



Hi-Touch Healthcare: The Critical Six Soft Skills Competency Activities Grab and Go List

Communication Competency

a. Interpersonal and Oral Communication Skills:

Activity #1: Word of the Wise

PP #8-10, 1 sheet of unused paper, pencil/pen,

Activity #2: Transactional Communication Model-Ping Pong

PP #12, Copy of “Transactional Communication Model” handout. 1 ping pong ball or marble. Pen/pencil.

Activity #3: Transactional Communication Model-Using the Model & Case Study

PP #13-14, Copy of “Transactional Communication Model” handout. Pencil/pen.

Activity #4: Fine

PP #18

Activity #5: Perceptions on the Job Observation

PP #24-26

Activity #6: Perception Checking: Reflection, Analysis, & Role Play

PP #28-29. Pen/Pencil and paper.

b. Small Group Communication Skills:

Activity #1: Role Playing

PP #6, Copy of “Night Nurse and Day Nurse role playing Activity”.

Activity #2: Using “I” Language

PP #20, “Defensive and Supportive Communication Patterns” handout.

c. Listening Skills

Activity #1: Wright Family Listening Activity

PP #5-6, The Wright Family Story. Paper Clip or small item for each person.

Activity #2: Role Playing Listening Activity: Chart Nurse and Patient

PP #13, Copy of “Chart Nurse and Patient Activity role playing Instructions”.

Activity #3: Role Playing Listening Activity: Nurse Manager and Nurse

PP #13, Copy of “Chart Nurse and Patient Activity role playing Instructions”.

Activity #4: How Many Good Listeners Do You Know

PP #23.



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d. Non-verbal Communication Skills

Activity #1: Nonverbal Questionnaire

PP #6.

Activity #2: Turnip

PP #8.

Activity #3: Fine

PP #12.

Activity #4: Dietician Role Play

PP #14. Copy of “Dietician, Doctor, and Patient role playing instructions”.

Activity #5: Are You Cold

Pencil/Pen. PP #16.

Activity #6: Pitch and Tone: Will you clean up this mess with me tonight?

PP #19.

Activity #7: Case Study: How much is that ring worth?

PP #22. Pen. Case study on page 16. Optional: other case studies on pages 17-18.

Activity #8: My Personal Bubble

PP #24

Activity #9: Stop You’re On Fire

PP #26

e. Information & Communication Technologies

Activity #1: Channel-Lean or Channel-Rich

PP #7, Blank sheet of paper.

Activity #2: Change the Technology

PP #13, Blank sheet of paper.

f. Written Communication

Activity #1: Weasel Word Instructions

PP #11, Copy of “Discharge Instructions” for each person. Colored pens/pencils. Sheet of blank paper.

Activity #2: Read Your Last...

PP #15, Access to their text messages, email, and FB posts. Paper and pen/pencil.



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g. Professional Networking

Activity #1: Jigsaw Puzzler

PP #6, Small jigsaw puzzle (35-50 pieces).

Activity #2: Speed “Dating”

PP #13, Watch or device to track time. Piece of paper for “flip chart”

h. Emotional Intelligence

Activity #1: Self-Awareness

PP #8, Picture of “Minions Replacing a Lightbulb”.

Activity #2: Self-Management

PP #14. A large room.

Activity #3: Social Awareness

PP #17. A large room.

Activity #4: Relationship Management

PP #20. “Win-Win” role-playing instructions



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Workplace Ethics and Professionalism

a. Ethics in Healthcare and HIPAA

Activity #1: Ranking Professions

PP #5, Blank piece of paper per participant, pen/pencil

Activity #2: Ethical Donut

PP #7, An area large enough for two circles, one inside the other

Activity #3: Thought Shower

PP #10, large piece of poster board or paper for each group of five participants, difference colored writing utensil for each group

Activity #4 Head or Heart – What about Thomas?

