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Competency-Based Education
and the Medical Assistant Student

Chapter 1

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Learning Objectives:
Lesson 1.1: Competency-Based Education
and the Medical Assistant Student

1. Define, spell, and pronounce the terms listed in the vocabulary.
2. Discuss competency-based education and adult learners.
3. Summarize the importance of student portfolios in proving academic success and skill competency.
4. Examine your learning preferences and interpret how your learning style affects your success as a student.

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Learning Objectives:
Lesson 1.1: Competency-Based Education
and the Medical Assistant Student (Cont.)

5. Differentiate between adaptive and nonadaptive coping mechanisms.
6. Apply time management strategies to make the most of your learning opportunities.
7. Integrate effective study skills into your daily activities.
8. Design test-taking strategies that help you take charge of your success.

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Learning Objectives:
Lesson 1.1: Competency-Based Education and the Medical Assistant Student (Cont.)

- 9. Incorporate critical thinking and reflection to help you make mental connections as you learn material.
- 10. Analyze healthcare results as reported in graphs and tables.
- 11. Apply problem-solving techniques to manage conflict and overcome barriers to your success.
- 12. Relate assertiveness, aggressiveness, and passive behaviors to professional communication and discuss the role of assertiveness in effective communication.

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Adult Learners and Competency-Based Education

- Competency-based education is ideal for adult learners who are attempting to understand new information and achieve new skills
- Adult students learn material at different rates
- Instructors can design laboratory activities that meet all students' needs

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Portfolios

- A comprehensive portfolio can be used to create an interview portfolio tailored to prove your competency in the skills outlined in a specific job description
- Items that can be featured in a portfolio include:
 - Samples of projects completed
 - Samples of key procedural checklists
 - Copies of awards
 - Copies of certifications
 - Letters of recommendation

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Time Management

- Determine your purpose
- Identify your main concern
 - Plan time, guard time, and discover time
- Be organized
 - Record time; optimal time
- Stop procrastinating
 - Make the work meaningful; prioritize; ask for help
- Remember you!

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Study Skills: Tricks for Becoming a Successful Student

- Organize information into recognizable groups so that the brain can find it easily
- Create an association with something you already know
- Be physically active while learning
- Create songs or word associations (or a mnemonic device)
- Teach the information to someone else

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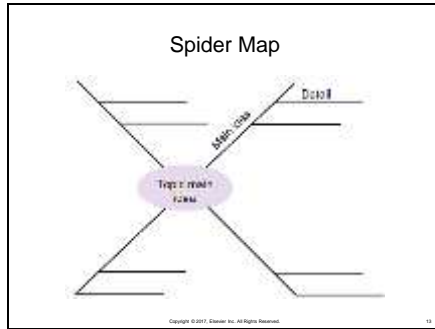
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Study Skills: Tricks for Becoming a Successful Student (Cont.)

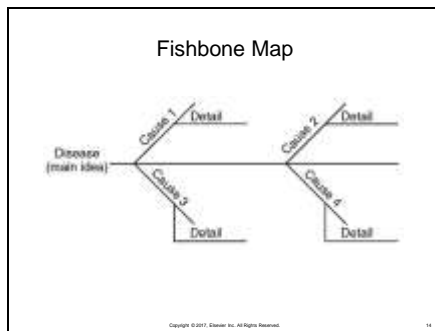
- First step to effective note-taking is to come to class prepared
- Request copies of PPT presentations
- Organize notes; review them shortly after class
- Create mind maps

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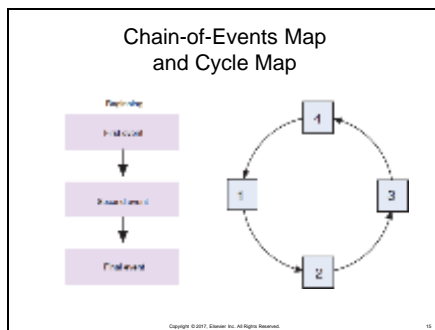
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Test-Taking Strategies:
Taking Charge of Your Success

- Go into a test adequately prepared
- Use time management skills
- Read directions carefully
- If possible, begin with shortest/easiest questions
- With multiple choice questions, identify key words
- With true/false questions, look for qualifying terms

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Becoming a Critical Thinker:
Making Mental Connections

- Critical thinking involves:
 - Sorting out conflicting information
 - Weighing your knowledge about that information
 - Ignoring or letting go of personal biases
 - Deciding on a reasonable belief or action
- A crucial step in critical thinking is evaluating the results of your learning

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Tables and Graphs

- Use information in tables and graphs to help prepare yourself to work as an entry-level medical assistant
- Graph: Diagram or picture that represents information and its relationships
 - Read the title and the axes of a graph to determine the information included
 - Determine the general trend of the graph
 - Graphs can also be useful in visualizing information that doesn't seem to fit

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**Problem Solving
and Conflict Management**

- The first step is to identify the central issue
 - Ask yourself a series of questions to get to the root
- Then, determine whether it is worth the effort to resolve it
 - Prioritize your involvement
- Brainstorm solutions
 - Create pros/cons list
- Implement chosen solution
- Evaluate outcome

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**Problem Solving
and Conflict Management (Cont.)**

- Follow chain of command to reach a reasonable resolution to the conflict
- Resolve in private
 - No risk of overhearing
- Use open, honest communication
 - Assertive communication is key
- Follow up on course of action

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**Assertive, Aggressive,
and Passive Communication**

- Passive communication
 - Consistently protect the interests of another person over your own
- Aggressive communication
 - Demand that your interests/needs are met at the expense of another
- Assertive communication
 - Attempt to defend both your rights and those of the other individual in the conflict

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Assertive Communication

- Allows you to express your feelings and thoughts honestly; enables you to stand up for yourself without making an emotional scene
- A behavior that must be learned

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Passive Behaviors

- Keeps eyes downcast
- Shifts his or her weight when talking
- Has a slumped posture or wrings the hands
- Whines or uses hesitant tone of voice

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Aggressive Behaviors

- Leans forward
- Points finger when talking
- Raises voice; sounds arrogant
- May use phrases like:
 - "You'd better...."
 - "If you don't watch out...."
 - "Do it or else."
 - "You should do it this way."

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Assertive Actions

- Be honest with yourself and others
- Let others know how you feel about a situation
- Speak clearly and be specific about the problem
- Use "I" messages along with assertive body language, such as eye contact

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Questions?

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