PROFESSIONAL WRITING · STUDY GUIDE

Exam 6 Study Guide

This guide covers chapters 11 and 12, your professional self on paper and on screen. First the application: who reads it, how to build a resume that parses and persuades, how to write a bullet and a cover letter, and how to stay one verifiable person. Then digital and social channels: choosing the channel, writing chat and public posts that work, protecting privacy, and repairing a thread. Work one chapter at a time. Read the "what to know" paragraphs, copy the tables out by hand, then try each worked case with the steps covered. Finish each chapter with its ten self-test items. The cram sheet at the end puts every pattern in one place.

WHAT THIS GUIDE COVERS

- Chapter 11 · the three readers, the ATS and parsing, decoding the posting, resume formats, the contact block and credential order, parse-safe formatting, accomplishment bullets and finding numbers, the cover letter as an argument and the swap test, consistency, references, follow-up and patient privacy.
- Chapter 12 · choosing the channel, chat that works, threads, mentions and broadcast math, tone without a face, public posts and comments, graded discussion posts, accessible posting, de-identification and the screenshot test, employer policy and the NLRA, corrections, apologies and de-escalation.

CHAPTER 11

Resumes, Cover Letters and Professional Identity

Read it in full: **Chapter 11 in the textbook**. Practice it in the lab: **The Bullet Forge** and **The Swap Test**.

What to know

A resume is not a history. It is a short evidence-based argument for a reader who owes you nothing. An application has three readers. The **applicant tracking system** (ATS) parses your file into fields and lets recruiters search; it is mostly a filing cabinet with a search bar. The claim that it auto-rejects three-quarters of applicants traces to no published study; what it rejects on its own is

usually a knockout question. The real risk is **parsing** failure from columns, text boxes and headers. The recruiter searches keywords, checks hard gates and reduces a pile. The hiring manager reads for fit and risk. The six-second figure comes from a commercial eye-tracking study; treat it as a metaphor.

Before drafting, decode the posting: highlight every skill, credential, system and population, then build a two-column requirement-and-evidence table. Empty right-hand cells show what to learn or address in the letter. Mirror the posting's exact wording where honest, and spell out each acronym once. The first pass reads position: the top third of page one, left edges, bold, dates, employers. Follow file-type and subject-line instructions exactly; they are often a compliance test.

Formats: **reverse-chronological** (the default; answers what you do now and whether there is a gap), **functional** (skills grouped, dates buried; sometimes advised for career changers, widely distrusted by recruiters), and **hybrid** (skills or summary on top, full dated history below; the usual synthesis). Academic roles use a **CV** with no page limit. The top four lines give name, credentials, a headline naming the role, and a compact contact line; city and state are enough. For nursing, the ANCC credential order runs degree, licensure, state designations, national certifications, awards, other recognitions: Marisol Navarro, BSN, RN, CMSRN. Replace an objective with a three-line summary. Drop "References available upon request", the title Resume, date of birth, marital status and a photo (avoided in the U.S., Canada and the U.K.).

Parse-safe formatting: one column, contact in the body, real bullets, standard headings, consistent dates (03/2022 to Present), one typeface at 10 to 12 points, margins at least half an inch, no icons or rating bars. File type is unsettled: send exactly what is asked; if silent, a text-based PDF named Lastname_Firstname_Resume.pdf. One page is real for students and early career, not a law; the test is density.

An **accomplishment bullet** is verb + task + scope + result. Duty statements ("responsible for") describe a job, not you. STAR, PAR, CAR and the XYZ formula (popularized by Laszlo Bock at Google) teach the same discipline. Find numbers by asking how many, how often, how much, how long, how many trained, compared to what. Scope informs even without an outcome; only claim numbers you can defend; ranges are honest. Start with a past-tense verb (present for a

