

I. Communication

- a. Interpersonal and Oral Communication
- b. Small Group Communication
- c. Listening Skills
- d. Non-verbal Communication
- e. Information and Communication Technologies
- f. Written Communication
- g. Professional Networking
- h. Emotional Intelligence

II. Ethics and Professionalism

- a. Ethics in Healthcare
- b. HIPAA
- c. Flexibility and Adaptability
- d. Integrity
- e. Lifelong Learning
- f. Social Graces
- g. Social Media and Technology Use
- h. The 4 A's: Attendance, Appearance, Aesthetics, Accountability

III. Team Building and Collaboration

- a. Building Effective Collaboration Teams and Followership
- b. Leadership Management Skills
- c. Passion for the Job and Positive Attitude
- d. Workplace Pride and Self-Confidence

IV. Effective Problem Solving

- a. Conflict Management
- b. Critical Thinking and Sound Judgement
- c. Effectively Giving and Receiving Feedback
- d. Stress Management and Self Care
- e. Time Management

V. Embracing Diversity

- a. Cultural Professionalism and Competency
- b. Diversity in the Workplace - Peers and Patients
- c. Mutual Respect
- d. Tolerance

VI. Demonstrating Compassion

- a. Empathy Caring Behaviors
- b. Motivational Interviewing
- c. Self-Reflection

