# Adults in work

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#### Introduction

This section provides resources for "making the case" for careers, referring to both challenges that careers services can tackle and evidence that such services work.

Careers support for Adults-in-work has attracted less research attention than for other parts of the population. This is in part because careers support is often provided by private career coaches or employers, so outside of the public systems where data can be captured and aggregated. That said, with the increasing likelihood of an ageing population, coupled with the increasing need to reskill or upskill more frequently, the topic of an 'all age career service' is being frequently discussed once more.

As well as drivers emanating from the external environment, we know that there are changes in motivation through a working career, and the likelihood of individuals experiencing "career shocks", that have been covered by career guidance intervention research.

## Headlines

The academic literature and many other publications have cited the importance of careers interventions for Adults in Work. Common drivers are related to both the individual and wider economy:

- Individuals achieve various benefits from continuing to learn across the life course, including benefits to physical and mental health e.g. <u>Schiller, (2017)</u>. Careers support can be a catalyst to such learning e.g. <u>McNair (2014)</u>. The Government outlined a strategy to support careers across the lifecourse in 2021 in their *Skills for Jobs* white paper (<u>Department of Education, 2021</u>).
- Significant and growing numbers of the UK population are expressing job dissatisfaction and adopting transactional relationships with their work e.g. <u>CIPD (2023)</u>.
- There is a prevalent experience amongst the population of feeling unable to develop one's career within their current job e.g. <u>CIPD (2023)</u>.
- Low skilled adults require specific tailored and high quality support to overcome their unique challenges e.g. <u>Barnes, S.A. et al (2016)</u>
- Changing career motivations exist through the lifespan, suggesting a need for careers support to help adapt and maintain job and career satisfaction e.g. <u>Van der Heijden et al (2020)</u>
- Career shocks and events occur continually through a lifespan, so require continual management e.g. <u>Cort (2008)</u>, <u>Robinson (2013)</u>.
- Adults in the working population who are motivated to progress can suffer from inaction, creating unrealised potential e.g. <u>Verbruggen (2020)</u>
- Adults can experience stress in their careers, particularly due to the external economic climate. However careers guidance can help clients gain the adaptability and resilience to cope e.g. <u>Bimrose and Hearne (2012)</u>.
- There are high levels of career regret amongst the working adult population, but regret can be managed constructively leading to positive outcomes e.g. <u>Budjanovcanin, A. (2022)</u>.
- Labour-market demands are creating the need for significant numbers of new skills and more career mobility amongst the present workforce, to address needs of the changing economy e.g. <u>WEF (2023)</u>, <u>Dickerson and Rossi</u> (2023). Career guidance can be an enabler to creating career agility skills which help address labour market needs (<u>Bimrose et al, 2011</u>)
- Many more skilled people will be needed in the low carbon sector, requiring adult transition or up/re-skilling as well as new recruits to help contribute to carbon reduction targets e.g. <u>European Training Foundation (2022)</u>.

The literature shows that CEIAG for this age group can offer positive impacts for individuals and wider society, as captured in several meta-reviews and specific larger-scale studies e.g.:

- 98% of adults who received career guidance found it useful immediately after the event, and 68% still found it useful four years later, showing the longevity of impact (<u>Bimrose et al, 2008</u>).
- Both national and International studies show that career guidance can be reliably impactful on the careers and lives of individuals, supporting adult transitions to education and in work. The effectiveness of support is increased when it is both timely and delivered by suitably qualified professionals (<u>Neary</u> <u>et al. 2021</u>).
- Those who have received careers advice in the past 3 years reported a range of positive benefits, in particular how it helped them to realise the many different work opportunities available to them (68% agreeing), and to understand their own strengths and skills (65% agreeing). (<u>Phoenix Insights</u>, 2023)
- Coaching in organisations can help employers to reduce churn (<u>Carter and</u> <u>Hirchi, 2024</u>)
- Career counselling can help adults to overcome mid career plateaus <u>Unnikrishnan & Rajeev, P. N. (2024)</u>
- <u>Phoenix Research (2025)</u> have consolidated insights in making the case for an adult career guidance service. Over five years, the main benefit is a gain of £15 billion by reducing rates of skills mismatching in the economy

NB: We cover *Unemployment* separately. We will also cover specific groups in separate pages: *Women, Adult Ethnic Minorities, Adults with Disabilities and Self-Employment.* 

# Landscape & contexts

Selected publications, listed below, cover literature reviews and specific studies that help to make the case for careers investment by describing the context in which it operates, and reviewing literature to show the overall impact:

The nature of CEIAG for adults covers a range of quite different contexts, covering support given in the community, from a public career service, from workplace-based programmes, private career coaching, and from career coaching 'at the boundaries' of other types of coaching, such as executive coaching.

Publications tend to provide one or more of the following types of insight for practitioners, decision-makers or policy makers, denoted in the "Purpose" column below: U = Understanding users, needs and experiences, P = Practices and their evaluation, C = Supporting or informing the investment case for careers, E = Understanding enablers of success in systems, processes and workplaces, T= Developing and criticising theories and frameworks.

NB: We have generally tried to include resources that are free to access, but have included a few important studies that require payment. These are denoted by "(Paid)" next to the URL link in the title column.

Case studies are described in the section below, also denoting studies where theory has been applied to the design of a service, to generate particular outcomes.

| Title  | Туре | Brief description  | Location |
|--|------|--|----------|
| Kidd, Jennifer M.<br>(1996) Career<br>planning within<br>work<br>organisations. In:<br>Watts, A.G. and<br>Law, B. and<br>Killeen, J. and<br>Killeen, J. and<br>Kidd, Jennifer M.<br>and Hawthorn, R.<br>(eds.) Rethinking<br>Careers Education<br>and Guidance:<br>Theory, Policy and<br>Practice. London:<br>Routledge, pp.<br>189-209. ISBN<br>0415139759.(Link) |      | This chapter provides an overview of<br>the various types of career interventions<br>offered to employees within their<br>workplaces. It also discusses some of<br>the potential benefits of these activities<br>to individuals and employers, and<br>highlights some of the issues that need<br>to be resolved in the further<br>development of guidance provision in<br>this area. It comes during a period of<br>macro-environment change, such as<br>increased competition, that is leading to<br>downsizing, internal restructuring and<br>delaying. Such realities have created<br>uncertainties, as well as greater<br>mobilities, more part time working and<br>non standard employment contracts. |          |
| Killeen, J., &<br>White, M. (2000).<br>The impact of<br>careers guidance<br>on adult employed  | PC   | The methodology involved tracking a sample of participants in guidance over a two-year period and comparing them with a non-participant sample over the same period. The study found: guidance   | England  |

| people. Great<br>Britain,<br>Department for<br>Education and<br>Employment.<br>(Link)   |     | services led to increased participation in<br>education and training; guidance<br>services did not result in greater job<br>satisfaction   |                   |
|---|-----|--|-------------------|
| Kidd, J., C.<br>Jackson and W.<br>Hirsh (2003), "The<br>outcomes of<br>effective career<br>discussion at<br>work", Journal of<br>Vocational<br>Behavior, Vol.<br>62/1, pp. 119-133,<br>( <u>Link</u> ) (Paid).  | UPC | This article examines the outcomes that<br>resulted from career discussions<br>experienced by 104 employees.<br>Employees appeared to benefit from<br>discussions about their careers with<br>individuals in a wide range of roles.<br>Many effective career discussions<br>produced multiple outcomes, and some<br>of these were long-lasting. The most<br>common types of outcomes<br>experienced were a clearer view of<br>future direction, self-insight, awareness<br>of opportunities, and feeling reassured<br>or better about self or work.  |                   |
| Rochlen, A. B.,<br>Milburn, L. and<br>Hill, C. E. (2004).<br>"Examining the<br>Process and<br>Outcome of<br>Career<br>Counselling for<br>Different Types of<br>Career<br>Counselling<br>Clients". Journal of<br>Career<br>Development,<br>30(4), pp.<br>263–275. (Link) | UP  | Using cluster analysis, the researchers<br>identified two types of career<br>counselling clients: (a) Clients with<br>moderate levels of career-related<br>distress, discomfort, and uncertainty<br>and (b) clients with high levels of career<br>concerns, personal distress, and stigma<br>about career counselling. The more<br>distressed group expressed lower<br>evaluations of a career counselling<br>session and perceived their counselling<br>session and perceived their counsellors<br>as providing fewer action-oriented<br>counselling skills than the less<br>distressed group. No differences<br>emerged in terms of client's perceptions<br>of the therapeutic relationship. | US                |
| Hughes, D.,<br>Bimrose, J.,<br>Barnes, S. A.,<br>Bowes, L., &<br>Orton, M. (2005).<br>A systematic<br>literature review of<br>research into<br>career<br>development<br>interventions for<br>workforce<br>development.<br>Centre for                                    | Ρ   | The review identifies research evidence<br>in a systematic and transparent way in<br>order to ascertain what career<br>development interventions (CDIs)<br>motivate employees to engage in<br>learning for work. Other factors that<br>influence the outcomes of workforce<br>development are also explored. From<br>over 77,000 articles that were initially<br>identified, the research team distilled the<br>available research data and completed<br>an in-depth review of 27 research<br>studies that the met set criteria.<br>Research found four main categories of   | Internationa<br>I |