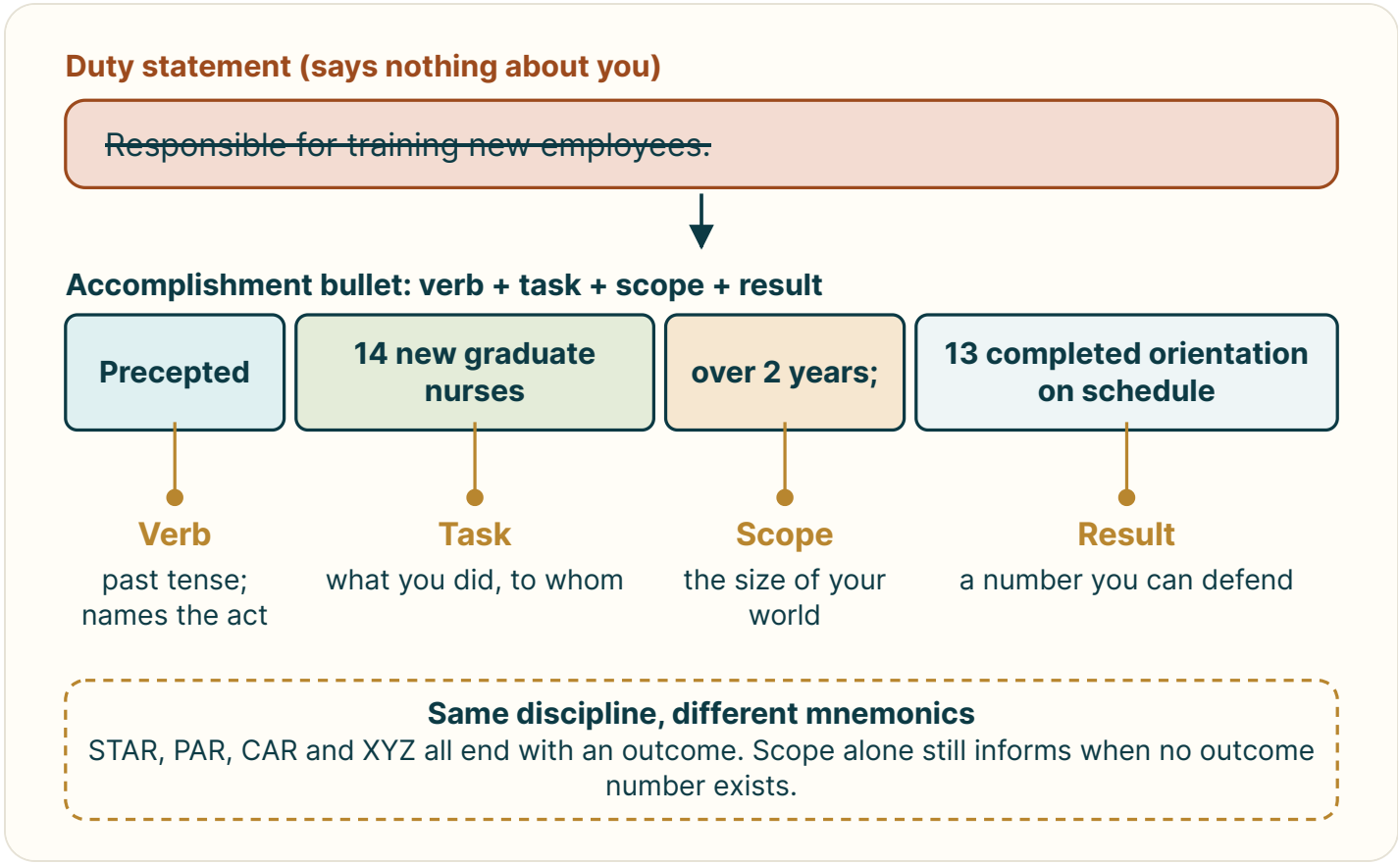
current role, kept consistent), avoid empty openers, keep bullets to one or two lines, no first person, four to six bullets for the most relevant job, strongest first, punctuation consistent.

The cover letter argues; it does not repeat the resume. Aim for 250 to 400 words, three or four paragraphs, one page, addressed to a named person when you can (Dear Hiring Manager is fine; avoid To Whom It May Concern). Four moves: a specific opening, two evidence paragraphs that each prove one requirement, and a close that connects to this employer and names a next step. Run the **swap test**: if another employer's name fits without other changes, it is a form. Career changers translate, the overqualified say why they want this job, and a missing credential is conceded cleanly. AI drafting is not dishonest by itself, but you own every claim.

