

Hi-Touch Health Care: The Critical Six Soft Skills

Communication Competency: Small Group Communication Skills

Post-Test

1. List two outcomes that you would expect from supportive communication in the healthcare field:
2. Think of a time when you dealt with a difficult situation with an individual at work. Write an example of an “I” statement rather than a “you” statement that would foster effective communication.
3. What is the difference between manipulation and assertiveness in communication?
4. Define empathy.
5. True or False (circle correct response)
Manipulation and superiority are examples of supportive communication.

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Small Group Communication Skills

KEY

1. optimal patient care leading to improved patient outcomes
reduction of errors, costs and workloads
enhanced provider satisfaction
increased job satisfaction and staff retention
improved utilization of resources
2. “When the patient information isn’t updated, I don’t have the information I need to provide safe and effective patient care.”
3. Manipulation is using deceptive or ambiguous communication in an effort to coerce the individual into your way of thinking.

Assertiveness is reacting openly, honestly and freely. It is direct communication without being aggressive.
4. Demonstrates care and concern for others. Requires that we try to see from the perspective of another. Requires that we listen for and acknowledge the other person’s needs, desires and feelings.
5. False.