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Caring for Yourself and Your Career

1. Discuss different types of careers in the healthcare field

True or False

1. _____ Direct service workers include salespeople, waiters, and bartenders.
2. _____ X-ray technicians work in diagnostic services.
3. _____ Receptionists, office managers, and billing staff are considered part of the healthcare field.
4. _____ Health educators have job opportunities within the healthcare field.
5. _____ Counselors and social workers are not part of the healthcare field.

2. Explain how to find a job

Short Answer

List three resources you should try when looking for potential employers.

3. Identify documents that may be required when applying for a job and explain how to write a résumé

Short Answer

1. List four documents that may be needed when applying for a job.

True or False

2. _____ Friends and relatives are the best references to use for a potential job.
3. _____ A person's résumé should fit on one page.
4. _____ A résumé should include a list of the person's educational experience.
5. _____ A résumé should include a list of the person's religious and political beliefs.
6. _____ If a potential employer asks a person for proof of his legal status in this country, it means that the employer is being discriminatory.
7. _____ A cover letter should emphasize the skills a person has that would be a good match for the position.

4. Demonstrate completing an effective job application

Short Answer

Complete the sample job application.

Employment Application	
Personal Information	
Name:	Date:
Home Address:	
City, State, Zip:	
Email Address:	
Home Phone:	Business Phone:
US Citizen?	If Not, Give Visa No. and Expiration Date:
Position Applying For	
Title:	Salary Desired:
Referred By:	Date Available:
Education	
High School (Name, City, State):	
Graduation Date:	
Technical or Undergraduate School:	
Dates Attended:	Degree Major:
References	

Name: _____

5. Demonstrate competence in job interview techniques

Short Answer

Make a check mark (✓) next to the actions appropriate for job interviews.

1. ____ Wearing jeans
2. ____ Looking happy to be there
3. ____ Asking if it is okay to smoke during the interview
4. ____ Wearing very little jewelry
5. ____ Asking how many hours you would work
6. ____ Bringing your child with you if you cannot find a babysitter
7. ____ Wearing your nicest perfume
8. ____ Sitting up straight
9. ____ Asking what benefits the employer offers
10. ____ Shaking hands with interviewer
11. ____ Eating a granola bar during the interview
12. ____ Asking if you got the job at the end of the interview
13. ____ Letting the interviewer know some of the negative things your former boss did
14. ____ Asking how soon a decision about the position will be made

6. Discuss appropriate responses to feedback

Short Answer

Read the following and mark whether they are examples of constructive feedback or hostile criticism. Use a C for constructive and an H for hostile.

1. ____ "You are a horrible person."
2. ____ "If you weren't so slow, things might get done around here."
3. ____ "Some of your reports are not complete; try to be more accurate."

4. _____ "That was the worst meal I've ever eaten."
5. _____ "I'm not sure that you understood what I meant. Let me rephrase the issue."
6. _____ "Where did you learn how to clean?"
7. _____ "That was a stupid idea."
8. _____ "That procedure could have been performed in a more efficient way."
9. _____ "Try to make more of an effort to listen carefully."
10. _____ "Stop being so lazy."

7. Identify effective ways to make a complaint to an employer or supervisor and discuss how to manage conflict

Scenario

Read the following scenario and answer the question.

Anne is a home health aide who works three days a week for her client, Mrs. Singer. Generally, Mrs. Singer's son, Benjamin, is there as well, and he and Anne work as a team. Benjamin finds a new job and cannot be home during the day anymore. The next time Anne arrives, Mrs. Singer is moody and distant. She is reluctant to follow the care plan, and she tells Anne that she will not take a bath until Benjamin comes home. She also refuses to eat food that Anne has cooked, insisting she can only eat her son's cooking. After some gentle urging, Anne gets Mrs. Singer to eat and take a bath.

The next time Anne works, Mrs. Singer drops her plate on the floor and tells Anne that she is a lousy cook. She tells her to fix a new meal and clean up the mess. Anne does both although she feels very upset.

1. Should this be reported to a supervisor? If so, how?

Multiple Choice

2. When is an appropriate time to discuss an issue that is causing conflict in the workplace?
 - (A) When the HHA decides she cannot take it anymore
 - (B) When the HHA is upset because something has just occurred
 - (C) Right before the HHA gives her notice
 - (D) When the supervisor has decided on a proper time and place
3. When trying to resolve a conflict, the HHA should
 - (A) Interrupt the other person if the HHA might forget what she is going to say
 - (B) Sit back in the chair with her arms crossed over her chest
 - (C) Take turns speaking
 - (D) Yell at the other person if it seems like her point is not understood
4. When discussing conflict, the HHA should
 - (A) State how she feels when a behavior occurs
 - (B) Name-call
 - (C) Not look the other person in the eye
 - (D) Keep the TV on to fill awkward silences

5. To resolve a conflict, the HHA should be prepared to
- (A) Compromise
 - (B) Quit
 - (C) Argue
 - (D) Interrupt

8. Identify guidelines for making job changes

Fill in the Blank

- The HHA should always give an employer _____ weeks' written notice that he will be leaving.
- Potential future employers may talk with the HHA's past _____.
- If an HHA decides to change jobs, he should be _____.

9. List your state's requirements for maintaining certification

Short Answer

- How many hours of in-service education are required each year by your state?

- How long is an absence from working allowed, without retraining, in your state?

10. Describe continuing education for home health aides

True or False

- _____ The federal government requires 20 hours of continuing education each year.
- _____ Regulations regarding care can change.

Name: _____

- _____ States require less continuing education than the federal government.
- _____ In-service continuing education courses help keep knowledge fresh.

Short Answer

- List three of the responsibilities a home health aide has regarding continuing education.

11. Define stress and stressors and list examples

Short Answer

What are some situations that make you experience stress? How do you react when you are stressed?

Name: _____

15. List five guidelines for managing time

Short Answer

List five guidelines for managing time.

16. Demonstrate an understanding of the basics of money management

Short Answer

List five guidelines for managing money.

17. Demonstrate an understanding that money matters are emotional

Short Answer

When was the last time you wanted something you could not afford? How did it make you feel? What did you do?

18. List ways to remind yourself that your work is important, valuable, and meaningful

Short Answer

1. List five things that you have learned in this course that have surprised or excited you.