Professional identity is one consistent, verifiable person across resume, letter, profile, form and references. Employers verify dates, titles, degrees and licensure; a discrepancy found after hire is commonly grounds for rescission. Use official titles, month-and-year dates, "expected" for unconferred degrees, and honest status for lapsed certifications. Ask references before listing them, brief them, and give them an exit. Send a one-paragraph thank-you within 24 hours that adds something. Keep all patient information out of applications. Keep an accomplishment file and a master resume.

LOCK THESE IN

- Three readers: ATS (parses), recruiter (searches and gates), hiring manager (fit and risk).
- Decode the posting into a requirement-and-evidence table before drafting.
- Reverse-chronological by default; hybrid for nonlinear paths; never hide the timeline.
- Top four lines: name, credentials, headline, contact. ANCC order: degree, licensure, state, national certification.
- Parse-safe: one column, contact in the body, standard headings, consistent dates.
- Bullet = verb + task + scope + result; only numbers you can defend out loud.
- Cover letter: specific opening, two evidence paragraphs, a close with a next step; pass the swap test.
- One verifiable person everywhere; thank-you within 24 hours that adds information.



A duty becomes evidence. The rebuilt bullet uses the chapter's preceptor example: a verb, the task, the scope and a result you could defend if asked how you measured it.

Key terms and comparisons

Situation	Format	Section order that works
New graduate	Reverse-chronological	Contact, credentials, education, clinical experience, work, skills
Experienced, same field	Reverse-chronological	Contact, summary, licensure, experience, education, skills
Career changer	Hybrid	Contact, summary, relevant skills, full dated experience, education
Returning after a gap	Hybrid	Contact, summary naming the return, refresher, experience, education
Internal promotion	Reverse-chronological	Contact, summary, progression, projects, education
Academic or research	CV	Education, appointments, publications, grants, teaching, service

Posting phrases decoded

The posting says	It is really asking	Evidence that answers
Fast-paced environment	Can you carry a heavy load cleanly?	Carried a 6-patient assignment; charted within 4 hours
Excellent communication	Can you hand off and escalate?	SBAR for 22 beds; wrote the revised template
Epic preferred	Will we pay for training?	Epic 2 years; trained 9 float staff
Detail-oriented	Do your records come back clean?	Audited 400+ charts a quarter; queries 11% to 4%
Team player	Will you ease staffing problems?	Precepted 5 new hires; 30+ short-notice shifts

Honest phrasing for the background check

Tempting	Accurate
BSN, University of X (still enrolled)	BSN expected May 2027 (108 of 120 credits)
Nurse Manager (title was Charge Nurse)	Charge Nurse: supervised 12 staff per shift
2019 to 2022 (hides four months)	03/2019 to 08/2022
Certified in ACLS (lapsed)	ACLS (lapsed 06/2025; renewal scheduled) or omit
Fluent in Spanish (two semesters)	Conversational Spanish (intake, basic instructions)
Reduced infections by 40% (no source)	Member of the reduction team; unit rate fell

Worked cases

WORKED CASE 1 · REBUILDING A BULLET

Raw material: "I worked in the ER and did triage and it was really busy, and I also helped fix the way we did the intake paperwork." Build the bullets.

STEP 1 · FIRST PASS

"Performed triage in a busy emergency department; helped revise intake paperwork."

STEP 2 · ADD SCOPE

"Triaged 40 to 60 patients per shift in a 24-bed emergency department."

STEP 3 · SPLIT THE SECOND ACCOMPLISHMENT AND ADD A RESULT

"Redesigned the ED intake form with the charge nurse; cut average registration-to-triage time from 11 to 7 minutes."

CHECK THE NUMBER

11 to 7 minutes is a 4-minute drop, (11 − 7) ÷ 11 = 36%. Keep it only if you can say how it was measured.

WORKED CASE 2 · ORDERING A CREDENTIAL LINE

Marisol holds an active RN license, a BSN and the CMSRN certification. Her draft reads "Marisol Navarro, RN, CMSRN, BSN". Fix it.

STEP 1 · RECALL THE ANCC ORDER

Highest earned degree, licensure, state designations, national certifications, awards, other recognitions.

STEP 2 · SORT

Degree: BSN. Licensure: RN. National certification: CMSRN.

STEP 3 · WRITE IT

Marisol Navarro, BSN, RN, CMSRN.

WHY THIS ORDER

The items hardest to take away come first. Other professions have their own conventions; follow yours.

