

Unit Three - Shakers and Movers

Employability Skills- Lecture Guide

Name _____

Date _____

Skills for Every Worker

- No matter where you work, employers expect certain skills and abilities.
- Having these skills will provide you with a strong foundation for finding and keeping employment and advancing on the job.

Skills for Every Worker

- Basic Skills:
 - Reading, writing, speaking, listening, and knowing arithmetic & mathematical concepts.
- Thinking Skills:
 - Reasoning, making decisions, solving problems, thinking creatively, and knowing how to learn.

Skills for Every Worker

- Personal Qualities:
 - Responsibility, flexibility, honesty, reliability, commitment to quality and excellence.
- Interpersonal Skills:
 - Negotiating, exercising leadership, participating as a team member, serving patients, teaching others new skills, and working with diversity.

Skills for Every Worker

- Information Skills:
 - Obtaining & evaluating data, organizing & maintaining files, interpreting & communicating information, & using computers to process information.
- Systems:
 - Understanding systems, monitoring & correcting system performance, improving & designing systems.

Skills for Every Worker

- Resources:
 - Identifying, organizing, planning, and allocating – money, time, energy, materials, and workers.
- Technology:
 - Selecting technology, applying technology to a task and maintaining and troubleshooting technology.

Self-Evaluation

- To make a career or job choice, you must think about your personal interests and abilities.
- You must evaluate yourself and decide where you might fit best.
- Your attitudes – how you view yourself and your relationships with others – is also important.
- Your satisfaction with your work will depend greatly on your attitude towards the job!

Discussion

- What kinds of rewards and challenges do you expect from a career in health care?

Health Care Career Pathways

- Five Health Care Career Clusters
- Biotechnology Research & Development
 - Occupations involved in biotechnology research and development that applies to human health.
 - Ex: genetics, biotech technician, toxicologist
- Therapeutic Services
 - Occupations involved in changing the health status of the patient over time.
 - Ex: EMT, Nurse, MD, PA, Pharmacist, PT, OT, ATC, Massage therapist, Dental hygienist, Social Worker

Health Care Career Pathways

- Diagnostic Services
 - Occupations involved in creating a picture of the health status of patients at a single point in time.
 - Ex: Phlebotomist, Lab Tech, Radiology Tech
- Health Informatics
 - Occupations that document patient care.
 - Ex: Medical billing, health unit coordinator, coder
- Support Services
 - Occupations involving direct or indirect patient care that create a therapeutic environment for providing that care.
 - Ex: Central Supply Tech, Dietetic aid, Dietician

Communication

- Communication is important in all aspects of our lives.
- It is **VITAL** in health care!
- Miscommunication can lead to serious physical and legal consequences.
- As a health care worker you must communicate precisely with your coworkers and with patients.

Communication

- Communication is usually made up of four components:

Communication

- Verbal Communication:
 - Spoken or written words are used.
- Nonverbal Communication:
 - Words are not used. Instead, signals provide information.
 - Nonverbal is thought to be the more honest and universal form.
 - Example: a smile is seen as a positive expression in any language.
 - When verbal and nonverbal do not match, confusion & misunderstanding result.

Feedback

- Feedback tells the sender whether the receiver got the message that the sender intended.
- Feedback for written communication is usually not immediate. It is critical that written communication be as clear as possible!

Communication Problems

- Anything that interferes with communication can lead to a lack of understanding or misinterpretation of the message.
- Patients are often physically ill and emotionally upset when a health care worker is attempting to communicate with them.
- Health care also has its own language – “medical terminology”. Patients often do not understand medical words.

Communication Problems

- Patients may also have sensory impairments that interfere with communication.
- Poor hearing, poor vision, confusion, and speaking problems.

- Aphasia – absence or impairment of the ability to communicate through speech, writing, or signs. (Stroke patients)

Communication Problems

- It is your responsibility to make sure that the patient understands the information you are trying to communicate and that you understand what the patient wants to convey.
- You may need to use special techniques to communicate properly with some patients.

Problem: Patient does not hear well

- Be sure the patient knows you are approaching.
- Face the patient & speak slowly, clearly.
- Be sure hearing aids are adjusted properly.
- Raise your voice a little, but don't shout.
- Increase your nonverbal communication.
- Use plenty of feedback to ensure understanding.

Problem: Patient does not see well

- Speak clearly – they cannot see your nonverbal communication.
- Announce yourself when entering the room & make it clear that you are leaving.
- Explain any unusual noises.
- Don't shout – they may be able to hear just fine.
- Use plenty of feedback to ensure understanding.

Problem: Patient is confused

- Be sure to announce yourself when you enter and leave the room.
- Remain calm.
- Be patient – they may need extra time to think or respond.
- Keep things short and simple.
- Use whatever appropriate form of communication works for the patient.
- Use plenty of feedback to ensure understanding.

