

SOFT SKILLS FOR HEALTHCARE HEROES



The Soft Skills for Healthcare Heroes training will provide healthcare professionals, at various levels, with the soft skills needed to effectively manage themselves and their surroundings, communicate and collaborate with colleagues, manage conflict, and ultimately provide patients with the best care possible.

Healthcare workers are the brilliant heroes we all count on when our health is at risk – invest in your heroes today by giving them the tools to be even more valuable and productive team members.



*“Nurses, doctors, teachers:
these are the people who
deserve the credit these
days.”*

– George Michael

Brief Class Outline

- Emotional Intelligence: Knowing Yourself
- Emotional Intelligence: Social Awareness
- Communication
- Problem Solving
- Conflict Management
- Self Management
- Ethics
- Empathy and Compassion

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