|   |     |  | 1         |
|---|-----|--|-----------|
| Guidance Studies,<br>University of<br>Derby. ( <u>Link</u> )  |     | intervention: (i) formal<br>training/development, within and outside<br>the workplace; (ii) informal<br>training/development, within and outside<br>the workplace; (iii) human resource led<br>initiatives; and (iv) involvement of<br>intermediaries. In the summary, the<br>researchers lamented a lack of robust<br>studies but highlighted a theme where<br>interventions depended on context and<br>learning factors in shaping motivations<br>of employees.  |           |
| Gysbers, N. C.<br>(2006). Using<br>qualitative career<br>assessments in<br>career counselling<br>with adults.<br>International<br>Journal for<br>Educational and<br>Vocational<br>Guidance, 6,<br>95-108. (Link)                      | ΡΤ  | The paper reviews and describes<br>qualitative career assessments. Three<br>such qualitative career interventions for<br>adults are described LCA, Career<br>Genogram, and Life Role Analysis. The<br>paper does not evaluate their effect with<br>clients, but proposes criteria for<br>developing interventions.   | US        |
| Renee Barnett, B.,<br>& Bradley, L.<br>(2007). The impact<br>of organisational<br>support for career<br>development on<br>career satisfaction.<br>Career<br>development<br>international,<br>12(7), 617-636.<br>( <u>Link</u> )(Paid) | PCE | This Australian based study shows the<br>relationship between organisational<br>support for career development (OSCD)<br>and employees' career satisfaction and<br>uses social cognitive career theory as<br>the underlying model for the research<br>and interpretation. OSCD, proactive<br>personality and career management<br>behaviours were all positively related to<br>career satisfaction while career<br>management behaviours influenced the<br>strength of relationships.  | Australia |
| Pollard, E., Tyers,<br>C., Tuohy, S., &<br>Cowling, M.<br>(2007). Assessing<br>the Net Added<br>Value of Adult<br>Advice and<br>Guidance. ( <u>Link</u> )   | C   | This research explores the impact of information, advice and guidance (IAG) on adults in work or education, and specifically investigates the relative impact of more in-depth careers support (advice and guidance) over that of information provision. The research design was a longitudinal survey of recipients of careers support. The first survey took place in 2004 and involved more than 4,000 individuals. The second survey, in 2006, followed-up these original participants, achieving almost 1,300 interviews. Several | England   |

| Bimrose, J.,<br>Barnes, S. A., &<br>Hughes, D. (2008).<br>Adult career<br>progression and<br>advancement: A<br>five year study of<br>the effectiveness<br>of guidance.               | UPCT | conclusions were found, such as that<br>IAG is more valuable as an ongoing<br>process than a one off. The paper<br>includes a statistical analysis of<br>outcomes<br>The main purpose of the research was<br>to evaluate the effectiveness of<br>guidance in England by tracking the<br>career trajectories of research<br>participants over a five year period to<br>evaluate the role of guidance in the<br>process of career development and<br>progression. Fifty in-depth case studies<br>were initially completed (December,  | England |
|--|------|---|---------|
| Coventry: Warwick<br>Institute for<br>Employment<br>Research and the<br>Department for<br>Innovation,<br>Universities and<br>Skills. ( <u>Link</u> )                                 |      | 2003 to March, 2004). This fifth, and<br>final report from the study, presents an<br>analysis of data collected from 29 of the<br>original 50 participants, who were<br>tracked four years after their case-study<br>interview for the research. Insights from<br>the research included the complex<br>nature of career trajectories and the<br>creation of a four-fold typology of career<br>decision styles (evaluative, strategic,<br>aspirational or opportunistic approach).<br>98% of people found guidance useful<br>immediately after it, which declined to<br>69% four years after receiving it,<br>providing evidence for the longer term<br>nature of impact |         |
| Cedefop (2008),<br>Career<br>Development at<br>Work: A review of<br>career guidance to<br>support people in<br>employment.<br>(Link)   | PCE  | This review covers the evidence base at<br>the time for different career interventions<br>deployed in workplaces. Topics covered<br>including the context of the importance<br>of career support, employer practice,<br>the role of intermediaries, and the role<br>of public policy.   | Europe  |
| Hearne, L. (2010).<br>Measuring<br>individual<br>progression in<br>adult guidance: An<br>Irish case study.<br>Waterford:<br>Waterford Institute<br>of Technology.<br>( <u>Link</u> ) | UC   | The paper describes results from a four<br>year longitudinal study in Ireland from<br>2005-09, and used results from n=5<br>case studies. Although the sample was<br>small, the research used depth<br>interviews to extract detailed aspects of<br>careers. The studies also examined the<br>effects of career counselling on their<br>decisions and outcomes over the<br>time-period.   | Ireland |

| Watts, A. G.<br>(2010). National<br>all-age career<br>guidance services:<br>evidence and<br>issues. British<br>Journal of<br>Guidance &<br>Counselling, 38(1),<br>31–44. (Link)<br>(Paid)                                     | UCE | The paper describes the results of a review of three national all-age career guidance services – in New Zealand, Scotland and Wales. Pros and cons of an all age service rather than an all age strategy (as seen in England) are described, leading to an argument for an all-age <i>service</i> .  | England<br>Scotland<br>Wales<br>N Zealand |
|---|-----|--|---|
| Bimrose, J.,<br>Brown, A., Barnes,<br>SA., & Hughes,<br>D. (2011). The role<br>of career<br>adaptability in<br>skills supply.<br>Evidence report 35<br>(Main Report). UK<br>Commission for<br>Employment and<br>Skills (Link) | C   | The report was an evidence review<br>commissioned by the UK Commission<br>for Employment and Skills is a social<br>partnership, led by Commissioners from<br>large and small employers, trade unions<br>and the voluntary sector. It investigates<br>the evidence for the value and role of<br>'career adaptability' in labour markets,<br>and creates the connection between this<br>capability and policy agendas which<br>requires up/re-skilling of the working<br>population. The study includes a<br>comparison between the UK and<br>Norwegian contexts to highlight<br>opportunities | Internat'l                                |
| Bimrose, J., &<br>Hearne, L. (2012).<br>Resilience and<br>career adaptability:<br>Qualitative studies<br>of adult career<br>counseling.<br>Journal of<br>Vocational<br>Behavior, 81(3),<br>338-344. ( <u>Link</u> )           | С   | The paper reviews the key 'capability' or<br>characteristics that help adults to<br>navigate their careers, particularly<br>during times of change. It makes the<br>argument that career guidance can help<br>adults with resilience and adaptability<br>skills required during times of economic<br>challenge: a topic that had been<br>under-represented in the vocational<br>psychology literature. Data from<br>qualitative studies in England, Norway<br>and Ireland were used to illustrate the<br>concepts, particularly relevant to career<br>changes.                               | England<br>Norway<br>Ireland              |
| Gloster, R.<br>Department for<br>Business,<br>Innovation and<br>Skills (BIS), corp<br>creator. (2013)<br>Adult career<br>decision-making :<br>qualitative<br>research,  | UCE | This extensive research study gives a<br>literature review and detailed qualitative<br>insight into decision making processes<br>of adults who are in different situations,<br>including in the UK prison system. It<br>shows how different decision making<br>styles prevail under different<br>circumstances, and provides a good<br>grounding in how types of irrational or<br>sub-optimal career decisions can arise.  | United<br>Kingdom                         |

| September 2013. [   |    |  |         |
|---|----|--|---------|
| BIS research  |    |  |         |
|   |    |  |         |
| paper ]. ( <u>Link)</u>   |    | Findings are presented from a Dynam  |         |
| Bimrose, J., &<br>Brown, A. (2014).<br>Mid-career<br>progression and<br>development: The<br>role for career<br>guidance and<br>counselling.<br>Handbook of<br>career<br>development:<br>International<br>perspectives,<br>203-222. (Link)<br>(Paid)                                   | UC | Findings are presented from a 2-year research study into forms of individual career progression, which focused on the work-related learning and career development of mid-career, mainly skilled workers in 10 European countries. With emphasis on how careers are changing, this research explored the different paths taken to develop the knowledge and skills used in employment, how and why participants gained qualifications, why they changed jobs, and why they stayed in the same career. The study involved a comprehensive literature review coupled with an online survey of 1,157 participants in the 10 countries, and      | Europe  |
|   |    |  |         |
|   |    | some follow-up interviews.   |         |
| Akkermans, J. O.<br>S., Brenninkmeijer,<br>V., Schaufeli, W.<br>B., & Blonk, R. W.<br>(2015). It's all<br>about<br>CareerSKILLS:<br>Effectiveness of a<br>career<br>development<br>intervention for<br>young employees.<br>Human Resource<br>Management,<br>54(4), 533-551.<br>(Link) | ΡC | The aim of this study was to investigate<br>the effectiveness of a career<br>development intervention programme<br>aimed at addressing career<br>competencies and career<br>self-management skills for young<br>working adults. The survey sample was<br>split into n=112 who received the<br>programme and n=61 who did not who<br>had intermediate vocational education.<br>A further experiment examined adults<br>who had undergone a reintegration<br>programme and n=41 not. Results<br>showed the programme increased a<br>range of metrics related to motivation,<br>self-reflection, networking, exploration<br>and career control. | England |
| de Haan, E.,<br>Grant, A. M.,<br>Burger, Y., &<br>Eriksson, P. O.<br>(2016). A<br>large-scale study<br>of executive and<br>workplace<br>coaching: The<br>relative<br>contributions of   | PC | This large-scale study of executive<br>coaching explores the perceived<br>effectiveness of coaching from the<br>perspectives of coach, coachee, and<br>sponsor, including the collection of<br>results from 1,895 client-coach pairs.<br>Results indicate that coachee<br>perceptions of coaching effectiveness<br>(CE) were significantly related to both<br>coach- and coachee-rated strength of<br>the working alliance, showing the  | US      |

