

# DIVERSIFIED HEALTH OCCUPATIONS

**Seventh Edition**

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**Diversified Health Occupations, Seventh Edition**

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# CHAPTER 17

# Preparing for the World of Work

## Chapter Objectives

After completing this chapter, you should be able to:

- ◆ Identify at least five job-keeping skills and explain why employers consider them to be essential skills
- ◆ Write a cover letter containing all required information and using correct form for letters
- ◆ Prepare a résumé containing all necessary information and meeting standards for neatness and correctness
- ◆ Complete a job application form that meets standards of neatness and accuracy
- ◆ Demonstrate how to participate in a job interview, including wearing correct dress and meeting standards established in this chapter
- ◆ Determine gross and net income
- ◆ Calculate an accurate budget for a one-month period, accounting for fixed expenses and variable expenses without exceeding net monthly income
- ◆ Define, pronounce, and spell all key terms

Observe Standard Precautions



Instructor's Check—Call Instructor at This Point



Safety—Proceed with Caution



OBRA Requirement—Based on Federal Law



Math Skill



Legal Responsibility



Science Skill



Career Information



Communications Skill



Technology



## KEY TERMS

application forms  
budget  
cover letter  
deductions

fixed expenses  
gross income  
income  
job interview

letter of application  
net income  
résumé (*rez'-ah-may*)  
variable expenses

## 17:1 INFORMATION




### Developing Job-Keeping Skills

To obtain and keep a job you must develop certain characteristics to be a good employee. A recent survey of employers asked for information on the deficiencies of high school graduates. The most frequent complaints included poor written grammar, spelling, speech, and math skills. Other complaints included lack of respect for work, lack of self-initiative, poor personal appearance, not accepting responsibility, excessive tardiness, poor attendance, and inability to accept criticism. Any of these defects would be detrimental in a health care worker.

It is essential that you develop good job-keeping skills to be successful in a health care career. Being aware of and striving to achieve the qualities needed for employment are as important as acquiring the knowledge and skills required in your chosen health care profession.

Job-keeping skills include:

- ◆  *Use correct grammar at all times.* This includes both the written and spoken word. Patients often judge ability on how well a person speaks or writes information. Use of words like *ain't* indicates a lack of education and does not create a favorable or professional impression. You must constantly strive to use correct grammar. Listen to how other health care professionals speak and review basic concepts of correct grammar. It may even be necessary to take a communications course to learn to speak correctly. Because you will be completing legal written records for health care, the use of correct spelling, punctuation, and sentence structure is also essential. Use a dictionary to check spelling, or use the spell check on a computer system. Refer to
- ◆ *Report to work on time and when scheduled.* Because many health care facilities provide care 7 days a week, 365 days per year, and often 24 hours per day, an employee who is frequently late or absent can cause a major disruption in schedule and contribute to an insufficiency of personnel to provide patient care. Most health care facilities have strict rules regarding absenteeism, and a series of absences can result in job loss.
- ◆ *Be prepared to work when you arrive at work.* An employer does not pay workers to socialize, make personal telephone calls, consult others about personal or family problems, bring their children to work, shop on the Internet, play games on a computer, or work in a sloppy and inefficient manner. Develop a good work ethic. Observe all legal and ethical responsibilities. Follow the policies and procedures of your health care facility. Recognize your limitations and seek help when you need it. Be willing to learn new procedures and techniques. Watch efficient and knowledgeable staff members and learn by their examples. Constantly strive to do the best job possible. A worker who has self-initiative, who sees a job that needs to be done and does it, is a valuable employee who is likely to be recognized and rewarded.
- ◆ *Practice teamwork.* Because health care typically involves a team of different professionals working together to provide patient care, it is important to be willing to work with others. If you are willing to help others when they need help, they will likely be willing to help you. Two or three people working together can lift

standard English books or secretarial manuals for information on sentence structure and punctuation. Constantly strive to improve both oral and written communication skills.

a heavy patient much more readily than can one.

- ◆ *Promote a positive attitude.* By being positive, you create a good impression and encourage the same attitude in others. Too often, employees concentrate only on the negative aspects of their jobs. Every job has some bad points; and it is easy to criticize these points. It is also easy to criticize the bad points in others with whom you work. However, this leads to a negative attitude and helps create poor morale in everyone. By concentrating on the good aspects of a job and the rewards it can provide, work will seem much more pleasant, and employees will obtain more satisfaction from their efforts.
- ◆ *Accept responsibility for your actions.* Most individuals are more than willing to take credit for the good things they have done. In the same manner, it is essential to take responsibility for mistakes. If you make a mistake, report it to your supervisor and make every effort to correct the error. Every human being will do something wrong at some time. Recognizing an error, taking responsibility for it, and making every effort to correct it or prevent it from happening again is a sign of a competent worker. Honesty is essential in health care. Not accepting responsibility for your actions is dishonest. It is often a reason for dismissal and can prevent you from obtaining another position.
- ◆ *Be willing to learn.* Health care changes constantly because of advances in technology and research. Every health care worker must be willing to learn new things and adapt to change. Participating in staff development programs (figure 17-1), taking courses at technical schools or colleges, attending special seminars or meetings, reading professional journals, and asking questions of other qualified individuals are all ways to improve your knowledge and skills. Employers recognize these efforts. Ambition is often rewarded with a higher salary and/or job advancement.

Without good job-keeping skills, no amount of knowledge will help you keep a job. Therefore, it is essential for you to strive to develop the qualities that employers need in workers. Be courteous, responsible, enthusiastic, cooperative, reliable, punctual, and efficient. Strive hard



**FIGURE 17-1** Participating in staff development programs is one way to improve your own knowledge and skills.

to be the best you can be. If you do this, you will not only be likely to retain your job, but you will probably be rewarded with job advancement, increased salary, and personal satisfaction.

**STUDENT:** Go to the workbook and complete the assignment sheet for 17:1, *Developing Job-Keeping Skills*.

## 17:2 INFORMATION

### Writing a Cover Letter and Preparing a Résumé

#### INTRODUCTION

Before you look for a job, evaluate your interests and abilities. Decide what type job you would like. Make sure you obtain the education needed to perform the job. Then look at different job sources to try to find a position you will like. There are many different sources for finding job openings. Some of them include:

- ◆ Advertisements in newspapers
- ◆ Job fairs sponsored by schools or employment agencies
- ◆ Recommendations from friends and relatives
- ◆ School counselors or bulletin boards
- ◆ Employment agencies




- ◆ Internet job search sites
- ◆ Professional organizations: check their Internet site or contact the local organization
- ◆ Job listings posted at health care facilities or listed on their Internet site

Once you have identified possible places of employment, prepare to apply for the position. In most cases, this involves writing a cover letter, or letter of application, and a résumé.

