Chapter 12
Employability Skills

- **Health Care Science Technology**

Objectives

- **Name the skills needed by all health care workers.**

- **Diagram the elements of communication.**

- **State the rules of health care charting and telephone etiquette.**

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Objectives (cont.)

⑩ **List the needed math, science, and technology skills.**

⑩ **Analyze the strategies for finding a job.**

⑩ **Prepare a résumé and cover letter.**

⑩ **Summarize how to approach a job interview.**

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Objectives (cont.)

- **Describe the procedure for leaving a job.**
- **List the elements of professionalism.**
- **Apply critical thinking and problem-solving skills.**

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Objectives (cont.)

- **State strategies for time and stress management.**

- **Compare the characteristics of a good team member and a leader.**

- **Explain the importance of respecting diversity.**

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Basic Skills for Health Technology 12-1

- **Skills for Every Worker**
- **Self-Evaluation**
- **Communication**
- **Math, Science, and Technology**

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Skills for Every Worker

The Secretary's Commission on Achieving Necessary Skills (SCANS) has identified the following general workplace skills:

- **Basic skills.**
- **Thinking skills.**
- **Personal qualities.**
- **Interpersonal skills.**

- **Information skills.**
- **Systems.**
- **Resources.**
- **Technology utilization skills.**

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Skills for Every Worker (cont.)
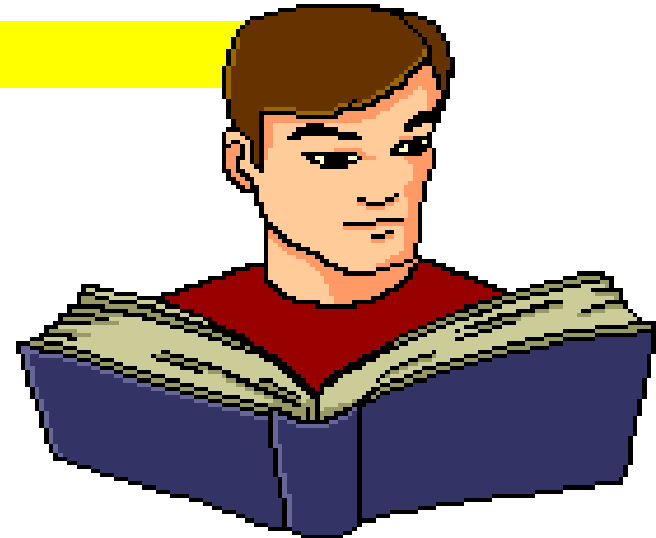
🔟 **Basic Skills:**

  🔟 Reading.

  🔟 Writing.

  🔟 Speaking.

  🔟 Listening.

  🔟 Knowing arithmetic and mathematical concepts.

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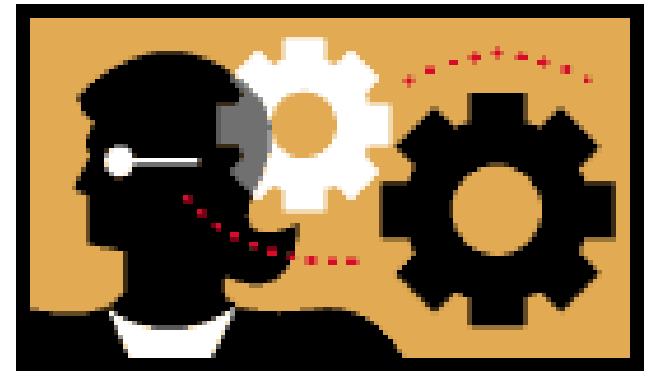
Skills for Every Worker (cont.)

● **Thinking Skills:**
- Reasoning.
- Making decisions.
- Solving problems.
- Thinking creatively.
- Knowing how to learn.

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Skills for Every Worker (cont.)

● **Personal Qualities:**

Responsibility.

Flexibility.

Honesty.