WORKED CASE 3 · A COVER LETTER THAT PASSES THE SWAP TEST

Rewrite "Your hospital has a great reputation and I would love to be part of such an excellent team."

STEP 1 · RUN THE SWAP TEST

Paste a competitor's name in. Nothing else changes, so the sentence is a form.

STEP 2 · FIND SOMETHING ONLY TRUE HERE

This employer rebuilt its residency program last year.

STEP 3 · TIE IT TO YOUR INTENT

"I want to stay in a teaching hospital. The residency program you rebuilt last year is the reason I applied here rather than to the system I trained in."

STEP 4 · CHECK THE CLOSE

Name a next step and availability: "I can interview on any weekday morning."

WORKED CASE 4 · A CONSISTENCY AUDIT

Jordan's resume lists "BSN, State University" though 12 credits remain, a job as "Nurse Manager" that payroll titled Charge Nurse, and dates "2019 to 2022" that cover a four-month gap. Audit it.

STEP 1 · THE DEGREE

108 of 120 credits done, so 120 − 108 = 12 remain. Write "BSN expected May 2027 (108 of 120 credits completed)".

STEP 2 · THE TITLE

Use the official title and move the real duty into the bullet: "Charge Nurse: scheduled and supervised 12 staff per shift."

STEP 3 · THE DATES

Write months: 03/2019 to 08/2022. Verification returns exact months anyway.

STEP 4 · CROSS-CHECK

Match the profile and the application form month for month, with the same name and credential order.

TRAPS PEOPLE FALL INTO

- **Fearing the robot.** The ATS mostly files and searches. Worry about parsing, not auto-rejection myths.
- **Two-column templates.** Parsers read across the columns into word salad.
- **Contact details in the header.** They may never reach the record. Put them in the body.
- **A functional resume to hide a gap.** Recruiters recognize it. Name the gap in one clause instead.
- **Duty statements.** "Responsible for" makes you a bystander in your own sentence.
- **Numbers you cannot defend.** One follow-up question dissolves them, and the damage is worse than a missing statistic.
- **A letter that repeats the resume.** The letter argues, explains the timeline and shows you can write.
- **Patient stories in a portfolio.** Unnamed details can still be PHI. Describe the situation generically.

Chapter 11 self-test · ten items

1. Which applicant tracking system problem should an applicant actually worry about?

A. Auto-rejecting most applicants before anyone looks
B. Deleting any resume that is longer than one page
C. Ranking applicants by the length of their cover letter
D. Parsing failure that makes your experience unreadable

D. Parsing failure that makes your experience unreadable The auto-rejection claim traces to no published study. Columns, text boxes and headers break parsing.

2. What should an applicant do before drafting a single resume line?

A. Choose a visually striking two-column resume template first
B. Build a requirement-and-evidence table from the posting
C. Write an objective statement describing their wishes
D. Ask three references to send letters to the employer

B. Build a requirement-and-evidence table from the posting The table generates your keyword map and shows what the letter must address.

3. A candidate returning after four years wants a functional resume to hide the gap. What does the chapter suggest?

A. A hybrid: skills block on top and a full dated history below
B. A functional resume, because it is the format recruiters prefer
C. A CV, since it has no page limit and no dates are required
D. A one-line resume listing only the most recent position held

A. A hybrid: skills block on top and a full dated history below Recruiters often distrust functional resumes. A gap named in one clause is small; one the reader reconstructs feels concealed.

4. Which credential line follows the ANCC order?

A. Marisol Navarro, RN, BSN, CMSRN
B. Marisol Navarro, CMSRN, RN, BSN
C. Marisol Navarro, BSN, RN, CMSRN
D. Marisol Navarro, RN, CMSRN, BSN

C. Marisol Navarro, BSN, RN, CMSRN Highest degree, then licensure, then state designations, then national certifications.

5. Which line belongs at the top of a resume instead of an objective statement?

A. A three-line summary of what you are and are known for
B. A sentence about the challenging position you hope for
C. The phrase References available upon request
D. Your date of birth and marital status for the record

A. A three-line summary of what you are and are known for An objective describes the writer's wishes; a summary answers the reader's need.