## COVER LETTER

The purpose of a **cover letter** or **letter of application** is to obtain an interview. You must create a good impression in the letter so that the employer will be interested in hiring you. In many cases, you will be responding to a job advertised either in the newspaper, on the Internet, or through other sources. However a résumé may be sent to potential employers even though they have not advertised a job opportunity. A cover letter should accompany all résumés.

The letter should be computer printed or typewritten on good quality paper. It must be neat, complete, and done according to correct form for letters. The correct form for composing business letters is discussed in detail in Chapter 23:5 of this textbook. Care must be taken to ensure that spelling and punctuation are correct. Remember, this letter is the employer's first impression of you.

 If possible, the letter should be addressed to the correct individual. If you know the name of the agency or company, call to obtain this information. Be sure you obtain the correct spelling of the person's name as well as the person's correct title. If you are responding to a box number, follow the instructions in the advertisement. Another possibility is to address the letter to the director of human resources or the head of a particular department.

The letter usually contains three to four paragraphs. The contents of each paragraph are described as follows:

- ◆ *Paragraph one:* state your purpose for writing and express interest in the position for which you are applying. If you are responding to an advertisement, state the name and date of the publication. If you were referred by another individual, give this person's name and title.
- ◆ *Paragraph two:* state why you believe you are qualified for the position. It may also state why you want to work for this particular employer. Information should be brief because most of the information will be included on your résumé.
- ◆ *Paragraph three:* state that a résumé is included. You may also want to draw the employer's attention to one or two important features on your résumé. If you are not including a résumé, state that one is available on request. Whenever possible, it is best to enclose a résumé.
- ◆ *Paragraph four:* closes the letter with a request for an interview. Be sure you clearly state how the employer can contact you for additional information. Include a telephone number and the times you will be available to respond to a telephone call. Finally, include a thank you to the potential employer for considering your application.

Figure 17-2 is a sample cover letter to serve as a guide to writing a good letter. However, remember this is only one guide. Letters must be varied to suit each circumstance.

## RÉSUMÉ

A **résumé** is a record of information about an individual. It is a thorough yet concise summary of an individual's education, skills, accomplishments, and work experience. It is used to provide an employer with basic information that makes you appear qualified as an employee. At the same time, a good résumé will help you clarify your job objective and be better prepared for a job interview.

A résumé should be computer printed or typed and attractive in appearance. Like a cover letter, a résumé creates an impression on the employer. Information should be presented in an organized fashion. At the same time, the résumé should be concise and pertinent. Good-quality paper; correct spelling and punctuation; straight, even margins; and an attractive style are essential. If an individual is sending out a series of résumés, professional copies are permitted. However, the copies must be clear, on good-quality paper, and appealing in appearance.

Résumé format can vary. Review sample sources and find a style that you feel best pre-

18 Hireme Lane  
Job City, Ohio 44444  
June 3, 20--

Mr. Prospective Employer  
Director of Human Resources  
Health Care Facility  
12 Nursing Lane  
Dental City, Ohio 44833

Dear Mr. Employer:

In response to your advertisement in the \_\_\_\_\_  
on \_\_\_\_\_, 20 \_\_\_\_\_, I would like to apply for  
the position of \_\_\_\_\_.

I recently graduated from \_\_\_\_\_. I majored in  
\_\_\_\_\_ and feel I am well qualified for this  
position. I enjoy working with people and have a sincere  
interest in additional training in \_\_\_\_\_.

My resume is enclosed. I have also enclosed a specific list of  
skills that I mastered during my school experience. I feel  
that previous positions noted on the resume have provided me  
with a good basis for meeting your job requirements.

Thank you for considering my application. I would appreciate  
a personal interview at your earliest convenience to discuss  
my qualifications. Please contact me at the above address or  
by telephone at 589-1111 after 2:00 PM any day.

Sincerely,

Iamjob Hunting

**FIGURE 17-2** A sample cover letter.

sents your information. A one-page résumé is usually sufficient.

Parts of a résumé can also vary. Some of the most important parts that should be included are shown in figures 17-3A and 17-3B and are described as follows:

- ◆ *Personal identification:* This includes your name, address, and telephone number. Be sure to include the area code.
- ◆ *Employment objective, job desired, or career goal:* Briefly state the title of the position for which you are applying.

**Florence Nurse**  
 22 South Main Street  
 Nursing, Ohio 33303  
 (400)589-1111

**Employment Objective:** *Nursing Assistant Position*

### **Skills**

<i>Recording Vital Signs</i>	<i>Making Beds</i>
<i>Moving and Transferring Patients</i>	<i>Observing Infection Control</i>
<i>Administering CPR and First Aid</i>	<i>Providing Personal Hygiene</i>
<i>Understanding Medical Terminology</i>	<i>Collecting Specimens</i>
<i>Applying Heat or Cold Applications</i>	<i>Ambulating Patients</i>

### **Education**

<i>Career High School</i>	<i>Graduation: June 5, 2008</i>
<i>5 Diamond Street</i>	<i>Major: Health Occupations</i>
<i>Nursing, Ohio 33303</i>	<i>Grade Average: A's and B's</i>

**Certification:** *State Approved Nurse Assistant*

### **Work Experience**

<i>Summer 2007 to Present</i>	<i>Country King Fried Chicken</i> <i>5 Southern Lane</i> <i>Mansfield, Ohio 33302</i>
<i>Fast Food Worker</i>	<i>Operate register</i> <i>Record orders</i> <i>Promote customer relations</i>
<i>Summer of 2005 and 2008</i>	<i>Madison Ram Hospital</i> <i>602 Esley Lane</i> <i>Mansfield, Ohio 33301</i>
<i>Volunteer Worker</i>	<i>Deliver mail and flowers</i> <i>Assist nurses with patients</i>

### **Extracurricular Activities**

<i>School Marching Band</i>	<i>Member for 3 years</i>
<i>SkillsUSA</i>	<i>Class treasurer for 2 years</i>
<i>Red Cross Club</i>	<i>Member for 3 years</i>
<i>Red Cross Blood Mobile</i>	<i>Volunteer worker for 3 years</i>
<i>March of Dimes Walkathon</i>	<i>Walker for 5 years</i>
<i>Church Youth Group</i>	<i>Member for 7 years</i>