Reliability.
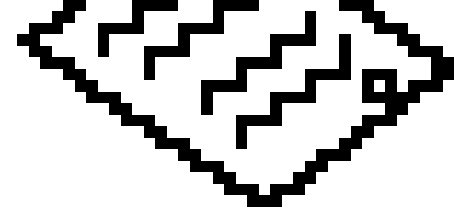
Commitment to quality and excellence.

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Skills for Every Worker (cont.)

● **Interpersonal Skills:**
  - Negotiating.
  - Exercising leadership.
  - Participating as a team member.
  - Serving clients and customers.
  - Teaching others new skills.
  - Working with diversity.

Skills for Every Worker (cont.)

- **Information Skills:**
  - Obtaining and evaluating data.
  - Organizing and maintaining files.
  - Interpreting and communicating information.
  - Using computers to process information.

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Skills for Every Worker (cont.)

● **Systems:**

 ᔈ**Understanding systems.**

 ᔈ**Monitoring and correcting system performance.**

 ᔈ**Improving and designing systems.**

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Skills for Every Worker (cont.)

⑩ **Resources:**
- ⑩ Identifying.
- ⑩ Organizing.
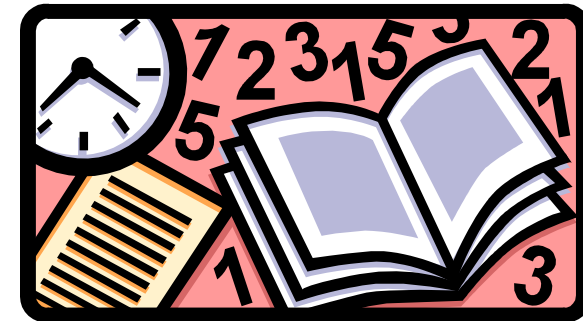- ⑩ Planning.
- ⑩ Allocating.
  - ⑩ Money.
  - ⑩ Time.
  - ⑩ Energy.
  - ⑩ Materials.
  - ⑩ Workers.

Skills for Every Worker (cont.)

● **Technology Utilization Skills:**

    ❩**Selecting technology.**

    ❩**Applying technology to a task.**

    ❩**Maintaining and troubleshooting technology.**

Self-Evaluation

- **Use tools available from your school counselor to evaluate your interests and abilities.**

- **Maintain a positive attitude to contribute to your job satisfaction.**

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Communication

- **Understanding how communication works can prevent miscommunication.**

- **The 4 components of communication are: sender, message, receiver, and feedback.**

Communication (cont.)

● **Verbal and Nonverbal Communication**

 Verbal communication uses spoken or written words.

 Nonverbal communication uses a variety of signals instead of words to provide information.

Communication (cont.)

- **Feedback** – tells the sender whether the receiver got the message.

Communication (cont.)

● **Communication Problems**

 The health care worker must be especially careful when communicating with clients since physical illness and emotional upset can interfere.

Communication (cont.)

● **Good Communication**

    Listen to the client.

    Provide feedback by nodding and using other body language.

    Repeat the message by paraphrasing.

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Communication (cont.)

- **Charting – the chart is a legal document.**
- **Rules when charting:**
  - Use black ink, unless policy specifies otherwise.
  - Initial or sign what you record.
  - Never leave space between what you charted and your initials or signature.
  - List events in chronological order.

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Communication (cont.)

- **Rules when charting (cont.):**
  - Never chart anything before you do it.
  - Do not white-out or scratch out errors.
  - Draw a single line through an error, write "error" above it, and initial the error.
  - Be objective and precise.
  - Use only approved abbreviations.

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Communication (cont.)

● **Telephone Etiquette Rules:**

⑩**Answer promptly.**

⑩**Identify the facility or organization and state your name.**

⑩**Speak clearly and use a friendly, professional tone.**

⑩**Take a clear, concise message if the call is for someone else.**

⑩**Return calls as soon as practical.**

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Math, Science, and Technology

- **Basic Math Skills – You must be able to:**
  - Use the metric system.
  - Add, subtract, multiply, and divide.
  - Work with percentages and decimals.