6. Which bullet follows the verb, task, scope and result pattern?

A. Responsible for the training and the orientation of new employees
B. Precepted 14 new graduates over 2 years; 13 finished on schedule
C. Helped with training new hires and other duties as assigned
D. Excellent training skills and a real passion for teaching

B. Precepted 14 new graduates over 2 years; 13 finished on schedule It starts with a strong verb, names the task and scope, and ends with a defensible result.

7. You have no outcome numbers for a role. What does the chapter advise?

A. Estimate a percentage that seems reasonable enough
B. Leave the role off the resume entirely to save space
C. Give scope: how many patients, beds, staff or shifts
D. Describe the role using adjectives such as excellent

C. Give scope: how many patients, beds, staff or shifts Scope alone is informative, and ranges are honest. Only claim what you can defend.

8. What is the swap test for a cover letter?

A. Swap the order of the paragraphs and see if the letter still makes sense
B. Exchange letters with a classmate and grade each other's drafts
C. Swap every adjective for a number and count how many remain
D. Replace the employer's name with a competitor's and see what changes

D. Replace the employer's name with a competitor's and see what changes If nothing else has to change, the letter is a form.

9. Payroll titled you Staff Nurse II, but the unit called you charge. Which title goes on the resume?

A. The official title, with the charge duties in the bullet
B. Charge Nurse, since that is what everyone on the unit called you
C. Nurse Manager, because it best reflects your duties
D. No title at all, to avoid any possible mismatch

A. The official title, with the charge duties in the bullet Verification returns the official title. Capture the real responsibility in the bullet.

10. What makes a post-interview thank-you note worth sending?

A. It repeats the full resume so the reader has it close at hand
B. It arrives at least one week later to show patience
C. It adds something, such as a fuller answer or a forgotten fact
D. It asks when the hiring decision will finally be made

C. It adds something, such as a fuller answer or a forgotten fact Send it within 24 hours, keep it to one paragraph, and make it earn its place.

Digital and Social Professional Communication

Read it in full: **Chapter 12 in the textbook**. Practice it in the lab: **The Channel Dial** and **The Identifier Scrubber**.

What to know

Digital channels are fast, informal and permanent at once. Pick the channel before the words with four questions: how fast do you need a reply, how many people need to see it, must someone find it in six months, and does it carry emotion, money, discipline or risk? Channels differ in speed (the assumed reply clock), reach, persistence and richness, plus a fifth axis, accountability: a ticket has an owner field; a chat message does not.

Mismatches cost in both directions. A 5:40 a.m. question to a 200-person channel interrupts everyone and reaches the one person who knows too late; the right channel was the charge nurse's phone. A policy change posted in chat leaves no findable record; announcements of record go in email or the policy system, with chat pointing to them. Performance feedback, termination, a colleague's suspected error and upsetting news should be spoken. Urgency belongs to the channel, not the word URGENT. Write deadlines as a date and clock time, never ASAP or end of day.

A good chat message is one message: the ask in the first line, context in the second, a deadline. The lone "Hi" (the **no-hello problem**) turns one interruption into three. Paste the link instead of "that form". Reply in threads about existing messages; post to the channel to start something new or share an outcome. Mentions are a budget: name one person; save channel-wide alerts for outages and safety. The arithmetic: 4 seconds to read and dismiss × 300 people = 20 minutes of paid attention. Agree on emoji reactions as shorthand.

Senders overestimate how clearly their tone comes through, and neutral messages tend to read as slightly negative. Add one deliberate warm signal and, when content is critical, a statement of intent ("This is a question, not a complaint"). Norms such as periods and emoji differ; mirror senior people first. If a thread goes three replies each without converging, change channels.

Public comments are writing samples; one concrete detail beats "Great post!". Platforms truncate after two or three lines, so open with the specific thing. A reliable post: concrete opening, one specific example, the transferable lesson, an honest invitation. Avoid engagement bait and

unmeasured claims. A graded discussion post needs a claim that could be wrong, specific support, honest source use, a reply that gives a peer something, scannable structure, and professional tone; word count is not what rubrics reward. Write real alt text (including words in the image), descriptive link text, camel-case hashtags, and keep decorative emoji out of sentences.