| relationship,<br>personality match,<br>and self-efficacy.<br>Consulting<br>Psychology<br>Journal: Practice<br>and Research,<br>68(3), 189 - 207<br>(Link)   |    | importance of relationships between<br>professionals and their clients. Coachee<br>self-efficacy also affected the perceived<br>value, suggesting that this is a factor<br>that may be a prerequisite of success.<br>However, it was unrelated to coachee or<br>coach personality and to personality<br>matching. The paper also reviews other<br>sources that show success factors in<br>therapeutic relationships between<br>helpers and their clients. |         |
|---|----|---|---------|
| Liske, J.M.R., &<br>Holladay, C.L.<br>(2016). Evaluating<br>coaching's effect:<br>competencies,<br>career mobility and<br>retention.<br>Leadership &<br>Organization<br>Development<br>Journal, 37,<br>936-948. (Link)<br>(Paid)  | ΡC | Purpose leadership coaching is<br>described – which is a method of<br>leadership coaching. The paper<br>describes an evaluation of the practice<br>in a healthcare organisation. Those who<br>participated demonstrated higher<br>competencies and were more likely to<br>stay at the company one year later. The<br>paper therefore provides a case for<br>workplace coaching to employers.  | US      |
| Archer, S. & Yates,<br>J. (2017)<br>Understanding<br>potential career<br>changers'<br>experience of<br>career confidence<br>following a positive<br>psychology based<br>coaching<br>programme,<br>Coaching: An<br>International<br>Journal of Theory,<br>Research and<br>Practice, 10:2,<br>157-175. (Link) | Ρ  | This research involved five female<br>participants who were contemplating a<br>career change. They took part in a<br>coaching programme. Post career<br>engagement, improvements were<br>obtained in terms of self-awareness and<br>a positive and optimistic outlook, with<br>the clients having been pessimistic at<br>the outset.  | England |
| Fasbender, U. &<br>Deller, J. (2017).<br>Career<br>management over<br>the life-span. In J.<br>McCarthy & E.<br>Parry (Eds.), The<br>Handbook of Age<br>Diversity and Work   | UC | This paper provides a review of career<br>management over the lifecycle. It<br>discusses the differences between<br>generations from their economic and<br>social conditions, and also describes<br>five definitions of age that define the<br>aging process. These factors affect<br>career management stages as well as<br>motivations and performance factors.   | General |

|   |          | The newsy helieves that the order to   |         |
|---|----------|--|---------|
| (pp. 705-736).<br>Palgrave  |          | The paper believes that, "In order to motivate and retain workers of all age   |         |
| Macmillan (Link)  |          | groups, and to maintain their work ability   |         |
|   |          | over the life-span, organisations can  |         |
|   |          | support individual career management   |         |
|   |          | by focusing on age-related strength and  |         |
|   |          | potentials, while compensating for   |         |
|   |          | age-related weaknesses (Hertel &   |         |
| Maree, K. (2017).   | U        | Zacher in press)."<br>This book chapter first discusses the  | General |
| The psychology of   |          | influence of a changing world on   | General |
| career adaptability,  |          | people's career adaptability,  |         |
| career resilience,  |          | employability, and career resilience. it   |         |
| and employability:  |          | elaborates on the responses of   |         |
| A broad overview.   |          | professionals working in career  |         |
| Psychology of   |          | counselling to what is happening in  |         |
| career adaptability,  |          | society and, more particularly, the  |         |
| employability and resilience, 3-11.   |          | workplace. It shows that their individual and collective responses are practical   |         |
| (Link)(Paid)  |          | as well as theoretical. The idea is  |         |
|   |          | explored of careers practitioners helping  |         |
|   |          | clients to "survive" in turbulent times.   |         |
|   |          | The paper also discusses the role of   |         |
|   |          | practitioners helping clients to develop   |         |
|   |          | the attributes to prosper.   |         |
| Wang, M., &   | U        | This paper reviews a century of  | General |
| Wanberg, C. R. (2017). 100 years  |          | research into career psychology, with a primary focus on research published in   |         |
| of applied  |          | the Journal of Applied Psychology.   |         |
| psychology  |          | Research that began with investigations  |         |
| research on   |          | into career inventories subsequently "   |         |
| individual careers:   |          |  |         |
|   |          | expanded to attend to broader issues   |         |
| From career   |          | such as the predictors and outcomes of   |         |
| management to   |          | such as the predictors and outcomes of career interests and choice; the nature   |         |
| management to retirement. Journal   |          | such as the predictors and outcomes of<br>career interests and choice; the nature<br>of career success and who achieves it;  |         |
| management to<br>retirement. Journal<br>of Applied  |          | such as the predictors and outcomes of<br>career interests and choice; the nature<br>of career success and who achieves it;<br>career transitions and adaptability to  |         |
| management to<br>retirement. Journal<br>of Applied<br>Psychology,   |          | such as the predictors and outcomes of<br>career interests and choice; the nature<br>of career success and who achieves it;<br>career transitions and adaptability to<br>change; retirement decision making and  |         |
| management to<br>retirement. Journal<br>of Applied  | UC       | such as the predictors and outcomes of<br>career interests and choice; the nature<br>of career success and who achieves it;<br>career transitions and adaptability to  | England |
| management to<br>retirement. Journal<br>of Applied<br>Psychology,<br>102(3), 546. (Link)<br>ONS (2018),<br>Young people's   | UC       | such as the predictors and outcomes of<br>career interests and choice; the nature<br>of career success and who achieves it;<br>career transitions and adaptability to<br>change; retirement decision making and<br>adjustment; and bridge employment"<br>This ONS study examined the<br>employment outcomes of young adults  | England |
| management to<br>retirement. Journal<br>of Applied<br>Psychology,<br>102(3), 546. (Link)<br>ONS (2018),<br>Young people's<br>career aspirations                             | UC       | such as the predictors and outcomes of<br>career interests and choice; the nature<br>of career success and who achieves it;<br>career transitions and adaptability to<br>change; retirement decision making and<br>adjustment; and bridge employment"<br>This ONS study examined the<br>employment outcomes of young adults<br>to aged 29, and compared with career  | England |
| management to<br>retirement. Journal<br>of Applied<br>Psychology,<br>102(3), 546. (Link)<br>ONS (2018),<br>Young people's<br>career aspirations<br>versus reality           | UC       | such as the predictors and outcomes of<br>career interests and choice; the nature<br>of career success and who achieves it;<br>career transitions and adaptability to<br>change; retirement decision making and<br>adjustment; and bridge employment"<br>This ONS study examined the<br>employment outcomes of young adults<br>to aged 29, and compared with career<br>aspirations from earlier in life. The   | England |
| management to<br>retirement. Journal<br>of Applied<br>Psychology,<br>102(3), 546. (Link)<br>ONS (2018),<br>Young people's<br>career aspirations                             | UC       | such as the predictors and outcomes of<br>career interests and choice; the nature<br>of career success and who achieves it;<br>career transitions and adaptability to<br>change; retirement decision making and<br>adjustment; and bridge employment."<br>This ONS study examined the<br>employment outcomes of young adults<br>to aged 29, and compared with career<br>aspirations from earlier in life. The<br>results showed significant differences,   | England |
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| management to<br>retirement. Journal<br>of Applied<br>Psychology,<br>102(3), 546. (Link)<br>ONS (2018),<br>Young people's<br>career aspirations<br>versus reality           | UC       | such as the predictors and outcomes of<br>career interests and choice; the nature<br>of career success and who achieves it;<br>career transitions and adaptability to<br>change; retirement decision making and<br>adjustment; and bridge employment"<br>This ONS study examined the<br>employment outcomes of young adults<br>to aged 29, and compared with career<br>aspirations from earlier in life. The<br>results showed significant differences,<br>pointing to the unrealistic career<br>aspirations of many younger people,   | England |
| managementtoretirement.JournalofAppliedPsychology,102(3), 546. (Link)ONS(2018),Youngpeople'scareeraspirationsversusreality  | UC       | such as the predictors and outcomes of<br>career interests and choice; the nature<br>of career success and who achieves it;<br>career transitions and adaptability to<br>change; retirement decision making and<br>adjustment; and bridge employment"<br>This ONS study examined the<br>employment outcomes of young adults<br>to aged 29, and compared with career<br>aspirations from earlier in life. The<br>results showed significant differences,<br>pointing to the unrealistic career<br>aspirations of many younger people,<br>and the reconciliation needed amongst  | England |
| management to<br>retirement. Journal<br>of Applied<br>Psychology,<br>102(3), 546. (Link)<br>ONS (2018),<br>Young people's<br>career aspirations<br>versus reality<br>(Link) | U C<br>P | such as the predictors and outcomes of<br>career interests and choice; the nature<br>of career success and who achieves it;<br>career transitions and adaptability to<br>change; retirement decision making and<br>adjustment; and bridge employment"<br>This ONS study examined the<br>employment outcomes of young adults<br>to aged 29, and compared with career<br>aspirations from earlier in life. The<br>results showed significant differences,<br>pointing to the unrealistic career<br>aspirations of many younger people,   | England |
| management to<br>retirement. Journal<br>of Applied<br>Psychology,<br>102(3), 546. (Link)<br>ONS (2018),<br>Young people's<br>career aspirations<br>versus reality<br>(Link) |          | such as the predictors and outcomes of<br>career interests and choice; the nature<br>of career success and who achieves it;<br>career transitions and adaptability to<br>change; retirement decision making and<br>adjustment; and bridge employment"<br>This ONS study examined the<br>employment outcomes of young adults<br>to aged 29, and compared with career<br>aspirations from earlier in life. The<br>results showed significant differences,<br>pointing to the unrealistic career<br>aspirations of many younger people,<br>and the reconciliation needed amongst<br>those in early and early-mid careers. |         |

