

Discussion

Jon : Mark, I really liked your work with Tara. She looks like she really changed a lot during the process. Is this a good example of career counselling?

Mark: Yes, I think it's a very typical session and something that is very representative of at least my approach to career counselling.

Jon : Do you think can that much change in that short period of time?

Mark: Yes, because ..I believe it's because a person comes when they're ready to do that work and that readiness just blossoms as we work together.

Jon : I thought career counseling was boring , take some tests, this seems so alive.

Mark: Yes, because we focus more on getting the self-knowledge much from talking with the person and hearing their stories as in contrast with the traditional approach giving them inventory and doing a test interpretation. I rather hear in their own words what their interests are.

Jon : Now, where would the treatment go with , you know, if you continued to work with Tara? Is it over?

Mark: No, that won't be over . I would look forward to the opportunity to talking with her more about her options and developing a plan on how to explore the possibilities that we talked about. I think she needs a concrete script of things to look into , people to talk to, things to think over.

Jon : So get more to the nuts and bolts part of the treatment?

Mark: More into the reality testing and making sure... and sometimes when people go out and do the exploratory behaviour they learn more things about themselves and make new decisions.

Jon : What period of time would you see treatment taking, you don't know for sure, but it's just kind of...

Mark: Typically one session like this the second session a week later or after some period that the person have time to think it over. And I always like to start that second session by asking what have they thought since we talked last. What did I misunderstand or what new things... sometimes this session starts a process that we want to hear more about, but the second session focuses on developing a plan of exploration and then I ask the person to come back in a .. usually about a month, after they have time to do these things, and usually that's the right setup.

Jon : Let's look at the session with Tara. Let's take some clips so that our viewers can get an insight into what's going on in your mind as you 're working with her .. so, let's look at the clip that's just at the beginning of the session.

Mark: Great

Clip 1

Mark : I'll be asking you questions about your early childhood, and who you are, and ...I sort of look at career as a story of a person's life and so I like to get a very good feel for that. So that's what we are going to do with your permission.

Tara :Ok

Mark : And I want to start by asking you.. and I'm going to write down ... how I can be useful to you.

Tara :Ok Right now I've a master in counselling, school counselling, and I don't know what direction I wanna go in.

Mark : And what would you like to accomplish by you and I talking together?

Tara : I would like to accomplish.... Have a made-up mind as where I want to go, whether a second master , or pursuing, I don't know, my SID, EDD.

Jon : You started out with "how can I be useful for you". It seems like you chose your words very carefully

Mark: yes, I always start with how can I be useful because for me it takes a pressure of trying to be right or correct or having answers. I'm confident that I can be useful in some way.

Jon : What were you looking for when you.. with this question?

Mark: I'm trying to establish a contract with the individual. I write down exactly what they've said and that becomes the goal for what we want to accomplish together, and it always frames how I'm listening to the story she tells. It gives me a guidepost and ..also.. it's important to hear her signature. The first thing the individual says comes truly from themselves, because you don't know the situation, you don't know the context, so they must draw on who they are and so I find very, very important to write it down and listen carefully.

Jon : Now, the writing down how, important.. , I mean , it sounds that's important and , ehm, you asked almost permission to do that.

Mark: Yes, I ask permission because I'm a little hesitant to break eye contact because I haven't, learned yet how to write without breaking eye contact, so I do ask permission and I don't want to appear rude. But it's very important to me that we have some documentation so that at the end the client can leave with something in hand and have homework assigned to study and talk it over with other people. And I believe it's better to leave with these stories than with a test profile.

Jon : Let's take another clip which is just a little bit further along when you begin to narrow the goal.

Clip 2

Mark :What makes it an issue right now, because you just graduated, or...

Tara : It makes an issue now because I feel that... I'm not going to enjoy it if I go into it, because of all the changes that are going on, the stipulations that are against me, that I can't do, and I don't want it to be a problem for me getting up going to work to do something that I don't want to do.

Mark : It sounds like .. Do I understand?... quickly... you have already decided you are not going in the school counseling. You either going to get another degree maybe MSW , maybe a PHD. Are there other options you can think about?

