, Saint-Gobain wanted to support its employees to gain clarity of direction, of their personal strengths and interests and to build and drive their own career development. The organisation hoped to increase engagement, internal mobility, and strengthen their talent pipeline.

They were seeking to develop a highly professional internal service that would benefit both the organisation and the individual. The fact that CCS offered an accredited and licensed career coach training programme was very attractive. They wanted to have an impartial cohort of senior HR & L&D Managers who would be fully trained to operate as internal career coaches.

What was the design of the programme?

CCS trained 4 cohorts of career coaches in the UK, Ireland, South African and Nordic regions amounting to 40 senior HR & L&D Managers. Individuals were referred for Career Coaching by their Business HRD and Line Manager and matched with a coach outside of their immediate business. A code of conduct was put in place, together with clear boundaries to preserve confidentiality.

Seeing the benefits of this approach, the Company later introduced a short programme for Line Managers, designed to equip them to have good career conversations with their staff, thus engaging the Line Manager, the HR Manager, the Coach and the Individual in the whole process.
The programme was initially focused on those identified as ‘talent’ within Saint Gobain but was ultimately rolled out beyond this and has now been extended to support hundreds of employees.

“81% said that career coaching had a positive impact on their commitment and engagement with the company”

“74% said that career coaching had a positive impact on their decision to stay within the company”

“66% said that career coaching had opened their eyes to further development opportunities within the company”

“32% have had at least one positive career move”

“We obviously prefer people to stay but we recognise that they may choose to go elsewhere, and if they do leave, they leave with a hugely positive impression & experience of their time at Saint Gobain”

Natalie Harvey, L&D Manager
CERN is the European Organisation for Nuclear Research. It was founded in 1954 and receives funding from 23 EU member states. It operates the largest particle physics laboratory in the world. It has over 2,500 permanent employees, predominantly physicists and engineers, and approximately 1,700 doctoral students, trainees and visiting scientists.

What were the outcomes that the client was seeking?

The Head of Learning & Development (L&D) at CERN approached CCS to help them to develop a programme of effective internal career conversations. They were keen to develop a culture of growth in the organisation that encouraged development opportunities outside of promotion and linear career progression.

What was the design of the programme?

- CCS designed a programme to train line managers in a practical 4 stage approach. This gave them the confidence to open a conversation using a clear framework focused on getting results without having to get into in-depth discussion or the pressure to find a solution
- CERN was particularly keen to use the CCS unique career management tool, Balance™, which focuses on the behaviours that individuals can use to best balance their own individual career needs with those of their employer
- We also trained staff in how to gain the most from a career conversation
- All participants were offered an additional one to one coaching session
This was a breakthrough programme seen as being of significant benefit. Following the success of the pilot, the programme has been rolled out more widely and translated into French to open it up to international colleagues.

**Feedback from CERN – both individuals and programme managers:**

“Our staff are now the main actors in managing their careers”

“The tools have opened up completely new horizons and helped me to really reflect on what I want to do”

“I now see the glass as half full and recognise the career possibilities”
Rachel returned to work after maternity leave and was finding it hard to ‘fit in’. In her words “I was feeling lost, dejected and lacking in confidence. I was struggling with the way in which I thought about my career post maternity leave. Before children, I had been ambitious and knew what I wanted. And now how could I achieve happiness at home combined with fulfilment at work?” The career coaching helped her to understand the emotions she was feeling, reminded her of times in her career when she had been at her best, and enabled her to explore what she needed to create a solid platform upon which to drive her future career.

Louise had been with the same organisation for 10 years since graduating progressing through different functional areas and had been recently promoted to lead a sizeable department and team. She was finding some areas of the new role challenging and wanted career coaching to help her work out whether her skills and motivations fitted long term with a senior leadership role. The coaching helped her to establish that she very much enjoyed the core skills of leadership such as setting vision, influencing and motivating but struggled with day to day management tasks. Through career coaching, she was able to create an action plan of how she could delegate more to her team and focus on her own career drivers of setting more leadership and providing a cohesive culture to her team.

A new growth programme created uncertainty for David, a senior manager in the UK part of this global company. He was concerned that the new COO did not know him, and so he wouldn’t be looked on favourably for a more senior position. It emerged in the coaching that he was lacking in confidence in how others viewed him. We agreed that he should reach out to others more than he had done to date, and he sought feedback from several colleagues. As a result, he was reminded about areas where he was seen as strong, and these prompted his decision to go for the senior role he had wanted. He was offered the role.