| (2019). The value<br>of job crafting for<br>work engagement,<br>task performance,<br>and career<br>satisfaction:<br>longitudinal and<br>quasi-experimental<br>evidence.<br>European Journal<br>of Work and<br>Organizational<br>Psychology, 28(3),<br>300-314. (Link) |    | particular role by "seeking resources,<br>seeking challenges, and decreasing<br>demands". In this longitudinal study<br>from a Holland higher education<br>establishment, a job crafting intervention<br>was tested with n=60 participants and<br>their outcomes compared with a control<br>group (n=59). The intervention was a<br>training intervention aimed at teaching<br>job crafting skills, which were then<br>embedded using Kolb's learning cycle.<br>The intervention was successful, as<br>participants in the intervention group<br>increased seeking resources and<br>decreasing demands behaviors. |       |
|---|----|---|-------|
| Cedefop (2020).<br>Inventory of<br>lifelong guidance<br>systems and<br>practices - UK /<br>England.<br>CareersNet ( <u>Link</u> )   | ΡΕ | This is the UK edition of a series of<br>reports that examine lifelong learning<br>practices in England. The article<br>provides an overview of the policies that<br>led up to the national strategies. There<br>are several sections to the report<br>including a specific coverage of<br>guidance practices for <u>adult learners</u>   | UK    |
| Caputo, A.,<br>Fregonese, C., &<br>Langher, V. (2020).<br>The effectiveness<br>of psychodynamic<br>career counselling:<br>a randomised<br>control trial on the<br>PICS programme.<br>Psychodynamic<br>Practice, 26(2),<br>136-165. (Link)<br>(Paid)                   | Ρ  | The work aims at extending the research into the effectiveness of psychodynamic career counselling for improving career adjustment. The short-<br>and medium-term effects of the PICS (Psychodynamic Intervention for Career Strategies) programme were tested through an RCT conducted on a sample of 82 psychology professionals entering the labour market. Overall, the results of the present study suggest a medium-sized effect on the curiosity dimension of career adaptability at 6-month follow-up   | Italy |
| Terblanche, N.<br>(2021). Coaching<br>techniques for<br>sustained<br>individual change<br>during career<br>transitions. Human<br>Resource<br>Development<br>Quarterly, 32(1),<br>11-33.<br>(Link)   | Ρ  | Transition coaching techniques are<br>particularly applied to career change<br>challenges. In this source, the author<br>describes 13 such techniques and the<br>perceptions of 20 coaches. Five<br>approaches were found to be used<br>more than the others:: active<br>experimentation, questioning, reflection,<br>challenging views and assumptions, and<br>using theories and frameworks   | US    |

| National Career  | С    | This US study examines the attitudes   | US  |
|--|------|--|---|
| Development<br>Association<br>(2021).<br>Perceptions from<br>Working America<br>(Link)   |      | and experiences of careers support<br>gained by the working population. The<br>results show very high regard for<br>careers guidance and support services,<br>though most received help via work<br>programmes. Most also knew people  |   |
|  |      | that they felt could benefit from career<br>guidance. Satisfaction levels with<br>services were very high, while about 1<br>in 2 expressed the sentiment that they<br>wished they'd had more or different<br>careers information in the past, while c1<br>in 4 intended to use a professional in   |   |
| Neary, S., Hooley,<br>T., Morris, M.,<br>Mackay, S., Blake,<br>H. and Agur, M.<br>(2021). The Impact<br>of Career<br>Guidance on<br>Progression in<br>Learning and<br>Work: A Literature<br>Review . Derby<br>University of<br>Derby. (Link) | PCE  | future.<br>This paper makes the case that career<br>progression is a legitimate end for<br>career guidance. Building on a previous<br>2014/15 literature review of n=49<br>papers, it provides a review of evidence<br>from n=42 more sources, which<br>demonstrate that career guidance can<br>have a positive influence on adults'<br>progression to learning and work. A<br>three stage model is used to organise<br>the evidence, covering 1) "fostering<br>positive attitudes and behaviours", 2)<br>supporting transitions and 3) ongoing<br>support. The consensus of the literature<br>is that career guidance needs to be<br>delivered in a timely way and by a<br>qualified professional to be impactful.<br>This paper also reviewed studies that<br>showed contributing success factors for<br>transitions, such as the attitudes of the<br>career client. |   |
| OECD (2021),<br>Career Guidance<br>for Adults in a<br>Changing World of<br>Work. ( <u>Link</u> )   | UPCE | The report is a major survey into 25-64<br>year old adult perceptions- and<br>experiences of career guidance in six<br>OECD countries, contextualised by<br>COVID and digital technology on the<br>world of work. Results indicate high<br>satisfaction levels for guidance, and<br>strong outcomes, with 70% reporting<br>education or employment progression<br>within six months of interventions.<br>However, many fewer adults (22%)<br>attributed success to their guidance.<br>Other insights include the different<br>models of services in different countries,   | USA<br>Chile<br>Italy<br>France<br>Germany<br>Denmark |

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|  |     | and the differences in disadvantaged groups.   |                   |
| Akkermans, J., da<br>Motta Veiga, S. P.,<br>Hirschi, A., &<br>Marciniak, J.<br>(2023). Career<br>transitions across<br>the lifespan: A<br>review and<br>research agenda.<br>Journal of<br>Vocational<br>Behavior, 103957.<br>(Link)  |     | This paper presents a literature review<br>of some 93 studies that have previously<br>examined career transitions across the<br>lifespan, providing a useful contribution<br>to the level of knowledge and<br>understanding of career paths. The<br>authors note the general fragmentation<br>of the field and critically review the<br>research gaps, creating a research<br>agenda and framework for future<br>research. | Internationa<br>I |
| Barnes, S.A.<br>(2023). Evidence<br>on adult career<br>guidance and its<br>role in skills<br>development.<br>Report for<br>ReWAGE. (Link)  |     | This paper reviews existing international<br>evidence on career guidance to<br>examine the role it plays in skills<br>development, and considers the<br>potential for an extended role in skills<br>development. Considerations are<br>highlighted for the English skills system.  | Internationa<br>I |
| Phoenix Insights<br>(2023), Career<br>advice for longer<br>lives. ( <u>Link</u> )  | UCP | This research shows survey results from 3,345 adults that revealed expectations about job moves and career changes, reasons for changing jobs, things holding people back and support needs. Around $\frac{1}{3}$ of those from 45-54 expected to change career before retirement, with pay/stability being the top reason. Awareness of career support was low.   | UK                |
| Steindórsdóttir, B.<br>D., Sanders, K.,<br>Arnulf, J. K., &<br>Dysvik, A. (2023).<br>Career transitions<br>and career<br>success from a<br>lifespan<br>developmental<br>perspective: A<br>15-year<br>longitudinal study.<br>Journal of<br>Vocational<br>Behavior, 140,<br>103809. (Link) |     | This paper provides an extensive 15<br>year longitudinal study on the early<br>careers of adults in Norway, showing<br>career paths and exploring transitions<br>and success factors. The results<br>showed that both "horizontal" and<br>"vertical" transitions were correlated with<br>perceptions of career success, with the<br>former positively affecting older workers<br>more.                                     | Norway            |
| Akkermans, Jos,  | UC  | The authors reviewed 93 studied on   | Internationa      |
| et al. "Career   |     | career transitions and found that the  |                   |

| transitions across<br>the lifespan: A<br>review and<br>research agenda."<br>Journal of<br>Vocational<br>Behavior 148<br>(2024): 103957.<br>(Link)   |    | literature overemphasised normative<br>transitions while under-researching<br>idiosyncratic transitions. The paper<br>provides a good view of the state of<br>knowledge and a further research<br>agenda.   |             |
|---|----|---|-------------|
| Brazier, C. É.,<br>Masdonati, J.,<br>Borges, A.,<br>Fedrigo, L., &<br>Cerantola, M.<br>(2024). Drivers of<br>Involuntary Career<br>Changes: A<br>Qualitative Study<br>of Push, Pull,<br>Anti-Push, and<br>Anti-Pull Factors.<br>Journal of Career<br>Development,<br>51(3), 303-326.<br>( <u>Link</u> ) | U  | This paper explores the dynamics of transitions once adults face involuntary career change situations. "This study focused on how people articulate push, pull, anti-push, and anti-pull factors when facing an involuntarily triggered career change. {IT involved} 19 semi-structured interviews with people forced to change careers due to health issues, migration, or unemployment in Switzerland. Through qualitative analysis, career changes were found driven (i.e., facilitated or inhibited) by participants' interests, values, or skills. This resulted in five types of processes of career change, depending on whether participants were aiming to maintain their values, update their values, transpose their interests, resuscitate forgone interests, or valorize their skills despite the involuntary nature of the change they were undergoing." The paper has implications for helping adults clients through processes of change. | Switzerland |
| Donald, William E.,<br>Beatrice IJM Van<br>der Heijden, and<br>Graham Manville.<br>"(Re) Framing<br>sustainable<br>careers: toward a<br>conceptual model<br>and future<br>research agenda."<br>Career<br>Development<br>International 29.5<br>(2024): 513-526.<br>(Link)                                | UC | By adopting a Social Exchange Theory<br>(SET) lens, this paper aims to integrate<br>fragmented literature streams of<br>Vocational Behavior (VB), Career<br>Development (CD), and Human<br>Resource Management (HRM) to offer a<br>conceptual understanding of<br>"sustainable careers". The authors posit<br>a series of relationships from their<br>review: "External factors and career<br>counseling moderate the positive<br>relationship between employability<br>capital and self-perceived employability.<br>Self-perceived employability is positively<br>associated with career success. Career<br>crafting moderates this relationship.  | Various     |

