

Component I: Core

Module G: Job Search

Topic 1: Job Preparation Skills and Success

Statement of Purpose

To prepare the learner with basic knowledge and skills necessary to obtain and maintain employment.

Student Learning Outcomes

Upon completion of this topic, the learner will be able to:

1. Spell and define key terms.
2. Discuss job market issues and prepare an organized plan of action for a job search.
3. Identify suitable job descriptions or titles that match individual areas of experience and training.
4. Conduct networking activities utilizing newspapers, internet, community agencies and personal contacts.
5. Discuss the advantages and perils of internet applications
6. Discuss "Dress for Success."
7. Discuss the importance of soft skills.
8. Contact employers in person, by telephone, fax or letter of interest to arrange interviews for employment.
9. Develop a portfolio, professional resume and cover letter.
10. Participate in an in depth employment interview and be prepared to answer questions.
11. Compose business thank you notes.
12. Complete an application for employment utilizing a "master application".

Terminology

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|-----------------------|------------------------|
| 1. Application | 9. Problem solving |
| 2. Cover letter | 10. Master application |
| 3. Education | 11. Networking |
| 4. Experience | 12. Resume |
| 5. Interests | 13. Role-play |
| 6. Interview | 14. Soft skills |
| 7. Job related skills | 15. Thank you letter |
| 8. Job title | 16. Training |

References

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2. French, L.L., & Fordney, M.T. (2013). *Administrative Medical Assistant* (7th Ed.) Clifton Park, NY: Delmar, Cengage Learning.
3. Blesi, M., Wise, B.A., & Kelley-Arney, C, (2012) *Medical Assisting Administrative and Clinical Competencies* (7th Ed.) Clifton Park, NY: Delmar, Cengage Learning.
4. Lindh, W., Pooler, M., Tamparo, C. & Dahl, B., (2013). *Comprehensive Medical Assisting Administrative and Clinical Competencies* (5th Ed.). Clifton Park, NY: Delmar, Cengage Learning.

5. Kronenberger, J., Southard D. L., & Woodson, D. (2012). *Comprehensive Medical Assisting* (4th Ed.). Philadelphia, PA: Lippincott, Williams & Wilkins.
6. Booth, K.A., Whicker, L.G., Wyman, T.D., & Moaney-Wright, S. (2011). *Medical Assisting: Administrative & Clinical Competencies with Anatomy and Physiology*. (4th Ed.). New York, NY: McGraw-Hill Company, Inc.
7. Dennerll, J.T., & Davis, P.E. (2010). *Medical Terminology: A Programmed Systems Approach* (10th Ed.). Clifton Park, NY: Delmar, Cengage Learning.
8. Proctor, D. B., & Young-Adams, A. P. (2011). *Kinn's The Medical Assistant: An Applied Learning Approach* (11th Ed.). Philadelphia, PA: Saunders Elsevier.

Websites

1. www.aama-ntl.org
2. www.cmaa-ca.org
3. www.americanmedtech.org
4. <http://www.careerbuilder.com/JobSeeker/careerbytes/CBArticle.aspx?articleID=244>
5. <http://www.collegegrad.com/job-search-videos/dress-for-interview-success.shtml>
6. <http://jist.emcp.com/soft-skills-in-the-workplace.html>
7. http://www.uwgb.edu/Careers/Creating_Resume.htm