Tara : No

Mark : you've got pretty well narrow down already.

Tara : Ya

Mark : Good! So now I'm going to ask you some questions to get to know you and then after I have some sense of that we'll go over to that and then talk and see if we can be useful in the way that you want it.

Tara : Ok

Mark : My favourite question that I always love to start with is, when you were a young girl, when you were four, or five, six, seven, eight, when you were just making up mind about life who did you cope to, who did you have as heroines and role models?

Tara : When I was eight I told my mother I wanted to be a waitress, only because they get tips. I looked up to my parents...as role models.

Mark : And I'm really asking more outside the home.

Tara : Outside the home.....

Mark :It can be characters in books, TV, or people in the neighbourhood.

Tara : I don't think I really had any. I just knew I wanted to be successful

Jon . Mark, what are you hearing in here? What's at stake for Tara?

Mark: I'm asking what makes this an issue at this point of her life , what moved her to come in today and so I want to hear very quickly what the heart of the matter, what's the essence of the story and she explains that she is very concerned about taking direction from other people if she becomes a school counsellor and I'm relating it back to her response about how can I be useful, the issue of taking direction and control

Jon :Now, you moved on to your favourite question. can you talk a little bit about, you know, that? What you were looking for with it?

Mark: Yes. If I can know one thing about the person I would like to know who the role models when growing up, because it.. it is the solution to the problems they face in growing up.

Jon : Oh, the solution.

Mark: It's a solution. They have made a choice of somebody to model themselves after and so the individual designs themselves the blueprint for their life for their solutions to life is portrayed by a cultural script that we call a role model . So as a person tells me about their role models I'm really listening to them talking about themselves.

Jon : And you had other things , I mean you had characters in books, and you have a lot of different choices.

Mark: Yes, just because it's the first question and it's not a routine question that people heard or thought about I've tried to , especially with Tara, she needed a little prompting, I think. Examples of where they can draw .. because sometimes, talking about heroes and role models, makes it sound too big, too overwhelming...so..they're really cultural stories and it can be .. I've had people telling me about "Lassie" and "Mighty mouse" and " Fernand the Bull"and "Zorro" and "The Lone Ranger", it can be..

Jon : So not just real people

Mark: Maybe more often than not. It's not the real person. .

Jon : Now, you seem to believe that people have a lot of control and really design their own life. Is it not just serendipity or chance that you choose a career?

Mark: I definitely believe that we design ourselves. We're both the painter and the painting and...that's why I call my approach "career construction", we're actually constructing and building ourselves, The career is a bridge to society, to the community, to participating in the community and each of us does make choices of the direction in which we want to head.

Jon : You seem to want her to tell her stories as part of this approach.

Mark : Yes, I think that's the essential ingredient, to have the individual speak who they are. Their choice of words , their choice of stories are self designing moments that are very significant to them . And as they talk it becomes more real, has more substance for them, and , especially when they say it aloud to an audience, a little audience like me, it becomes tangible.

Jon : Are people usually as articulate as Tara, I mean she seemed to jump right on.

Mark: Just everybody is as articulate to these questions because they are enjoyable, fun questions, they're not psychoanalytical, they're just straightforward. Who did you like when you were growing up?

Jon : Let's move on to another clip, and the next clip is when you're moving on Janet Jackson this "Control" album that she made:

Clip 3

Mark : Let's go back to Janet Jackson tell me what did you admire about her what kind of person was she?

Tara : She put out her own album called “Control” and it was, you know, she was taking control of her life, her own business and everything and at that preteen age I felt like I could relate so much to that... like, parents in your business, trying to run your life, so I think that’s what attracted me to looking up to her.

Mark: And what kind of person was she? what personality...

Tara : Independent , professional ...and ambitious.

Mark : I like the way you said thatambitious... now, tell me about... Of course I know about Janet Jackson , but Miss Smith.. I don’t know a thing about Miss Smith.

Tara : She was just so free, you know, you could ask her anything and she would tell you anything she didn’t sugar-coat anything.