Under HIPAA Safe Harbor, eighteen identifier categories must be removed, including names, geography smaller than a state, all date elements except year, many numbers, full-face photos and any other unique characteristic. Removing the name de-identifies nothing when a date, unit or photo background can identify the person. Students are bound by program and facility rules; FERPA binds the school, but classmates' records are not yours to post. Run the **screenshot test**. Deletion is a convenience; employer systems retain messages and e-discovery reaches them. Annotate edits. Section 7 of the NLRA protects concerted activity for many private-sector employees, with exclusions, and Board standards have shifted over time; public employees face a First Amendment analysis. Protection is narrower than people assume and never reaches patient privacy.

Repair beats defense. A correction comes fast, in the same place, states the right information first, and says what to do now if people acted on the error; avoid buried, apologetic and silent corrections. A real apology names the act, acknowledges the impact, owns it without hedging, states the fix, and stops; the refused word is "if". Apologize where the harm occurred. To cool a thread, separate fact from interpretation, restate the other position, delete adjectives aimed at people, and name the shared goal. Leave the channel for performance, discipline, money or health, three rounds without converging, or the urge to win the transcript; then close the loop in writing.

LOCK THESE IN

- Pick the channel first: speed, reach, persistence, emotional weight, plus accountability.
- Deadlines are a date and clock time; urgency is a property of the channel.
- One complete chat message: ask first, link included, no lone "Hi".
- Mentions are a budget: 4 seconds × 300 people = 20 minutes.
- Neutral text reads cold: one warm signal, plus a statement of intent when critical.
- Discussion posts: a claim that could be wrong, support, honest sources, a question for a peer.
- Removing the name is not de-identification; assume a screenshot and permanence.
- Apology: act, impact, ownership, fix, stop. Never "if".

Draft post (no name used)

So proud of **my team**[1]: we got the **motorcycle trauma**[2]
in **bed 4**[3] through six hours of surgery **tonight**[4]!

1 employer, via your profile
2 a unique characteristic
3 a location on a unit
4 a date element

No name appears, yet together these details point to one person. HIPAA Safe Harbor lists 18 identifier categories, including dates and any unique characteristic.

Safer version that keeps the meaning

Long night in the OR. Grateful to work with people who are still sharp at hour six.

Write about what you learned, never about who taught you the lesson.

No name, still identifiable. The chapter's example post marked identifier by identifier. Context, not names, re-identifies people.

Key terms and comparisons

Channel	Good for	Bad fit for
Email	Decisions, approvals, records, external contacts	Live back-and-forth, urgent alerts
Direct message	Quick clarification with one person	Anything the team or the future needs
Public chat channel	Team status, shared questions	Personnel matters, policy of record
Ticket system	Requests needing an owner and audit trail	Discussion and nuance
Phone or in person	Emotion, conflict, bad news, urgency	Detail you must recall exactly
Discussion board	Graded argument and peer response	Private questions for the instructor
Public social post	Visibility, sharing published work	Any specific patient, coworker or dispute

Chat repairs

Weak	Stronger
"Hi" ... "you there?" ... "so I had a question"	One message with the ask, the context and a deadline
"@channel where is the new consent form?"	DM the owner, then post the answer for everyone
"This is wrong."	"Row 14 may be off: 5 mg vs 0.5 mg in the protocol. Can you check?"
"Need this asap!!"	"Need this by 3 p.m.: the portal closes at 4."
"Per my last message."	"Reposting so it does not get buried: still need a decision."

Apology that lands

Element	Non-apology	Apology
Name the act	Mistakes were made with the roster.	I sent the roster to the wrong list.
Impact	Sorry if anyone was bothered.	Three home addresses reached about forty staff.
Ownership	I was rushing because…	I should have checked. That one is on me.
Fix	(omitted)	Recalled, attachment deleted, second check added.
Stop	I hope you can all forgive me…	End after the fix.

Worked cases

WORKED CASE 1 · THE BROADCAST ARITHMETIC

You need the location of a form. An @channel alert would reach 300 people, each spending about 4 seconds to read and dismiss it. Is it worth it?

STEP 1 · TOTAL THE COST

4 seconds × 300 = 1,200 seconds.

STEP 2 · CONVERT

1,200 ÷ 60 = **20 minutes** of paid attention.

STEP 3 · COMPARE

A direct message to the likely owner costs one person a few seconds.

STEP 4 · DO IT RIGHT

DM the forms owner, then post the answer: "For anyone looking: new consent form is in the Forms folder, v4, dated 6/12. Link." Save channel-wide alerts for outages and safety.