Content Outline/Theory Objectives	Suggested Learning Activities
<p>Objective 1 Spell and define key terms.</p> <ul style="list-style-type: none"> A. Review the terms listed in the terminology section. B. Spell the listed terms accurately. C. Pronounce the terms correctly. D. Use the terms in their proper contexts. 	<ul style="list-style-type: none"> A. Games: word searches, crossword puzzles, Family Feud, Jeopardy, B. Bingo, spelling bee, hangman and concentration. C. Administer vocabulary pre-test and post-test. D. Discuss learning gaps and plan for applying vocabulary.
<p>Objective 2 Discuss job market issues and prepare an organized plan of action for a job search.</p> <ul style="list-style-type: none"> A. The formal job market. B. The informal or “hidden” job market. C. Traditional vs. non-traditional job search methods. D. Describe the steps in a job search. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Readings C. Invite guest speakers from local employment agencies. D. Brainstorm job-search methods.
<p>Objective 3 Identify suitable job descriptions or titles that match individual areas of experience and training.</p> <ul style="list-style-type: none"> A. Research tips <ul style="list-style-type: none"> 1. Job ad wording <ul style="list-style-type: none"> a. Follow all job tips. b. Health-related sections. c. Effective key wording for internet. 2. Internet sites <ul style="list-style-type: none"> a. Explore entire site. b. Read education pages and resources. B. Researching specific job titles <ul style="list-style-type: none"> 1. Exploring all possibilities <ul style="list-style-type: none"> a. Unit secretaries in hospitals. b. Phlebotomists in labs in non-acute care setting. c. Patient care associate or patient care technician in hospitals. d. Entry-level medical coding and billing personnel. e. Customer service representative medical related companies. f. Clinical or administrative position in physician office. g. Other C. Defining the ideal job <ul style="list-style-type: none"> 1. Areas of experience. 2. Job content skills based on training and education. 3. Understand that positions evolve. D. The job wheel <ul style="list-style-type: none"> 1. Occupation by specific information. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Readings C. Outside assignments: have students collect classified job advertisements from local newspapers. D. Ask students to do a job seeker “Google” search. E. Discuss various keywords to place into the search bar. F. Discuss their findings. G. Job finders’ sites, i.e., Monster.com, Careerbuilder.com, etc. H. Post available jobs and volunteer agencies on a bulletin board.

<ul style="list-style-type: none"> 2. Skills. 3. Special knowledge and interests. 4. Earnings. 5. Work environment: organization size and type. 6. Level of responsibility. 7. Location. 8. Personal values. 	
<p>Objective 4 Conduct networking activities utilizing newspapers, internet, community agencies and personal contacts.</p> <ul style="list-style-type: none"> A. Contacts with friends and relatives who may have knowledge about jobs in your field. B. Developing a network of contacts. C. Cold contacts, contacting employers directly. D. Discuss the value of personal networking in obtaining employment. E. Join a Medical Assistant organization <ul style="list-style-type: none"> 1. Attend conferences. 2. Find local chapters (if available). 3. Utilize school resources. 4. American Association of Medical Assistants (AAMA). 5. American Medical Technologists (AMT). 6. California Medical Assistants Association (CMAA). 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Readings C. Outside assignment: Ask students to do one of the following <ul style="list-style-type: none"> 1. Visit school career center or counselor. 2. Library research and three-page written report on career choice. 3. Interview an employed Medical Assistant and write a report. 4. Review American Association of Medical Assistants website www.aama-ntl.org/ 5. Review California Medical Assistants Association's website www.cmaa-ca.org 6. Review website for American Medical Technologists www.americanmedtech.org
<p>Objective 5 Discuss the advantages and perils of internet applications.</p> <ul style="list-style-type: none"> A. Internet has physician and medical group websites allowing insight into the mission and values of the practice. B. Local hospital-based, HMOs and physician practices often have a site for job and resume postings. C. Resume and application arrives at destination without delay. D. Giant job boards provide thousands of job openings <ul style="list-style-type: none"> 1. Provide education. 2. Provide cross-reference for salaries, job descriptions and types of jobs. E. Protecting from internet application perils <ul style="list-style-type: none"> 1. Safeguard identity. 2. Establish a separate email address for applications. 3. Protect references. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Readings C. Students read internet article: Seeking Employment Online –6 <i>Tips to protect Your privacy</i> by Kate Lorenz, CareerBuilder.com http://www.careerbuilder.com/JobSeeker/careerbytes/CBArticle.aspx?articleID=244 D. Discuss in class.