| Fi                 | inally, the authors propose that career  | ]       |
|--------------------|--|---------|
|                    | uccess is positively associated with a   |         |
|                    | ustainable career, which, in turn, is  |         |
|                    | ositively associated with a sustainable  |         |
|                    | rganization."  | Mariaua |
|                    | his study examines the influence of ositive affectivity (aka happiness) on       | Various |
|                    | mployment predictions (e.g. the  |         |
|                    | robability of obtaining an interview and   |         |
|                    | eing hired) via intrinsic motivation and   |         |
|                    | etwork building on LinkedIn.   |         |
|                    | lultisource field data were collected  |         |
|                    | om student job seekers (n = 179)   |         |
|                    | earching for an internship over two  |         |
|                    | oints with a six-month time separation.<br>nalyses revealed marginal support for |         |
|                    | ne mediating roles of intrinsic  |         |
|                    | notivation and network building in   |         |
|                    | ositive affectivity's indirect effect on   |         |
|                    | mployment predictions about the  |         |
| · · · · ·          | robability of obtaining an interview and   |         |
|                    | eing hired.  | Ossada  |
|                    | qualitative study of n=34 adults<br>vestigated job search behaviour              | Canada  |
|                    | mongst employed adults. Analysis   |         |
|                    | evealed six catalysts that initiate  |         |
|                    | mployee job searches and nine  |         |
|                    | odulators that influence fluctuations in   |         |
|                    | b search effort. Significant roles were  |         |
|                    | ound of social actors, resource ynamics, and personal, professional,             |         |
|                    | nd environmental factors in shaping  |         |
|                    | mployees' job searches.  |         |
| 29(5), 558-576.    |  |         |
| (Link)             |  |         |
|                    | he paper provides insights into  | US      |
|                    | uccessful career trajectories, using a   |         |
|                    | neta review: In particular, this study xplores the relationship between          |         |
|                    | mployee engagement and employee  |         |
|                    | evelopment. Three different levels of  |         |
| engagement: a ar   | ntecedents, including the work   |         |
|                    | nvironment, social exchange and  |         |
| -                  | dividual characteristics, are identified   |         |
|                    | s relevant. Employee development and mployee engagement exhibit                  |         |
|                    | eciprocal relationships. Considering the   |         |
|                    | ble of job performance as a catalyst,  |         |
| 29(2), 169-184. ro |  |         |

|   |    | spiral model to advance both research and practice.   |         |
|---|----|---|---------|
| Lo Presti,<br>Alessandro, et al.<br>"Be a<br>boundaryless good<br>guy! How job<br>embeddedness<br>mediates and<br>organizational<br>identification<br>moderates the<br>associations of<br>boundaryless<br>career attitude with<br>extra-role<br>behaviours."<br>Career<br>Development<br>International 29.4<br>(2024): 466-480.<br>(Link)(Paid) | U  | The paper concerns motivations and<br>behaviours amongst adults at work:<br>Specifically, this paper aims to examine<br>the roles of job embeddedness and<br>organizational identification on the<br>relationships between boundaryless<br>career attitude and extra-role<br>behaviours (i.e. organizational<br>citizenship behaviours and<br>counterproductive work behaviours. A<br>two-wave study was carried out on 296<br>employees from public and private<br>organizations in Italy. Job<br>embeddedness mediated the positive<br>relationship between boundaryless<br>career attitude and counterproductive<br>work behaviours, as well as its negative<br>association with organizational<br>citizenship behaviours; organizational<br>citizenship behaviours; organizational<br>identification buffered this latter indirect<br>effect. Using the findings, organizations<br>can promote stronger organizational<br>identification and job embeddedness to<br>retain boundaryless-oriented talent and<br>foster positive extra-role behaviours. | Italy   |
| van Woerkom,<br>Marianne. "A<br>career-lifespan<br>perspective on<br>strengths<br>utilization at work."<br>Career<br>Development<br>International 29.6<br>(2024): 674-689.<br>(Link)(Paid)  | UC | The evolution of strengths persists<br>throughout the entire career and<br>individuals' awareness and inclination to<br>leverage their strengths change when<br>aging. This paper uses a literature<br>review to examine strengths over the<br>(career) lifespan. Based on lifespan<br>development theory and results from<br>studies that investigate the relationship<br>between age and strengths, it can be<br>expected that the prominence,<br>awareness and use of strengths, as well<br>as the active engagement in strengths<br>development increase with age. Also,<br>based on the corresponsive principle it<br>is proposed that strengths prominence<br>is reciprocally related to the awareness,<br>use and development of strengths.  | Various |

### Case studies

Some case studies, and collections of case studies, that show outcomes from different practices are listed below (We also denote cases where the study represents the explicit application of a theory to the design or interpretation of a practice).

| Title   | Themes                                     | Brief description   | Location |
|---|--|---|----------|
| Euroguidance<br>(n.d.), Good<br>practices ( <u>Link</u> )   | Various                                    | This source showcases a collection of 'Good Guidance Practices' across the EU, providing ideas and evidence to the international guidance community. The articles and reports cover all career stages and also different groups.  | EU       |
| Kidd, J., C.<br>Jackson and W.<br>Hirsh (2003),<br>"The outcomes of<br>effective career<br>discussion at<br>work", Journal of<br>Vocational<br>Behavior, Vol.<br>62/1, pp.<br>119-133, (Link)                   |  | Rather than showing a direct<br>impact of guidance, this paper<br>explains benefits of interventions<br>in workplaces that stimulate career<br>conversations. It show outcomes<br>that resulted from career<br>discussions experienced by 104<br>employees. Many effective career<br>discussions produced multiple<br>outcomes, and some of these<br>were long-lasting. The most<br>common were a clearer view of<br>future direction, self-insight,<br>awareness of opportunities, and<br>feeling reassured or better about<br>self or work. |          |
| Hearne, L.<br>(2005). Opening<br>a door:<br>Evaluating the<br>benefits of<br>guidance for the<br>adult client: A<br>report. Waterford:<br>REGSA,<br>Waterford<br>Institute of<br>Technology.<br>( <u>Link</u> ) | Developing an<br>adult guidance<br>service | In March 2005 a study was<br>completed for the Regional<br>Educational Guidance Service for<br>Adults in Waterford Institute of<br>Technology. The purpose of the<br>research has been to evaluate the<br>benefits of guidance for the adult<br>clients accessing the guidance<br>service. Findings from the<br>research show that clients have<br>benefited enormously from<br>guidance, not only in terms of<br>education and training<br>experiences, but also career<br>progression and personal<br>fulfilment.                           | Ireland  |

| Plimmer, G.<br>(2012). Adult<br>career<br>counseling using<br>possible<br>selves—A<br>quasi-experiment<br>al field study in<br>naturalistic<br>settings. Journal<br>of Career<br>Assessment,<br>20(1), 53-70.<br>(Link)  | Using a<br>"Possible<br>selves"<br>approach<br>Complex<br>choices<br>Blended<br>approaches to<br>guidance | This study was contextualised by<br>the diversity and complexity of<br>career choices, and discomfort<br>many have with then, and limited<br>resources available. The study<br>tested a "possible selves" proces,<br>delivered via a blend of computer<br>and one-on-one counseling.<br>Compared with a control group<br>benefits were seen in raising<br>participants' level of comfort with<br>career direction, particularly for<br>those with very low scores, and<br>increasing confidence in their<br>career direction. Interviews with<br>practitioners found the<br>computerized possible<br>selves-based approach to be<br>effective in engaging clients where   |         |
|--|---|---|---------|
| Carter, A. and<br>Sinclair, A.<br>(2013), Impact of<br>coaching: An<br>empirical<br>longitudinal study<br>into coachee<br>well-being,<br>engagement and<br>job satisfaction<br>following a<br>coaching<br>programme at<br>work, by Hicks B,<br>Carter A, Sinclair<br>A. (Link) | Internal<br>coaching in<br>organisations to<br>improve<br>wellbeing and<br>job satisfaction               | career and personal issues were<br>intertwined.<br>The research is an exploratory<br>study into whether employees<br>receiving coaching at work<br>experience any impact on their<br>perceptions of well-being, job<br>satisfaction and engagement at<br>work. Coaching is primarily<br>delivered by internal volunteer<br>coaches to a range of managers<br>and non-managers. The<br>researchers followed 100<br>coachees from eight employers for<br>a year, and completed three points<br>of time. The researchers "found<br>evidence of statistically significant<br>increases in perceptions of<br>well-being among employees<br>soon after a period of coaching<br>respondents felt that coaching had<br>impacted positively on both the<br>way in which they worked and<br>their feelings towards work." | England |
| Milot-Lapointe,<br>F., Savard, R., &<br>Le Corff, Y.<br>(2016). Effect of<br>Career<br>Counselling on<br>Mental Health:  | Career<br>counselling with<br>clients<br>experiencing<br>mental health<br>challenges                      | This study investigated the effect<br>of a career counselling process on<br>the mental health of clients. n=13<br>adult clients wre enrolled in the<br>careers sessions and an<br>Outcome Questionnaire was used<br>to measure results, mirroring the   | Canada  |