Problem: Patient has aphasia or a similar problem

- Face the patient & speak slowly, clearly.
- Use both verbal & nonverbal communication.
- Be patient, they need extra time.

- Use closed questions whenever possible so that the patient does not need to express complex thoughts. (Questions answered with yes or no, etc.)
- Be aware that the patient may use incorrect words that might change the meaning.
- Use plenty of feedback to ensure understanding.

Good Communication

- Good listening skills are an extremely important part of good communication.
- Always try to face the patient.
- Lean forward and make eye contact.
- Pay close attention to both verbal and nonverbal messages. Watch for discrepancies.

Good Communication

- Try to provide visual feedback by nodding and other body language.
- Give verbal feedback – Yes, or I don't understand
- Paraphrase to ensure understanding.
- Informed Consent – patients must be given information in a way that they understand.

Five Fundamentals of Service

- As you interact with patients and their families you can provide them with good customer service by following these service fundamentals:

■ Acknowledge

- Friendly greetings, eye contact, smile.

■ Introduce

- Introduce yourself and what role you have in the patient's care.

Five Fundamentals of Service

■ Duration

- Let patient and family know about anticipated wait times.

■ Explanation

- Explain what the patient or family can expect during the visit/procedure.

■ Thank You

- Thank the patient and family for visiting.

Charting

- Nearly everything that happens in health care is recorded in some way.
- A patient's chart is an ongoing record of his/her health care.
- The chart is a legal document.
- Follow these specific rules when charting:

Rules for Charting

- Always use ink. Black ink shows up best.
- Always initial or sign what you record.
- Never leave space between what you charted and your initials/signature.
- List events in chronological order.
- Never chart anything before you actually do it.
- Do no white-out or scratch out errors.

Rules for Charting

- Draw a single line through an error, and write "error" above it, and initial the error.
- Be objective and precise.
- Use only abbreviations that are approved by your employer.

Telephone Etiquette

- Answer promptly.
- Identify the facility or organization 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 as soon as possible.

Telephone Etiquette

- A good telephone message includes:
 - Time of call, name of person who took the call, name & telephone number of person who called.
 - Names should be spelled correctly.
 - Phone numbers should be checked for accuracy.
 - Be sure to confirm all information before you hang up.

Basic Math Skills

- If you are considering a career in health care, you will need to be able to:
- Use the metric system – standard in health technology.
- Add, subtract, multiply, and divide.
- Work with percentages and decimals.

Basic Science Skills

- The amount of scientific knowledge varies greatly, depending on the area of health care you pursue.
- Most health care workers need at least a basic knowledge of:
- Anatomy, physiology, biology, microbiology, chemistry, and physics.

Technology

- Today, all health care workers must be able to use computers.
- Keyboarding – entering information into a computer using a keyboard. Speed and accuracy are most important. The best way to enhance these skills is by practicing.
- E-mail – communication with coworkers and patients.
- Specialized programs – records, billing, tests, etc.

Getting a Job

- Why do we work?
- Money to meet basic needs and enjoy recreation.
- Benefits such as insurance and retirement programs.
- A significant part of our sense of identity.
- Personal fulfillment.
- Social contact.
- Structure for our time.

Getting a Job

- It is important to evaluate your interests and aptitudes to help you decide what kinds of jobs would be satisfying.
- Just as employers are looking for a good fit between employees and the work environment, you should be preparing for the types of jobs that will enrich your life.

Job-Seeking Strategies

- Employment agencies, classified ads, job fairs.
- The internet – organizations as well as newspaper listings.

- Personal contact.
- Networking – the regular communication you have with your personal and professional contacts.

Discussion

- What are some jobs that you have had and how did you get them?
- Internet demo – find local health care facilities and find job opportunities.

Resumes

- A brief representation of your credentials.
- Summarizes your education, experience, and other background.
- Allows the prospective employer to learn about your qualifications in the shortest time possible.
- Purpose is to convince the employer that you have the necessary qualifications for the job and that you should be interviewed.

Cover Letters

- Allows you to briefly introduce yourself to a prospective employer.
- Address to a specific person if possible.
- Briefly explain why you are qualified for the job.
- Use the letter to point out items on your resume that are especially relevant to the job.
- End with a statement indicating your willingness to be interviewed and to provide additional information, including references.

Portfolios

- A collection of materials that exhibits your efforts, progress, and achievements in one or more areas.
- Examples of items to include:
 - Letter of introduction
 - Transcripts
 - Letters of recommendation
 - Awards/certifications received

The Job Interview

- Do your best and be honest!
- The interview is a two-way-street.
- The interview is an opportunity to impress the employer with your legitimate qualifications.
- It is also a time for you to learn more about the employer and the specifics of the job.