PP #16, The slides in the PP that present the case

b. Flexibility and Adaptability

Activity #1: Finger-Focus

PP #6

Activity #2: Impromptu Speaking

PP #10-12, 3x5 or 4x6 white index card per participant, pen/pencil, timer, optional: topic sheets and a hat or box from which to randomly remove topic sheets

Activity #3: Moral Dilemma

PP #13

Activity #4: Write & Respond: Case Study

PP #20

Activity #5: Self-Monitor

PP #21, one copy for each participant of the self-monitoring assessment worksheet, pen/pencil, optional: provide each participant a copy of PP #22

c. Integrity

Activity #1: Your Yes's and No's

PP #7, one set of instructions per group of two-one copy of "Speaker" questions and one copy of "responder" questions, pen/pencil

Activity #2: Integrity Self Evaluation

PP #10, enough copies of the "self-evaluation" worksheet for each participant, pen/pencil



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Activity #3: Defining Honesty and Integrity

PP #12, one copy of the “integrity and honesty” worksheet per group, pen/pencil, two bags of M&M’s one bag filled with M&M’s and the other bag emptied and filled with something else (rocks, marbles, sand, etc.), two clear bowls or containers to pour the contents of each bag into

Activity #4: Game Plan

PP #21, piece of paper, pen/pencil

d. Lifelong Learning

Activity #1(part one): You Have New Messages

PP #7, Copy for each participant of the “You have new messages” worksheet, optional: prizes (such as a certificate, candy, slinky), pen/pencil

Activity #1 (part two): You Have New Messages

PP #17-18, Copy for each participant of the “You have new messages” worksheet, optional: prizes (such as a certificate, candy, slinky), pen/pencil

Activity #2: Shattering Stereotypes

PP #9, One copy of “shattering stereotypes of lifelong learning” worksheet for every two participants

Activity #3: Planning

PP #10-12, one copy of the “planning activity” worksheet, one copy of the “planning interpretation: scores and next steps” handout, pen/pencil

Activity #4: Dreams, Goals, and Planning

PP #13-16

Activity #5: Dr. Seuss, self-reflection and creativity

PP #19, paper/pen for each participant, timer/stop watch

e. Social Graces

Activity #1: What is my Social Graces Score?

PP #6, copy of “social graces” quiz per participant, pen/pencil, optional-copy of score sheet

Activity #2: Lasting First Impression

PP #13, copy of the “lasting first impression” role playing instructions

Activity #3: Tone of Voice

PP #17

Activity #4: Outliers

PP #18, poster paper or flip chart paper, magic markers for each participant



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f. Social Media and Technology Use

Activity #1: Gallery Walk (15-20 minutes)

PP #7-8, a room large enough to display 12 statements and permit participants to walk around the room to review and vote on the statements, size sheets of paper, tape, 12 round stickers for each participant

Activity #2: Degrees of Separation (15-20 minutes)

PP #11-16, 6 degrees of separation activity sheet, social media post scenarios

Activity #3: Social Media Meet & Greet (10-15 minutes)

PP #19-20, 4 jars of different colors of glitter

g. The 4 A's-Attendance, Appearance, Aesthetics, Accountability

Activity #1: Stressed for Success

PP #10, Butcher paper and other poster sized material, markers/pens

Activity #2: Dress Code: Old and New

PP #16, markers/pens, Butcher paper or other poster sized material, copies of current Dress Code-one copy per group, copies of old dress code (at least 10 years old) -one copy per group

Activity #3: Ball Juggler

PP #18, soft, easily thrown balls (one per participant)

Activity #4: Not Your Ordinary Sand Castle

PP #20, copies of "not your ordinary sand castle" one per participant



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Team Building and Collaboration

a. Building Effective Collaborative Teams and Followership

Activity #1: Synergy Quiz (15-45 minutes)

PP #7-9, One copy of the Synergy Quiz per participant plus one more per group

Activity #2: Match That Drug (10 minutes)

PP #10-11, One copy of the Match That Drug worksheet per participant

Activity #3: “Style Stepping” (45-60 minutes)

PP #13-18, One copy of “Style Stepping” worksheet per participant

Activity #4: Power Resources (10-15 minutes)

PP #19-20

Activity #5: Spaghetti Challenge (25-35 minutes)

PP #22, One package of spaghetti for every three groups (3-5 members per group), one bag of small marshmallows for every five groups, one paper lunch bag for each group

b. Leadership Management Skills (Delegation vs Dumping)