Mark : She didn’t what ?

Tara : Sugar-coat. Yeah. she didn’t sugar-coat anything, like, she would tell exactly what it was , that’s it that’s are she was very straightforward and ...I liked her openness.

Jon : Yes, Mark, I was watching this and I heard her talk about Janet Jackson and Miss Smith . She uses these words of independent, and professional, ambitious and strong and free and straightforward and open. What do they mean?

Mark: yes, as I listen to the descriptions of the role model I always am assuming that the person is telling me their self-conceptualization: this is who I am and it’s a way of having a person describe themselves with no real pressure on them because they believe they’re talking about someone else.

Jon : So it’s a projection of herself on to Janet Jackson and Miss Smith?

Mark: I believe she has incorporated, imitated, incorporated, identified those traits, and has become that herself , in particular Janet , as I’m listening to the tape now it’s also important that certain words she emphasizes with her facial expressions, body language

Jon : Like ambitious

Mark: Like ambitious. So.. we have to remember she was making sure that we heard that that was a central part of who she is.

Jon :If I were to summarize from what you heard I would say Tara is independent, professional, ambitious, strong , free, straightforward, open . Is that ?

Mark: For me that’s a self description. That’s what I prefer instead of a personality test or interest inventory because it’s in the person’s own language and as we’re hearing those words we’re also continuing to connect them with the issue of highschool counselling is not attractive to her

Jon : This seems so subjective

Mark: The world is subjective, the world is the way we see it, the way we perceive it and Tara will make her choice based on her view, who she is and ...

Jon : So that’s reality

Mark: That’s reality for her and it’s a good reality for her, it’s functioning well and it’s working well.

Jon : I see, yeah. Let’s move on to next clip and the next clip is when we get the first early recollection. ok?

Clip 4

Mark : ...I always enjoy hearing stories from childhood and I like to ask people what's the very first thing they remember happening in their life, the very first story.

Tara: Me tearing my Dad's Cadillac Sedan Deville.

Mark : How old were you when you did that?

Tara: Four or five.

Mark : Tell me the story of that.

Tara : This is before the day we had the electric garage opener. He pulled into the alley, got out of the car to open the garage door and I pulled the gear and the car went "baboom" into the garage.. yeah. I think that's probably why they made the law that your foot has to be on the brake before you switch gears, I don't know what I was thinking about, but yeah, that's bad experience.

Mark : What happened next, when....

Tara : I think I was so terrified

Mark : How did dad react?

Tara : I can't say. I don't know. I don't remember that I don't think he came to see us. I really don't think he came in the house. I remember my mother saying like checking me out and making sure I was ok . "Are you ok. Let me see let me see!" then when I was fine, "What were you thinking? Why would you that? You know better!" You know, hollering and all that stuff.

Mark : Give another story. I like three.

Jon :you were laughing, you seemed to have a lot of fun. Isn't it supposed to be more serious?

Mark: It is serious but it's also enjoyable to hear the stories, to have a painted portrait of an individual, to be able to admire, see her life in progress it's very enjoyable and I enjoyed her stories. I thought that they were charming.

Jon : What did you hear in the story about the Cadillac into the garage ?

Mark: There's so much, as you know, Jon , there's so much here that we can talk for an hour on that, but some of the highlights for me is that it relates back to why she came for career counselling, the issue of changing gears and losing control.

Jon : oh wow ! What a metaphor!

Mark: Listening to tape iust now I realise that, as I was writing I didn't hear something very important. She said, another metaphor was " I forgot to put the foot on the brake before I changed gear " and if I had heard that I would have pointed out to her that that's exactly where she's sitting now. She's sitting at a point in her career where she's changing gears and talking with me is the foot on the brake before she.. so she doesn't' careen into something, and that maybe when we leave that will be time to take the foot off the brake.

Jon : so, how these words are.. they mean something?

Mark: I really believe that the whole is in every part of the person and being a counsellor, especially a career counselling we must have the ability to see patterns and to connect things and I believe that the words are also choices. Word choice precedes movement down the highway of life, so as she speaks so shall she go.

