

# Syllabus

## Health Care – Employability and Professional Skills



**2 Units:** 11 lessons

**Estimated time:** 11-17 hours

**OALCF Levels:** A1.3, A2.3

**Suggested Milestones:** 5, 6 or 7, 12, or 13

### Unit 1: Employability Skills (6 lessons)

In this unit, you will learn how to develop communication and leadership skills. You will understand how you can apply critical thinking and problem-solving techniques to resolve a conflict. Additionally, you will learn how to combat stressful situations at work.

#### Healthcare Teams

(28 slide tutorial, and mastery test)

In this lesson, you will find out about the types of healthcare professionals who make up a multidisciplinary team. You'll see how they each contribute to patient care and why they are important for both patients and healthcare providers.

#### Communication Skills

(23 slide tutorial, and mastery test)

In this lesson, you will learn how healthcare providers communicate successfully with others. You'll review some effective communication and active listening skills used by healthcare professionals that help ensure patients and colleagues feel heard.

#### Leadership Skills

(20 slide tutorial, and mastery test)

In this lesson, you will examine the leadership skills essential for healthcare professionals. You'll analyze the attitudes and traits of an effective leader. You'll also discuss the ability to effectively conduct and participate in meetings.

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### **Decision Making and Critical Thinking**

(19 slide tutorial, and mastery test)

In this lesson, you'll examine critical thinking and decision-making skills. You'll explore effective skills and techniques for decision making, and habits and behaviours that could lead to poor decisions. You'll discover some methods you can use to enhance your critical thinking skills.

### **Problem Solving and Conflict Resolution**

(27 slide tutorial, and mastery test)

In this lesson, you'll analyze problem-solving and conflict resolution skills essential for healthcare professionals. You'll learn about the goals of problem-solving, the steps in problem-solving, and potential barriers to problem-solving. You'll explore common causes of conflict in healthcare settings, and learn skills and techniques you can use in conflict resolution.

### **Stress Management**

(24 slide tutorial, and mastery test)

In this lesson, you'll explore psychological reactions to illness and the symptoms and effects of stress. You'll examine stress management techniques that healthcare professionals, patients, and patients' families use. You'll explore the steps in the grieving process, and coping strategies that can help.

## **Unit 2: Professional Skills (5 lessons)**

In this unit, you will learn how to conduct yourself professionally, and maintain healthy relationships with your colleagues and patients. You will also familiarize yourself with technical tools to gather information and math used to perform medical tasks.

### **Professional Conduct**

(22 slide tutorial, and mastery test)

In this lesson, you'll examine some qualities that are essential for professional conduct in health care. You'll also learn about desirable professional traits, such as attendance, punctuality, creativity, hygiene, teamwork, and time management.

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### Healthy Relationships

(24 slide tutorial, and mastery test)

In this lesson, you'll examine how to maintain healthy professional and personal relationships. You'll identify some skills for developing and maintaining relationships. You'll also examine how relationships can positively and negatively impact your professional and personal lives.

### Technology and Health Care

(28 slide tutorial, and mastery test)

In this lesson, you'll discuss how technology is used in health care. You'll examine some problems and issues that arise with the use of technology and analyze the secure use of the Internet and other technologies in health care. You'll also learn about the technical skills needed for a career in health care.

### Gathering, Filing, and Reporting Information

(33 slide tutorial, and mastery test)

In this lesson, you'll examine appropriate procedures for gathering, filing, and reporting information. You'll learn proper etiquette for gathering information from patients and patients' family members. You'll also discuss the legal and ethical responsibilities involved in maintaining patient records.

### Math in Health Care

(32 slide tutorial, and mastery test)

In this lesson, you'll examine how precise mathematical calculations are essential in health care. You'll analyze the use of math in prescribing medications and dosages and examine how math is used in reading medical charts and graphs. You'll also discuss the use of math in taking vital signs and in the operating room.