



National Career  
Development  
Association

## **Career Development During a Pandemic: Using The Harris Poll Data to Identify Challenges and Possibilities**

### **Executive Summary**

The latest NCDA study conducted by The Harris Poll entitled *Perceptions from Working America* provides important information regarding the current state of American workers. The survey also offers important insights into ways career practitioners can help workers address career challenges. The new survey data elucidate the possibilities for elevating the visibility of career services professionals and, at the same time, shine a light on the ways our work remains invisible to many.

#### **Current Status of Working America**

- Many people report that they are either in or considering a career transition. Despite the high percentage of those likely to transition, a majority report that they are satisfied with their career and a smaller percentage indicate that they are dissatisfied.
- Many workers believe that globalization and technological automation will impact their careers.
- Hispanic and Black adults are more likely to be looking for a career change than their white colleagues. COVID-19 has had disproportional effects on BIPOC workers compared to their white counterparts.
- Those who work with career services professionals in private practice report this assistance to be very helpful, but relatively few people take advantage of it. Many workers rely more on friends or relatives for career assistance than they do career professionals. Concurrently, workers think it is a good idea to work with a career services professional. Workers want to learn more about a variety of topics including job security and work-life balance.

#### **The Challenges and Possibilities**

- The career services profession has marketing and public relations challenges.
- Career services professionals need to engage in advocacy, public policy, and social justice work.
- Intentional and systematic dissemination of effectiveness data is important.
- Career services professionals need to be more precise in their language regarding career services.

#### **Summary**

There is much work to be done to make the work of career services professionals more visible. The challenges we face are part of our professional evolution. Our diversity on service providers is a strength.