Hi-Touch Healthcare: The Critical Six Soft Skills

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

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