

**Hi-Touch Health Care: The Critical Six Soft Skills**

**Team Building and Collaboration Competency:**

**Passion for the Job and Positive Attitude**

**POST-TEST**

1. Describe the short lived events and the chronic conditions of the job that may influence happiness in the workplace. Give an example of one short lived event and one chronic condition of YOUR job.
2. List five characteristics of employees who create a positive work environment.
3. List five characteristics of employees who create a negative work environment.
4. Describe four strategies for renewal of work satisfaction and happiness.

## Hi-Touch Health Care: The Critical Six Soft Skills

### Team Building and Collaboration Competency:

#### Passion for the Job and Positive Attitude

##### KEY

1. Short lived events – staffing, daily work load, patient acuity  
Chronic conditions of the job – repetitive tasks such as documentation, policies and procedures, job requirements (CPR, safety training, etc...), JCAHO
2. Positive Work Environment – employees who have or are:  
Positive attitudes  
Passion for the job  
Commitment to the organization  
Motivation  
Optimism  
Engaged  
Enthusiastic  
Dedicated  
Focused  
Productive  
Inspiring  
Caring
3. Negative Work Environment – employees who are:  
Dissatisfied  
Unorganized  
Angry  
Lacking in motivation  
Not a team player  
Unproductive  
Bored  
Mean
4. Have the courage to reflect:  
What are the values that attracted me to this profession? Am I fulfilling those values? What gives me meaning within my community? What gives me meaning within the organization? What is lacking? Where do I add value?  
Take Some Risks When Making Changes: Initiate a bold project. Is it time for a change? Involve others in an improvement project. Ask others what changes they would like to see in their workplace. Schedule a work meeting to discuss vision in a non-work environment (park, etc.)  
Reignite your lust for lifelong learning – “Shake Things Up”: Take on a new role. Read literature about your career. Join a community organization. Travel to a different culture or country to do international service. Take a class outside of your specialty area.  
Create a Passion Project: What are you passionate about? Can be inside or outside the work environment. Given your values, interests, and talents, what would your passion project be? Share and celebrate your project!