Emotional Intelligence
A study found that by improving personal awareness, clinicians can improve quality of care, and have a higher satisfaction with work, relationships and themselves.

Communication Skills
Research suggests that effective communication has a positive impact on patient satisfaction, adherence and actual health outcomes.

5 Top Soft Skills for Success in the Healthcare Setting
Success in healthcare requires more than clinical knowledge and technical skills. In high-touch healthcare environments, where collaboration is critical, healthcare workers need to display essential soft skills. These skills make them more effective in working within a healthcare team, ultimately helping patients achieve their health goals.

PersonAbility™
Building and applying essential soft skills for a better future in healthcare

Learn more at
https://info.nhanow.com/PersonAbility

Non-verbal
Demeanor
Tone
Eye Contact
Body Language

Verbal
Written

1 Communication Skills
Research supports that effective communication has a positive impact on patient satisfaction, adherence and actual health outcomes.

Domain
Emotional Intelligence
Communication Skills
Verbal
Non-verbal
Written

2 Emotional Intelligence
Research suggests that effective communication has a positive impact on patient satisfaction, adherence and actual health outcomes.

Tips for goal-setting
Evaluate and reflect
Set goals that motivate you
Think SMART
Create an action plan

Tips on Coaching Soft Skills
Increasingly, soft skills training is being prioritized by healthcare providers because of its importance to patient satisfaction and care. Training soft skills can be done in a variety of methods, including:

In-person training
Role playing
Online training
Case studies

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