

IDENTIFYING TRANSFERABLE SKILLS FOR CAREER PLANNING

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OVERVIEW

- From a growth mindset perspective, switching jobs is an opportunity to grow and broaden one's skills in another job context.
- This workshop touches on
 - What constitutes a growth mindset
 - Identifying one's transferable skills (technical and soft skills) in the context of a job search
 - Referencing the SkillsFramework in terms of career planning.

THE GROWTH MINDSET

Key concepts mentioned in the growth mindset video are:

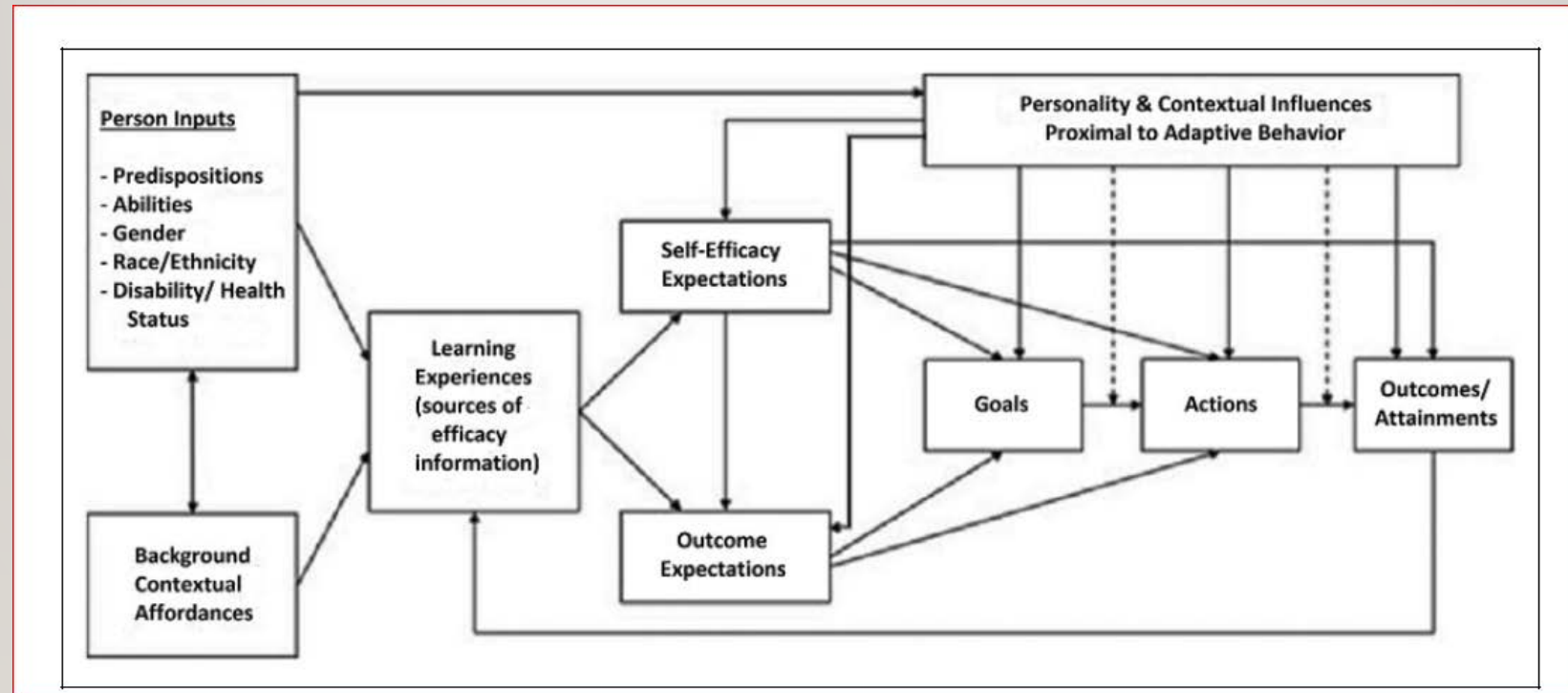
- ability is something you can improve through practice
- view critical feedback as a chance to improve, to develop new systems
- embrace challenging tasks and work hard to improve
- view obstacles as a chance to experiment and solve problems
- focus on a journey of continual improvement
- creative risks are a way to improve and innovate.



