

**MODULE 2**                      Communication and Terminology for Work Search

**TOPIC 1**                        Understanding Job Ads: Skills and Personal Attributes

**LEARNING OUTCOMES:**

By the end of this lesson, participants will be able to:

- ◆ read and extract relevant information from health care job ads and apply employer criteria to themselves
- ◆ identify own skills and personal attributes, reflecting a broader knowledge of vocabulary related to the requirements of health care employers



## HEALTH CARE TERMINOLOGY WORKSHOP

TOPIC	SKILLS	CLB COMPETENCE AREA	COMPETENCIES	PRE-TASKS	TASK	POST TASK
<ul style="list-style-type: none"> <li>◆ Understanding Job Ads: Skills and Personal Attributes</li> </ul>	<ul style="list-style-type: none"> <li>◆ Reading</li> <li>◆ Listening/ Speaking</li> </ul>	<ul style="list-style-type: none"> <li>◆ formatted text</li> <li>◆ exchanging information</li> </ul>	<ul style="list-style-type: none"> <li>◆ understand format and information found in health care job ads</li> <li>◆ identify own skills and attributes within health care context</li> <li>◆ broaden vocabulary knowledge of generic skills and personal attributes required in the workplace</li> </ul>	<ul style="list-style-type: none"> <li>◆ analyze a job ad for specific information</li> <li>◆ understand words and phrases typically found in health care job ads</li> <li>◆ identify skills and attributes of health care professionals</li> <li>◆ use variety of generic skills and personal attributes required in an employment interview correctly</li> <li>◆ identify own skills and personal attributes</li> </ul>	N/A	N/A

## **Facilitator's Notes for Module 2**

### **Topic 1: Understanding Job Ads: Skills and Personal Attributes**

#### **FACILITATOR PREPARATION**

##### ***Content***

In this lesson, participants will prepare for the task in the next lesson—an employment interview.

The facilitator should be familiar with:

Conference Board of Canada, Corporate Council on Education, [Employability Skills 2000+: The Critical Skills Required of the Canadian Workforce](http://conferenceboard.ca). (This brochure is downloadable from the Conference Board of Canada's Web site at <http://conferenceboard.ca>.)

##### ***Delivery***

As many copies as required of the following handouts should be made:

- ◆ Handout 1      Job Ad
- ◆ Handout 2      Chart
- ◆ Handout 3      Common Statements in Job Ads
- ◆ Handout 4      Job Ads (two pages)
- ◆ Handout 5      Job Ad Chart
- ◆ Handout 6      List of Skills/Personal Attributes

Materials needed: access to an overhead projector and OHT 1.

## Methodology

### *Introduction*

**(20 minutes)**

1. Elicit from the class the information they have researched in the Orientation and Overview workshop. Ask how they will apply that information in their work search process. Explain to the class that searching for a job in the health care sector will take time and preparation. This lesson and the next will be spent identifying skills and attributes necessary for health care professionals.

2. Put the participants in pairs and have them interview each other using the questions on OHT 1.

3. Take up the questions with the whole class.

Job search methods might include: job ads, employment agencies, self-marketing, networking, attending trade shows, hospital and clinic bulletin boards, professional magazines.

### *Pre-Tasks*

**(20 minutes)** 1.

Explain that although most jobs are not advertised, job ads are a good place to find out what employers are looking for. Elicit what to look for in a job ad, e.g., position, responsibilities, qualifications, application procedures, etc. Distribute Handout 1 (Job Ad) and Handout 2 (Chart). Ask participants to complete the chart with information from the job ad. Take up the chart on an overhead projector or board. Discuss terminology as it comes up.

**(20 minutes)** 2.

Distribute Handout 3 (Common Statements in Job Ads). Explain to the class that this is a list of common expressions that were found in job ads for health care professionals in Toronto newspapers. Ask participants to

work in pairs to negotiate the meaning of the words in bold print. Take up as a whole class.

