

Hi-Touch Health Care: The Critical Six Soft Skills

Workplace Ethics and Professionalism Competency:

Adaptability and Flexibility

KEY

1. Adaptability – Ability to modify your behaviors as the situation demands
Cognitive Complexity - Ability to understand a given situation in multiple ways
2. Behavioral problems
Psychological problems
Medical problems
3. Orientation Stage — Also known as the “small talk” or “first impression” stage. Interaction adheres to social norms.

Exploratory Affective Stage — Communicators begin to reveal more about themselves, such as their opinions concerning politics and sports teams. Friendships develop at this stage.

Affective Stage — Communicators disclose personal and private matters. Idioms or unconventional language come through. Communicators feel comfortable enough to argue or criticize each other. Romantic relationships develop at this stage.

Stable Stage — Communicators share a relationship in which disclosure is open and comfortable. They can predict how the other person will react to certain types of information.

Depenetration — Occurs when one or both communicators perceive that the cost of self-disclosure outweighs its benefits. Communicators withdraw from self-disclosure, thus ending the relationship.
4. Answer can be anything they describe.