EMPLOYABILITY SKILLS IN HEALTH CARE
Bell Work

- Review the vocabulary handout and highlight key descriptions to help you remember them.

- (Empathy video 1)
Standards

3) Drawing evidence from occupational profiles, industry journals, and textbooks, summarize the professional traits (such as leadership, ethical responsibility, and time management) required of healthcare professionals in the twenty-first century.
Standards

2) Prepare a paper or electronic career profile for at least one occupation in each of the five health science career areas (biotechnology research, therapeutic services, support services, health informatics, and diagnostic services), to be included in the student’s health science portfolio. Draw on print and online sources, such as government occupational profiles, and/or interviews with health care professionals to capture at minimum the following:

- a. Job description
- b. Roles and responsibilities
- c. Essential knowledge and skills needed for the career
- d. Programs or paths of study available to reach occupational goals, beginning with high school and proceeding through postsecondary
- e. Required personality traits for the career
- f. Licensure and credentialing requirements
- g. Non-educational job requirements such as physical fitness tests, minimum age, and psychological evaluations
- h. Photographs or digital prints of each career (refer to HOSA Medical Photography guidelines)
Objectives

- **Day 1**
  - To identify desirable personal traits and attitudes for health care professionals.
  - To discuss interpersonal skills necessary in health care careers.
- **Day 2**
  - To summarize professional standards in health care professions.
  - To explore basic academic and technical competencies needed in health care occupations.
Main Menu

- Personal Traits
- Interpersonal Skills
- Professional Standards
- Academic & Technical Competencies
Employability Skills

• Are attributes which improve individuals’ ability to:
  – gain employment
  – be effective at their jobs
  – attain upward movement in their fields

• Are often linked and complementary
  – many contribute to one another and when one improves it may positively influence others
Personal Traits

• Are qualities of an individual’s personality
• Required in health care include:
  – reliability
  – enthusiasm
  – integrity
  – patience
  – loyalty
  – flexibility
  – willingness to learn
  – decision making
Reliability

• Is the ability to be relied upon
  – an employee must be depended upon to complete tasks effectively

• Requires responsible behaviors including:
  – being consistent and predictable
  – following through on commitments and fulfilling obligations promptly
  – attending to details and correcting errors
  – following instructions and complying with organizational policies
Enthusiasm

• Refers to active interest and excitement regarding the organization, job, client, etc.
• Requires motivated behaviors including:
  – maintaining a positive attitude
  – taking initiative to recognize and complete work needing to be done
  – investing emotionally in tasks and outcomes
  – committing to optimized performance and continuous improvement
Integrity

• Is the quality of being honest and adhering to ethical and moral principles
  – regardless of the situation or possible consequences

• Requires trustworthy behaviors including:
  – maintaining high standards for acceptable behavior in all aspects of work and life
  – being transparent and open to critique
  – admitting mistakes and using them to improve
  – sharing recognition with others when appropriate
Patience

- Refers to the ability to accept and tolerate delay, interruption or misfortune
  - without displaying annoyance and frustration
- Requires easy-going behaviors including:
  - listening to others respectfully
  - considering all options and perspectives before acting
  - approaching conflicts with a calm, constructive attitude
  - avoiding irritability and complaining when experiencing difficulties
Loyalty

• Is the quality of being committed to providing support and allegiance
  – to a person, group of people or organization
• Requires dedicated behaviors including:
  – supporting decisions through active listening and positive feedback
  – being willing to contribute to any task
  – giving extra time and energy needed to exceed expectations
  – refraining from gossip and slander
Flexibility

• Refers to the willingness and ability to readily adapt as circumstances and expectations change
• Requires responsive behaviors including:
  – modifying work style based on the demands of the situation
  – recognizing and incorporating successful techniques of coworkers
  – multi-tasking without sacrificing quality of work
  – offering to work overtime or change work schedules to accomplish goals
Willingness to Learn

- Refers to a desire and commitment to obtain any necessary knowledge and skills
- Requires inquisitive behaviors including:
  - demonstrating interest in peers’ methodologies and skill sets
  - asking questions and taking notes in meetings and other group settings
  - taking on new challenges with confidence
  - participating in professional workshops, continuing education and training opportunities
Decision Making

• Is the ability to select an effective choice from available options
  – by analyzing needs and available options
• Requires resolute behaviors including:
  – keeping an open mind by avoiding assumptions and biases
  – developing and implementing systematic decision-making processes
  – evaluating and learning from past decisions
  – investigating and considering diverse perspectives, especially those with experience or expertise
Personal Traits

• May be innate in some individuals, but may require active development in others – for example, while some people are just naturally patient, others must work at it
Personal Traits

• Can be improved by:
  – identifying necessary areas of improvement
    • maintain self-awareness
  – noticing positive traits in others and modeling their behaviors
    • ask for advice when appropriate
  – finding situations requiring traits and using them to practice
    • get out of comfort zone to work on improving
Interpersonal Skills