- (10 minutes)** 3. Elicit from the class the meaning of “skills” and “personal attributes”. Let participants negotiate the meaning in groups of three and then ask a volunteer for answers. (Skills = What can you do? Personal attributes = What kind of person are you?)
- (25 minutes)** 4. Distribute Handout 4 with job ads from a Toronto newspaper. Ask participants to read the ads and list the words/expressions (on Handout 5) describing the skills and personal attributes mentioned in each of the five ads. Take it up with the whole class. If personal attributes aren’t stated explicitly, participants have to deduce them from the ad.
- (20 minutes)** 5. Re-group participants in pairs and give them 5-10 minutes to brainstorm and write down the personal attributes and skills that health care professionals need to have. Ask them to compare their answers with another pair. Take up the answers with the whole class and write answers on the board (This activity can be done before pre-task 4.)
- (15 minutes)** 6. Explain that in today’s workplace there is a lot of emphasis on teamwork. Ask participants to look at the words that are written on the board (from the previous exercise) and identify the ones that are necessary for teamwork. (Participants should be familiar with the idea of teamwork from the orientation workshop, but may not know what skills or personal attributes are necessary.)
- (20 minutes)** 7. Explain that the next activity (Handout 6) will help participants to expand their vocabulary in terms of today’s workplace communication requirements. Handout 6 contains a list of skills and attributes. Have the participants work in pairs to review the list for understanding. Take up as a whole class to ensure understanding.

- (20 minutes)** 8. Have the participants work in pairs to complete the activity in Handout 6. They will use words from the word bank in the sentences provided. Give some examples (*I am energetic; I have excellent team building skills*). Remind them to decide whether the sentence requires a verb, an adjective or a noun and to select the appropriate word or phrase from the list.
- (20 minutes)** 9. Participants decide which skills and attributes apply to them and list them. By the end of the class, they should have a comprehensive list of their own general skills and attributes in sentence form. Explain that they will need this list for the next class.

## **OHT 1**

Work with a partner and discuss the answers to the following questions:

1. Have you ever tried to look for a job in a health care profession in Ontario?
2. If yes, how did you look for it?
3. If no, how would you look for it?
4. What job search methods do you think are the most effective and why?
5. Are there any methods you feel would be a waste of time?
6. Compare job search methods in Canada with the ways people find jobs in your country of origin.

## Handout 1



### Employment Opportunity for **Occupational Therapist**

Anson General Hospital has an opening for a Full-time Occupational Therapist. Anson General is a part of the MICS Group of Hospitals which include Matheson, Iroquois Falls, Cochrane and Smooth Rock Falls. This position will be responsible for providing inpatient, outpatient and community based services within the MICS group. This individual must work effectively and efficiently in a team environment, exhibit excellent communication, interpersonal, organizational, and leadership skills. French communication skills are considered an asset. The successful candidate must possess a current COTO certificate. Please submit a resume by September 5, 200X to:

**Sharon Hill, Director of Human Resources**  
**Anson General Hospital**  
**58 Anson Drive**  
**Iroquois Falls, Ontario**  
**P0K 1E0**  
**(705) 258-3911 Ext. 334**  
**(705) 258-3221 Fax**

Anson General Hospital is an equal opportunity employer.

**Handout 2**  
**Chart**

**Facilitator's Notes for Handout 2**

## Handout 3

### Common Statements in Job Ads

Read each sentence. What do the words in bold mean?

1. An **equal opportunity employer**.
2. A **temporary full-time** position is offered.
3. French communication skills are considered an **asset**.
4. Please forward a **curriculum vitae**.
5. We offer an attractive **reimbursement and benefits package**.
6. Include in your resume **three references**.
7. Salary will be **commensurate** with qualifications and experience.
8. **Equivalencies** will be considered.
9. **Smoke free** work environment.
10. Salary for the above position is currently **under review**.
11. Must have the ability to work in an **interdisciplinary team** environment.
12. Qualified candidates should submit a résumé **quoting posting** \*96/7-270.
13. The Health Centre is a 650-bed hospital comprised of **acute care** and **chronic care** centres.
14. We are looking for professionals absolutely committed to **patient focused care**.
15. A **competitive compensation/benefits** package can be anticipated.