■ Mock interviews are very helpful in preparing to answer the variety of questions that may be asked.

The Job Interview

■ You can never predict the exact questions that might be asked, but here are some sample questions:

- Tell me how your background has prepared you for this position?
- Do you prefer working alone or as a member of a team?
- Where do you see yourself in 5/10 years?
- What are your strengths/weaknesses?

The Job Interview

- You should be prepared to ask some questions of your own.
- Visit the organization's website and learn about their mission and goals.
- It is essential that you dress appropriately for the interview – office attire.
- The way you dress, your facial expression, posture, and body/breath odor will convey a message. Make it a positive one!

Adapting to Change

- In the past, most people stayed in the same job for many years.
- In today's world, most people will change jobs and even careers numerous times during their working lives.
- Changes in technology, the economy, and society bring about changes in the job market. Old jobs disappear or change; entirely new jobs are created.

Adapting to Change

- How can you stay employed when the job market keeps changing?
- **Learn to adapt!**
- Stay aware of what is going on and prepare yourself to be able to take on new challenges and new opportunities.
- Continuously improve your skills.
- Keep up with technology.
- Stay networked.

Leaving a Job

■ Most people have several jobs in their lifetime. At some point you will leave a job and move on to other opportunities.

Guidelines:

- Your resignation should give the employer enough time to replace you – two weeks is considered minimum.
- Provide a letter of resignation.
- It is unwise to “burn your bridges”.

Leaving a Job

- Guidelines, continued:
- Thank the employer for the opportunities you were given while you were employed.
- Give the letter to your supervisor before you tell your coworkers that you will be leaving.
- Offer to assist with the transition to a new person in your job during your remaining time on the job.
- Generally, it's better to get a new job before giving notice on the old job.

Successful Job Performance

■ Aside from the skills you bring to a job, there are also some qualities that you must develop in order to do your best at a job.

Professionalism

- Many personal and professional characteristics and attitudes are required in the health occupations.
- As a health care worker, you should make every effort to develop the following characteristics and attitudes and to incorporate them into your personality.

Professional Appearance

- It is important to learn the rules or standards of dress and personal appearance that have been established by your employer.
- **Uniform:** neat, well-fitting, free from wrinkles.
- **Clothing:** clean, neat, in good repair, and appropriate to the business setting.
- **Name Badge:** usually a requirement.
- **Shoes:** closed toe, socks/stockings.
- **Makeup:** excessive makeup should be avoided.

Professional Appearance

- **Personal Hygiene:** since you work in close contact with others, body odor must be controlled. Avoid strong odors such as perfume, lotions, etc.
- **Nails:** short and clean.

- **Hair:** clean and neat; avoid fancy or extreme hairstyles.
- **Jewelry:** not usually permitted as it can cause injury to the patient and transmit germs. Exceptions may include a watch, wedding ring, and small, pierced earrings.

Professionalism – Personal Characteristics

- **Empathy:** being able to identify with and understand another person's feelings, situation, and motives.
- **Honesty:** truthfulness and integrity are important in any career field. People must be able to trust you. You must be willing to admit mistakes so they can be corrected.
- **Dependability:** prompt in reporting to work, maintain good attendance, perform assigned tasks on time and accurately.

Professionalism – Personal Characteristics

- **Willingness to learn:** be prepared for lifelong learning to maintain a competent level or knowledge and skills.
- **Acceptance of criticism:** some criticism will be constructive and allow you to improve your work. Learn from constructive feedback.
- **Enthusiasm:** enjoy your work and display a positive attitude.

Professionalism – Personal Characteristics

- **Self-motivation:** the ability to begin or follow through with a task. Determine what needs to be done and do them without constant direction.
- **Tact:** having the ability to say or do the kindest or most fitting thing in a difficult situation. Implied a consideration for the feelings of others.
- **Competence:** you are qualified and capable of performing a task. Follow instructions, use approved procedures, strive for accuracy. Know your limits.

Professionalism – Personal Characteristics

- **Responsibility:** being willing to be held accountable for your actions. Doing what you are supposed to do.
- **Discretion:** always use good judgment in what you say and do. Ex: patient confidentiality.
- **Team Player:** learn to work well with others. A team can accomplish goals much faster than an individual.

Professionalism - Sexual Harassment

- Unwanted communication or act of a sexual nature.
- It has no place in the world of work.
- Can lead to serious professional and legal consequences.
- Always respect others!

Understanding & Respecting Diversity

- Diversity can mean differences in age, gender, race, ethnicity, physical ability, religious beliefs, values, goals, or personality.
- To understand diversity, you should have open communication with people who are different from you.
- To respect does not mean that you have to agree with the lifestyles and beliefs of others. It means that you accept the idea that others have the right to be different from you!

