

# Health Care Workers

## Personal & Professional Characteristics

- **Empathy:** being able to identify with and understand another person's feelings, situation and motives. Understanding the needs of people and learning effective communication is one way to develop empathy.
- **Honesty:** truthfulness and integrity are important. Others must be able to trust you at all times; you must be willing to admit mistakes so they can be corrected.
- **Dependability:** you must accept the responsibility required in your position.
- **Willingness to learn:** you must be willing to learn and to adapt to changes. Additional education may be necessary to remain competent in your field.
- **Patience:** you must be tolerant and understanding. You must control your temper in difficult situations. Learning to deal with frustration and overcome obstacles is important.
- **Acceptance of criticism:** patients, employers, coworkers and others may criticize you. Some criticism will be constructive and allow you to improve your work. Instead of becoming resentful, you must be willing to accept it and learn from it.
- **Enthusiasm:** enjoy your work and display a positive attitude.
- **Self-motivation:** you should be able to determine things that need to be done and follow through without constant direction.
- **Tact:** having the ability to say or do the kindest or most fitting thing in a difficult situations. It requires constant practice. Tactfulness implies a consideration for the feelings of others.
- **Competence:** means you are qualified and capable of performing a task. You know your limits and ask for help if you don't know.
- **Responsibility:** being willing to be held accountable for your actions.
- **Discretion:** you must always use good judgement in what you say and do. All patients are entitled to confidential care; you must be sure those patients' rights are not violated.
- **Team player:** it is essential that you learn to work well with others because in any health care field, you will be part of a team.

# UNIT 3 REVIEW

## PERSONAL QUALITIES OF A HEALTH CARE WORKER

Name: \_\_\_\_\_

Date: \_\_\_\_\_

### ACROSS

1. Identify with and understand another's feelings
6. Accept responsibility because others rely on you
8. Use good judgment in what you say and do
9. Willing to be held accountable for your actions
10. Qualified and capable of performing a task
11. Accept opinions of others and learn from them

### DOWN

1. Display a positive attitude and enjoy work
2. Tolerant and understanding
3. Show truthfulness and integrity
4. Ability to begin or follow through with a task
5. Adapt to changes and learn new things
7. Say or do the kindest or most fitting thing