**FIGURE 17-3A** A sample résumé with information centered.



<b>THOMAS J. TOOTH</b>		
<b>340 DENTAL LANE</b>	<b>FLOSS, OHIO 44598</b>	<b>(524) 333-2435</b>
<b>CAREER GOAL:</b>	POSITION AS A DENTAL ASSISTANT IN GENERAL PRACTICE WITH A GOAL OF BECOMING A CERTIFIED DENTAL ASSISTANT	
<b>EDUCATION:</b>	OHIO JOINT VOCATIONAL SCHOOL, OPPORTUNITY, OHIO 44597 GRADUATED IN JUNE 2007 MAJORED IN DENTAL ASSISTANT PROGRAM FOR TWO YEARS	
<b>SKILLS:</b>	IDENTIFICATION OF TEETH, CHARTING CONDITIONS OF THE TEETH, MIXING DENTAL CEMENTS AND BASES, POURING MODELS AND CUSTOM TRAYS, PREPARING ANESTHETIC SYRINGE, SETTING UP BASIC DENTAL TRAYS, STERILIZING OF INSTRUMENTS, DEVELOPING AND MOUNTING RADIOGRAPHS, TYPING BUSINESS LETTERS, COMPLETING INSURANCE FORMS	
<b>WORK EXPERIENCE:</b>	<p>DENTAL LAB PRODUCTS, 55 MODEL STREET, FLOSS, OHIO 44598 EMPLOYED SEPTEMBER 2006 TO PRESENT AS DENTAL LAB ASSISTANT PROFICIENT IN MODELS, CUSTOM TRAYS, PROSTHETIC DEVICES</p> <p>DRUGGIST STORES, 890 PHARMACY LANE, OPPORTUNITY, OHIO 44597 EMPLOYED JUNE 2004 TO AUGUST 2006 AS SALESPERSON EXPERIENCE IN CUSTOMER RELATIONS, INVENTORY, REGISTER, AND SALES PROMOTION</p>	
<b>ACTIVITIES:</b>	HEALTH OCCUPATIONS STUDENTS OF AMERICA (HOSA) TREASURER FIRST PLACE STATE AWARD IN HOSA DENTAL ASSISTANT CONTEST VOLUNTEER WORKER DURING DENTAL HEALTH WEEK MEMBER OF SCHOOL PEP CLUB HOBBIES INCLUDE FOOTBALL, SWIMMING, BASKETBALL, READING VOLUNTEER FOR MEALS-ON-WHEELS	
<b>PERSONAL TRAITS:</b>	DEPENDABLE, CONSIDERATE OF OTHERS, WILLING TO LEARN, ADAPTABLE TO NEW SITUATIONS, RESPECTFUL AND HONEST, ADEPT AT DENTAL TERMINOLOGY, ABLE TO PERFORM A VARIETY OF DENTAL SKILLS	

**FIGURE 17-3B** A sample résumé with left margin highlights.

- ◆ *Educational background:* List the name and address of your high school. Be sure to include special courses or majors if they relate to the job position. If you have taken additional courses or special training, list them also. If you have completed college or technical school, this information should be placed first.
- ◆ *Work or employment experience:* This includes previous positions of employment. Always start with the most recent position and work backward. Each entry should include the

name and address of the employer, dates employed, your job title, and a brief description of duties. Avoid use of the word *I*. For example, instead of stating, “I sterilized supplies,” state, “sterilized supplies,” using action verbs to describe duties.

- ◆ **Skills:** List special knowledge, computer, and work skills you have that can be used in the job you are seeking. The list of skills should be specific and indicate your qualifications and ability to perform the job duties. When work experience is limited, a list of skills is important to show an employer that you are qualified for the position.
- ◆ **Other activities:** These can include organizations of which you are a member, offices held, community activities, special awards received, volunteer work, hobbies, special interests, and other similar facts. Keep this information brief, but do not hesitate to include facts that indicate school, church, and community involvement. This section can show an employer that you are a well-rounded person who participates in activities, assumes leadership roles, strives to achieve, and practices good citizenship. Write out the full names of organizations rather than the identifying letters.
- ◆ **References:** Most sources recommend not including references on a resume. Even the statement “references will be furnished on request” is now usually omitted. However, at least three references should be placed on a separate sheet of paper. The paper should be the same paper used for the résumé and include the same heading showing your name, address, and telephone number. The reference sheet can be given to an employer during the job interview. For a high school student with limited experience, references can provide valuable additional information. Always be sure you have an individual’s permission before using that person as a reference. List the full name, title, address, and telephone number of the reference. It is best not to use relatives or high school friends as references. Select professionals in your field, clergy, teachers, or other individuals with responsible positions.

Honesty is always the best policy, and this is particularly true regarding résumés. Never give information that you think will look good but is exaggerated or only partly true. Inaccurate or

false information can cost you a job. If you have an A to B average in school, include this information. If your average is lower than an A to B, do *not* include this information.

Before preparing your résumé, it is important to list all of the information you wish to include. Then select the format that best presents this information. The two sample résumés shown in figures 17-3A and 17-3B are meant to serve as guidelines only. Do not hesitate to evaluate other formats and present your information in the best possible way.

The envelope should be the correct size for your letter of application and résumé. Do *not* fold the letter into small sections and put it in an undersized envelope. This creates a sloppy impression. When possible, it is best to buy standard business envelopes that match your paper. A 9 × 12 envelope eliminates the need to fold the cover letter and résumé, and helps create a more professional appearance. Be sure the envelope is addressed correctly and neatly. It should also be computer printed or typewritten.

## CAREER PASSPORT OR PORTFOLIO

A *career passport* or *portfolio* is a professional way to highlight your knowledge, abilities, and skills as you prepare for employment or extended education. It allows you to present yourself in an organized and efficient manner when you interview for schools or employment. Most career passports or portfolios contain the following types of information:

- ◆ **Introductory letter:** provides a brief synopsis of yourself including your background, education, and future goals
- ◆ **Résumé:** provides an organized record of information on education, employment experience, special skills, and activities
- ◆ **Skill list and competency level:** provides a list of skills you have mastered and the level of competency for each skill; some health occupation programs provide summaries of competency evaluations that can be used; if your program does not provide this, a list of skills and final competency grades can be compiled by using the evaluation sheets in the *Diversified Health Occupations Workbook*

- ◆ *Letter(s) of recommendation*: include letters of recommendation from your instructors, guidance counselors, supervisors at clinical areas or agencies where you perform volunteer work, respected members of the community, advisors of activities in which you participate, and presidents of organizations of which you are a member
- ◆ *Copies of work evaluations*: include copies of evaluations you receive at job-training sites, volunteer activities, and/or paid work experiences
- ◆ *Documentation of mastering job-keeping skills*: the federal government has created SCANS, or the Secretaries Commission on Acquiring Necessary Skills, to designate skills employers desire in employees. SCANS lists three foundation skills that employers desire: *basic skills* (able to read, write, solve math problems, speak, and listen), *thinking skills* (able to learn, reason, think creatively, make decisions, and solve problems), and *personal qualities* (display responsibility, self-initiative, sociability, honesty, and integrity). In addition, SCANS lists five workplace competencies: *manage resources* (demonstrate ability to allocate time, money, materials, and space), *display interpersonal skills* (demonstrate ability to work in a team, lead, negotiate, compromise, teach others, and work with individuals

from diverse backgrounds), *utilize information* (acquire and evaluate data, file information, interpret information, and communicate with others), *comprehend systems* (understand social, organizational, and technical systems), and *use technologies* (use computers, apply technology to specific tasks, and maintain equipment). Write brief paragraphs to document how you have mastered skills such as teamwork, self-motivation, leadership, a willingness to learn, responsibility, organization, and other SCANS qualities

- ◆ *Leadership and organization abilities*: include information that demonstrates leadership and organization abilities you have mastered; participation in HOSA or Skills USA should be included

Organize the above information in a neat binder or portfolio. Use tab dividers to separate it into organized sections. Make sure that you use correct grammar and punctuation on all written information. The effort you put into creating a professional portfolio or passport will be beneficial when you have this document ready to present during a school or job interview.