| Using A Clinical<br>Change<br>Method/Effet du<br>counseling de<br>carriere sur la<br>sante mentale:<br>utilisation d'une<br>methode du<br>changement<br>clinique.<br>Canadian Journal<br>of Counselling<br>and<br>Psychotherapy,<br>50(3), 278-290.<br>(Link)  |  | practices of a clinical intervention.<br>The results showed net positive<br>results for the sample of clients: Of<br>the 13 clients who participated in<br>career counselling sessions, 8<br>were found to have experienced a<br>"recovery" (30.8 %) or<br>"improvement" (30.8 %) in mental<br>health, while no change was<br>experienced by the other 5 (38.5<br>%).  |         |
|--|--|--|---------|
| Fassiotto, M.,<br>Simard, C.,<br>Sandborg, C.,<br>Valantine, H., &<br>Raymond, J.<br>(2018). An<br>Integrated Career<br>Coaching and<br>Time-Banking<br>System<br>Promoting<br>Flexibility,<br>Wellness, and<br>Success: A Pilot<br>Program at<br>Stanford<br>University School<br>of Medicine.<br>Academic<br>Medicine (Ovid),<br>93(6), 881–887.<br>(Link) | programme to<br>resolve work,<br>career,<br>productivity and<br>wellbeing          | The paper is contextualised by a<br>high pressure setting (the faculty),<br>leading to staff stress and<br>dissatisfaction, compromising<br>success. A taskforce convened to<br>diagnose challenges at the<br>Stanford University School of<br>Medicine and created a workforce<br>pilot programme. The programme<br>incorporated two elements to<br>mitigate work-life and work-work<br>conflict: integrated career-life<br>planning, coaching to create a<br>customised plan to meet both<br>career and life goals; and a<br>time-banking system, recognizing<br>behaviours that promote team<br>success with benefits that mitigate<br>work-life and work-work conflicts.<br>The results showed successful<br>improvement of multiple outcome<br>variables. | US      |
| Law, L. (2018),<br>Design and<br>evaluation of a<br>short course to<br>address the<br>career related<br>issues of adults<br>from mid-life<br>onwards, NICEC<br>(Oct 2018) (Link)   | Career course<br>design<br>Resolution of<br>uncertainty in<br>mid/later<br>careers | This study examines a range of<br>development and narrative career<br>theories that illuminate the career<br>related preoccupations, concerns<br>and issues of adults from mid-life<br>onwards. Using themes identified<br>in the literature, an innovative<br>short course design, is developed<br>and tested which is shown to help<br>clients address their unique career<br>conundrums.  | England |

| Franklin, M., &<br>Stebleton, M. J.<br>(2020). Another<br>story to tell:<br>Outcomes of a<br>single session<br>narrative<br>approach,<br>blended with<br>technology.<br>Canadian Journal<br>of Career<br>Development,<br>19(1), 39-45.<br>(Link)    | Increasing<br>client<br>engagement<br>and retention in<br>career<br>counselling<br>Application of<br>narrative<br>techniques | Career development<br>professionals frequently struggle<br>to engage clients in an initial<br>session and may lose<br>opportunities to help clients more<br>by continuing on to further<br>sessions. The purpose of this<br>study is to illustrate the<br>effectiveness of a narrative<br>framework blended with<br>technology, within a single career<br>session with a client. This study<br>found statistically significant<br>increases in all study variables<br>including optimism, clarity,<br>confidence, organized thinking,<br>and internal and external search<br>instrumentality from the beginning<br>to the end of a single session.<br>These results, coupled with<br>monthly client return rates of up to<br>85%, suggest that career<br>professionals seeking to engage<br>clients in an initial session and<br>have them return for future<br>sessions – to tell another story –<br>should consider utilizing some of<br>the strategies and interventions<br>included in this study's narrative<br>framework | Canada  |
|---|--|--|---------|
| Maree, J. G., &<br>Nortjé, M. (2022).<br>Enhancing the<br>sense of self of a<br>mid-career<br>woman through<br>career<br>construction<br>counselling.<br>International<br>Journal for<br>Educational and<br>Vocational<br>Guidance, 1-27.<br>(Link) |  | This article reports on the details<br>and rationale for a career<br>construction counselling with a<br>mid-career, midlife woman. After<br>the intervention, the participant<br>exhibited an enhanced sense of<br>self-awareness. Career<br>construction counselling was<br>concluded as being useful for<br>helping the client to become more<br>aware of the meaning she<br>assigned to life and her view of<br>herself, as a prerequisite to career<br>decisions.  |         |
| Carmichael, H. et<br>al (2023), Making<br>a smooth career<br>landing. Learning  | Develop a<br>programme to<br>support career<br>change to meet  | This programme was established<br>following the impact of COVID on<br>jobs. "Person-centred, informal<br>coaching, engaging business in<br>programme design and focussing  | England |

| & Work Institute<br>( <u>Link</u> )   | local economic<br>labour needs<br>Employer<br>collaboration  | on local workforce priorities" were<br>cited as success factors in a<br>series of "New Futures" pilots, run<br>by the Learning and Work<br>INstitute. At the time of writing,<br>100 people across the UK had<br>switched career.   |         |
|---|--|---|---------|
| Carter, A. and<br>Hirsh, W. (2024),<br>Career Coaching:<br>A case study in<br>evaluating impact   | Coaching in<br>organisations<br>Benefits to<br>employers of<br>coaching                                | This report describes a study into<br>a coaching programme run with<br>2,002 healthcare professionals<br>over the period Mar 2021 to March<br>2024.<br>A range of impacts were<br>measured on both the individual,<br>including self-awareness,<br>opportunity awareness, career<br>planning, self management skills,<br>and organisational, including staff<br>confidence, retention and<br>engagement. Though short term<br>benefits were generally modest,<br>longer term (1yr benefits) were<br>found in retention. | England |
| Dissanayke, C.<br>(2024),<br>Empowering<br>Excellence.<br>Career Matters.<br>CDI website<br>(Paid)  | A staff<br>development<br>programme  | In 2018, the Staff Development<br>Programme was opened to all staff<br>in Wales on a voluntary and<br>confidential basis. It attempted to<br>increase confidence, a sense of<br>propose, adaptability and social<br>support amongst other attributes.<br>Positive changes were seen in all<br>aspects. Some staff also felt able<br>to leave their job and pursue other<br>careers.   | Wales   |
| Unnikrishnan, D.,<br>& Rajeev, P. N.<br>(2024). Managing<br>career plateaus<br>for mid-career<br>professionals: A<br>process-driven<br>practice<br>intervention using<br>life-design<br>counseling.<br>Journal of<br>Employment | Helping<br>mid-career<br>adults to<br>overcome<br>career plateaus<br>with a life<br>design<br>approach | This qualitative study explores the<br>impact of life-design counseling<br>(LDC) on mid-career professionals<br>facing career plateauing. Seven<br>mid-career professionals<br>underwent counselling sessions<br>focused on overcoming barriers,<br>evaluating career beliefs, and<br>exploring options. Thematic<br>analysis delves into their<br>experiences, attitudes, and<br>unresolved mid-career dilemmas.<br>Results indicate a shift from  | India   |

| Counseling.<br>61(4), 257-277<br>( <u>Link</u> )(Paid)<br>Yang,   | Adapting HR  | problem-focused to solution-based<br>thinking. A two-wave longitudinal<br>study spanning 4 years confirms<br>counseling's effectiveness in<br>assisting individuals in making<br>crucial career decisions, guiding<br>positive career redirection amidst<br>mid-career plateauing<br>The deep integration of emerging  | China |
|---|--|--|-------|
| Chengchuan, et<br>al. "Fostering<br>career crafting by<br>developmental<br>HR practices: the<br>mediating role of<br>future work self<br>and moderating<br>role of Al<br>awareness."<br>Career<br>Development<br>International 29.6<br>(2024): 641-655.<br>(Link)(Paid) | practices to<br>incentivise<br>career crafting<br>behaviour          | technologies such as artificial<br>intelligence (AI) has triggered a<br>transformation in career patterns,<br>requiring employees to promptly<br>adapt to changes in the vocational<br>environment through career<br>crafting. While human resource<br>(HR) practices play a role in<br>guiding employees' career<br>self-management, further<br>exploration is needed to determine<br>the specific HR practices that<br>organizations should adopt to<br>facilitate employees' career<br>crafting. This research takes<br>developmental HR practices as a<br>new premise for career crafting<br>and examines the underlying<br>mechanisms influencing the<br>relationship between the two. The<br>researchers obtained data from<br>386 employees in the intelligent<br>manufacturing industry and<br>employed multiple regression<br>analysis to test the research<br>hypotheses. The results of this<br>paper show that developmental<br>HR practices positively influence<br>employees' career crafting<br>behaviors through their future<br>work self and that AI awareness<br>moderates this relationship. |       |
| Phoenix Insights,<br>(2025), Work in<br>Progress:<br>Unlocking the<br>value of adult<br>careers guidance<br>(Link)  | Making the<br>case for an<br>all-age career<br>service in the<br>UK. | Drawing on academic experts,<br>policy makers and career<br>guidance practitioners, Phoenix<br>Insight have developed new<br>economic modelling to understand<br>the benefits of better adult career<br>guidance, and steps to make the<br>change a reality. Over five years,<br>the main benefit is a gain of £15   | UK    |

| billion by reducing rates of skills<br>mismatching in the economy<br>(closing the gap with international |
|--|
| (closing the gap with international comparators).  |

#### Future research questions and gaps

The CDI discusses research questions and gaps with expert academics. Amongst the common topics that have been proposed for future research studies, to close gaps in our knowledge, include:

- The opportunities for career guidance through the adult life-span
- Career progression paths within organisations.
- Careers support given within organisations, and the results.
- The scale of the career coaching market, and outcomes from private coaching.
- The costs and benefits of a mid/later career review.
- Outcomes from career changing in mid/later careers.

