

SOFT SKILLS:

Dental Assistants

Module 6: Performance Evaluation

Worksheet

Module Wordlist

EVALUATION

development
evaluate
evaluation
feedback
getting better
high marks
improvement
improving
need to work on
organizational skills
performance
problem areas
properly
set goals
time management

DENTAL ASSISTANT TASKS

clean removable appliances
coronal polishing
dealing with anxious patients
dental oral hygiene
disinfect equipment
filing
giving individual care
instructing patients
instruct patients on how to brush teeth
keeping patients' mouths dry
keep mouths dry
maintaining patient records
post-operative care
process X-rays
receive patients
removing sutures
scheduling appointments
suctioning
update dental records

TRAITS

active
cheerful
easy to work with
gets along
positive attitude
self-motivated
shows initiative

GENERAL

have trouble with ...
I'd like that.
in addition
make mouth models
not fair
practice
properly
seminar
the coming year
the previous year
What, for instance?

POSITIVE EVALUATION LANGUAGE

efficiently
improved
no problems
pleasant
quickly

NEGATIVE EVALUATION LANGUAGE

bothers patients
forgets
needs instruction
needs practice
needs to work on this

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PERFORMANCE EVALUATION

accomplishments
achievements
a great deal
calmly
communication skills
dependable
keep track of tasks
listen carefully
perform tasks
plan time
receive instructions
reliable
strong points
weak points

DENTAL SURGERY

assist dental surgery
dental surgery
monitor vital signs
operating room

INTERPERSONAL SKILLS

close connection with ...
compassion
feel comfortable
keep patients calm

SOFT SKILLS:

Dental Assistants	Worksheet
Module 6: Performance Evaluation	Activity 1
	Job Hunting 1

Job Hunting FAQ

1 What should I do when I want to find a new job as a dental assistant?

When you are looking for a new job, do all of the following:

1. Decide what kind of job you really want.
2. Talk to friends and relatives to see if they know of any job openings.
3. Speak to a career counselor.
4. Check the classified ads in the newspapers and online job sites for possible openings.
5. Go to a local job fair or visit a virtual job fair.
6. Visit an employment agency.

2 I found a job that I want to apply for. What now?

Once you find job openings that look interesting to you, do the following:

1. Update your resume and write a relevant cover letter.
2. Practice your interview skills with a friend or relative.
3. Take a course and / or attend a professional workshop.

3 How do I apply for a job?

Every company has a different job application process. The process might look like this:

1. Send your cover letter and resume to the potential company / employer.
2. Wait to be invited for an interview.

4 I sent my cover letter and resume to the company almost a week ago, but they haven't contacted me. Should I call them?

Yes! Follow up with a call or an e-mail about a week after you send in your resume.

5 I have an interview tomorrow. I'm nervous! What should I do?

Here are a few tips for a successful interview:

1. Be prepared to talk about yourself, and to ask about the company and the position you are applying for.
2. Be confident, honest, friendly, polite, and professional.
3. Don't be late!
4. Bring a copy of your resume with you.
5. Dress appropriately.
6. Do NOT offer inappropriate information (for example: your children's hobbies).

6 I had an interview for the job that I want. What do I do now?

After your interview, you should do the following:

1. Immediately send an e-mail thanking the person who interviewed you.
2. Call about a week after your interview to check the progress of the job search.

7 I have had a few interviews, but I haven't received a job offer yet. What should I do?

Don't give up! It can be difficult for even the most qualified candidate to find a job. Even if you are waiting to hear back from potential employers, don't stop looking for more opportunities.

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Role Play: Employment Recruiter's Role Card

A You are an employment recruiter meeting with a job applicant. Use the language below to help you. First, greet the applicant and introduce yourself. Invite him/her to sit down. Say, for example: *Please have a seat.* Then find out more about the applicant.

ABOUT THE APPLICANT'S CURRENT JOB

- Do you have a job now?
- Where are you working now?

ABOUT THE JOB APPLICANT

- Are you a citizen?
- If you are not a citizen, do you have a work visa or Green Card?
- Do you have a car?
- How far can you travel for work?

ABOUT THE APPLICANT'S JOB PREFERENCES

- What kind of job are you looking for?
- What kind of company would you like to work for?
- How soon could you start a new job?