<p>Objective 6 Discuss “Dress for Success.”</p> <ul style="list-style-type: none"> A. Most communication is nonverbal. B. Job and work values are communicated by dress. C. Modest, neutral colors, conservative. D. Light make up. E. Clean hair, styled conservatively. F. Clean nails at proper length. G. No dangling earrings. H. No tattoos showing. I. No facial jewelry. J. No perfume. K. No large purse, backpack, books, coat or hat. L. Do have portfolio and copies of resume and offer to each person at interview. M. Have pen and small pad of paper. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Readings C. Students come to class dressed for an interview. D. How to dress for success. Boise State University <ul style="list-style-type: none"> 1. http://www.collegegrad.com/job-search-videos/dress-for-interview-success.shtml E. Watch video.
<p>Objective 7 Discuss the importance of Soft Skills.</p> <ul style="list-style-type: none"> A. In the interview, it is important that a student remembers to emphasize their soft skills. Employers are just as much or even more interested in these skills. The following are examples: <ul style="list-style-type: none"> 1. Communicating clearly. 2. Solving problems. 3. Servicing customers. 4. Being on time. 5. Following instructions. 6. Getting along with others. 7. Appreciating diversity. 8. Honesty. 9. Responsibility. 10. Taking initiative. 11. Listening. 12. Good manners. 13. Good grooming. 14. Adaptability. 15. Work ethic. 16. Dependability. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Readings C. Give students a list of the soft skills with an area to mark “great,” “satisfactory” or “needs improvement.” If they mark the latter, have them write how they might improve on that particular soft skill. D. Have students view video http://jst.emcp.com/soft-skills-in-the-workplace.html
<p>Objective 8 Contact employers in person, by telephone, fax or letter of interest to arrange interviews for employment.</p> <ul style="list-style-type: none"> A. Discuss effective telephone techniques. B. Demonstrate telephone answering techniques. C. Research and prepare a written letter of interest. D. Write a letter of inquiry for employment and interview. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Readings C. Students will review a sample letter of interest and draft their own letter. Then have students critique their own letters. D. Students complete various application forms.

<p>Objective 9 Develop a portfolio, professional resume and cover letter.</p> <ul style="list-style-type: none"> A. Portfolio <ul style="list-style-type: none"> 1. Collection of documents that highlight professional and personal accomplishments. 2. Give portfolio a professional presentation. B. Types of resumes <ul style="list-style-type: none"> 1. One page. 2. Neutral color. 3. High-quality paper. C. Resume writing tips. D. Create a simple chronological resume. E. Tips for creating a superior cover letter. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Readings C. Students create a personal resume, cover letter and thank you letter D. Fill a note book with resume examples. E. Access the website below: <i>Creating a resume 2013</i>. University of Wisconsin http://www.uwgb.edu/Careers/Creating_Resume.htm F. Discuss in class.
<p>Objective 10 Participate in a complete employment interview and be prepared to answer questions.</p> <ul style="list-style-type: none"> A. Explain the preparation steps for the job interviews. <ul style="list-style-type: none"> 1. Practice. 2. Anticipate question types. 3. Learn about the company <ul style="list-style-type: none"> a. Website. b. Internet history. B. Discuss various types of interviews. C. Identify the process for answering most interview questions. D. Role play the most frequently asked interview questions and video tape your interview. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Readings C. Invite several guest speakers, such as recruiters, managers and career counselors for a panel discussion. D. Send list of questions (from you and students) after they consent to come to your class.
<p>Objective 11 Compose business thank you letters.</p> <ul style="list-style-type: none"> A. Discuss the techniques for writing a thank you letter. B. Create a thank you letter. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Readings C. Role-play job interviews and video tape critiques.
<p>Objective 12 Complete an application for employment utilizing a “master application.”</p> <ul style="list-style-type: none"> A. Complete a sample “master application” form. B. Identify the uses and limitations of the application form in a job search. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Readings C. Bring professional journals and magazines to the classroom for the students to review.