Jon : Right at the end of the this clip you asked for three. You wanted to get three, what's the purpose of that?

Mark: Well, in asking for the stories in general, I find that the individuals will tell me the stories that they themselves like to hear. They have taken control of what is going on and they will select stories that they need right now for themselves, and, although you and I may in the first story or even with hearing the role model have some sense we could talk about I

believe it's very important the individual to hear themselves, and so I want to have at least three times that she listens to her.

Jon : and there 'll be the same pattern, there'll a similar pattern in each one ?

Mark: there 'll be nuances . It's like...we can make an analogy to a theme in music. It could be played in a different key, it could be inverted but it's the same theme, the same song.

Jon : Let's move on towards the next clip, and the next clip is when you get her to write a headline

Clip 5

Mark: going back over these stories and try to put a headline on them to pretend they are like going to be on a newspaper tomorrow and the story of the little girl who pulls the gear and smashes the Cadillac through the...now, the headline in a newspaper usually has a verb and some actions so, let's work together. What kind of headline would you put on that story?

Tara : Curious... as I was curious. I know that for sure.. Curious... see...since this is me, I don't want to make it so horrible.

Mark : That's a cute story, nobody got hurt and they didn't throw you out of the house. You don't even remember dad's reaction..

Tara : I really don't think he came into the house.

Mark : Mum was only worried about you, not the machine , so: Curious girl ?

Tara : Gives Cadillac the "ok".

Mark : Gives Cadillac the „ok“. What if you didn't give the ok though?

Tara: it saved my life. Or it can withstand going into the garage, I dunno, I just know the back of the car and the garage got torn up.

Mark : Curious girl tears up garage something like that?

Tara : That's fine.

Mark : And how about the graduation from the eighth grade...

Jon : What were you looking for, Mark, when you were asking her to create these headline?

Mark: This is a very strategic moment for me.. this is the point in our interview when I'm trying to shift from hearing her stories, learning her stories to have her work and processing them creating meaning and digesting the values that are in the stories.

Jon :So, what did you learn from this one ?

Mark: As she says that headline she is now the one who is processing and saying what this is about, and we both noticed while we were watching the tape we saw her face and her perplexity. She says " I don't want this to be bad because this is about me" so it's obvious to us that she also realizes now the balls in her court.

Jon : Sure

Mark: and so after her struggle she came up with the main word of curious, and so what I have learnt is one way to be in control and one way to take charge and pull the levers and choose the direction is to learn to read to be curious to try things, to travel, to be open, to express oneself. So it was a very important word choice for me , a very important moment for me, because we've now switched to me following her.

Jon :When you get these early memories, these early recollections from her what were you looking for?

Mark: What I'm trying to do, to keep, to have a rhythm, to get a sequence, I usually start by looking for the first verb that the person does, the person says, because in most of my experience that is the move in life they make the most they send skits of energy from the verb a lot of skits of energy from a style of movement

Jon : So, it's a direction

Mark: It's a direction , it's a way of being in the world. Hers was tearing up. So.. that's why she needs control, so she doesn't tear things up in the wrong way. But she does want to tear up some bad practices, she does want to tear up discrimination in these connections. Another thing I look for, Jon, is the feeling that is there because I also believe that that's the feeling that they have most often in their life and so it's .. I look for those things and I look...

Jon : That's pattern too

Mark: yes I look for emotional pattern.

Jon : Now...as I look at this.. you told that her story was cute I don't think I've ever told anybody that her story was cute

Mark: Maybe I could have chosen a different word. My intuition told me that she was curious about what I was thinking. I think that each person I work with at some point I become concerned that they're self conscious about how I am hearing the story Am I judging . Am I thinking it's silly do I think it's stupid so I pick a moment where I want them to know what I thought., and, you know. I thought that was cute, I thought it was a charming story.

Jon : So that's not your standard response that it's cute

Mark: No it's what..my authentic .. whatever if it's tragic, scary, if I have tears, it makes me sad. I want them to know what's happening to their audience.

