

## Understanding Diverse Clients

### Course Outline

#### Course Developer(s)

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#### Course Format

Two weeks, 10 hours per week

#### Course Prerequisites

Current and/or past experience as a career and employment practitioner and/or in a related field.

#### Course Description

In today's work environment, career management professionals require skills to work with diverse clients. This course will explore the similarities and differences in working with a wide variety of client groups and provide tips for tailoring strategies appropriately.

#### Course Objectives

##### General:

Participants will identify and discuss the specific needs of diverse clients and learn how to adjust their style to facilitate client success.

##### Learning Objectives:

Upon successful completion of this course, students will be able to:

- Articulate different kinds of diversity (e.g., age, gender, ethnicity)
- Recognize specific career challenges encountered by diverse clients
- Articulate the impact cultural differences have on communication
- Select appropriate interventions and resources for diverse individuals/groups
- Identify changes/modifications required to customize existing programs or resource materials to make them relevant for a different client population

#### Required Texts / Supplies

Neault, R. A. (2006). *Beyond the basics: Real world skills for career practitioners*. Aldergrove, BC: [Life Strategies](#).

Sheppard, B. C. & Mani, P. S. (Eds.) (2014). *Career development practice in Canada*. Toronto, ON: CERIC. (eBook or Print available from [CERIC](#)).<sup>1</sup>

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<sup>1</sup> The Sheppard & Mani (2014) textbook is a required reading throughout the Career Management Professional Program. Students taking individual courses, therefore, may only refer to a chapter or two; however, this resource is a wonderful addition to your professional toolkit.

## Additional Readings

Throughout the course, relevant readings will also be posted on our website. Plan to spend a minimum of 2-3 hours per week on the readings.

## Course Completion Requirements

Students must achieve an overall grade of at least 80% to successfully complete a course. If absent or offline for more than 48 consecutive hours, students are required to contact the instructor.

Participation	25%
Case Summary	25%
Tip Sheet	20%
Resource Analysis and Recommendations	30%

## Online Instruction Overview

This online course will be conducted using the “Moodle” course management system. Registered students will receive log-in instructions by email the Monday prior to the course start date. This system relies on asynchronous discussion forums (i.e., students post when it’s convenient for them, not during a scheduled time slot). However, from time to time, we may schedule live “chats” using online message/conferencing applications (e.g., Skype, GoToMeeting).

Facilitated e-learning offers amazing opportunities for shared learning. Many experts in the field believe that the best learning occurs in the discussion forums and that the posted course content may take on a secondary importance. Although this course will provide comprehensive content, students’ active participation in the discussion forums (i.e., checking in and briefly posting once or twice per day to each open discussion) enriches learning and is required for successful course completion.

## Operational Requirements

As this course is offered entirely online, students must have reliable Internet access and be comfortable using Internet technology and participating in discussion forums.

Although there are no scheduled classes, students will be expected to spend a similar amount of time on this course as they would in a classroom-based environment of 20 hours.

Documents will be posted in Word, PowerPoint, and PDF —students must be able to download these documents and also upload similar documents.

## Accommodation

If you have a disability that needs accommodation for this course, please let us know and we will work with you to more effectively meet your needs.