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Math, Science, and Technology (cont.)

- **Basic Science Skills – Most health care technology workers need knowledge of:**
  - Anatomy and physiology.
  - Biology.
  - Microbiology.
  - Chemistry.
  - Physics.

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Math, Science, and Technology (cont.)

- ● **Technology**
  - ☞ **All health care workers must be able to use computers, including applications such as word processing, e-mail, and the Internet.**

Section 12-1
Apply Your Knowledge

List the rules for proper telephone etiquette.

Answer:
- **Answer promptly.**
- **Identify the facility and state your name.**
- **Speak clearly and use a friendly professional tone.**
- **Take a clear, concise message if the call is for someone else.**
- **Return calls promptly.**

Getting a Job 12-2

- **Job-Seeking Strategies**
- **Résumés**
- **Cover Letters**
- **Portfolios**
- **The Interview**
- **Leaving a Job**

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Job-Seeking Strategies

- **Job hunting – begins with selecting the classes you are going to take.**
- **Approaches to getting a job include:**
  - **Employment agencies.**
  - **Classified advertisements.**
  - **Job fairs.**

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Job-Seeking Strategies (cont.)

⑩**The Internet**

⑩**Some classified advertisements are posted on the Internet. Also, some companies list available jobs on their Web sites. Note that not all information is accurate and reliable.**
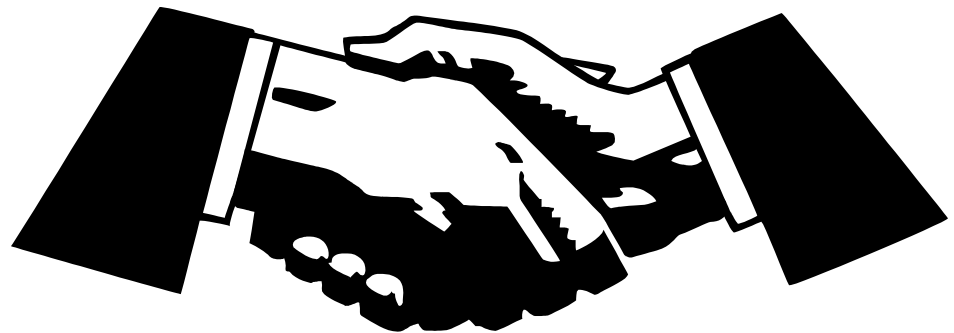
Job-Seeking Strategies (cont.)

&Personal Contact

- Nothing will help you get a job better than personal contact, such as letters of recommendation from influential people.

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Job-Seeking Strategies (cont.)

  ❧**Networking** – the regular communication you have with your personal and professional contacts.

Job-Seeking Strategies (cont.)

❧**Hiring Practices**

- **Many laws, regulations, and initiatives affect the way hiring is done.**

- **Organizations may state in the job announcements that they do not discriminate based on race, color, religion, national origin, sex, age, or disability.**

Résumés

- **A résumé is a brief description of your credentials.**

- **Résumé writing general rules:**
  - Use outline format.
  - Leave plenty of "white space" for an uncluttered look.
  - Provide your name, address, phone number(s), and e-mail address at the top of the page.

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Résumés (cont.)

- **Résumé writing general rules (cont.):**
  - List information in chronological order beginning with the most recent.
  - List your education.
  - List your work experience, including related volunteer experience. When appropriate for the job, list activities, honors, and membership in organizations.
  - Be sure that there are no errors in the document.

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Cover Letters

● **Cover Letter** – briefly introduces you to a prospective employer. General guidelines include:

  ⑩ Address the letter to a specific person, if possible.

  ⑩ Make sure that the letter is error-free and in correct business letter format.

  ⑩ In the opening, state that you are applying for a job, what job you are interested in, and how you heard about it.

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Cover Letters (cont.)

● **Cover letter general guidelines (cont.):**

⑩ Briefly explain why you believe that you are qualified for the job.