Jon : And it's honest. too

Mark: it must be, because otherwise, that would be the end of everything I don't remember that she had any reactions

Jon : I think that she gave permission to move forward as I get out of

Mark: That's my hope

Jon : It's sort of, you know, you just let her know that you weren't judging her.

Mark: And this was particularly important at this point because we're now making the switch to her being the authority about her, her speaking in her own voice and after she's done that I want her to know that I appreciated that and that was cute.

Jon : Let's move on to the next clip and the next clip is where you help her to do that by providing some feedback.

Clip 6

Mark : ..and, even in your first story , you know, the headline is most impressive to me, because sort of captures a theme that I heard in a lot of your answers. When you said "curious girl " and then you stopped... but curious girl is Tara.

Tara : Oh. Yeah.

Mark : Yeah. You love the books, you love learning, you love studying, and probably that's why you're thinking of another degree, because you like to learn and the master's degree is not enough, isn't sufficient for a curious woman today.

Tara : Right!

Mark : And learning is a very , very essential to you and then that tearing up the garage I was amused by that, because that's where you're sitting now, you're sitting in that car, your foot can't reach the brake, and you're pulling that damn lever again and you don't know which direction the car is going to go in, but this time it's not car , it's car, it's career.

Tara : That' nice as such.

Mark : but that's what you're telling me....that you're a little afraid. In your heart it seems to me you're pretty clear on what you want to do but there's a little bit of nervousness about pulling the wrong gear and tearing up that life that you could have right now this guaranteed life of a school counsellor, moving away, going to another school, another transition, but you advice yourself you're a curious woman and you gonna pull that gear. You are going to take that risk.

Jon : You seem to be pretty directive here, and maybe making some interpretations.

Mark: Yes, I believe that career counselling can and should be much more directive than other types of psychotherapy like counselling approach because the person seeking consultation about where in the community they can feel welcome, feel belonging, fit in, and so it's a psychosocial intervention we're trying to help the individual articulate something intensely personal and connect it to the world of work, and create ways in which they can use work to become more whole and to become the person they want to be, so part of my job is to represent the community, to explain the world of work and I believe I do have responsibility to provide somereflections of what we might call reality.

Jon : Let me make sure I'm getting this right.. Are you attempting to make her inner ideas congruent with the world of work?

Mark: Yes, that's our goal, too. To find to help Tara create a place for herself, that she can be herself, that she can a vocational manifestation of who she is. Donald Super used to talk about career choice at its best is implementation of the self-concept.

Jon : Oh, fine

Mark: and that's what we're seeing in Tara, we're seeing her implement the person she is and the dreams of becoming.

Jon : I noticed as I watched that you have a lot of fun

Mark: I enjoy my work a great deal. At this particular point I was enjoying and just.. it came into my head that the root of career etymologically is the same root as car, chariot, careen and we were talking about her car, careening, out of control and career issue. I was enjoying that and.. I just noticed now we were listening together that...

Jon : she was enjoying too

Mark: yes, it's such a privilege, and such a wonderful experience to see a person share themselves to say who they are, to reveal their deepest dreams ...and ...even if the stories are sad we know that they are being told so that they can be turned into something, some victory.

Jon : Let's take our next clip, and the next clip is where you summarize

Clip 7

Mark : in a career we need to do what we have been rehearsing our whole life and that's why I wanted to know what you were rehearsing when you were a little girl , when you are already trying to stretch your wings and so on your tombstone is going to go "She was an advocate and she fought for .. "I don't know what the exact words are, but that's all you can be.

Tara : Yeah.

Mark : You have no other choices.

Tara : Wow.

Mark : Do I misunderstand?

Tara : No, it seems like you're hitting right on the head.

Mark : No... you , your stories.

Tara : It just amazes me how you can take from stories about my childhood, my upbringing and take them in the process so they give me an understand why I am so firm about my beliefs in justice and things like that. Wow! ok!