BANDURA'S TRIADIC RECIPROCALITY

- Bandura (1986) - dynamic interaction between person, environment, and behavior (“triadic reciprocity”)
- Bandura (1997) defined self-efficacy as “the belief in one’s capabilities to organize and execute courses of action required to produce given attainments”
- Self-efficacy is specific to a domain: we have different levels of self-efficacy in different domains
- The stronger the perceived self-efficacy, the more active the efforts and reduced defensive behaviors

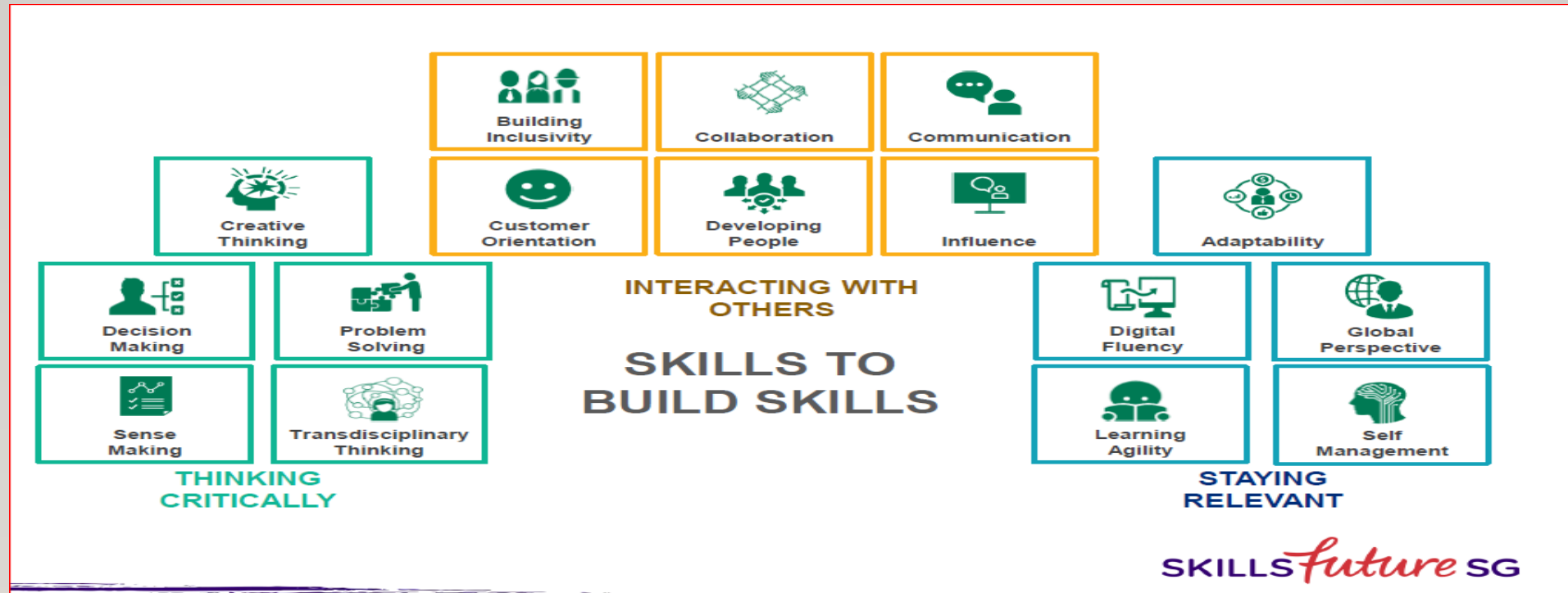
THE CAREER MODEL OF SELF-MANAGEMENT (TURNER ET AL, 2020)



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CRITICAL CORE SKILLS (SKILLSFUTURE) /TRANSFERABLE SKILLS



JAKE'S TRANSFERABLE SKILLS

- <https://xsite.singaporetech.edu.sg/d2l/home/28092>
- Identifying Jake's key competence
- Jake's technical skills
- Jake's transferable skills
- Helping Jake identify potential jobs based on his technical and transferable skills
- Helping Jake develop his career plan

PROFICIENCY LEVEL CHECKLIST ON INTERACTING WITH OTHERS (TRANSFERABLE SKILLS) EXAMPLE

Transferable Skills/Proficiency Levels	Basic (requires supervision and guidance)	Intermediate (works under broad direction)	Advanced (accountable for significant area of work, strategy or overall direction)
Communication			
Collaboration			
Building inclusivity			
Customer orientation			
Developing people			
Influence			

