

Healthcare Interpersonal Skills Program

Curricula Overview

Designed for:

- High school students
- Nurse training courses
- EMT training courses
- CNA training courses
- Post-secondary students in health occupations courses

Length:

The activities in this curricula will last approximately 10 hours.

Goal:

To help participants understand the 10 primary interpersonal skills needed in healthcare occupations.

Synopsis:

This program and accompanying curriculum will help students learn how to apply the 10 main healthcare interpersonal skills with their coworkers, patients, family members, and other healthcare professionals. It will also provide information on how to improve these skills.

Curricula Components:

- Curricula – Complete lessons, including detailed steps of activities, time and materials needed, student handouts and instructor information to teach the lesson
- Presentation slides
- Student materials

Learning Objectives:

Lesson 1 – Communication

- Understand the top 10 communication skills for healthcare professionals
- Learn how to improve their communication skills
- Practice their communication skills with others

Lesson 2 – Teamwork

- Understand what defines teamwork
- Learn how teamwork benefits patients and healthcare professionals
- Discover the importance of teamwork during medical training
- Develop and improve teamwork skills
- Learn how to be a team player

Lesson 3 – Problem-Solving

- Understand what defines problem-solving
- Learn what skills are needed to problem-solve
- Discover the importance of problem-solving within a team
- Learn the six steps of problem-solving

Lesson 4 – Critical Thinking

- Understand critical thinking skills
- Learn why this skill is needed for healthcare professionals
- Discover how healthcare professionals use critical thinking skills
- Learn the five steps to improve critical thinking

Lesson 5 – Work Ethic

- Understand the meaning of work ethic
- Learn why this skill is needed for healthcare professionals
- Discover the top skills and traits associated with a strong work ethic
- Learn how to develop a strong work ethic

Lesson 6 – Listening

- Learn the difference between passive and active listening
- Understand why active listening skills are essential for healthcare professionals
- Identify how to use active listening skills
- Recognize the benefits of being an active listener
- Learn five tips to improve active listening skills

Lesson 7 – Responsibility

- Learn the definition of responsibility
- Understand why healthcare professionals must be responsible
- Identify the roles and responsibilities of a healthcare professional
- Recognize the ethical responsibilities healthcare professionals must follow
- Learn five tips on becoming a more responsible person

Lesson 8 – Patience

- Learn the definition of patience
- Understand why healthcare professionals require patience
- Identify how to preserve patience on the job
- Recognize how to avoid losing your temper
- Learn the five steps to improving your patience

Lesson 9 – Trust

- Learn the definition of trust
- Understand the two types of trust
- Identify why trust is essential as a healthcare professional
- Recognize the actions that can cause patients to lose trust in you
- Learn the 10 ways to build and maintain trust

Lesson 10 – Integrity

- Learn the definition of integrity
- Understand why integrity is essential as a healthcare professional
- Identify the benefits of having integrity as a healthcare professional
- Recognize how to practice integrity in their professions
- Learn five steps to improving honesty and integrity