Mark : And the more you say that aloud the more will it is, the more true it becomes . You know, when you're able to just say it, speak it when other people know about you it gives you clearer and stronger identity. So it's really important to me that you have the words to say this is who I am this is what I stand for and this is what scares, me because you are not a superwoman.

Tara : Yeah

Mark :I it takes... you know, when you tell me you are terrified it also tells me how brave you are , yeah, because only , you know that's what bravery comes from if you are not terrified there's no need to be brave so when you fight and you struggle when you are brave for others it takes some efforts and some smiling back on the strength your family has given you to lend your strength to others.

Tara : Good. Yeah.

Jon : Now, Mark, I watched , I need some little help. Can you talk about what this rehearsal means?

Jon : The progress in life is from some preoccupations, some pains, some issues that we face when we're young, and we're trying to move from preoccupation to occupation, from tension to intention, from victim to victor, and I believe we select role models who present us with solutions, and then we play, and we rehearse, and we act those strength over and over... and so I can see Tara as a little girl pretending to be Janet, Janet Jackson, and pretending to be Miss Smith , rehearsing and practising and at a point in life it's now time to turn that into formal occupation.

Jon : You also wanted her to say that aloud. Why is that so important?

Mark : To me, it gives ..it gives ..a deeper meaning, it makes real, gives substance, makes it tangible. And it also encourages her to identify herself to us, to say who she is... and part of having an identity , and a vocational identity, is to know your story. And so as she says her story it's creating identity.

Jon : so.. over and over it's.. she'll get it. Yeah

Mark: The more that she hears and the more that she says it to us, the more we recognize who she is. And that's what identity means, this inner centre and this auto recognizability.

Jon : I noticed that she talks about fears but you reframed this bravery

Mark : Yes, I'm sure we share the views that these.. these are ...the constructs are bipolar, so in this particular example the fear will be the pain, the preoccupation, and the solution is bravery.. so.. whenever I hear a strength that an individual has I think that that had to come from the negative pole. When I hear somebody say "I have this weakness, or pain " I try and reframe and let them hear that they also have the strength. So.. I believe that a greater strength are at the same time a greater weakness.

Jon : You talked about this approach being a career construction and then it sounds me like that's really a narrative approach that you're using, trying to get them write a different story.

Mark : My metaphor is career is a story , career has a story, and we're writing a book of life. Tara is at the end of one chapter and has a foot on the brake before she moves to the next chapter, and then with the metaphor of writing she is now facing the blank page and she needs a little encouragement to start the story going again, and what we're doing now is encouraging her to tell the story, is helping her to authorize, to have the authority, to empower her to script her future.

Jon : Wow. Now it seems to me, from the way..you know.. I looked at her she was having insight, you know.

Mark :I like to think of that from a developmental prospect I use a metaphor. For me it's like looking at a photograph, a Polaroid photograph, watch it develop right in your hand, in your very presence, so..from beginning to end I think we've watched Tara develop more certainty about who she is and where she's going ..and have a greater sense of who she is.

Jon : It's such a nice metaphor, because we see Tara really doing that, it's kind of .. cloudy and it gets a little clearer ...and clearer...and clearer..

Mark : yes, and then she leaves with the developed picture, we hope.

Jon : Yeah. Let's go through the final clip, which it just continues, you know, this one and you get into the blueprint. Let's watch.

Clip 8

Mark : The other questions, see, I like to in understanding a person's story and the journey they have been on I like to start with those stories that we just talked about, and see how you propose when you're very young to solve the issues that concern you . so, if unfairness, discrimination bothers you I want to know who your role models were, because that tells me about how you view yourself . these are blueprints for the way you designed you, and the reason I didn't ask about mother and father is because , I mean, they're not a choice, they're a presence in your life and you love them dearly, but the role models, the people outside the home are to me your first career choice. Your mum and Dad you lover, you didn't sit down and decide whether you were going to love them, you just love'em . so that's why I pushed you on a little bit but I wanted to know. So your first career choice was... you wanted to be a waitress for tips, for success, the money , yes we have to go back to money, too, because that's gonna be a little issue but when you said Janet Jackson now, what you learned from her, what you took from her, what you modelled, what you incorporated into you was control, and for you to fight, for you to be who you are, for you to stand up for others you must be in control of yourself and the situation , and when people are trying to run your business, run your railroad....., no.