Research agendas proposed in adjacent disciplines, which may have some common research questions to the CEIAG sector, include:

- Career psychology (Wang, M., & Wanberg, C. R., 2017)
- Career transitions (Sullivan, S.E. and Akram AI A., 2021)
- Career transitions across the lifespan (<u>Akkermans et al. 2024</u>)
- Life stages and life course impact on vocational behaviour (Zacher, H., & Froidevaux, A., 2021 (Paid)).
- Multiple job-holding (Campion et al, 2019)
- Sustainable careers (aka balancing work, health and family) (<u>Van der Heijden,</u> <u>B. et al, 2020</u> and <u>Donald et al, 2024</u>)

# Relevant institutions

To understand more about this area, it is worth reviewing the work of the following organisations who are active in commissioning or producing research.

These are organisations who regularly conduct or commission research related to career and/or CEIAG for this group.

Where content is restricted to memberships or requires payment, this is noted next to the name of the organisation in the first column.

| Name  | Description  |
|---|--|
| Careers Wales<br>( <u>Link</u> )  | Careers Wales is a public (government funded service) that<br>provides careers information, advice and guidance service for<br>Wales. Careers Wales works with the Welsh Government.<br>Career Wales has a repository for various studies and articles.  |
| Cedefop ( <u>Link</u> )   | Cedefop is a decentralised agency of the European Union<br>that supports the development of European vocational<br>education and training (VET) policies and contributes to their<br>implementation. As such it publishes a large number of<br>papers and reports – both pan European and into member<br>countries – across most aspects of CEIAG, but particularly<br>covering policy and system level issues. It has a particularly<br>high volume of reports covering labour market needs, skills<br>shortages and career development across the lifespan, with a<br>number of country reports. |
| Chartered<br>Institute of<br>Management<br>(CIM) ( <u>Link</u> )            | While the Chartered Institute of Management (CIM) support<br>the vocation of "management", their reports and articles<br>straddle a wide range of contemporary topics that discuss<br>trends within organisations, such as skills and career<br>management.  |
| Chartered<br>Institute of<br>Professional<br>Development<br>( <u>Link</u> ) | The CIPD are the professional body for HR and people<br>development. They produce a continual stream of reports<br>covering the labour market and regulatory regime and its<br>influences over the world of work, as well as about<br>qualification schemes, organisational practices to support<br>staff, and equality. Each year, they produce a Good Work<br>Index which is effectively a national job satisfaction survey,<br>which covers aspects of interest to careers, such as feelings<br>of engagement and fulfilment at work.   |
| Confederation of<br>Business Industry<br>( <u>Link</u> )                    | The CBI is a membership organisation that "speaks on behalf<br>of 170,000 businesses of all sizes and sectors, across every<br>region and nation of the UK. This includes over 1,100<br>corporate members, plus nearly 150 trade associations." It<br>runs a series of campaigns to lobby government in the<br>interests of its members. It conducts limited research, but<br>collects ongoing data via economic surveys.  |

| The Careers<br>Research and<br>Advisory Centre<br>(CRAC) (Link)                                 | CRAC is a registered charity and provides research,<br>intelligence and innovation services for all those who support<br>the career development of people of all ages and in all<br>sectors.  |
|---|---|
| Department of<br>Education ( <u>Link</u> )  | The Department of Education, along with the Department of<br>Work and Pensions, are the two Government areas where<br>agendas cross into topics relating to Careers. The<br>Department of Education website provides a section on<br>"Research and Statistics", and "Policy papers and<br>consultations" guidance and regulation to inform on the<br>national education landscape and challenges.   |
| Department of<br>Work and<br>Pensions ( <u>Link</u> )   | The Department uses research to "understand, develop,<br>implement, monitor and evaluate our policies and services.".<br>While there is a wide span of topics covered, some of the<br>publications may be of interest to careers professionals, such<br>as historic employer surveys.   |
| Euroguidance<br>Network ( <u>Link</u> )   | The Euroguidance Network is a network of national resource<br>and information centres for guidance. It is a co-operation of<br>centres throughout European countries which link together the<br>Careers Guidance systems in Europe. Their three main pillars<br>of work including support the development of Europe's lifelong<br>guidance, to support development of practitioners and provide<br>information on European guidance. They publish a range of<br>outputs including a magazine ("Insight"), highlights of the<br>network's work, results of seminars, and a variety of guides<br>and books. |
| Institute for<br>Employment<br>Studies ( <u>Link</u> )  | The IES research and consult on employment and HR topics,<br>using a range of approaches to provide insight and support to<br>policymakers and practitioners. As part of this work, they also<br>cover topics including careers and lifelong learning.  |
| Institute for Fiscal<br>Studies ( <u>Link</u> )   | The Institute for Fiscal Studies (IFS) considers itself as "the UK's leading independent economics research institute". It conducts studies to analyse and inform economic and social policy decisions and to help policymakers – and those who hold them accountable – to understand impacts on individuals, households and businessesIt has a library of several thousands papers and articles, with a segment covering unemployment and associated policies.   |
| International<br>Association for<br>Educational and<br>Vocational<br>Guidance<br>(IAEVG) (Link) | The International Association for Educational and Vocational<br>Guidance provides global leadership in and advocates for<br>guidance by promoting ethical, socially just, and best<br>practices throughout the world. It disseminates results via the<br>International Journal for Educational and Vocational<br>Guidance.  |
| International<br>Centre for<br>Guidance Studies<br>(iCeGS) ( <u>Link</u> )                      | iCeGS have conducted a high volume of critical national and<br>international studies, specifically into the areas of careers:<br>education, development, and policy etc, for both academic<br>journals, policymaking bodies and careers service providers.<br>Consequently, their research library contains relevant papers<br>and reports to this area, as well as many related topics.  |

| Learning and<br>Work Institute<br>(LWI) ( <u>Link</u> )                                      | The LWI are an independent policy, research and development organisation dedicated to lifelong learning, full employment and inclusion. They conduct evaluation research to influence policy, and develop new ways of thinking, and help to implement new approaches.   |
|--|---|
| Lifelong learning<br>institute ( <u>Link</u> )   | In February of 2021, former Universities Minister the Rt. Hon.<br>Chris Skidmore MP, launched the Lifelong Education<br>Commission, to recommend how the multiple and varied<br>barriers to lifelong learning can be removed, what future<br>investment is needed to support this, and what regulatory<br>change is needed to deliver change for post 18 learners. On<br>1st April 2023, the Commission transformed into the Lifelong<br>Education Institute, becoming a permanent fixture of the<br>Education and Skills space. The Institute gets its strategic<br>direction by its Advisory Board, which is comprised by<br>prominent and forward-thinking figures of the Education and<br>Skills space. |
| National Careers<br>Development<br>Association (US)<br>( <u>Link</u> )                       | The NCDA is the United States membership body for careers professionals. As well as publishing periodic larger scale research, practitioners actively contribute short practice articles by way of small-scale evaluation, reflection or learnings. All career stages are covered, including Elementary education, equivalent to Primary in the UK. The NCDA disseminate results in their <u>Career Convergence</u> (shorter form) and <u>Career Development magazine</u> (articles), publish the Career Development Quarterly journal (academic focussed).   |
| OECD ( <u>Link</u> )   | The OECD publishes a wide range of articles, reports and data-sets that offer context to adult careers, particularly in the <u>"Economy"</u> , <u>"Education"</u> , <u>"Employment"</u> , <u>"Skills"</u> , and <u>"Social and Welfare Issues"</u> parts of their website. In 2021, they produced a survey report on Adult Career Guidance from six countries, describing the different national systems, usage rates, citizen attitudes and experiences  |
| Sector skills<br>councils / UK<br>Commission for<br>Employment and<br>Skills ( <u>Link</u> ) | SSCs are independent, employer-led, UK–wide organisations<br>that are licensed by the government through the UK<br>Commission for Employment and Skills (UKCES). There are<br>currently 18 Sector Skills Councils and 5 sector skills bodies<br>who work with over 550,000 employers to define skills needs<br>and skills standards in their industry. Individual councils will<br>often carry out research and analysis on their skill<br>requirements, economic health and/or the implications of<br>trends on their workforce.   |
| Skills<br>Development<br>Scotland ( <u>link</u> )  | The national body supporting the people and businesses of<br>Scotland to develop and apply their skills. Skills Development<br>Scotland manage Scotland's career services. The body<br>produces a <u>programme</u> of publications and research into<br>different aspects of the wider employment sector.   |

| Trade Union       | Unionlearn is the learning and skills organisation of the TUC, |
|-------------------|--|
| Congress /        | assisting unions in the delivery of learning opportunities for |
| Unionlearn (Link) | their members. Union Learn also provide a number of career     |
|                   | support resources and services, and collaborates with The      |
|                   | Skills Network. The website contains a number of case          |
|                   | studies and resources for their work.                          |
| UNESCO Institute  | The UNESCO Institute for Lifelong Learning (UIL) helps         |
| for Lifelong      | Member States to build effective and inclusive lifelong        |
| Learning (Link)   | learning policies and systems that work across the lifespan,   |
|                   | and support inclusion. The programme produces periodic         |
|                   | international studies and discusses the principles and themes  |
|                   | of effective lifelong learning.                                |
| World             | The World Employment Confederation is "the voice of the        |
| Employment        | private employment services industry at the global level,      |
| Confederation     | representing national federations as well as workforce         |
| (Link)            | solutions companies from across the world." It produces a      |
| ,,                | range of surveys and research reports, including studies into  |
|                   | workforce sentiments, labour market trends, trends in          |
|                   | employment services, and organisational (HR-related)           |
|                   | challenges, as well its own impact reports.                    |

