

EMPRESS 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

Don't worry. I've got this. You can count on me.

MR. DEPENDABLE

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

CAPTAIN ADAPTABILITY

Let's talk about this. Tell me more.

TEAMWORK TWINS

THE COMMUNICATOR

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.

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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
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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
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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	Consistent
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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
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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
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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
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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](https://info.nhanow.com/personability)