Understanding & Respecting Diversity

- Ideas that can help you understand and respect diversity:
 - Increase your awareness of diversity – be aware that not everyone is the same.
 - Increase your awareness of your own feelings. Everyone has biases. People tend to stereotype others and this can lead to discrimination. Examine your own biases – where did they come from and are they realistic?
 - Look at individuals – break down group stereotypes.

Understanding & Respecting Diversity

- Value differences. People who are different from you also have unique contributions to make.
- In health care, it is especially important that you provide quality services to people who are different from you and that they services are provided in a respectful manner.
- You will also need to learn to work well with colleagues who are different from you.

Critical Thinking/Problem Solving

- Critical thinking involves the ability to:
 - Analyze situations.
 - Determine what aspects of a situation are the most important.
 - Reach conclusions that go beyond the obvious – creative decision making.
 - It is the ability to see the whole picture and to reach reasonable conclusions based on the most important facts.

Critical Thinking/Problem Solving

- Problem solving can be broken down into a step-by-step approach:
 - Identify the problem and define it clearly.
 - Identify the circumstances that affect the problem.
 - Clearly identify the objectives to be achieved.
 - Identify as many potential solutions and strategies as possible.
 - Analyze potential solutions and strategies.

Critical Thinking/Problem Solving

- Implement the strategy that appears to be the best solution.
- Evaluate the results and repeat the steps as needed.
- What are some of the variables that must be considered when solving a problem using critical thinking?
- Time, goals, effectiveness of solutions . . .

Time and Stress Management

- The health care work environment is exceptionally busy and challenging.
- The ability to manage stress and time can increase job satisfaction and enhance physical and emotional well-being.

Time Management Tips

- Make a list of things you need to do.
- Put them in chronological order.
- Prioritize tasks according to their importance.
- Group tasks that fit together in terms of location or similarity of activity.
- Allow time for the unexpected.
- Start immediately on the highest-priority task to avoid playing catch-up later.

Stress Management Tips

- Balance work with enjoyable non-work activities.
- Schedule “play” time as a routine part of your activities, not as an “add-on”.
- Schedule time for regular exercise.
- Eat nutritious meals and avoid junk food.
- Take time for relaxation.

Performance Evaluations

- Evaluations should not be a complete surprise. You should receive informal feedback on a regular basis.
- They can be reminders of an employee’s accomplishments and at the same time provide opportunities for growth.
- You should take pride in the things you do well. You should also be willing to learn and improve.
- Health care workers should learn to self-evaluate and set goals for personal growth.

Goal Setting

- Having goals helps people understand what is expected of them. It provides a way to measure progress and identify areas for improvement.
- Key points about goal setting:
 - Goals should be challenging but attainable.
 - Individuals should have input into goal setting.
 - Goals need to be measurable.
 - Develop a plan to turn goals into actions.
 - Evaluation forms the basis for setting new goals.

Teamwork

- Teamwork consists of many professionals with different levels of education, ideas, backgrounds, and interests, working together for the benefit of the patient.
- Teamwork improves communication and continuity of care.
- Every person on the team must understand their role and the roles of the other team members.

Personality Traits

- Three common personality traits affect how we relate to others in groups:
 - **Passive**: put the needs of others ahead of their own needs, even when doing so is harmful to the passive person.
 - **Aggressive**: put their own needs ahead of the needs of others and push others out of the way in order to get what they want.

Personality Traits

- **Assertive** – stand up for their own rights but recognize and respect the rights and needs of others. They help to facilitate a more cohesive and successful effort.
- It may be helpful to know your own personality type.
- See Personality Types Power Point

Leadership

- Leadership is the skill or ability to encourage people to work together and do their best to achieve common goals.
- A leader is an individual who leads or guides others, or who is in charge or in command of others.
- Leaders develop by their own efforts.

Case Study

- You are the only registered nurse on duty at a nursing home on the evening shift. It is 4 p.m. Two nursing assistants are also working this evening. One registered nurse is on-call if you need her, but she told you that she wants to attend her son's basketball game this evening.

Case Study

- Your duties are:
 - Administer oral meds to 12 patients at 5 p.m., 8 patients at 8 p.m., and 3 patients at 10 p.m.
 - Administer IV meds to a patient starting at 6 p.m. This takes about 1 hour and must be checked every 10 minutes by an R.N.
 - Change the dressings on a patient's open wound every 3 hours.
 - Complete several reports that were due last week.
 - Answer the phone whenever it rings.
 - Go over some quality assurance policies for the administrator.

Case Study

- You get a call from the local hospital telling you that a patient is being discharged to your facility and will be there in about one hour.
 - Determine your priorities.
 - How will you organize your time to deal with your responsibilities?