# Key publications sources

To explore this topic further, we have noted careers research in the following publications: Most journals are multi-sector in that they are not specifically focussed on the client group in this article, but do publish relevant articles about careers, guidance and policy. There are also often papers about labour market factors in journals that cover specific industrial verticals in the economy, like Healthcare, Education or Engineering.

| Name  | Description  |
|---|--|
| Academy of<br>Management<br>(Several journals)<br>(Link)          | The Academy of Management publish ten journal titles<br>surrounding different facets of management. Papers tend<br>to cover the theories and understanding of management<br>and inter-relationship with policies and practices within<br>organisations. Although usually only covering career<br>guidance topics indirectly, papers can provide context into<br>adult career development through topics such as<br>progression, career identity, HR policies, equality issues,<br>and workplace culture. |
| Asia-Pacific Career<br>Development Journal<br>( <u>Link</u> )     | This journal is part of the work for the Asia Pacific Career<br>Development Association. The journal itself is is an<br>international biannual scholarly journal dedicated to all<br>career development and intervention related topics, such<br>as career counselling, individual and organisational career<br>development, work and leisure, career education, career<br>coaching, and career management.  |
| Australian Journal of<br>Career Development<br>( <u>Link</u> )    | The journal focuses on current theory, practice and policy<br>relating to the career development and work education<br>field. The target audience includes professionals in<br>educational and academic settings, community and<br>government agencies, business and industrial settings   |
| British Journal of<br>Guidance and<br>Counselling ( <u>Link</u> ) | The aim of the British Journal of Guidance & Counselling is<br>to publish work that sets trends and provokes fresh thought<br>and innovation in the practice and understanding of<br>counselling, psychotherapy and career guidance. The<br>journal seeks to communicate, enrich and advance theory,<br>research, policy and practice in these fields.   |
| British Journal of<br>Industrial Relations<br>( <u>Link</u> )     | A multidisciplinary, international journal of work, labour, and<br>employment relations. It focuses on the institutions,<br>policies, and practices associated with these relations and<br>their implications for matters of economy and society.  |
| Canadian Journal of<br>Career Development<br>( <u>Link</u> )      |  |
| Career Development<br>International (Link)                        | Formerly the International Journal of Career Management, the journal covers career development topics, such as the   |

|  | inter-relationship between individual attributes, behaviours<br>and outcomes. A considerable fraction of the papers<br>covers the people within work/organisational settings.  |
|--|--|
| Career Developments<br>Magazine (NCDA)<br>( <u>Link</u> )                              | The Career Developments magazine is a publication from<br>the US National Careers Development Association. The<br>articles include a strong coverage of practical interventions,<br>with each issue usually focussing on a particular career<br>theme. Articles are US-centric but many articles have<br>transferable learnings.   |
| Career Planning and<br>Adult Development<br>Journal ( <u>Link</u> )                    | This was a US journal that appeared to stop publishing<br>after 2018 (Confirmation of the current status is unknown).<br>However, there is a backlog of papers to 1983, with many<br>being international in orientation. It was an annual<br>publication of the Career Planning and Adult Development<br>Network.  |
| Careerwise (Ceric)<br>( <u>Link</u> )  | Career Wise is a Canadian careers news website, which is<br>a programme of Ceric, a charitable organisation that<br>furthers career education in Canada. News and articles are<br>centred on Canada, but frequently contain relevant topics.<br>Articles often cover practical tips, ideas or practices.   |
| Journal of Adult and<br>Continuing Education<br>( <u>Link</u> )                        | The journal covers the broad area of adult career and skill development, and related international and national issues. It is aimed at researchers, professionals and practitioners in sectors of the economy.   |
| Journal of Applied<br>Psychology ( <u>Link</u> )                                       | The journal of applied psychology have a broad remit, but<br>have consistently published a stream of research into the<br>psychology of careers and work: "The journal primarily<br>considers empirical and theoretical investigations that<br>enhance understanding of cognitive, motivational, affective,<br>and behavioural psychological phenomena in work and<br>organisational settings, broadly defined." |
| Journal of Career<br>Development ( <u>Link</u> )                                       | The journal provides the latest in career development<br>theory, research and practice, focusing on the impact that<br>theory and research have on practice.Covers the<br>application of career theories, career development, career<br>and leisure, career and family, workplace issues, careers in<br>schools, and innovative techniques.  |
| Journal of the<br>National Institute for<br>Career Education and<br>Counselling (Link) | Publishes papers from both academics and practitioners on<br>all aspects of career development, covering career<br>guidance, career education, theory, research, policy,<br>practice; covers the diverse needs of different groups and<br>adopts a multi-disciplinary perspective.   |
| Journal of Vocational<br>Behaviour ( <u>Link</u> )                                     | The Journal of Vocational Behavior publishes original<br>empirical and theoretical articles that contribute novel<br>insights to the fields of career choice, career development,<br>and work adjustment across the lifespan and which are<br>also valuable for applications in counselling and career<br>development programs in businesses and public sector<br>organisations.                                 |

| International Journal<br>for Educational and<br>Vocational Guidance<br>(Link) | Publishes articles related to work, leisure, career development, counselling, guidance, and education. Offers coverage with an international perspective, including comparative studies and multi or cross-cultural insights.  |
|---|--|
| The Career<br>Development<br>Quarterly ( <u>Link</u> )                        | The journal mainly covers "career development through the design and use of career interventions,Articles cover career counselling and development, work, leisure, career education, and coaching and management. The official journal of the National Career Development Association (NCDA), a division of the American Counseling Association."            |
| Work, Employment<br>and Society ( <u>Link</u> )                               | This is the journal of the British Sociological Association<br>which publishes original research on the sociology of work.<br>It covers a wide range of topics about work, employment<br>and unemployment, and their connections with wider social<br>processes. Many papers address different careers and<br>career contexts, viewed through a social lens. |

#### Data sources

Some contextual data sources are provided below. These are particularly useful for studying the prevalence of different situations, trends over time or comparing situations with different geographies or groups.

| Name   | Description   |
|--|---|
| CIPD Good Work<br>Index ( <u>Link</u> )  | The 2023 edition being the sixth annual publication of<br>the CIPD's Working Lives survey, that collects data about<br>adult employee work-based attitudes, experiences,<br>motivations and behaviours. (While the questions are<br>often about current jobs, they also offer various insights<br>into 'career' orientated topics included too, such as about<br>aspirations and motivations.)                                  |
| CIPD Working Lives<br>Survey (Link)  | Having been launched in 2018, the annual data measures various variables from a nation survey related to the quality of work.   |
| City and Guilds,<br>Training Trends ( <u>Link</u> )  | The City and Guilds publish an annual survey of the<br>nation's businesses to understand the trends relating to<br>training activities, including barriers and sentiments to<br>future intent. Metrics gathered include the prioritisation of<br>training as a driver for business growth, anticipated<br>changes in training expenditure and perceptions of<br>business preparedness for economic and technological<br>trends. |
| Gallup - State of the<br>Global Workforce<br>( <u>Link</u> )                                       | The annual survey measures the "voice of the global<br>employee" and covers employee engagement, attitudes<br>with work, mental health, the extent of job-seeking<br>behaviour, and questions about work values in different<br>groups and locations.   |
| ILO Stat ( <u>Link</u> )   | International labour market statistics for most countries, which also provides country profiles.  |
| Learning and Work<br>Institute Adult<br>Participation in<br>Learning survey<br>(Link)              | An annual survey by the LWI investigates the extent and<br>nature of learning activities undertaken by the adult UK<br>population.  |
| OECD Data Explorer<br>( <u>Link</u> )  | The OECD measure a wide range of economic and social indicators including education and employment values. Metrics on primary schools include Inclusion time in education by country and subject.   |
| Office of National<br>Statistics - Business<br>Insights and Impacts<br>on the UK Economy<br>(Link) | The ONS produce an approximately monthly update on a large dataset that captured very many metrics about UK business activities. Different questions are asked per wave. Some relevant indicators are included that offer insight into business confidence, performance, staffing and worker shortages.   |
| Office of National<br>Statistics - UK Labour<br>market data (Link)                                 | Provides monthly estimates of employment,<br>unemployment, economic inactivity and other<br>employment-related statistics for the UK.   |

| PWC - Global<br>workforce hopes and<br>fears survey ( <u>Link</u> )   | The survey measures the attitudes and decisions of 54k international employees in 46 countries, covering topics like motivations, intent, attitudes towards technology impact and future outlook. Differences are reported by workforce generation and location.  |
|---|---|
| Randstad annual<br>Workmonitor report -<br>UK edition ( <u>Link</u> ) | In the UK, the Randstad workmonitor survey was<br>conducted among 1,500 employed individuals across all<br>industries. This has run since 2018. The UK survey was<br>part of a wider global survey of 27,000 employees. The<br>2024 report provided a deep dive into ambition and<br>motivation, equity and understanding, flexibility, AI and<br>skills. |
| WEF (2023) - The<br>Future of Jobs report<br>( <u>Link</u> )          | This global report provides the prognosis for skills demand across the global economy in the years 2023-28, in light of social and economic trends and new technology.  |