



Hi-Touch Healthcare: The Critical Six Soft Skills

TO LEARN MORE, FOLLOW LINK
TO SOFT SKILLS MODULES ↓

ca-hwi.org/curriculum/soft-skills-training/

1 Communication Competency

- Interpersonal and Oral Communication Skills
- Small Group Communication Skills
- Listening Skills
- Non-verbal Communication Skills
- Information & Communication Technologies
- Written Communication
- Professional Networking
- Emotional Intelligence

2 Workplace Ethics & Professionalism

- The 4 A's - Attendance, Appearance, Aesthetics, and Accountability
- Ethics in Healthcare and HIPAA
- Flexibility and Adaptability
- Integrity
- Social Media and Technology Use
- Lifelong Learning
- Social Graces

3 Team Building & Collaboration

- Leadership Management Skills (Delegation vs Dumping)
- Passion for the Job and Positive Attitude
- Building Effective Collaborative Teams and Followership
- Workplace Pride and Self Confidence

4 Effective Problem Solving

- Effectively Giving and Receiving Feedback
- Stress Management and Self Care
- Conflict Management
- Time Management
- Critical Thinking & Sound Judgement

5 Embracing Diversity

- Cultural Professionalism and Competency
- Tolerance
- Mutual Respect
- Diversity in the Workplace - Peers and Patients

6 Demonstrating Compassion

- Empathy/Caring Behaviors
- Self-Reflection
- Motivational Interviewing

COMPETENCY DOMAINS & INDEPENDENT GRAB-N-GO TRAINING MODULES