## FACILITATOR'S NOTES FOR HANDOUT 3

### Common Statements in Job Ads

1. doesn't discriminate
2. not a permanent job but full-time hours
3. an advantage
4. a description of your past employment, education (résumé)
5. salary and benefits such as holidays and pension plan
6. three people the employer can contact and ask about your past employment
7. based on
8. comparable qualifications
9. no smoking permitted in the workplace
10. being discussed
11. health professionals such as doctors, nurses, social workers and physiotherapists who work together
12. mentioning the number of the posting in a résumé or application
13. acute care = urgent, immediate, short term care, patient recovers quickly  
chronic care = long term illness, patient doesn't get better but the illness is managed
14. patient is involved in decision-making
15. a good salary with extras (dental coverage, holidays, sick time, etc.

**Handout 4 (page 1)**

**LABORATORY MANAGER**

Timmins and District Hospital is currently seeking a Laboratory Manager to manage the day-to-day operational activities of the Laboratory and to establish laboratory partnership opportunities by marketing laboratory services to outside customers.

The successful candidate will possess strong organizational, analytical and planning abilities; demonstrated effective communication, coaching, team building and problem solving skills. The position requires an individual with a minimum of five years management experience, a degree at the Masters level in Laboratory Sciences, Business or Public administration and has knowledge of the public and private laboratory environment. Previous sales and marketing experience would be an asset.

We thank all applicants; however, only candidates to be interviewed will be contacted. Please apply in writing to:

**Timmins and District Hospital**  
Human Resources Department 700 Ross  
Avenue East  
**Timmings, Ontario**  
P4N 8P2  
or  
FAX: (705) 360-6008



**CHATHAM-KENT  
Health Alliance  
PHYSIOTHERAPISTS**

The Chatham-Kent Health Alliance which operates three sites St. Joseph's and public General campuses in Chatham and Sydenham District Hospital in Wallaceburg, is a progressive and innovative partnership of health care facilities strategically designed to provide state-of-the-art health care into the next century and are committed to quality health services for the community we serve. An opening currently exists for a full time and part time Physiotherapist to work in a modern, well equipped environment offering inpatient and outpatient service with varied case load.

Candidates must be eligible for registration with the College of Physiotherapists of Ontario and have successfully completed the Physiotherapy National Examination. Successful candidates will have demonstrated skills in patient assessment and the co-ordination of assessment results; an ability to successfully plan and execute patient treatment programs including patient and family education; an ability to contribute effectively through team participation to the present and future goals of the Chatham-Kent Health Alliance; results oriented collaboration with other disciplines; and a strong commitment to the continuous improvement of quality and client centred care.

Interested candidates may submit resumes in confidence by February 13<sup>th</sup>, to:

**Co-ordinator Employee Relations, Human Resources Department Located at**

**St. Joseph's Campus, 1<sup>st</sup> Floor Chatham-Kent Health Alliance**

**P.O. Box 2030, Chatham, Ontario N7M 5L9**

**PHARMACIST**

**(Temporary Full-Time position – 10 months)**

Grand River Hospital, which incorporates both Kitchener-Waterloo and Freeport Health Centres, is a 650-bed hospital comprised of acute care and chronic care centres.

The Kitchener-Waterloo Health Centre Pharmacy serve various acute care program which are also characterized by outpatient components. A central distribution component operates separately to support consistent clinical services. The department is fully computerized, offering: a modified unit-dose distribution service including TPN, CHEMO and IV additive service, a comprehensive drug information service and network and an extensive library.

The Pharmacist provides a comprehensive pharmaceutical care plan working closely with the health care team to ensure the patient's quality of life improves through meeting the patient's drug-related needs.

Qualifications include: licensure or eligibility for licensure in Ontario, effective communication skills in working with Physicians and health care professionals to provide patient care and an ability to work in an interdisciplinary team environment. Advanced training or institutional experience is an asset.