Activity #1: Musical Paper Bag

PP #7-8, A room large enough to have several paper bags laid flat in different places with room enough for participants to roam around, 4 or 5 large paper bags, music that can be turned off and on (danceable or upbeat music is suggested)

Activity #2: Pretzel Picture

PP #13-14, Paper towel for each participant, 15 thin stick pretzels for each participant

Activity #3: Identifying Leadership

PP #20, Piece of paper for each participant, pen/pencil

c. Passion for the Job and Positive Attitude

Activity #1: Recognizing Positive and Negative Behavior

PP #6, Poster sized paper and pens for each group, index cards for personal use

Activity #2: A Picture is Worth a Thousand Words

PP #10, A copy of the “Who, Me?” cartoon for each participant, a copy of the definitions for each cartoon, pen/pencil

Activity #3: What Made or Makes You Passionate About Your Career?

PP #16, paper, pen/pencil

Activity #4: Personal Stories- This is Why We Do What We Do

PP #24, Paper, pen/pencil



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d. Workplace Pride and Self Confidence

Activity #1: Big & Little Old Me

PP #7-9

Activity #2: Authoritative & Approachable

PP #13-16

Activity #3: Creating a Sunny Organizational Climate

PP #19, Large chart paper (two sheets) per group, colored markers, push pins or tape to display chart

Activity #4: Building Confidence One Word At a Time

PP #20-24, at least two 3x5 or 4x6 white notecards for each participant, pen/pencil for each participant, timer with second hand, "Personal Report of Public Speaking Anxiety Self-Assessment" worksheet, PSPRSA score sheet

Activity #5: Workplace Pride

PP #26, Chart paper, one piece per group, colored pens (one pen per participant, timer with second hand



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Effective Problem Solving

a. Conflict Management

Activity #1: What is Conflict?

PP #5, Pen/Pencil, Flip chart paper

Activity #2: How do we Frame Conflict?

PP #11

Activity #3: Anything, Something, Everything

PP #15-16

Activity #4: What is Your Conflict Management Style?

PP #17-23

Activity #5: Conflict is...

PP #25, Flip Chart Paper

Activity #6: Write a Case Study

PP #26-27

b. Critical Thinking and Sound Judgment

Activity #1: What is the Answer?

PP #5-9

Activity #2: Doesn't Belong

PP #13-14

Activity #3: Dr. Cross Interference Quiz and Answer Key

PP #19, Copy of Dr. Cross handout for each participant, pen/pencil

Activity #4: Same and Difference

PP #21

Activity #5: Dare Dare

PP #23-26

c. Effectively Giving and Receiving Feedback

Activity #1: Find the Ball

PP #5-8, 1 Golf Ball

Activity #2: Discussion of Feedback in Healthcare

PP #13-14

Activity #3: The In-Law Scenario

PP #19-20, Three hard copies of the "In-Law Scenario"

Activity #4: Sparkling Moments

PP #25, One copy of "sparkling moments" handout for each participant, pen/pencil



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d. Stress Management and Self Care

Activity #1: Life Stress

PP #10, One “Life stress score” results sheet for each participant,
pen/pencil, calculators (optional)

Activity #2: Pair/Share

PP #11

Activity #3: Compassion Fatigue Self-Test

PP #20, One “Compassion Fatigue Self-Test” for each participant,
pen/pencil

e. Time Management

Activity #1: Job Stressors Quiz

PP #4

Activity #2: Who? Me? Stressed? Role-Play

PP #5, Copy of “Who? Me? Stressed?” worksheet, pen/pencil

Activity #3: Planning Activity

PP #8-10, One copy of the “Planning activity” worksheet (includes
SIDE A and SIDE B) for every participant, one copy of the “Planning:
Interpretation, Scores & Next Steps” handout, pen/pencil

Activity #4: How Many Fit?

PP #12-14, 1 clear glass vase or jar large enough in size to be seen
throughout the room but small enough to be manageable, large rocks,
small rocks (gravel or pea gravel, sand and water, the large rocks must
be able to fit in the glass jar, the other rocks and water should be
sufficient in quantity to fill the glass jar as detailed in the procedure, a
box or covered tub to hide the objects until in the procedure

Activity #5: We Got the Power!

