



LIFE-STEP™ PROFESSIONAL – HEALTHCARE WORKFORCE READINESS

Professional readiness for healthcare work.

A 15-hour, non-clinical course that builds workplace and digital readiness for adults entering healthcare and home healthcare training or employment.

No cost to eligible participants

15 hours

Flexible delivery

10–20 per class

Learning objectives: participants will be able to

- 1 Communicate professionally and reliably in healthcare and home care settings
- 2 Check assumptions and think critically before acting on the job
- 3 Use Windows 11, email, online forms and Microsoft 365 for workplace tasks
- 4 Protect patient and personal information with HIPAA and privacy awareness
- 5 Recognize phishing, scams and cyber threats common in healthcare
- 6 Use AI tools responsibly and appropriately at work
- 7 Manage pay, budgets and credit, and practice workplace financial integrity
- 8 Build a healthcare-ready résumé, practice interviewing and plan next steps

Benefits for partners

- No cost to eligible participants
- Scheduled around your needs
- Complements CNA and HHA training
- Instructors or train-the-trainer
- Intake and reporting handled by T4AT

What participants gain

- Confidence with workplace technology
- Professional habits employers look for
- Safer handling of patient data
- A stronger financial footing
- Certificate of completion, plus a refurbished laptop after all 15 hours and required forms



**RURAL
WORKS
HEALTHCARE**

Made possible by the New Rural Healthcare Workforce Initiative

Expanding Healthcare Workforce Readiness Across East Tennessee

Tech 4 All Tennessee has been awarded funding through the Tennessee Department of Labor and Workforce Development's Rural Works Healthcare Initiatives program to expand healthcare workforce-readiness training across 11 East Tennessee counties.

Live Here. Learn Here. Work Here.

Course outline and delivery options on page 2

For residents of Anderson, Blount, Campbell, Cocke, Cumberland, Loudon, Monroe, Morgan, Roane, Sevier and Union counties.

Course outline

15 HOURS • 5 MODULES

Module 1 Professional Skills for Today's Workplace	Dependability, professionalism, communication and time management. Critical thinking and the ladder of inference.
Module 2 Professional Skills in Action	Workplace behaviors employers value, practiced through healthcare scenarios. Conflict, priorities and SMART goals.
Module 3 Digital Skills & Microsoft 365	Microsoft 365 with an introduction to Copilot. Electronic visit verification (EVV), documentation and telehealth.
Module 4 Cybersafety, AI & Financial Literacy	Passwords, phishing, HIPAA and safe AI use. Tech skills assessment. Budgets, pay stubs, job offers, scams and integrity with money.
Module 5 Résumé, Interview & Networking	Healthcare-ready résumé, elevator pitch, LinkedIn and interview practice, including video. Post-survey, next steps and graduation.

Flexible delivery

Scheduled around your organization: mornings, afternoons, evenings or weekends. Live, instructor-led classes of 10–20.

In person

At your site or in the community.

Hybrid

In-person and live online modules.

Some virtual sessions

Live online when schedules require.

Train-the-trainer. Qualified partner staff who complete T4AT trainer preparation can teach the course using the facilitator guide, approved materials and T4AT completion requirements.

Materials included

- Facilitator guide for trained trainers
- PowerPoint slides for every module
- Pre- and post-surveys, tech skills assessment
- Participant packet with step-by-step activities
- Course outline and certificate of completion
- Windows 11 laptops graduates take home

Host a class or refer participants



Success will depend on strong regional partnerships with Tennessee Colleges of Applied Technology, Local Workforce Development Boards, American Job Centers, healthcare employers and community organizations. Partners can help refer participants, identify workforce needs, host training and connect graduates with employment opportunities.

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Non-clinical workforce readiness training; not clinical, certification or licensure training. Laptops are released after all 15 hours and required forms are complete.