WORKED CASE 2 · FIXING THE NO-HELLO PROBLEM

Messages arrive at 9:02 "Hi", 9:04 "you there?", 9:06 "so I had a question about the schedule". Rewrite as one message.

STEP 1 · PUT THE ASK FIRST

Name the swap and the people involved.

STEP 2 · ADD CONTEXT

Marco has already agreed.

STEP 3 · ADD A REAL DEADLINE WITH A REASON

Yes or no by Thursday 5 p.m. so payroll can post it.

STEP 4 · WRITE IT

"Morning Dana, can I swap my Fri 7a to 7p with Marco's Sat? He's already agreed. Need a yes/no by Thu 5 p.m. so payroll can post it." Warmth costs two words.

WORKED CASE 3 · A DISCUSSION POST THAT SCORES

A student's draft: "The article discussed several barriers to medication adherence. Studies show that education helps. Great post, Jamal!" Rebuild it.

STEP 1 · MAKE A CLAIM THAT COULD BE WRONG

"The article treats cost as the main adherence barrier, but in my clinic the bigger barrier is dosing complexity."

STEP 2 · GIVE SPECIFIC SUPPORT

Simplifying four daily doses to one is associated with better adherence in several reviews, which is why the pharmacist consult starts with dose count.

STEP 3 · USE THE SOURCE HONESTLY

Name it in the sentence and carry its limit: the cost figure comes from one clinic's data.

STEP 4 · GIVE A PEER SOMETHING

"Jamal, your cost point holds for the uninsured, but our Medicaid patients still skip doses: do you think transportation is doing some of the work we attribute to cost?"

WORKED CASE 4 · COOLING A HEATED MESSAGE

Draft: "Again? This is the third time you've changed the schedule without telling anyone. Some of us actually plan our lives." Rewrite it.

STEP 1 · FACT, NOT INTERPRETATION

"I saw the schedule changed again after I'd arranged childcare for Friday."

STEP 2 · DELETE ADJECTIVES AIMED AT THE PERSON

Drop "again", the sarcasm and "some of us".

STEP 3 · PROPOSE A PROCESS AND NAME THE SHARED GOAL

"Can we agree that changes get posted by Wednesday noon? I'd rather fix the process than keep flagging individual weeks."

CHECK

The complaint is intact, and the relationship is still usable on Monday.

TRAPS PEOPLE FALL INTO

- **Typing URGENT into a scrolling channel.** If you need someone in five minutes, use the channel that rings.
- **"ASAP" and "end of day".** Each reader translates them differently. Write a date and a time.
- **"Quick question about the schedule."** That is the no-hello problem with a topic label. Ask the question.
- **Policy in chat.** It scrolls away. Announce in email or the policy system and point to it from chat.
- **Word count on a discussion board.** Rubrics reward a defended claim, not length.
- **"Click here" links.** Screen-reader users navigate by link lists. Name the destination.
- **Thinking deletion deletes.** Employer systems retain messages, and screenshots survive anyway.
- **A silent edit.** Annotate corrections so the record stays honest.

Chapter 12 self-test · ten items

1. Which channel suits a documentation change announced to sixty staff?

A. A chat channel post, because it is fast and feels casual

B. A direct message to each staff member one by one

C. A phone call to the charge nurse on each shift only

D. Email or the policy system, with chat pointing to it

D. Email or the policy system, with chat pointing to it The change needs permanence and a findable record; chat scrolls away.

2. What is the no-hello problem?

A. Sending "Hi" alone and waiting, turning one interruption into three
B. Leaving out any greeting at all, which makes the whole message seem rude
C. Greeting a whole channel instead of naming one specific person
D. Using a formal greeting in a channel that is mostly casual

A. Sending "Hi" alone and waiting, turning one interruption into three Put the greeting and the ask in the same message.

3. An @channel alert reaches 300 people, each spending about 4 seconds on it. What does it cost?

A. About 4 minutes of paid attention
B. About 2 minutes of paid attention
C. About 20 minutes of paid attention
D. About 75 minutes of paid attention

C. About 20 minutes of paid attention 4 × 300 = 1,200 seconds, which is 20 minutes.

4. What did research on workplace email find about tone?

A. Readers almost always detect sarcasm accurately in any workplace email
B. Senders overestimate their clarity, and neutral reads slightly negative
C. Exclamation points reliably make any message read as warmer
D. Tone in text is read the same way by nearly every recipient

B. Senders overestimate their clarity, and neutral reads slightly negative Add one deliberate warm signal and a statement of intent when content is critical.

