

Hi-Touch Health Care: The Critical Six Soft Skills

Workplace Ethics and Professionalism Competency: Social Graces

Post-Test

1. “The practices and forms prescribed by social convention or by authority.”
“Rules governing socially acceptable behavior.”

2. A first impression is made in just 7 seconds
A first impression will determine whether or not a person
Likes you
Dislikes you
Is Indifferent

There are 11 characteristics that contribute to a first impression:
Cleanliness
Warmth (engaging)
Credibility
Demonstration of Knowledge
Responsiveness
Friendliness
Helpfulness
Level of understanding
Courteousness
Confidence
Professionalism

3. Communication should be clear
Tone should be friendly and accepting
Don't multi-task during your communication

4. Be attentive
Be friendly
Have attention to detail