PP #15-17



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Embracing Diversity

a. Cultural Professionalism and Competency

Activity #1: Web of Culture

PP #7-9, “Web of Culture” worksheet (one per participant and one additional copy per group), flip-chart paper and pen

Activity #2: Culture As Iceberg

PP #12, Flip Chart paper, pen/pencil

Activity #3: Interplay of Cultures

PP #14, Flip-Chart paper and 4 pens of different colors

Activity #4: Cultural Sensitivity Practice

PP #15, “Cultural Sensitivity Practice Table” (one copy per participant)

Activity #5: Touchpoints

PP #16, “Touchpoint Matrix” worksheet (one per participant), Flip-Chart paper and pen

b. Diversity in the Workplace-Peers and Patients

Activity #1: Ground Rules

PP #4, large chart of paper for each group, large pens

Activity #2: Inside/Outside

PP #10, Two flip-charts or dry erase board or chalk board, markers or chalk

Activity #3: Stereotypes

PP #12-14, flip-charts (one per group), Tape or Pins to display chart, markers

Activity #4: We are all Professional

PP #15-16, “First Thoughts” worksheet-one per participant plus one per group, pen/pencil, “First Thoughts” master copy on large chart paper or dry erase board and markers, calculator

Activity #5: Know your Teams

PP #18-22, Option: Writing instrument and paper for each participant (if quiz is conducted using the Pp slide) or one copy per participant of “know Your Terms” pop quiz

Activity #6: Talk about Talk

PP #23-24, “Talk About Talk” questionnaire (one copy per participant), pen/pencil, Optional: provide each participant a copy of PP #23



Health Workforce Initiative

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c. Mutual Respect

Activity #1: What Do You See?

PP #7, Paper (8 ½ x 11), Pen/Pencil

Activity #2: What Should You Do?

PP #12, Paper (8 ½ x 11), Pages that were completed in Act #1

Activity #3: On a Long Voyage Home

PP #17, “Lessons Learned From the World of Science Fiction” worksheet for each participant, “Lessons Learned From the World of Science Fiction” answer key for trainer, Pen/Pencil

Activity #4: We’re More Alike Than You Think

Pp #18

d. Tolerance

Activity #1: Crayons

PP #5-7, Two blank sheets of paper for each participant, a box of crayons for each group of 5-6 participants

Activity #2: Draw it

PP #12-17, One piece of paper for each participant, a box of crayons for each group of 5-6 participants

Activity #3: Claim it

PP #20, A room with two open walls opposite each other and enough room to allow participants to line up against a wall and cross to the other wall

Activity #4: Squares

PP #22



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Demonstrating Compassion

a. Empathy Caring Behaviors

Activity #1: Empathy Quiz

PP #5

Activity #2: Triad Role Play

PP #11. Copies of the “Empathy Participant Instructions”-one copy per each group of three participants

Activity #3: Tiffany and Fran Dialogue

PP #14-15. One copy for each participant of the “Tiffany and Fran Dialogue” (found on page 8)

Activity #4: Empathy Case Study

PP #18

Activity #5: Picture of Empathy

PP #19. Piece of paper for each participant. Pen/pencil (color crayons or colored pencils to share)

Activity #6: Optional Empathy Video

PP #21. Equipment, including audio and video so that participants can see the video

b. Motivational Interviewing

Activity #1: Ambivalence

PP #11, One copy each of the *Galanter Health and Safety Quiz*, pen/pencil

Activity #2: Persuasion Role-Play

PP #18, Copies of the role play scenarios

Activity #3: Tape-Face Listening

PP #26, Timer, Tape (Fun colored tape for participants to place over their mouths)

Activity #4: Reflective Thinking/Listening Role-Play

PP #29, Example role-play: Three copies

Activity #5: Affirmation

PP #31, Large chart paper, colored pens

c. Self-Reflection

Activity #1: Personal Self-Reflection

PP #9, One 8 1/2 x11 inch sheet of paper, pen/pencil

Activity #2: Self-Reflection Depth Perception

PP #14, One 8 1/2 x11 inch sheet of paper, pen/pencil

Activity #3: What, So, What, Now What?

PP #17, One 8 1/2 x11 inch sheet of paper, pen/pencil, copy of “What, So, What, Now What?”