**STUDENT:** Go to the workbook and complete the assignment sheet for 17:2, *Writing a Cover Letter and Résumé*. Then return and continue with the procedure.

## PROCEDURE 17:2

### Writing a Cover Letter and Preparing a Résumé

#### Equipment and Supplies

Good-quality paper, inventory sheet for résumés (see workbook), computer with word processing software and a printer, or typewriter

#### Procedure

1. Assemble equipment.
2. Re-read the preceding information section on a cover letter and résumés. Read the section on Composing Business Letters in Chapter 23:5 of this textbook.
3. Review the sample letters of application and résumés.
4. Go to the workbook and complete the inventory sheet for résumés. Check dates for accuracy. Be sure that names are spelled correctly. Use the telephone book or other sources to check addresses and zip codes.
5. Carefully evaluate all your information. Determine the best method of present-

## PROCEDURE 17:2

ing your information. Try different ways of writing your material. Do not hesitate to show several different versions to your instructor or others and get their opinions on which way seems most effective.

6. Type a rough draft of a cover letter. Follow the correct form for letters as shown in Chapter 23:5 of this textbook. Use correct spacing and margins. Check for correct spelling and punctuation.
7. Type a final cover letter. Be sure it contains the required information. Proofread the letter for spelling errors and other mistakes. If possible, ask someone else to proofread your letter and evaluate it.
8. Type a rough draft of your résumé. Position the information in an attractive manner. Be sure that spacing is standard throughout the résumé and margins are even on all sides.
9. Review your sample résumé. Reword any information, if necessary. Be sure all information is pertinent and concise. Ask your instructor or others for opinions regarding suggested changes.
10. Type your final résumé. Take care to avoid errors. If you are not a good typist, it might be wise to have someone else complete the final draft. Proofread the

final copy, checking carefully for errors. If possible, ask someone else to proofread your résumé and evaluate it.

**NOTE:** Résumés can be copies of the original; but be sure the copies are of good quality. Cover letters must be originals; they are individually tailored for each potential job, and, therefore, are not copied.

11. Replace all equipment.

### Practice

*Go to the workbook and use the evaluation sheet for 17:2, Writing a Cover Letter and Résumé, to practice this procedure. When you believe you have mastered this skill, sign the sheet and give it to your instructor for further action. Also give your instructor your cover letter and résumé along with the evaluation sheet.*



**Final Checkpoint** Using the criteria listed on the evaluation sheet, your instructor will grade your cover letter and résumé.

## 17:3 INFORMATION



### Completing Job Application Forms

Even though you provide each potential employer with a résumé, most employers still require you to complete an application form. **Application forms** are used by employers to collect specific information. Forms vary from employer to employer, but most request similar information.

Before completing any application form, it is essential that you first read the entire form. Note

areas where certain information is to be placed. Read instructions that state how the form is to be completed. Some forms request that the applicant type or print all answers. Others request that the form be completed in the person's handwriting. If a scanner is available, an application form can be scanned into a computer so information can be keyed onto the application. The application can then be printed. Some health care facilities are using online applications. A computer is used to key information into the appropriate spaces. The application form is then printed and mailed or sent electronically by e-mail to the employer.



Be sure you have all the required information with you when you go for a job interview. Many employers will ask you to complete the application form at that time. Others will allow you to take the form home. Still others will even send the form to you prior to the interview. The latter two options allow you more time to obtain complete information and print or type the form (unless otherwise requested).



Basic rules for completing a job application form include:

- ◆ Fill out each item neatly and completely.
- ◆ Do *not* leave any areas blank. Put “none” or “NA” (meaning “not applicable”) when the item requested does not apply to you.
- ◆ Be sure addresses include zip codes and all other required information.
- ◆ Watch spelling and punctuation. Errors will not impress the potential employer.
- ◆ Type or print neatly if the application does not state otherwise.
- ◆ Use a black pen if printing.
- ◆ If possible, scan the application into a computer word program, key in all information, check for accuracy, and then print the completed application form. Use spell-check if it is available. This method allows for easy correction of errors.
- ◆ Make sure all information is legible.
- ◆ Do *not* write in spaces that state “office use only” or “do not write below this line.” Employers often judge how well you follow directions by your reaction to these sections.
- ◆ Be sure all information is correct and truthful. Remember, material can be checked and verified. A simple half-truth can cost you a job.

- ◆ Proofread your completed application. Check for completeness, spelling, proper answers to questions, and any errors.
- ◆ If references are requested, be sure to include all information such as title, address, and telephone number. Before using anyone’s name as a reference, it is best to obtain that person’s permission. Be prepared to provide reference information when you go for a job interview. Most sources suggest listing at least three references on a separate sheet of the same type of paper used for the résumé.

Even though questions vary on different forms, some basic information is usually requested on all of them. In order to be sure you have this information, it is useful to take a “wallet card” with you. A sample card is included in the workbook (as Assignment 2). Employers will not be impressed if you have to ask for a telephone book to find requested information; you may appear to be unprepared. Of course, if you are allowed to take the application home or if it is mailed or sent electronically (e-mail) to you, looking for information would not be a problem.

Remember that employers use application forms as a screening method. To avoid being eliminated from consideration for a position of employment, be sure your application creates a favorable impression.

**STUDENT:** *Go to the workbook and complete the assignment sheets for 17:3, Completing Job Application Forms and Wallet Card. Then return and continue with the procedure.*

## PROCEDURE 17:3

### Completing Job Application Forms

#### Equipment and Supplies

Typewriter or computer and scanner or pen, wallet card (sample in workbook), sample application forms (sample in workbook)

#### Procedure

1. Assemble equipment. If a typewriter is used, be sure the ribbon is of good quality. If a scanner is available, scan the application form into the word processing program of a computer. The application form can then be completed with the computer and printed on a printer.