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THE SKILLSFRAMEWORK

Steps to find the information:

1. <https://www.skillsfuture.gov.sg/skills-framework/>
2. Scroll all the way down till you see **“Which are the sectors?”**
3. If you are interested in the healthcare sector, click on
 - a. “Healthcare” button>”Learn more”.
 - b. “Get template” if you want a short cut to the templates for
 - Interview checklist
 - Job advertisement

A. STEPS TO “LEARN MORE” ABOUT THE OCCUPATIONS/JOB ROLES

I. Scroll down to **“How does it work?”**>Skills Map

(iii) Skills Map

The Skills Maps covers a total of 70 job roles, critical work functions, key tasks and skills and competencies aligned to the six tracks.

(a) View the Occupations/Job Roles under the SFw for Healthcare

Click on the tracks listed below to download the Skills Map for each track.

A. STEPS TO “LEARN MORE” ABOUT THE OCCUPATIONS/JOB ROLES

2. Click on the occupation you are interested in
3. Click on the pdf or word doc for the job role you are interested in to view the skills map for the job role

Operations

Patient Service Executive [[PDF \(PDF, 375.2 KB\)](#) / [Word \(DOCX, 24.49 KB\)](#)]

Patient Service Supervisor [[PDF \(PDF, 382.04 KB\)](#) / [Word \(DOCX, 24.64 KB\)](#)]

Patient Service Assistant Supervisor [[PDF \(PDF, 382.21 KB\)](#) / [Word \(DOCX, 25.33 KB\)](#)]

Patient Service Senior Associate [[PDF \(PDF, 381.26 KB\)](#) / [Word \(DOCX, 24.75 KB\)](#)]

Patient Service Associate [[PDF \(PDF, 374.8 KB\)](#) / [Word \(DOCX, 24.52 KB\)](#)]

SKILLS MAP FOR PATIENT SERVICE ASSOCIATE (EXTRACTED)

SKILLS FRAMEWORK FOR HEALTHCARE SKILLS MAP - PATIENT SERVICE ASSOCIATE		
Sector	Healthcare	
Track	Operations	
Occupation	Patient Service Associate	
Job Role	Patient Service Associate	
Job Role Description	<p>A Patient Service Associate is responsible for providing frontline services in areas such as scheduling of appointments, payment collection, liaising with patients and caregivers, and providing financial counselling. S/He may provide support to clinicians by preparing patients and consultation rooms. S/He is required to perform department operations such as administration of clinic's appointment resources and slots management. S/He assists in on-the-job training for new patient service associate staff and participates in quality improvement projects and initiatives.</p> <p>S/He may work in various locations such as private and public hospitals, community and primary care settings. S/He may assist to manage different counters including reception counters for patient registration, billing and payments as well as patient care.</p> <p>S/He should be organised and responsive. S/He should possess effective communication and interpersonal skills.</p>	
	Critical Work Functions	Key Tasks
	Provide frontline services	Liaise with patients and other stakeholders to provide services to patients
		Schedule appointments for patients
		Perform patient registration and discharge

SUMMARY OF SKILLS IN SKILLS MAP (EXTRACTED)

Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies	
	Billing Procedures	Level 2	Service Orientation	Basic
	Change Management	Level 1	Communication	Basic
	Clinical Support for Patient Service Associates	Level 2	Interpersonal Skills	Basic
	Continuous Improvement Management	Level 2	Teamwork	Basic
	Data and Statistical Analytics	Level 1	Problem Solving	Basic
	Emergency Response and Crisis Management	Level 2		
	Excellence in Service	Level 1		

B. STEPS TO “GET TEMPLATE” ABOUT THE OCCUPATION

1. From the SkillsFuture website (from the beginning)

FINANCIAL SERVICES	FOOD MANUFACTURING	FOOD SERVICES	HEALTHCARE
Get Template Learn More	Get Template Learn More	Get Template Learn More	Get Template Learn More

2. If you have viewed the skills map, just scroll all the way down on the same page to “[SkillsFramework Templates](#)”

This section helps users to populate Skills Framework content into editable Microsoft Word templates.