Qualified candidates should submit a resume quoting posting #96/7-270 no later than August 15, 200X to:



**GRAND  
RIVER  
HOSPITAL**

**Recruitment Specialist  
Grand River Hospital  
K-W Health Centre  
P.O. Box 9056  
Kitchener, Ontario N2G  
1G3  
Fax: 519-749-4313**

Only those selected for an interview will be contacted.

**RNs FULL-TIME, PART-TIME,**

Opportunities are available for Nurses who are registered with the College of Nurses of Ontario and possess BCLS and ACLS certification. Candidates must possess demonstrated leadership and organizational skills, have good work and attendance records, proven interpersonal and communication skills, as well as a demonstrated ability to function as a team player. We invite candidates to submit their resumes for the following positions for which they are qualified:

**Critical Care**

You have successfully completed a recognized critical care course plus have a minimum of one year recent critical care experience.

**Emergency**

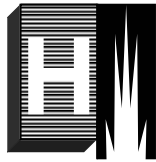
Individuals with current ACLS combined with at least two years emergency or critical care experience for our Emergency Department. Strong interpersonal skills with sensitivity to vulnerable populations required CPI certification considered an asset.

Please submit your resume by December 15, 200X, in confidence to Jane Cathcart, Human Resources Department, The Wellesley Central Hospital, 160 Wellesley Street East, Toronto, Ontario M4Y 1J3. Or fax (416) 926-4988.

We thank all applicants for their interest however only those invited for an interview will be contacted.



## Handout 4 (page 2)



**THE TORONTO HOSPITAL**  
**ONTARIO CANCER INSTITUTE**  
**PRINCESS MARGARET HOSPITAL**

*University of Toronto Teaching  
Hospitals*

Mutual respect. Professional  
 accountability. Continued learning. These  
 are some of the values that will enable The  
 Toronto Hospital – Canada's largest acute  
 care, university teaching hospital – to  
 provide exemplary patient care and foster  
 excellence in service delivery, research  
 and teaching. We are currently seeking  
 dynamic health care professionals to join  
 our Psychiatry and Rehabilitation Services  
 departments.

### **Staff Physiotherapist**

The TTH/OCI/PH is a leading neuroscience center providing excellence in patient care. Our nationally renowned Spinal, Acute Stroke, Neurology and Neurosurgery programs offer a case load that is as diverse as it is challenging. As a key member of the neuroscience team, you will participate in a multi-disciplinary environment focused on maximizing the functional independence of patients. Participation in education, teaching, research and activities will ensure you remain on the leading edge of the profession. A bachelor's degree or equivalent in Physiotherapy and attendance at 2 or more post-graduate neuroscience courses complements your registration with the College of Physiotherapists and preferably, membership with the CPA. Highly knowledgeable in the field, you ideally possess 3 years' clinical experience in neuroscience, combined with superior communication skills and a strong desire to contribute to the growth of the physiotherapy team. File #97\_1986

### **Staff Occupational Therapist**

This community mental health position in our new Psychiatry-assertive Community Treatment Program will involve assessing, treating, evaluating, and consulting with patients to prevent, alleviate and minimize mental dysfunctions, in client-specific treatment programs. Working with various community agencies, including front-line intervention and demonstrating strong interpersonal and organizational skills, you will focus on maximizing patients' functional independence and facilitate their integration into the home, workplace or community settings. A bachelor's degree in Occupational Therapy, or recognized equivalent, preferably combined with OSOT, CAOT and/or WFOT membership complement 2 years of recent assessment and treatment experience working with seriously mentally ill patients. In addition, your background includes hospital and community experience, case management, and knowledge of the Psychosocial Rehabilitation Model. File #97-1842

Please forward your resume, indicating the appropriate file number, by **January 19, 200X**, to: **Staffing Solutions The Toronto Hospital, CW 2-335, 101 College Steet, Toronto, Ontario, M5G 2C4. Fax: (416) 340-3476.**

*We wish to thank all applicants for their interest, however, only those selected for an interview will be contacted. The Toronto Hospital is an equal opportunity employer.*

## Handout 5

Read the job ads in Handout 4 and list the personal attributes and skills they are looking for.

