

Hi-Touch Health Care: The Critical Six Soft Skills

Workplace Ethics and Professionalism Competency:

The 4 A's: Attendance, Appearance, Aesthetics and Accountability

Post-Test

1. What is the Encarta English Dictionaries definition of "Professional Standards?"
2. Identify three possible solutions to excessive absenteeism.
3. List three things you can do to reduce stress in the workplace.
4. Define accountability and give one example of accountability in the workplace.
5. What are the three elements of accountability?

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KEY

1. Professional standards - the skill, competence, or character expected of a member of a highly trained profession.
2. Meditation or quiet rooms for breaks
Discounts to gym memberships
Classes about stress reduction methods
Personal or public recognition
Buyback of unused sick leave
Bonus payments for exemplary attendance
Involve employees in decision making for the organization
Social events such as family BBQ's
Community health fair that involves members of the organization organizing and attending
3. Avoid stressful situations
Avoid extremes
Set realistic goals
Manage how stress affects you
Change how you see the situation
Sleep
Change how you react to stress
Set priorities
Take control of the situation
Discover new relaxation techniques
Exercise
Figure out what's most important
4. Accountability - The act of being responsible or subject to obligation Example – I am responsible when Mr. Smith ambulates with his walker four times per day.
5. Elements of accountability
 - a. A clear definition of desirable goals and objectives must be established.
 - b. The ability to measure goal achievement must be developed.
 - c. A set of consequences must be established if those goals are not met.