⑩ Use the letter to point out items on your résumé that are especially relevant to the job.

⑩ End the letter with a statement indicating your willingness to be interviewed and to provide additional information, including references.

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Portfolios

- **Portfolio** – a collection of materials that exhibit your efforts, progress, and achievements. Sample items include:
  - Cover letter.
  - Table of contents.
  - Letter of introduction.
  - Academic and practical skills list.
  - Transcript.
  - Letters of recommendation.
  - Additional items that show your achievements.

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The Interview

- **Interview Guidelines**
  - Do your best and be honest.
  - Allow the employer to learn about you; learn more about the employer and the job.
  - Expect critical thinking problems to be presented to see how you conduct yourself under pressure.

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The Interview (cont.)

● **Interview Guidelines** (cont.)

— Before the interview, research the organization and position as thoroughly as possible.

— Treat everyone you encounter with respect and courtesy.

— Dress appropriately for the interview.

— Be sure you are properly groomed for the interview.

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The Interview (cont.)

- ⑩ **How would you answer these sample questions?**
  - ⑩ **"Tell me how your background has prepared you for this position."**
  - ⑩ **"Do you prefer working alone or as a member of a team?"**
  - ⑩ **"What is it about the position or our company that attracts you?"**
  - ⑩ **"How does this position fit into your long-term plans?"**
  - ⑩ **"Give me examples of how you have used the skills required by this position in the past."**

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Leaving a Job

- **Most people will change jobs and even careers many times during their working lives.**

- **To prepare for new opportunities:**
  - **Continuously improve your skills.**
  - **Learn new skills.**
  - **Keep up with technology.**
  - **Stay networked.**

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Leaving a Job (cont.)

- **Guidelines**
  - Give the employer time to replace you, generally 2 weeks or more.
  - Provide written notification indicating your last day of employment.
  - Thank the employer for the opportunities you were given.

Leaving a Job (cont.)

● **Guidelines (cont.)**

　ﾟ**Give the letter to your supervisor before letting coworkers know you are leaving.**

　ﾟ**Offer to assist with the transition to a new person during your remaining time on the job.**

　ﾟ**Get a new job before giving notice on the old one.**

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Section 12-2
Apply Your Knowledge

Describe the content of a cover letter.

Answer:

States that you are applying for a particular job and how you heard about it. Briefly explains why you believe that you are qualified for the job.

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Successful Job Performance 12-3

- **Professionalism**
- **Critical Thinking and Problem Solving**
- **Time and Stress Management**
- **Performance Evaluations**
- **Teamwork**
- **Leadership**
- **Understanding and Respecting Diversity**

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Professionalism

● **Professionalism includes:**

    ‌**Dependability** – being timely and accurate.

    ‌**Responsibility** – being willing to be held accountable for your actions.

    ‌**Integrity** – being honest and truthful.

    ‌**Self-motivation** – being willing to perform work activities without constant direction or supervision.

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Professionalism (cont.)

● **Professionalism includes (cont.):**

    ᘇ**Discretion** – using good judgment.

    ᘇ**Patience** – being tolerant of frustrating people and situations.

    ᘇ**Competence** – being able to perform the job effectively.

    ᘇ**Contributions to the profession** – maintaining membership and active participation in professional organizations.

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Critical Thinking and Problem Solving

● **Critical thinking and problem solving involve the ability to:**

  ∽**Analyze situations.**

  ∽**Determine what aspects of a situation are most important.**

  ∽**Reach conclusions that go beyond the obvious.**

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Critical Thinking and Problem Solving (cont.)

● **Step-by-Step Approach to Problem Solving**

– **Identify the problem and define it clearly.**

– **Identify the circumstances that affect the problem.**

– **Clearly identify the objectives.**

– **Identify as many potential solutions as possible.**

– **Analyze the potential solutions and strategies.**

– **Implement the strategy that appears to be the best solution.**

– **Evaluate the results and repeat the steps as needed.**

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Time and Stress Management

⓾ **Time management tips:**

   ⓾ Make a list of the tasks you need to do.