Tara : Exactly

Mark : And that's why you don't want school counselling. Because your image is out of control, too many other people running the railroad . so you want to be independent you want to be professional, you're ambitious, you see ,what these are your choices this is what you're saying. This is how I want to accomplish my dream and Miss Smith how similar it is strong she was so free no bullshit, no sugar-coating she was real, she was honest, she spoke the truth . and so this is you . we are not talking about Janet Jackson, we are not talking about Miss Smith. We are talking about Tara . Would your friends agree with me?

Tara : Oh yeah oh yeah .

Mark : So, your work must be a place where you can be ...

Tara : Who I am.

Mark : Who you are. You can be in control, professional, ambitious, you can speak the truth . You can be an advocate. You can help, and... you can make a lot of money.

Jon :It's seems so interesting to me that these themes are just so obvious ...but not to her.

Mark : Yes, it's always been fascinating to me.. that it's so clear .. it's just that you hear it immediately and you hear again and again the same pattern is in every story, but yet none of us seems to be able to do it for ourselves. We are like spiders trapped in a web we ourselves have spun..so..easy for you to see me, but for me to see me.. we have too many selective attention, and defence mechanisms .. and

Jon :It's like holding the book too close to your face .. you can't read but it's right there

Mark : It's there for the world to see , and that's the process we've engaged in with Tara. It's helped hear her.

Jon : Now, do you think she'll remember this?

Mark : In my own personal experience she remembers much as she is ready to hear , I mean, she may not be ready to hear everything, That's why we want to follow up with two more sessions to make sure that she's heard it. And also ,as you saw, I was writing down and at the end I handed it to her and asked her to keep because it's her story, but more than that I hope that she reviews, maybe shows to her best friends . Some people show to their parents, their partners, and .. hopefully it's a personal document and when she comes back I would ask her to bring it back.. to remind me.

Jon : You know, our viewers may not know this but when Tara came in and Tara left she was really two different people and this change has taken place now it's only thirty minutes in the session . I mean, she walked out differently she was so excited when she came in she was so puzzled . Is this work usually so brief?

Mark : It usually is because I believe people come when they're ready to do it, and so..they're ready to blossom and .. she walked in with the foot on the brake and walked out with a foot on the gas.

Jon : And so you believe that when a student's ready to learn a teacher will appear?

Mark : That sounds good to me but she is the teacher. I'm the chalkboard, I'm the instrument. She is always in control and she is always taking the lead, but we don't want it to be too brief, because as people who listen to patterns all the time, you and I, can hear the story in a minute or two and that would be too quick. We need to give Tara enough different ways of saying the same thing. So that she hears it and.. I believe that she did hear it .. but some people could take a little longer.

Jon : Now. We didn't see this in this part of the clip because it comes right near the end of the session, but you go back and you check out the contract with her. Can you talk a little bit about what you were doing?

Mark : Yes, as you know, everything I do has a set of sequences, a very systematic ... and so I wrote down her exact words and responses when I said "How can I be useful to you", and so the last thing I do before saying goodbye, is ... I read back the exact words and say, ask her "Have we accomplished that?" "Have we done that?"

Jon : Sure

Mark : And to make sure that she again feels the control, that she set the agenda, we worked on it together and now it hers to leave with.

Jon : And this makes the experience complete. You know, Mark, this has been fascinating to watch you work and to learn about career counselling. We're right at the end of our time, though. Are there any final words that you might have about career counselling for our viewers?

Mark : I believe... there's so much I could say. To be succinct, Freud and Adler said life is about work, friends and love and I think too many of my colleagues overemphasise one of them over the other and too much of psychology and psychotherapy is about love and we could pay a little more attention to work.

Jon : Thank you. It's very helpful showing us just how we can do that.

Mark : Thank you for the privilege of being with you.

Jon : Thank you