



Health Workforce Initiative

Assessment Tool for Hi-Touch Health Care: The Critical Six Soft Skills

(Supervisor to utilize this Assessment Tool to assess employee’s soft skills)

Department Name: _____

Date of Assessment: _____

Communication Competency related to Job Performance	Below Expectations	Emerging Expectations	Meets Expectations	Exceeds Expectations
One-on-one communicative interchanges and use of spoken words and related nonverbal actions				
Disseminates information about desired outcomes and takes joint responsibility for the group’s performance through the use of supportive communication patterns.				
Effective listener – practices “active listening”				
Effective nonverbal communication is utilized in all communication interchanges				
Effectively utilizes information technology (telecare, email, text messages, social media)				
Writing skills, including emails, present logical thought in a clear and concise manner.				
Has developed appropriate social and professional networks				
Emotional intelligence – has the ability to understand their own feelings and the feelings of others and to appropriately manage reactions and engagement.				

Workplace Ethics and Professionalism Competency related to Job Performance	Below Expectations	Emerging Expectations	Meets Expectations	Exceeds Expectations
Has pride in the standards of attendance, appearance, aesthetics, and accountability				
Maintains a consistent application of ethical principles				
Flexibility and adaptability are practiced during all change processes				
Consistently performs work with high level of professional integrity				
Appropriately utilizes social media to enhance healthcare communication				
Values the importance of being a life-long learner				
Consistently exhibits social graces when dealing with patients, patient families, coworkers and other healthcare professionals				
Team Building & Collaboration Competency related to Job Performance	Below Expectations	Emerging Expectations	Meets Expectations	Exceeds Expectations
Demonstrates effective leadership skills				
Exhibits a positive attitude and passion for the job				
Interprofessional collaboration is practiced by the team members				
There is strong evidence of workplace pride and self confidence				
Effective Problem-Solving Competency related to Job Performance	Below Expectations	Emerging Expectations	Meets Expectations	Exceeds Expectations
Effectively gives and receives feedback				
Effectively manages stress and practices self-care				
Workplace conflict is appropriately managed and resolved				
Time management skills are utilized to mitigate the factors of stress associated with job burnout				
Critical thinking skills are utilized to ensure sound judgement in decision making				

Embracing Diversity Competency related to Job Performance	Below Expectations	Emerging Expectations	Meets Expectations	Exceeds Expectations
Cultural professionalism and competency is evident in all aspects of the workplace				
Tolerance is practiced with patients, patient families, coworkers and other healthcare professionals				
An environment of respect, collaboration and trust exists in the workplace				
Diversity awareness is practiced in the workplace				
Demonstrating Compassion Competency related to Job Performance	Below Expectations	Emerging Expectations	Meets Expectations	Exceeds Expectations
Empathetic and caring behavior is evident in the workplace				
Self-reflection is used to focus on learning, developing strategies for sustainable change and improving practices				
Collaborative conversations occur to strengthen individual's motivation for commitment to change				