

EMPERRESS OF EMPATHY

I can tell you've been through a lot. I'm impressed with how you've handled it.

I hear you. Let me summarize what you have told me so far.

We've got a lot of patients with complex situations, but working together, we can help them improve!

THE LISTENER

MR. DEPENDABLE

TEAMWORK TWINS

Let's talk about this. Tell me more.

THE PERSONABILITY™ POWER SQUAD

Alone, they are formidable, but together, they're unstoppable. United as one to improve patient and employee satisfaction, these soft skill superheroes take healthcare to unimaginable heights. Learn about the essential soft skills employers want at info.nhanow.com/personability.

Things are always changing. But, I can and will figure it out.

CAPTAIN ADAPTABILITY

THE COMMUNICATOR

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CAPTAIN ADAPTABLE

"I can work with that!"

SUPERPOWER: Renowned for his ability to keep calm, he solves problems by accepting challenges, remaining resilient and finding new ways to approach the situation.



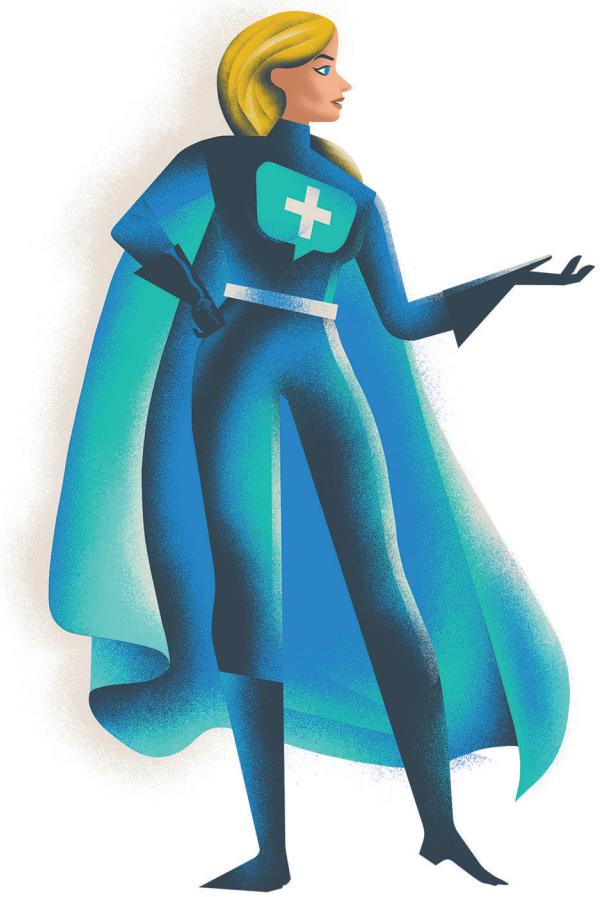
WHAT MAKES A GOOD ADAPTOR?

Accept Change | Open to New Methods | Resiliency

THE COMMUNICATOR

"Let's talk about this."

SUPERPOWER: With incredible communication skills, she effectively conveys important information that patients and teammates need and want to know.



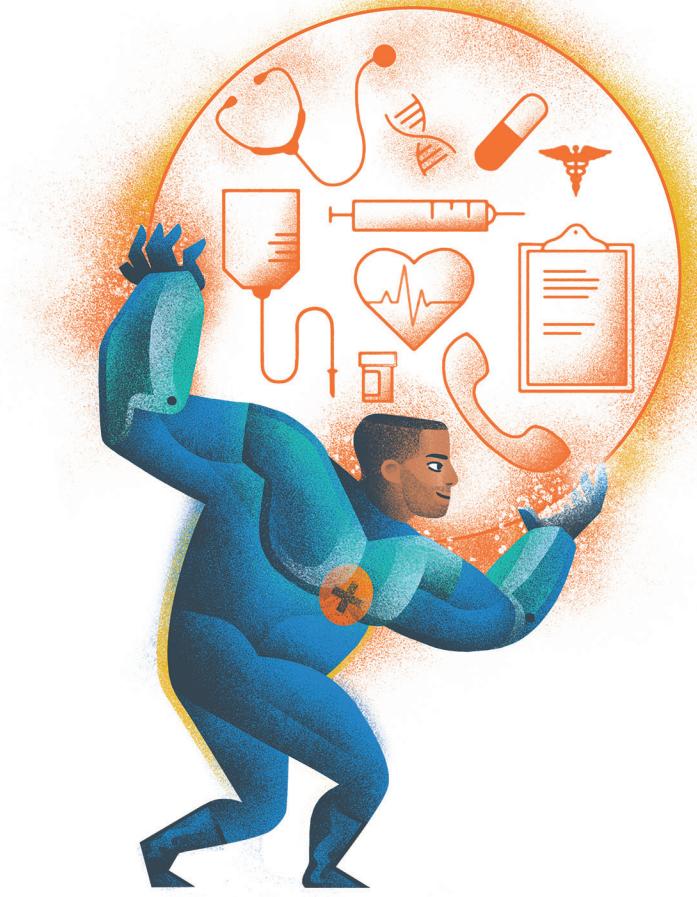
WHAT MAKES A GOOD COMMUNICATOR?

Clear & Concise | Active Listener | Recognize Barriers

MR. DEPENDABLE

"I've got this!"

SUPERPOWER: He bears heavy loads and provides his teammates with the confidence and peace of mind that he'll perform all work as promised.



WHAT MAKES SOMEONE DEPENDABLE?

Reliable | Follow-through | Consistant

THE LISTENER

"I'm listening!"

SUPERPOWER: With unparalleled active listening skills, she's able to observe and interpret others' behavior and body language to gain a more thorough understanding.



WHAT MAKES A GOOD LISTENER?

Conscious Attention | Listen to Learn | Remove Bias and Prejudice

EMPRESS OF EMPATHY

"I know how you feel!"

SUPERPOWER: Using her superpower of empathy, she creates an environment of trust and emotional support that allows the patient to be heard.



WHAT MAKES SOMEONE EMPATHETIC?

Compassion | Perspective | Feeling

TEAMWORK TWINS

"It's better. TOGETHER!"

SUPERPOWER: Combining experience and providing support for one another, this duo effectively merges their skillsets to take action and create positive outcomes.



WHAT MAKES GOOD TEAMWORK?

Polite | Respect | Support

THE PERSONABILITY™ POWER SQUAD



"ALIGN! INQUIRE! MAKE A PLAN. TOGETHER WE AIM!"

Alone, they are formidable, but together, they're unstoppable. United as one to improve patient and employee satisfaction, these soft skill superheroes take healthcare to unimaginable heights.

WOULD YOU LIKE TO TRAIN OTHERS TO HAVE SOFT SKILL SUPERPOWERS? LEARN MORE ABOUT NHA'S SOLUTION PERSONABILITY™, AN INTERACTIVE SIMULATION-BASED TOOL DESIGNED TO BUILD ESSENTIAL SOFT SKILLS FOR A BETTER FUTURE IN HEALTHCARE.

INFO.NHANOW.COM/PERSONABILITY