## PROCEDURE 17:3

2. Complete all information on the wallet card. A sample is included in the workbook (as Assignment 2). Check dates and be sure information is accurate. List full addresses, zip codes, and names.
3. Review the preceding information section on completing job application forms. Read additional references, as needed.
4. Read the entire sample application form (Assignment 3) in the workbook. Be sure you understand the information requested for each part. Read all directions completely.
5. Unless otherwise directed, type all information requested. If a typewriter is not available, use a black ink pen to print all information. If a scanner and computer are available, scan the application form into a word program. After keying in all information, the completed application can be printed.
6. Complete all areas of the form. Use “none” or “NA” as a reply to items that do not apply to you.
7. Take care not to write in spaces labeled “office use only” or “do not write below this line.” Leave these areas blank.
8. In the space labeled “signature,” sign your name. Note any statement that may be printed by the signature line. Be sure you are aware of what you are signing and the permission you may be giving. Most employers request permission to contact previous employers and/or references, and a verification that information is accurate.
9. Recheck the entire application. Be sure information is correct and complete. Note and correct any spelling errors. Be sure you have answered all of the questions.
10. Replace all equipment.

### Practice

*Go to the workbook and use the evaluation sheet for 17:3, **Completing Job Application Forms**, to practice this procedure. Obtain sample job application forms from your instructor or other sources. When you believe you have mastered this skill, sign the sheet and give it to your instructor for further action.*



**Final Checkpoint** Using the criteria listed on the evaluation sheet, your instructor will grade your job application form.

## 17:4 INFORMATION



### Participating in a Job Interview

A job interview is what you are seeking when you send a letter of application and a résumé. You must prepare for an interview just as hard as you did when composing your résumé. A poor interview can mean a lost job.

A **job interview** is usually the last step before getting or being denied a particular position of employment. Usually, you have been screened by the potential employer and have been selected for an interview as a result of your résumé and

application form. To the employer, the interview serves at least two main purposes:

- ◆ Provides the opportunity to evaluate you in person, obtain additional information, and ascertain whether you meet the job qualifications
- ◆ Allows the employer to tell you about the position in more detail

Careful preparation is needed before going to an interview. Be sure you have all required information. Your “wallet card,” résumé, and completed application form (if you have done one) must be ready. If you have completed a career

passport or portfolio, be sure to take it to the interview. If possible, find out about the position and the agency offering the job. In this way, you will be more aware of the agency's needs.


Be sure of the scheduled date and time of the interview. Know the name of the individual you must contact and the exact place of the interview. Write this information down and take it with you.

Dress carefully. It is best to dress conservatively. Coats and ties are still best for men. Although pantsuits are sometimes acceptable for women, employers still generally prefer dresses or skirts. Even though it shouldn't be the case, first impressions can affect the employer. All clothes should fit well and be clean and pressed, if needed. Avoid bright, flashy colors and very faddish styles.

Check your entire appearance. Hair should be neat, clean, and styled attractively. Nails should be clean. Women should avoid wearing bright nail polish, too much makeup, and perfume. Men should be clean shaven. Be sure that your teeth are clean and your breath is fresh. Jewelry should not be excessive. And last but not least, use a good antiperspirant. When you are nervous, you perspire.

It is best to arrive 5–10 minutes early for your interview. Late arrival could mean a lost job. Allow for traffic, trains blocking the road, and other complications that might interfere with your arriving on time.

During the interview, observe all of the following points:

- ◆ Greet the interviewer by name when you are introduced. Introduce yourself. Shake hands firmly and smile (figure 17-4A).
- ◆ Remain standing until the interviewer asks you to sit. Be aware of your posture and sit straight. Keep both feet flat on the floor or cross your legs at the ankles only.
- ◆ Use correct grammar. Avoid using slang words.
- ◆ Speak slowly and clearly. Don't mumble.
- ◆ Be polite. Practice good manners.
- ◆  Maintain eye contact (figure 17-4B). Avoid looking at the floor, ceiling, or away from the interviewer. Looking at the middle of the interviewer's forehead or at the tip of the interviewer's nose can sometimes help when you are nervous and experiencing difficulty with direct eye contact.



**FIGURE 17-4A** Shake hands firmly and smile when you greet an interviewer.




**FIGURE 17-4B** Sit straight and maintain eye contact during the interview.

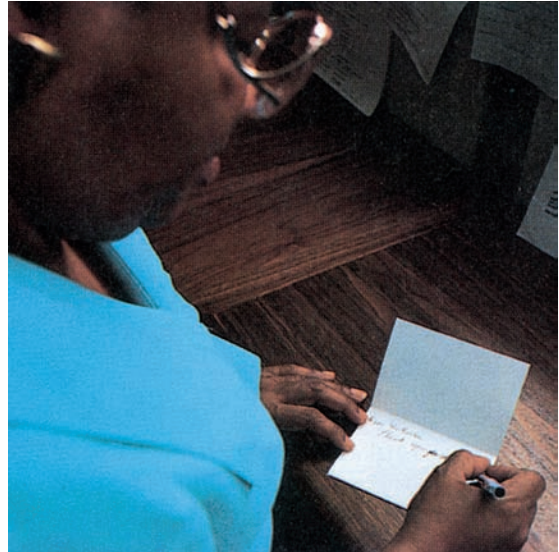
- ◆ Listen closely to the interviewer. Do not interrupt in the middle of a sentence. Allow the interviewer to take the lead.
- ◆ Answer all questions thoroughly, but don't go into long, drawn-out explanations. Make sure your answers show how you are qualified for the job.
- ◆ Do *not* smoke, chew gum, or eat candy during the interview.
- ◆ Smile but avoid excessive laughter or giggling.
- ◆ Be yourself. Do not try to assume a different personality or different mannerisms; doing so will only increase your nervousness.
- ◆ Be enthusiastic. Display your positive attitude.
- ◆ Avoid awkward habits such as swinging your legs, jingling change in your pocket, waving your hands or arms, or patting at your hair.



- ◆ Never discuss personal problems, finances, or other situations in an effort to get the job. This usually has a negative effect on the interviewer.
- ◆ Do not criticize former employers or degrade them in any way.
- ◆ Answer all questions truthfully to the best of your ability.
- ◆ Think before you respond. Try to organize the information you present.
- ◆ Be proud of yourself, to a degree. You have skills and are trained. Make sure the interviewer is aware of this. However, be sure to show a willingness to learn and to gain additional knowledge.
- ◆ Do not immediately question the employer about salary, fringe benefits, insurance, and other similar items. This information is usually mentioned before the end of the interview. If the employer asks whether you have any questions, ask about the job description or responsibilities, type of uniform required, potential for career growth, continuing education or in-service programs, and job orientation. These types of questions indicate a sincere interest in the job rather than a “What’s in it for me?” attitude.
- ◆ Do not expect a definite answer at the end of the interview. The interviewer will usually tell you that he or she will contact you.
- ◆ Thank the interviewer for the interview as you leave. If the interviewer extends a hand, shake hands firmly. Smile, be polite, and exit with confidence.
- ◆ Never try to extend the interview if the interviewer indicates that he or she is ready to end it.