Step 1: Select template(s)

☒ **Interview Checklist** ☒ **Job Advertisement** ☐ On-the-Job Training Blueprint ☐ Performance Appraisal

STEPS TO “GET TEMPLATE” ABOUT THE OCCUPATION

Step 2: Select Occupation(s)/Job Role(s)

Operations

- ☐ Patient Service Assistant Supervisor
- ☐ Patient Service Associate
- ☐ Patient Service Executive
- ☐ Patient Service Senior Associate
- ☒ **Patient Service Supervisor**

Step 3: Click [HERE](#) to Download

INTERVIEW CHECKLIST FOR ENROLLED NURSE

Job Role: Enrolled Nurse					
TSC Title	Care Transition in Nursing				
Proficiency Level	Level 3				
Proficiency Level Descriptor	Support transitional care plans for patients				
Evidence for ability & knowledge					
Rating Scale	1 Adverse Evidence	2 No Evidence	3 Some Evidence	4 Sufficient Evidence	5 Strong Evidence
Interviewer's Rating					
TSC Title	Change Management				
Proficiency Level	Level 3				
Proficiency Level Descriptor	Apply change control procedures to prepare stakeholders for change				
Evidence for ability & knowledge					
Rating Scale	1 Adverse Evidence	2 No Evidence	3 Some Evidence	4 Sufficient Evidence	5 Strong Evidence
Interviewer's Rating					
TSC Title	Clinical Services Development				
Proficiency Level	Level 3				
Proficiency Level Descriptor	Identify areas of clinical services that are lacking or require improvements and make suggestions on how to improve them				
Evidence for ability & knowledge					
Rating Scale	1 Adverse Evidence	2 No Evidence	3 Some Evidence	4 Sufficient Evidence	5 Strong Evidence

INTERVIEW CHECKLIST FOR PATIENT SERVICE SUPERVISOR

Job Role: Patient Service Supervisor					
TSC Title	Audit Management				
Proficiency Level	Level 2				
Proficiency Level Descriptor	Adhere to <u>organisational</u> practices and quality standards when participating in service delivery				
Evidence for ability & knowledge					
Rating Scale	1 Adverse Evidence	2 No Evidence	3 Some Evidence	4 Sufficient Evidence	5 Strong Evidence
Interviewer's Rating					
TSC Title	Billing Procedure				
Proficiency Level	Level 5				
Proficiency Level Descriptor	Manage escalated exceptions and downgrading processes				
Evidence for ability & knowledge					
Rating Scale	1 Adverse Evidence	2 No Evidence	3 Some Evidence	4 Sufficient Evidence	5 Strong Evidence
Interviewer's Rating					
TSC Title	Business Continuity Planning				
Proficiency Level	Level 3				
Proficiency Level Descriptor	Facilitate the development of business continuity strategies and plans				
Evidence for ability & knowledge					
Rating Scale	1 Adverse Evidence	2 No Evidence	3 Some Evidence	4 Sufficient Evidence	5 Strong Evidence
Interviewer's Rating					

INTERVIEW CHECKLIST FOR PATIENT SERVICE ASSOCIATE

Job Role: Patient Service Associate					
TSC Title	Billing Procedure				
Proficiency Level	Level 2				
Proficiency Level Descriptor	Explain to <u>patients</u> financial obligations and various payment options including subsidies available				
Evidence for ability & knowledge					
Rating Scale	1 Adverse Evidence	2 No Evidence	3 Some Evidence	4 Sufficient Evidence	5 Strong Evidence
Interviewer's Rating					
TSC Title	Change Management				
Proficiency Level	Level 1				
Proficiency Level Descriptor	Execute change in accordance with new policies and Standard Operating Procedures (SOPs)				
Evidence for ability & knowledge					
Rating Scale	1 Adverse Evidence	2 No Evidence	3 Some Evidence	4 Sufficient Evidence	5 Strong Evidence
Interviewer's Rating					
TSC Title	Clinical Support for Patient Service Associates				
Proficiency Level	Level 2				
Proficiency Level Descriptor	Prepare work environment, equipment, personal protective <u>equipment</u> and resources for patient care procedures				
Evidence for ability & knowledge					
Rating Scale	1 Adverse Evidence	2 No Evidence	3 Some Evidence	4 Sufficient Evidence	5 Strong Evidence

MY CAREER PLAN (OVER TO YOU)

My technical skills	My transferable skills

Jobs within my industry	Skills I need to switch jobs	Jobs outside my industry	Skills I need to switch jobs

All the best!