

Statewide Healthcare Curriculum:

Career Development Module

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***Supplemental material can be located in flash drive file labeled:
HC Career Develop Resource File**

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FOUNDATIONS FOR DESIGN

- ✓ Instruction emphasizes learning by doing through projects and simulations; therefore, the instructor is a facilitator or learning coach.
- ✓ Each module emphasizes communication, teamwork, and critical thinking.
- ✓ Content is contextualized for healthcare professions and their programs of study.
- ✓ Learning outcomes often require learners to meet and interact with academic and healthcare professionals, engage in collaborative and individual projects involving authentic materials and resources, visit healthcare and academic facilities, and complete documents and writing tasks for career paths with the guidance of learning facilitators.
- ✓ Specific units within modules may serve as precursors for additional units within the module. Many lessons and units may be repeated and expanded from one module to another.
- ✓ Self-advocacy and continual self-assessment and self-monitoring are inherent to each module while students must be introduced to, required to meet with, and encouraged to consult with program coordinator as well as academic and employment professionals.
- ✓ Site visits to healthcare and learning facilities, guest speakers, and conferences with employment and academic professionals are integral to the relevance and value of the program for students.

ASSUMPTIONS:

- ✓ Each agency or instructor who may use these modules may adapt instructional strategies, content level of difficulty, learning activities and projects to meet the needs of the program's own target population and adult learners of lower and higher academic levels.
- ✓ Referenced resources, relevant internet links, learning activities (created, suggested, attached, or referenced) will be used, modified, or omitted based on student need and restraints of class time and resources.

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- ✓ This curriculum will work in established internal partnerships within the academic community as well as external partnerships/relationships in the employment community.
- ✓ Units and lessons will be adapted to fit within varying contact hours of a program.

Module Description: The Career Development Module provides the opportunity for students to improve and expand their employment skills in preparation for entrance into the healthcare professions. Students will receive instruction, guidance, and support as they progress through the *course project* steps of obtaining a job including *job search, application, interview* and *new job entrance*. The course will particularly emphasize communication skills for the purposes of collaboration, problem solving and interpersonal communication. The course is divided into four units of study: **Unit I: The Employee: Basic Requirements and Expectations, Unit II: Communication in the Workplace, Unit III: The Job Search Process, and Unit IV: Job Retention and Career Advancement.**

Suggested Prerequisite: Career Awareness Module

i-Pathways Alignment with the Statewide Healthcare Curriculum: The lessons identified in this document have connections with both i-Pathways and the intended learning objectives identified in the Statewide Healthcare Curriculum. The i-Pathways lessons can be used to build background knowledge, reinforce content, or provide learners with additional practice in a specific skill development.

Module Objectives:

Students will:

- Demonstrate working knowledge of behaviors, traits, and habits of a valuable employee.
- Demonstrate working knowledge of the requirements and expectations for all employees in the US healthcare industry.
- Prepare for and participate in all aspects of the job search process.
- Demonstrate effectiveness in communicating in a variety of face-to-face situations in the workplace.
- Demonstrate the ability to resolve conflicts using strategies and steps in the problem-solving process.

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- Demonstrate knowledge of and proficiency in collaborative skills for the purposes of solving a problem, completing a complex task, and acquiring and applying new information.
- Communicate in a variety of workplace situations employing appropriate language and nonverbal cues.
- Communicate effectively in a variety of workplace situations adapting the message and its delivery to the receiver and context.
- Advance capabilities of self-advocacy by seeking out, requesting help, and clearly articulating personal needs.

Learning Outcomes

Students will:

- List and explain several behaviors, traits, and expectations of an employee
- List and explain several requirements and capabilities of a U.S. healthcare worker
- Research and complete an online job application for a job of interest
- Complete a resume and cover letter for a job vacancy posted online
- Prepare for and participate in a mock job interview
- Follow up a mock job interview with a thank you letter and assessment meeting with coordinator or interviewer
- Identify and evaluate nonverbal cues in a variety of face-to-face conversations
- Participate and observe a variety of conversations, discussions, and role plays, identifying, demonstrating, and evaluating appropriate strategies of conflict resolution
- Participate in a collaborative problem-solving project designed with instructor and classmates

Methods of Instruction

- Lecture
- Role play
- Internet websites and search engines
- Film clips
- Audio recordings
- Guest speakers
- Mock interview
- Demonstration and experiments
- Small and large group discussions

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- Conferences with academic, healthcare, and/or employment professionals
- Collaborative and individual research
- Site visits

Methods for Evaluating Student Performance

- Class participation
- Teacher designed evaluations
- Self-assessments

Module Overview

Unit I: The Employee: Basic Requirements and Expectations

- A. Employability Skills and National Work Readiness Skills Profile
- B. Personal Traits and Behaviors of the Ideal Employee
- C. Basic Requirements for Healthcare Workers
- D. Healthcare Industry Guidelines for Patient and Worker Safety
- E. Skills and Education for Healthcare Occupations