After the interview, it is best to send a follow-up note, letter, or electronic message (e-mail) to thank the employer for the interview (figure 17-5). You may indicate that you are still interested in the position. You may also state that you are available for further questioning. When an employer is evaluating several applicants, a thank-you note is sometimes the deciding factor in who gets the job.

 Because you may be asked many different questions during an interview, it is impossible to prepare all answers ahead of time. However, it is wise to think about some potential




**FIGURE 17-5** After a job interview, send a thank-you note, letter, or e-mail to the employer.

questions and your responses to them. The following is a suggested list of questions to review. Additional questions may be found in any book on job interviews.


- ◆ *Tell me a little about yourself.* (Note: Stick to job-related information.)
- ◆ *What are your strong points/weak points?* (Note: Be sure to turn a weakness into a positive point. For example, say, “One of my weaknesses is poor spelling, but I use a dictionary to check spelling and try to learn to spell ten new words each week.”)
- ◆ *Why do you feel you are qualified for this position?*
- ◆ *What jobs have you held in the past? Why did you leave these jobs?* (Note: Avoid criticizing former employers.)
- ◆ *What school activities are you involved in?*
- ◆ *What kind of work interests you?*
- ◆ *Why do you want to work here?*
- ◆ *What skills do you have that would be of value?*
- ◆ *What is your attitude toward work?*
- ◆ *What do you want to know about this job opening?*
- ◆ *What were your favorite subjects in school and why?*
- ◆ *What does success mean to you?*



- ◆ *How do you manage your time?*
- ◆ *What is your image of the ideal job?*
- ◆ *How skilled are you with computers?*
- ◆ *What are the three most important things to you in a job?*
- ◆ *Do you prefer to work alone or with others? Why?*
- ◆ *How many days of school did you miss last year?*
- ◆ *What do you do in your spare time?*
- ◆ *Do you have any plans for further education?*

 Any questions that may reflect discrimination or bias do *not* have to be answered during a job interview. Federal law prohibits discrimination with regard to age, cultural or ethnic background, marital status, parenthood, disability, religion, race, and sex. Employers are aware that it is illegal to ask questions of this nature, and the large majority will not ask such questions. If an employer does ask a question of this nature, however, you have the right to refuse to answer. An example of this type of question might be, “I see you married recently. Do you plan to start having children in the next year or two?” Be polite

but firm in your refusal. A statement such as “I prefer not to answer that question” or “Can I ask you how this would affect the job we are discussing?” is usually sufficient.

 At the end of the interview, you may be asked to provide proof of your eligibility to work. Under the Bureau of Immigration Reform Act of 1986, employers are now required by federal law to ask you to complete an Employment Eligibility Verification Form I-9. This form helps the employer verify that you are legally entitled to work in the United States. To complete this form, you must provide documents that indicate your identity. A birth certificate, passport, and/or immigration card can be used for this purpose. You must also have a photo identification, such as a driver’s license, and a social security card. The employer must make copies of these documents and include them in your file. Having these forms readily available shows that you are prepared for a job.

**STUDENT:** *Go to the workbook and complete the assignment sheet for 17:4, Participating in a Job Interview. Then return and continue with the procedure.*

## PROCEDURE 17:4

### Participating in a Job Interview

#### Equipment and Supplies

Desk, two chairs, evaluation sheets, lists of questions

#### Procedure

1. Assemble equipment. Role-play a mock interview with four persons. Arrange for two people to evaluate the interview, one person to be the interviewer, and you to be the interviewee.
2. Position the two evaluators in such a way that they can observe both the interviewer and you, the person being

interviewed. Make sure they will not interfere with the interview.

3. The interviewer should be seated at the desk and have a list of possible questions to ask during the interview.
4. Play the role of the person being interviewed. Prepare for this role by doing the following:
  - a. Be sure you have all necessary information. Prepare your wallet card, résumé, job application form, and/or career passport or portfolio.
  - b. Dress appropriately for the interview (as outlined in the preceding information section).
  - c. Arrive at least 5–10 minutes early for the interview.

## PROCEDURE 17:4

5. When you are called for the interview, introduce yourself. Be sure to refer to the interviewer by name.
6. Sit in the chair indicated. Be aware of your posture, making sure to sit straight. Keep your feet flat on the floor or cross your legs at the ankles only.
7. Listen closely to the employer. Answer all questions thoroughly and completely. Think before you speak. Organize your information.
8. Maintain eye contact. Avoid distracting mannerisms.
9. Use correct grammar. Avoid slang expressions. Speak in complete sentences. Practice good manners.
10. When you are asked whether you have any questions, ask questions pertaining to the job responsibilities. Avoid a series of questions on salary, fringe benefits, vacations, time off, and so forth.
11. At the end of the interview, thank the interviewer for his or her time. Shake hands as you leave.
12. Check your performance by looking at the evaluation sheets completed by the two observers. Study suggested changes.
13. Replace all equipment.

### Practice


Go to the workbook and use the evaluation sheet for 17:4, *Participating in a Job Interview*, to practice this procedure. When you believe you have mastered this skill, sign the sheet and give it to your instructor for further action.



**Final Checkpoint** Using the criteria listed on the evaluation sheet, your instructor will grade your performance.

## 17:5 INFORMATION

### Determining Net Income

 Obtaining a job means, in part, that you will be earning your own money. This often means that you will be responsible for your own living expenses. To avoid debt and financial crisis, it is important that you learn about managing your money effectively, including understanding how to determine net income.

The term **income** usually means money that you earn or that is available to you. However, the amount you actually earn and the amount you receive to spend may vary. The following two terms explain the difference.

◆ **Gross income:** This is the total amount of money you earn for hours worked. It is the amount determined before any deductions have been taken out of your pay.

◆ **Net income:** This is commonly referred to as “take-home pay.” It is the amount of money available to you after all payroll **deductions** have been taken out of your salary. Some common deductions are Social Security tax, federal and state taxes, and city taxes. Other deductions may include payroll deductions such as those for United Appeal, medical or life insurance, union dues, and other similar items.

To determine gross income, simply multiply your wage per hour times the number of hours worked. For example, if you earn \$9.00 per hour and work a 40-hour week,  $9 \times 40 = \$360.00$ . In this example, then, \$360.00 would be your gross income.

To determine net income, you must first determine the amounts of the various deductions that will be taken out of your gross pay. Deduc-

tion percentages usually vary depending on your income level. You can usually determine approximate deduction percentages and, therefore, your approximate net income by referring to tax charts. Tax charts for federal taxes are available on the Internet at [www.irs.gov](http://www.irs.gov). Tax charts for cities and states can usually be found on the treasurer's Internet site for the particular city or state. Never hesitate to ask your employer about deduction percentages. It is your responsibility to check your own paycheck for accuracy. Starting with the example of gross pay of \$360.00, the following shows how net pay may be determined.