<b>Personal Attributes</b>	<b>Skills</b>
<b>Ad #1: Position:</b>	
<b>Ad #2: Position:</b>	
<b>Ad #3: Position:</b>	
<b>Ad #4: Position:</b>	
<b>Ad #5: Position(s):</b>	

## FACILITATOR'S NOTES FOR HANDOUT 5

Personal Attributes	Skills
<b>Ad #1: Position: Laboratory Manager</b>	<ul style="list-style-type: none"> <li>✓ strong organization</li> <li>✓ analytical and planning abilities</li> <li>✓ demonstrated effective communication</li> <li>✓ coaching, team-building and problem-solving skills</li> </ul>
<b>Ad #2: Position: Pharmacist</b> <ul style="list-style-type: none"> <li>✓ team player</li> <li>✓ energetic</li> <li>✓ show initiative</li> <li>✓ approachable</li> </ul>	<ul style="list-style-type: none"> <li>✓ ability to work in an interdisciplinary team environment</li> <li>✓ solid computer skills</li> <li>✓ effective communication skills</li> <li>✓ team-building skills</li> </ul>
<b>Ad #3: Position: Physiotherapists</b> <ul style="list-style-type: none"> <li>✓ team player</li> <li>✓ results-oriented</li> <li>✓ committed</li> </ul>	<ul style="list-style-type: none"> <li>✓ demonstrated skills in patient assessment and co-ordination of assessment results</li> <li>✓ an ability to successfully plan and execute patient treatment programs including patient and family education</li> </ul>
<b>Ad #4: Position: Registered Nurses</b> <ul style="list-style-type: none"> <li>✓ reliable</li> <li>✓ self-motivated</li> <li>✓ team player</li> </ul>	<ul style="list-style-type: none"> <li>✓ leadership and organizational skills</li> <li>✓ proven interpersonal and communication skills</li> </ul>
<b>Ad #5: Position: Physiotherapist and Occupational Therapist</b>	<ul style="list-style-type: none"> <li>✓ superior communication skills</li> <li>✓ strong interpersonal and organizational skills</li> </ul>

## Handout 6

### Skills and Personal Attributes

The words or phrases below are either skills or personal attributes. Fill in the blanks in the following sentences using words and phrases from the list. Note whether the sentence requires an adjective, a noun, or a verb.

- a) I am (a) \_\_\_\_\_ (person).
- b) I have excellent (superior) \_\_\_\_\_ skills.
- c) I am able to \_\_\_\_\_ very well.

**Examples:** *I am energetic.*

*I have excellent team-building skills.*

- |                                       |  |                              |
|---------------------------------------|--|------------------------------|
| ◆ people                              | ◆ mobilize the team for high performance | ◆ get along well with others |
| ◆ leadership                          | ◆ thrive in a busy environment           | ◆ quick learner              |
| ◆ analyze                             | ◆ meet deadlines                         | ◆ flexible                   |
| ◆ reliable                            | ◆ interpersonal                          | ◆ dedicated                  |
| ◆ decisive                            | ◆ proactive                              | ◆ computer skills            |
| ◆ technical                           | ◆ self-motivated                         | ◆ communicate                |
| ◆ resourceful                         | ◆ systematic                             | ◆ results-oriented           |
| ◆ motivated                           | ◆ team-player                            | ◆ efficient                  |
| ◆ communication                       | ◆ organize                               | ◆ self-reliant               |
| ◆ analytical                          | ◆ resourceful                            | ◆ delegate tasks             |
| ◆ accurate                            | ◆ approachable                           | ◆ thorough                   |
| ◆ thrive in a challenging environment | ◆ conceptualize                          | ◆ detail-oriented            |
| ◆ competent                           | ◆ troubleshoot                           | ◆ lead a team                |
| ◆ liaison                             | ◆ managerial                             | ◆ administrative             |
| ◆ data management                     | ◆ negotiate                              | ◆ self-starter               |
| ◆ team-building                       | ◆ conflict resolution                    | ◆ cope well under pressure   |
| ◆ time management                     | ◆ problem solving                        | ◆ energetic                  |