   ⓾ Put them in chronological order if necessary.

   ⓾ Prioritize tasks according to their importance.

   ⓾ Group tasks that fit together.

   ⓾ Allow time for the unexpected.

   ⓾ Start immediately on the highest priority task.

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Time and Stress Management (cont.)

● **Stress management strategies:**

  ◌Balance work with enjoyable non-work activities.

  ◌Schedule "play" time as a routine part of your activities, not as an "add-on."

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Time and Stress Management (cont.)

- ⑩ **Stress management strategies (cont.):**
  - ⑩ Schedule time for regular exercise.
  - ⑩ Eat nutritious meals and avoid junk food.
  - ⑩ Take time for specific relaxation activities such as meditation.
  - ⑩ Avoid using alcohol or other drugs to attempt to relax.

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Performance Evaluations

- **Performance evaluations are usually done on an annual basis.**
- **Informal feedback should be received on a regular basis.**
- **Take pride in the things you do well and be willing to learn and improve. Do not be defensive.**

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Teamwork

- **Ways to become a good team player:**
  - Learn your personal responsibilities and be dependable.
  - Participate in the decision-making process.
  - Once decisions are made, support those decisions.

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Teamwork (cont.)

● **Ways to become a good team player (cont.)**

- Do not violate your personal ethics.
- Take the initiative to do things even if they are not your direct responsibility.
- Help other people grow by teaching them.
- Share information that will help others be better at their job.

- Practice good communication skills.
- Be willing to accept change.
- Be assertive.
- Be willing to accept input from others.
- Be honest.

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Teamwork (cont.)

● **Personality traits that affect others in groups:**

   ᝍ**Passive** – putting other's needs above your own.

   ᝍ**Aggressive** – putting your needs ahead of others.

   ᝍ**Assertive** – respecting rights and needs of others, while standing up for your own.

Leadership

- **Traits of effective leaders include:**
  - A desire to achieve personal and organizational goals.
  - Confidence based on a true understanding of a situation.
  - An ability to work with others and influence them to accomplish goals.

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Leadership (cont.)

● **Traits of effective leaders (cont.) :**
  - An ability to communicate appropriately.
  - An ability to accommodate change.
  - Integrity.
  - Willingness to accept responsibility.
  - Recognition that goals are achieved through the efforts of the team.

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Leadership (cont.)

- **Team Building – leaders need to:**
  - Make sure team members know their jobs and carry out their responsibilities.
  - Encourage each member to contribute.
  - Foster good communication and mutual trust.
  - Help their team members set worthwhile and attainable goals.

Leadership (cont.)

⑩ **Goal Setting – remember that:**

- ⑩ **Goals should be challenging but not impossible to attain.**
- ⑩ **Individuals should have input into setting their personal and team goals.**
- ⑩ **Goals need to be measurable.**
- ⑩ **Once goals have been set, a plan must be developed to turn those goals into actions.**
- ⑩ **Leaders need to meet with individuals and teams to evaluate progress.**

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Understanding and Respecting Diversity

- **Diversity** can mean differences in age, gender, race, ethnicity, physical ability, sexual preference, religious beliefs, values, goals, or personality.

Understanding and Respecting Diversity (cont.)

● **To help you understand and respect diversity:**

  ℭ**Increase your awareness of diversity.**

  ℭ**Increase your awareness of your own feelings.**

  ℭ**Look at other people as individuals.**

  ℭ**Value differences.**

  ℭ**Provide quality services to people who are different.**

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Understanding and Respecting Diversity (cont.)

● **Sexual Harassment** – unwanted communication or act of a sexual nature.

Section 12-3
Apply Your Knowledge

List some traits of a leader.

Answer:

A good follower.

A desire to achieve personal and organizational goals.

Confidence based on a true understanding of a situation.

A team player.

An ability to communicate appropriately.

Willingness to accept responsibility.

Chapter 12 Credits

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