Gross Pay	\$360.00
-----------	----------

- ◆ Deduction for federal tax in this income range is usually approximately 15 percent. Check tax tables for accuracy.

15%, or 0.15, $\times$ 360 = \$54.00	-54.00
	306.00

- ◆ Deduction for state tax is approximately 2 percent.

2%, or 0.02, $\times$ 360 = \$7.20	-7.20
	298.80

- ◆ Deduction for city tax is approximately 1 percent.

1%, or 0.01, $\times$ 360 = 3.60	-3.60
	295.20

- ◆ Deduction for F.I.C.A., or Social Security tax, includes 6.2 percent of the first \$102,000 in income and a Medicare deduction of 1.45 percent of the total in income, for a total deduction of 7.65 percent.

7.65%, or 0.0765, $\times$ 360 = 27.54	-27.54
	267.66

- ◆ Net income after taxes, then, would be \$267.66. Therefore, before you even receive your paycheck, \$92.34 will be deducted from it. Additional deductions for insurance, union dues, contributions to charity, and other items may also be taken out of your gross pay.

In order to manage your money effectively, it is essential that you be able to calculate your net income. Because this is the amount of money you will have to spend, it will to some extent determine your lifestyle.

**STUDENT:** Read and complete Procedure 17:5, *Determining Net Income*.

## PROCEDURE 17:5

### Determining Net Income

#### Equipment and Supplies

Assignment sheet for 17:5, Determining Net Income; pen or pencil

#### Procedure

1. Assemble equipment. If a calculator is available, you may use it to complete this assignment.
2. Read the instructions on the assignment sheet in the workbook for 17:5, Determining Net Income. Use the assignment sheet with this procedure.
3. Determine your wage per hour by using your salary in a current job or an amount

assigned by your instructor. Multiply this amount by the number of hours you work per week. This is your gross weekly pay.

4. If your instructor has federal tax tables, read the tax tables to determine the percentage, or amount of money, that will be withheld for federal tax. If tax tables are not available, look on the Internet at [www.irs.gov](http://www.irs.gov) or check with your employer to obtain this information.

**NOTE:** The average withholding tax for an initial income bracket is usually approximately 15 percent. If you cannot find the exact amount or percentage, use this amount (0.15) for an approximate determination.

5. Multiply the percentage for federal tax times your gross weekly pay to deter-

## PROCEDURE 17:5

mine the amount deducted for federal tax.

- Determine the deduction for state tax by reading your state tax tables, checking the state treasurer's site on the Internet, or by consulting your employer.

**NOTE:** An average state tax is 2 percent. If you cannot find the exact amount or percentage, use this amount (0.02) for an approximate determination.

- Multiply the percentage for state tax by your gross weekly pay to determine the amount deducted for state tax.
- Determine the deduction for any city or corporation tax by reading the city/corporation tax tables, checking the city/corporation treasurer's site on the Internet, or consulting your employer.

**NOTE:** An average city/corporation tax is 1 percent. If you cannot find the exact amount or percentage, use this amount (0.01) for an approximate determination.

- Multiply the percentage for city/corporation tax by your gross weekly pay to determine the amount deducted for city/corporation tax.
- Check the current deduction for F.I.C.A., or Social Security and Medicare, by checking the Social Security Internet site or asking your employer for this information. Determine the deduction for F.I.C.A. by multiplying your gross weekly pay by this percentage.

**NOTE:** In 2008, the F.I.C.A. rate was 6.2 percent of the first \$102,000 in income

and 1.45 percent of total income for Medicare. Use this total of 7.65 percent, or 0.0765, if you cannot obtain another percentage.

- List the amounts for any other deductions. Examples include insurance, charitable donations, union dues, and similar items.
- Add the amounts determined for federal tax, state tax, city/corporation tax, social security, and other deductions together.
- Subtract the total amount for deductions from your gross weekly pay. The amount left is your net, or take-home, pay.
- Recheck any figures, as needed.
- Replace all equipment.

### Practice

*Go to the workbook and use the evaluation sheet for 17:5, Determining Net Income. Practice determining net income according to the criteria listed on the evaluation sheet. When you believe you have mastered this skill, sign the sheet and give it to your instructor for further action.*




**Final Checkpoint** Using the criteria listed on the evaluation sheet, your instructor will grade your performance.

## 17:6 INFORMATION



### Calculating a Budget

 In order to use your net income wisely, it is best to prepare a budget. A **budget** is an itemized list of living expenses. It must be realistic to be effective.

A budget usually consists of two main types of expenses: fixed expenses and variable expenses. **Fixed expenses** include items such as rent or house payments, utilities, food, car payments, and insurance payments. **Variable expenses** include items such as entertainment, clothing purchases, and donations.



The easiest way to prepare a budget is to simply list all anticipated expenses for a one-month period. Then determine your net monthly pay. Allow a fair percentage of the net monthly pay for each of the budget items listed.

Savings should be incorporated into every budget. If saving money is regarded as an obligation, it is easier to set aside money for this purpose. When an emergency occurs, money is then available to cover the unexpected expenditure.

Some payments are due once or twice a year. An example is insurance payments. To be realistic, a monthly amount should be budgeted for this purpose. To determine a monthly amount, divide the total yearly cost for the insurance by 12. Then budget this amount each month. In this way, when insurance payments are due, the money is available for payment, and one month's budget will not have to bear the full amount of the insurance payment.

Money Management International (MMI), a nonprofit consumer counseling organization, recommends that the following percentage ranges of total net income be used while preparing a realistic budget:

- ◆ *Housing*: 20–35 percent
- ◆ *Food*: 15–30 percent
- ◆ *Utilities*: 4–7 percent
- ◆ *Transportation* (including car loan, insurance, gas, and maintenance): 6–20 percent
- ◆ *Insurance* (including health, life, and/or disability): 4–6 percent
- ◆ *Health* (including prescriptions, eye care, dental care): 2–8 percent

- ◆ *Clothing*: 3–10 percent
- ◆ *Personal care* (including soap, toothpaste, laundry detergents, cosmetics, etc.): 2–4 percent
- ◆ *Miscellaneous* (including travel, child care, entertainment, gifts, etc.): 1–4 percent
- ◆ *Savings*: 5–9 percent

It is important to remember that these percentages and line items are just suggested guidelines. Each individual must determine his or her own needs and allocate monies accordingly. However, MMI does state that personal debt should not exceed 10–20 percent of net income. Financial difficulties usually occur when debt exceeds this limit.

It is important that budgeted expenses do *not* exceed net monthly income. It may sometimes be necessary to limit expenses that are not fixed. Entertainment, clothing purchases, and similar items are examples of expenses that can be limited.

The final step is to live by your budget and avoid any spending over the allotted amounts. This is one way to prevent financial problems and excessive debt. If your fixed expenses or net income increases, you will have to revise your budget. Remember, creating a budget leads to careful management of hard-earned money.

