

Hi-Touch Health Care: The Critical Six Soft Skills

Team Building and Collaboration Competency: Self Confidence and Workplace Pride

POST-TEST

1. What is Burton's definition of self-confidence?
2. What are the 5 of the 9 tips for healthcare workers on developing self confidence?
3. Describe the result of the feeling of powerlessness.
4. List and describe four ways to create a supportive work climate.

Hi-Touch Health Care: The Critical Six Soft Skills

Team Building and Collaboration Competency: Self Confidence and Workplace Pride

POST-TEST

1. “To be self-confident is to trust in oneself, and, in particular, in one’s ability or aptitude to engage successfully or at least adequately with the world. A self-confident person is ready to rise to new challenges, seize opportunities, deal with difficult situations, and take responsibility if and when things go awry.”
2. Boost your skills
Be prepared
Master effective communication
Don’t seek approval (receiving well-earned recognition is different)
Enjoy what you do
Don’t focus on comparing—focus on contributing
Try something new, different, challenging
Contribute to positive change
3. Indifference, poor task performance, passivity and withdrawal, damage to group cohesiveness, strained relationships, and **erosion of group members’ self-esteem**—all of which can **trigger destructive conflict**.
4. Encourage honest communication
View one another as honest and open
Adopt a flexible mind-set
Be open to ideas, suggestions, and criticism
Avoid using absolutes
Collaborate vs. control
Ask for ideas and participation
Describe problems—don’t blame people
Use neutral descriptive language
Show concern
Demonstrate empathy, respect, and understanding
Emphasize quality
Avoid “pulling rank” and use legitimate power from positions of authority with professionalism:
treat people with respect