Unit II: Communication in the Workplace

- A. Foundation for all Communication
- B. Nonverbal Communication
- C. Verbal Communication
- D. Collaboration and Problem-solving
- E. Conflict Resolution
- F. Electronic Communication
- G. Interpersonal Communication: Healthcare Workers

Unit III: The Job Search Process

- A. Assessing Interest, Skills, Strengths, Capabilities
- B. Job Search
- C. Resume
- D. Cover Letter
- E. Application Completion
- F. Interviewing
- G. Thank You Letter and Follow-up

Unit IV: Job Retention and Career Advancement

- A. First Days on the Job
- B. Retaining the Job

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Module Outline

Unit I: The Employee: Basic Requirements and Expectations

1. Employability Skills
 - a. Work Readiness Skills Profile
 - b. Equipped for the Future Standards
 - c. Employability Skills Inventory

2. Personal Traits, Behaviors and Habits
 - a. Hygiene
 - b. Attire
 - c. Appearance
 - d. Behaviors
 - e. Habits
 - f. Respect

3. Basic Requirements for Healthcare Workers
 - a. Criminal background check
 - b. Legal status
 - c. Language proficiency
 - d. Drug testing
 - e. Appropriate credentials
 - f. Excellent physical and emotional health
 - g. Flexibility and willingness to meet employer's needs
 - h. Understand and respect the chain of command
 - i. Collaboration and teamwork
 - j. Professionalism
 - k. Respect for diversity

4. Healthcare Industry Guidelines
 - a. Patient safety procedures
 - i. Hand washing
 - ii. Personal illness
 - iii. Punctuality and attendance
 - iv. Following protocols
 - v. Knowledge of emergency procedures
 - vi. CPR/portable automated defibrillator certification
 - vii. Security personnel and safety procedures
 - viii. Capabilities for handling emergency situations
 - b. HIPAA
 - i. Requirements
 - ii. Medical Information Release Form

5. Skills and Education for Healthcare Occupations

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Unit II: Communication in the Workplace

1. Foundations for all Communication
 - a. Sending and receiving messages
 - i. Types of messages
 - ii. Kinds of listening
 - b. Interference/barriers to communication
 - i. External interference
 - ii. Internal interference
 - c. Context and audience
 - d. Purposes of messages
2. Nonverbal Communication
 - a. Importance of nonverbal communication
 - b. Examples of nonverbal cues
 - c. Evaluate nonverbal cues in a variety of situations
3. Verbal Communication
 - a. Written and spoken language
 - b. Types of language
 - i. Formal
 - ii. Informal
 - iii. Slang
 - iv. Jargon
 - c. Potential problems with texting and emails
 - d. Pronunciation and Enunciation
4. Collaboration and Problem-solving
 - a. Common workplace problems
 - b. Group collaboration on teacher created problem-solving project
5. Conflict Resolution
 - a. Strategies for conflict resolution
 - b. Role play workplace conflict situations
6. Electronic Communication
 - a. E-mail accounts
 - b. E-mail etiquette in the workplace
7. Interpersonal Communication for Healthcare Workers
 - a. Greetings and introductions
 - b. Phone etiquette and efficiency
 - c. Interacting with people with special needs
 - d. Listening for different purposes
 - i. Empathetic listening

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- ii. Reflective listening
- iii. Listening for specific information

Unit III: The Job Search Process

1. Assessing Interests, Skills, Strengths, and Capabilities
 - a. Career interest survey
 - b. What are your skills worth?
2. Conducting a Job Search
 - a. Online job search websites
 - b. Locating healthcare positions of interest
3. Resume
 - a. Resume writing preparation
 - b. Resume writing process
 - c. Writing a resume for a position of interest
4. Cover Letter
 - a. Cover letter format
 - b. Cover letter examples
 - c. Writing a cover letter for a position of interest
5. Employment Application
 - a. Preparing application information
 - b. Completing online job applications
6. The Interview Process
 - a. Interview preparation
 - b. Presenting yourself
 - c. Responding to questions/asking questions
 - d. Participate in a mock interview
7. Thank You Letter and Follow-up
 - a. Thank you letter format
 - b. Thank you letter examples
 - c. Writing a thank you letter following an interview

Unit IV: Job Retention and Career Advancement

1. First Days on the Job
 - a. Listening
 - b. Making connections

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2. Job Retention Strategies
 - a. Communicating with others
 - b. Getting along with co-workers
 - c. Problem-solving
 - d. Collaborating to accomplish workplace tasks
 - e. Employee rights and workplace safety