• Are abilities which enable effective interaction
• Needed in health care include:
  – respect
  – communication
  – teamwork
  – empathy
  – tact
  – leadership
  – conflict resolution
Respect

• Refers to conduct which demonstrates regard for a person, organization, etc.
  – because of their good qualities and abilities
• Requires courteous behaviors including:
  – treating everyone with dignity at all times
  – being considerate of needs and feelings
  – encouraging others to express their opinions and ideas
  – refraining from insulting, belittling or antagonizing others
Communication

• Refers to the methods used to exchange information
  – includes verbal, nonverbal, written, etc.
• Requires focused behaviors including:
  – selecting the best medium for the message
  – listening actively
  – being mindful of body language, eye contact, hand gestures and other nonverbal signals
  – providing and encouraging constructive feedback
Teamwork

- Is cooperation and collaboration among people to accomplish a shared goal
- Requires unified behaviors including:
  - recognizing strengths and capabilities of each team member
  - distinguishing roles and responsibilities and being accountable for their fulfillment
  - organizing and sharing resources efficiently
  - expressing appreciation for the contributions of all team members
Empathy

• Is the ability to recognize and understand the feelings of others

• Requires considerate behaviors including:
  – maintaining self-awareness regarding the treatment others
  – actively listening to others
  – validating others’ perspectives and emotions
  – being authentic and genuine during interactions with others
Tact

• Refers to the ability to handle delicate situations appropriately
  – without causing distress or offense
• Requires sensitive behaviors including:
  – using empathy to identify situations in which others might be uncomfortable or defensive
  – planning difficult conversations by determining the preferred outcome and considering possible reactions
  – communicating mindfully to avoid being hurtful, aggressive or confrontational
  – maintaining control of emotions and avoiding emotional reactions
Leadership

- Is the ability to manage, support and guide a group of people to accomplish goals
- Requires motivating behaviors including:
  - being accountable for all actions
  - focusing on organizational goals and incorporating them into personal goals
  - contributing a significant amount to group efforts while encouraging equal participation among members
  - demonstrating interest in the work of each individual team member
Conflict Resolution

• Refers to the strategies used to find peaceful solutions to disagreements
• Requires objective behaviors including:
  – listening actively in attempts to understand opposing opinions
  – expressing views firmly without being disrespectful or aggressive
  – maintaining an open, positive mindset
  – asking for mediation or arbitration from an uninvolved third party
Interpersonal Skills

• Are developed continuously during every social interaction in a person’s life
  – good and bad habits are formed over time
• Can influence professional and social aspects of an individual’s life
  – good interpersonal skills lead to better relationships
Interpersonal Skills

• Can be improved by:
  – developing emotional intelligence
    • understand one’s own emotions, the emotions of others and how emotions affect attitude and behavior
  – maintaining a good attitude
    • smile and be happy to help boost others’ moods
  – practicing continuously
    • socialize often and consider every interaction an opportunity to strengthen abilities
Activity

• Complete the group discussion questions.

• Next on your paper, complete the self-assessment activity. (Turn this in).
Day 2 Employability Skills

• Bell Work

• Complete the assessment/review from yesterday’s lesson.

• Do this without using your notes!!!
Professional Standards

• Are expectations regarding workplace practices
• In health care include:
  – occupational awareness and adherence
  – responsible substance use
  – hygiene
  – workplace attire
  – etiquette
  – time management
  – competence
  – discretion
Occupational Awareness & Adherence

• Refers to understanding and adhering to the needs of a specific profession
• Requires conforming behaviors including:
  – seeking out information about occupational standards in health care fields
  – complying with occupational standards for conduct, knowledge and skills, scope of practice, licensing and certification, etc.
  – actively participating in professional organizations through meetings, conferences and training sessions
Responsible Substance Use

• Is the avoidance of substance abuse as well as any substance use which affects job performance
• Requires responsible behaviors including:
  – maintaining personal mental health
  – avoiding situations which may lead to substance use or abuse
  – recognizing risk factors for addiction
  – seeking treatment and support if needed
Hygiene

• Refers to personal practices for maintaining cleanliness
• Requires sanitary behaviors including:
  – bathing or showering regularly
  – brushing teeth and flossing regularly
  – washing and maintaining hair, skin, nails and facial hair
  – washing hands frequently
Workplace Attire

• Is clothing and accessories worn at work
• Requires stylish behaviors including:
  – conforming to organizational policies regarding dress codes and uniforms
  – keeping clothing neat, clean and in good condition
  – wearing clothing and shoes suitable for job responsibilities
  – removing jewelry and covering tattoos as needed
Etiquette

• Refers to customary well-mannered social conduct
• Requires polite behaviors including:
  – demonstrating respect for others
  – complying with organizational policies, procedures and codes
  – following chain of command when discussing requests and complaints
  – being punctual and prepared for appointments and meetings
Time Management