5. What do graders of a discussion post reward most?

A. A claim that could be wrong, defended with specific support
B. A long summary of the reading that reaches the word count
C. Agreement with all the classmates who posted before you did
D. Bold headings and colors throughout the post for emphasis

A. A claim that could be wrong, defended with specific support A defended 180-word position usually outscores 400 words of agreeable summary.

6. Which hashtag is easiest for a screen reader to announce?

A. #nurseeducation
B. #NURSEEDUCATION
C. #NurseEducation
D. #nurse_edu_cation

C. #NurseEducation Camel case lets a screen reader announce two words instead of one long mumble.

7. A post names no patient but gives the date, the unit, the bed and the mechanism of injury. Is it de-identified?

A. Yes; HIPAA only protects a patient's actual name
B. Yes, as long as the post is on a personal account
C. No, but only because the post includes a photograph
D. No; those details together can identify the person

D. No; those details together can identify the person Dates and unique characteristics are listed identifiers, and context re-identifies people.

8. What does Section 7 of the National Labor Relations Act protect?

A. Any post that any employee makes about any employer, at any time at all
B. Concerted activity by many private-sector employees about working conditions
C. Patient stories shared by health workers on personal social media accounts
D. Supervisors and contractors who criticize their organizations in public

B. Concerted activity by many private-sector employees about working conditions Coverage has real limits, Board standards have shifted, and none of it touches patient privacy.

9. Which word does a real apology refuse?

A. Sorry
B. We
C. If
D. Fix

C. If "I'm sorry if anyone was offended" apologizes for other people's reactions, not for your act.

10. Which is a signal to move a conversation out of text?

A. The other person replied within the hour
B. Three rounds of replies without converging
C. The thread includes a link to the policy
D. Someone added a thumbs-up reaction to it

B. Three rounds of replies without converging Others include performance, discipline, money or health topics, and wanting the transcript to make you look right.

Cram sheet

Everything from chapters 11 and 12 in one place. Cover the right column and see if you can rebuild each row.

Patterns to know

Pattern	The shape	Note
Resume top four lines	Name, credentials, headline, contact	City and state are enough
Credential order (ANCC)	Degree, licensure, state, national certification, awards	BSN, RN, CMSRN
Accomplishment bullet	Verb + task + scope + result	STAR, PAR, CAR, XYZ
Cover letter	Opening, two evidence paragraphs, fit and close	250 to 400 words, one page
Reference request	The job, what to speak to, a clear exit	Attach posting and resume
Chat message	Ask, context, deadline, link	One message
Public post	Concrete opening, example, lesson, invitation	First two lines earn the click
Apology	Act, impact, ownership, fix, stop	Never "if"

Numbers to know

Item	Value	Note
Resume type size	10 to 12 points; margins at least 0.5 inch	One readable typeface
Bullets per job	4 to 6 most relevant; 1 to 3 older	One or two lines each
Cover letter	250 to 400 words, 3 or 4 paragraphs	Never more than a page
Thank-you note	Within 24 hours	One paragraph that adds something
Six-second scan	From a commercial study	A metaphor, not a measurement
Broadcast math	4 s × 300 people = 20 minutes	Outages and safety only
Safe Harbor	18 identifier categories	Dates, small geography, full-face photos
Discussion post	About 180 defended words beats 400 of summary	Claim, support, source, question

Rules that are not formulas

Topic	The rule
ATS	Mostly a searchable filing cabinet; protect parsing.
Format	Reverse-chronological by default; hybrid for gaps; never hide dates.
Numbers	Only what you can defend in an interview; scope counts.
Identity	Official titles, month dates, "expected" degrees, honest lapses.
Channel	Speed, reach, permanence, emotion, accountability.
Tone	One warm signal; state intent; mirror senior people first.
Privacy	Screenshot test; deletion is not an event; write about the lesson.
Repair	Correct fast in the same place; leave the channel when text fails.

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