ABOUT WORK CONDITIONS, SALARY, AND BENEFITS

- What days / hours can you work?
- Is there anything you do not want to do or cannot do?
- What salary do you expect to earn?
- What benefits are important to you (for example: health insurance, vacation, etc.)?

ABOUT THE APPLICANT'S JOB SEARCH

- Have you applied for a job recently? Where? For what position?

B At the end of the interview, the applicant might have some questions for you. Answer the questions with as much helpful information as possible.

- Yes, there are a few jobs available right now that you might like.
- I'll contact you as soon as a job is available.
- You can contact (name of employer at agency).
- To increase your chances of getting a job, you might want to: *take a specialized course, learn more about, work on your ... skills*

C At the end of the meeting, thank the applicant for coming in and let him/her know that you will be in touch. You might say:

- Thank you for coming in to meet with me today.
- I will be in touch soon.
- Please be in touch soon.

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Role Play: Job Applicant's Role Card

A You are a job applicant at an employment agency. You want to get a job as a dental assistant. The recruiter might ask you some questions about your job search. Be prepared to answer with as much relevant information as possible. Use the language below to help you.

ABOUT YOUR CURRENT JOB

- I am a dental assistant at (a dentist's office / an orthodontist's office / a dental lab / a dental clinic).
- I have a job now as a medical receptionist.
- I would prefer to work in (an orthodontist's office / a dental lab).
- I have a part-time position now, but I would like a full-time position.
- I recently quit my job as a medical receptionist because I've just finished my dental assistant's certification.
- I don't have a job because I've just moved here.

ABOUT YOU

- Yes, I am a citizen.
- No, I'm not a citizen, but I have a work visa / Green Card.
- Yes, I have a car.
- No, I don't have a car, but I can walk / take the bus to work.

ABOUT YOUR JOB PREFERENCES

- I would love to work in a (dental practice / large dentist's office / dental lab).
- I would like to work with (pediatric dental surgeons / dental labs).
- I would like to start a new job immediately.
- I can't start a new job until (specific date).

ABOUT WORK CONDITIONS, SALARY, AND BENEFITS

- I prefer to work (x days / x hours).
- I cannot (work night shifts / do heavy lifting).
- I want to make at least (x dollars) (per hour / a month).
- I need to have (health insurance / x days of vacation a year).

ABOUT YOUR JOB SEARCH

- I have already applied for ...
- I have not applied for anything yet because ...

B At the end of the interview, you might want to ask the recruiter some questions.

- Do you know of any jobs that would be right for me?
- Who can I contact here in the future?
- Is there anything I should do to increase my chances of getting a job?

C At the end of the meeting, thank the recruiter for meeting with you. You might say:

- Thank you for meeting with me today.
- I look forward to hearing from you soon.
- Please be in touch soon.

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Activity 2

Job Hunting 2

Virtual Job Fairs

The main purpose of a virtual job fair is to give job seekers a chance to meet and discuss employment opportunities with potential employers online.

Like traditional job fairs, virtual job fairs are live, fully-interactive and take place at specific times. These job fairs are sometimes related to a specific profession or to jobs in a specific location. Other job fairs are general and include potential employers from many different professions and locations. At a virtual job fair, job seekers can search for jobs, visit the booths of potential employers, and post their resumes online. Job seekers can even take part in interviews with potential employers online!

In addition, many virtual job fairs offer:

- tips for job seekers (for example: how to write resumes)
- job ads
- links to the websites of companies / employers attending the fair
- job-related articles
- a list of state requirements for specific professions
- links to courses for professional development or certification

Answer the questions:

1. What is the main purpose of a virtual job fair?

2. How are virtual job fairs **similar** to traditional job fairs?

They are **like** traditional job fairs because _____

3. How are virtual job fairs **different** from traditional job fairs?

They are **unlike** traditional job fairs because _____

4. What can job seekers do at a virtual job fair? Name at least three things.

a. _____

b. _____

c. _____

5. What do virtual job fairs offer job seekers? Name at least four things.

a. _____

b. _____

c. _____

d. _____

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Activity 3

Evaluating Your Performance

Role Play: Supervisor's Role Card

You are a supervisor evaluating an employee. You will be asking the employee questions about his/her work performance for the past year. Listen to his/her responses and give your feedback about his/her performance. Use the language below to help you.