• Is the ability to use planning and organization to maximize efficiency
• Requires systematic behaviors including:
  – prioritizing goals and tasks
  – establishing routines and good habits for smart use of time
  – utilizing scheduling tools such as calendars, software and digital applications
  – organizing systems and resources for efficient access and use
Competence

• Is the ability to effectively apply knowledge and skills to perform specific functions and accomplish specific goals
• Requires proficient behaviors including:
  – developing and using procedures for completing tasks systematically
  – completing responsibilities in a manner which meets or exceeds expectations
  – seeking out insightful mentors who can answer discerning questions
  – displaying confidence in abilities and work
Discretion

• Refers to the ability to use good judgement to avoid revealing private information or causing embarrassment

• Requires sensitive behaviors including:
  – implementing policies and procedures which make confidentiality a priority
  – protecting private documents and materials
  – being mindful of who is in the room when discussing private information
  – avoiding discussion of controversial and inappropriate personal topics as well as gossip, prying and snooping
Professional Standards

• Are achieved through habitual practice
  – many can become second nature when incorporated into routines

• Can be improved by:
  – establishing good habits
  – maintaining self-awareness
  – observing other professionals
  – getting guidance from a respected mentor
ACADEMIC & TECHNICAL COMPETENCIES
Academic & Technical Competencies

• Refer to abilities related to specific work processes
• Required in health care include:
  – fundamentals in science, technology, engineering and math (STEM)
  – basic computer operation
  – writing skills
  – knowledge of the health care system
  – ethics and law
  – safety
STEM Fundamentals

- Are used in the following ways:
  - measuring and calculating
  - conducting and analyzing research
  - examining complex systems
  - completing scientific processes
  - recognizing cause and effect relationships

- Include:
  - algebra
  - statistics
  - biology
  - chemistry
  - physics
  - technology
Basic Computer Operation

• Is used in the following ways:
  – maintaining digital correspondence
  – using electronic health records
  – tracking employment details such as time off

• Includes:
  – basic troubleshooting (restart, settings, etc.)
  – word processing programs
  – spreadsheet programs
  – database programs
  – e-mail programs
Writing Skills

• Are used in the following ways:
  – communicating with co-workers, managers, insurance companies and others
  – documenting patient records

• Include:
  – proper grammar, spelling and punctuation
  – accuracy and attention to detail
  – technical terms and abbreviations
Knowledge of the Health Care System

• Is useful for the following:
  – directing patients to the most beneficial facilities, physicians, etc.
  – coding and billing correctly
  – optimizing organizational and personal practices to function within the system
  – taking advantage of a wide variety of job opportunities

• Includes:
  – types and structure of delivery organizations
  – types and organization of personnel
  – factors influencing systems
Ethical & Legal Knowledge

- Are necessary to ensure facilities and employees are legitimate and acceptable
- Includes:
  - access to care
  - end-of-life issues
  - scope of practice
  - ethics committees
  - clinical research and trials
Safety

• Is important to avoid injury and maintain health
• Includes:
  – medication precautions and procedures
  – infection control
  – positioning and ambulation techniques
  – lab procedures
  – methods for handling biological and chemical samples and waste
Academic & Technical Competencies

• Require education and experience to develop
  – therefore health care careers often require college

• Can be learned through:
  – high school and college courses
  – continuing education courses
  – professional development courses
  – employer training
  – self-led research, reading and instruction
Teacher Instructions:
Show the *Employer’s Perspective* video segment

1. To open the video segment, click the name of the video segment in the Select Playlist drop down menu.

2. After the video opens, click the play icon to view the segment. Click the icons on the player window to customize how you view the video.

3. To reopen the Microsoft® PowerPoint® segments, click the lesson name in the Select Playlist drop down menu.

**NOTE:** This is a graphic example and uses generic names. The names in the Select Playlist drop down menu for the lesson you are viewing will reflect the names of the lesson and video segments.
Resources

- https://ac.els-cdn.com/S1877050917326352/1-s2.0-S1877050917326352-main.pdf?_tid=f29ed980-ff9e-11e7-91e8-00000aacb362&acdnat=1516644560_ad8db0fadc5722a13d28729673834e87
- http://westernmasshealthcareers.org/how-care-happens
- https://www.skillsyouneed.com/
- https://www.thebalance.com/
- https://www.linkedin.com/pulse/how-show-your-loyalty-commitment-workplace-katie-dressler/
Resources

• https://www.inc.com/jayson-demers/7-strategies-for-making-objective-decisions.html
• https://biz30.timedoctor.com/teamwork-in-the-workplace/
• https://www.mindtools.com/pages/article/EmptathyatWork.htm
• https://www.careeraddict.com/develop-and-display-empathy-at-work
• https://trainingmag.com/how-improve-interpersonal-skills
• https://www.ncbi.nlm.nih.gov/books/NBK221519/
• https://careerwise.minnstate.edu/careers/stemskills.html
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