**STUDENT:** Read Procedure 17:6, *Calculating a Budget*. Then go to the workbook and complete the corresponding assignment sheet.

## PROCEDURE 17:6

### Calculating a Budget

#### Equipment and Supplies

Assignment sheet for 17:6, *Calculating a Budget*; pen or pencil

#### Procedure

1. Assemble equipment. If a calculator is available, you may use it to complete this procedure.

2. Go to the workbook and read the instructions on the assignment sheet for 17:6, *Calculating a Budget*.
3. Determine your fixed expenses for a one-month period. This includes amounts you must pay for rent, utilities, loans, charge accounts, insurance, and similar items. List these expenses.
4. Determine your variable expenses for a one-month period. This includes amounts for clothing purchases, per-

## PROCEDURE 17:6

sonal items, donations, entertainment, and similar items. List these expenses.

5. List any other items that must be included in your monthly budget. Be sure to list a reasonable amount for each item.
6. Determine a reasonable amount for savings. Many people prefer to set aside a certain percentage of their net monthly pay as savings.
7. Determine your net monthly pay. Double-check all figures for accuracy.
8. Add all of your monthly budget expenses together. The sum represents your total expenditures per month.
9. Compare your expense total to your net monthly income. If your expense total is higher than your net income, you will have to revise your budget and reduce any expenses that are not fixed. If your expense total is lower than your net income, you may increase the dollar amounts of your budget items. If the other figures in your budget are realistic, it may be wise to increase the dollar amount of savings.
10. When the expense total in your budget equals your monthly net income, you have a balanced budget. Live by this budget and avoid any expenditures not listed on the budget.
11. Replace all equipment.

### Practice

*Go to the workbook and use the evaluation sheet for 17:6, Calculating a Budget, to practice this procedure. When you believe you have mastered this skill, sign the sheet and give it to your instructor for further action. Give your instructor a completed budget along with the evaluation sheet.*



**Final Checkpoint** Using the criteria listed on the evaluation sheet, your instructor will grade your budget.

## CHAPTER 17 SUMMARY

Even if an individual is proficient in many skills, it does not necessarily follow that the individual will obtain the “ideal” job. Just as it is important to learn the skills needed in your chosen health care career, it is important to learn the skills necessary to obtain a job.

Job-keeping skills important to an employer include using correct grammar in both oral and written communications, reporting to work on time and when scheduled, being prepared to work, following correct policies and procedures,

having a positive attitude, working well with others, taking responsibility for your actions, and being willing to learn. Without good job-keeping skills, no amount of knowledge will help you keep a job.

One of the first steps in obtaining a job involves preparing a cover letter and a résumé. These are the “press releases” that tell a potential employer about your skills and abilities. A properly prepared résumé will help you obtain an interview.

It is important to prepare for an interview. Careful consideration should be given to dress and appearance. Answers should be prepared

## TODAY'S RESEARCH: TOMORROW'S HEALTH CARE

### *A bravery gene?*

Anxiety and fear have been felt by every human being. However, some individuals are so anxious or fearful they are not able to function within society. For example, individuals with agoraphobia have an abnormal fear of being helpless in a situation from which they cannot escape, so they stay in an environment in which they feel secure. Many agoraphobic people never leave their homes; they avoid all public or open places. Scientists are not really certain how fear works in the brain, so conditions such as these are difficult to treat.

Recently, scientists working with mice found that by removing a single gene, they could turn normally cautious animals into brave animals that were more willing to explore an unknown territory and were less intimidated by dangers. By analyzing brain tissue, scientists located a gene in a tiny prune-shaped region of the brain called the *amygdala*, an area of the brain that is extremely active when animals or humans are afraid or anxious. This gene produces a protein called *stathmin*, which is highly concentrated in the amygdala but very hard to detect in other areas of the brain. Scientists removed this stathmin gene and bred a line of mice that were all missing this gene. Tests showed that this breed of mice was twice as willing to explore unknown territories as unaltered mice. In addition, if the mice were trained to expect a small electrical shock after being presented with a stimulus such as a sound or sight, this group of mice did not seem as fearful when the sound or sight was given. Researchers are theorizing that stathmin helps form fearful memories in the amygdala of the brain, the area where unconscious fears seemed to be stored. If the production of stathmin could be halted or inhibited by medication, it is possible that fears would not be stored as unconscious memories. This would greatly decrease an individual's anxieties because unconscious fears are a major cause of anxiety. Think of all of the people whose lives are affected by anxiety and fear. If their anxieties and fears could be decreased or eliminated, they could lead normal healthy lives.

for common interview questions. The applicant should also try to learn as much as possible about the potential employer; this way, the applicant will be able to match his or her skills and abilities to the needs of the employer. Finally, practice completing job application forms. A neat, correct, and thorough application form will also help you get a job.

Certain other skills become essential when a person has a job. Everyone should be able to calculate gross and net income. In addition, everyone should be able to develop a budget based on needs and income. Having and following a budget makes it more likely that money earned will be spent wisely and minimizes the chance of debt. Learn the job-seeking and job-keeping skills well. They will benefit you throughout your life as you seek new positions of employment and advance in your chosen health career.

## INTERNET SEARCHES

Use the suggested search engines in Chapter 12:4 of this textbook to search the Internet for additional information on the following topics:

1. *Components of a job search*: find information on letters of application or cover letters, résumés, job interviews, and job application forms
3. *Requirements of employers*: locate information on skills and qualities that employers desire
4. *Job search*: look for sites that provide information on employment opportunities. For specific health care careers, look for opportunities under organizations for the specific career. Also check general sites such as *monster.com*, *job-listing.com*, *jobsleuth.com*, *hotjobs.yahoo.com*, *careerbuilder.com*, and *joblocator.com*.

4. *Salary and wages*: check sites such as the Internal Revenue Service (IRS), state and local tax departments, and Social Security Administration for information on taxes and tax rates; also locate sites on money management, budgeting, and fiscal or financial management for information on how to manage money

## REVIEW QUESTIONS

1. Choose four (4) job-keeping skills that you believe you have mastered. Write a paragraph describing why you believe you have mastered these skills.
2. What is the main purpose of a letter of application or cover letter? When is it used?
3. List the main sections of a résumé and briefly describe the information that should be included in each section.
4. State six (6) basic principles that must be followed while completing a job application form.
5. Create answers for the following interview questions.
  - a. Why do you believe you are qualified for this job?
  - b. Why do you want to leave your current job?
  - c. Tell me about two or three of your major accomplishments and why you feel they are important.
6. You have obtained a job and will receive a salary of \$8.20 per hour. Calculate the following:
  - a. Gross pay for a 40-hour week
  - b. Federal tax deduction of 15%
  - c. State tax deduction of 3%
  - d. City tax deduction of 0.5%
  - e. FICA or social security deduction of 7.65%
  - f. Net pay after above deductibles