Supervisor's Questions	Employee's Responses	Supervisor's Feedback
What have you learned as a dental assistant in the past year?		• I think you have learned a lot about ... • Yes, I can see that your ... skills have improved.
What are your strengths?		• You are interested in your work and are highly motivated. • You are always reliable. • You are usually cheerful and you have a good attitude.
What are your weaknesses?		• You are not always on time. • You need to work on your ... skills.
What difficulties have you had?		• You (always / sometimes / don't) learn from your mistakes.
How have you dealt with them?		• You (always / sometimes / don't) ask for assistance when you need it.
Have you enjoyed working with your coworkers? Have you had any problems with your coworkers?		You (always / sometimes / never): • communicate well with your coworkers. • treat your coworkers with respect. • offer assistance when you can.
What have you enjoyed most about working here?		• I'm glad that you are enjoying ... • I hope that next year you will also enjoy ...
What professional skills do you think you need to improve?		• You need more practice in ... • You need to work on ...

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Activity 3

Evaluating Your Performance

Role Play: Employee's Role Card

Your supervisor is evaluating your work performance for the year. Respond appropriately to the supervisor's questions and then listen to his/her feedback. Use the language below to help you.

Supervisor's Questions	Employee's Responses	Supervisor's Feedback
What have you learned as a dental assistant in the past year?	• I have learned how to: fill in patients' charts / sterilize equipment. • I have learned more about: showing compassion / working alongside dentists.	
What are your strengths?	• I am a good listener. • I am organized / a team player / dedicated. • I am very good with patients.	
What are your weaknesses?	• I need to spend more time doing paperwork. • I need to learn more about billing clients.	
What difficulties have you had?	• One difficulty I had was making casts of teeth. • I had difficulty handling complaints.	
How have you dealt with them?	• I practiced making casts of teeth as often as possible. • I asked a supervisor / coworker for assistance in handling complaints.	
Have you enjoyed working with your coworkers? Have you had any problems with your coworkers?	• I've enjoyed working with my coworkers. • I think I work well with my coworkers. • I have not had any problems with my coworkers. • I had some difficulties with ... but now I think we work well as a team.	
What have you enjoyed most about working here?	• I really enjoy what I do. • I love using my professional skills and learning more about the dental profession. • I enjoy working with patients.	
What professional skills do you think you need to improve?	• I need to improve my organizational skills. • I think I need to take a course in CPR. • I will try to be a better listener.	

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Activity 3

Evaluating Your Performance

Student Performance Evaluation

A Check the appropriate column for each item in the list to evaluate your performance in the course.

1 = strongly disagree 2 = disagree 3 = neither agree nor disagree 4 = agree 5 = strongly agree

Now I can ...	1	2	3	4	5
look for a job					
apply for a job					
talk about my educational background					
talk about my formal training					
talk about my interests					
write a resume					
write a cover letter					
interview for a job					
talk about my work experience					
talk about myself to an employer					
talk about my job skills					
talk about my job responsibilities					
discuss my salary					
talk about work benefits					
talk about work conditions					
talk about my workplace					
discuss safety hazards and procedures					
report an accident at work					
write an incident report					
discuss equipment and supplies					
fill out a supply order form					
prepare for a dental procedure					
discuss services with a new client					
explain a dental procedure to a patient					
interact with coworkers					
apologize					

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Activity 3

Evaluating Your Performance

Now I can (continued)	1	2	3	4	5
discuss complaints					
find solutions for complaints					
discuss complaints made about me					
discuss my strengths and weaknesses					
discuss a performance evaluation					
discuss goals for the future					
evaluate my performance					

STRENGTHS INCLUDE:

- a. _____
- b. _____
- c. _____

AREAS FOR IMPROVEMENT:

- a. _____
- b. _____
- c. _____

B Answer the following questions.

1. What have you enjoyed most about the Soft Skills for Dental Assistants course?

2. What difficulties have you had? How have you dealt with them or how will you deal with them in the future?
