

HEALTHCARE HIRING HANDBOOK



How to Quickly Assess Healthcare Candidates for Critical Soft Skills

In the ever-evolving landscape of healthcare, finding the right candidates with not only the necessary technical skills but also crucial soft skills is imperative for a successful and safe work environment.

Soft skills, such as communication, empathy, teamwork, and adaptability, are pivotal in healthcare settings where professionals interact with patients, families, and colleagues on a daily basis.

How To Assess for Healthcare Soft Skills

01 Targeted Behavioral Interview Questions

Behavioral interview questions are designed to elicit real-life examples from a candidate's past experiences, providing insights into their soft skills. Tailor your questions to reflect the specific soft skills needed in healthcare. For instance:

- ▶ Can you provide an example of a challenging patient interaction and how you handled it with empathy and effective communication?
- ▶ Describe a situation where you had to collaborate with a diverse healthcare team to achieve a common goal. How did you contribute?
- ▶ Share an experience where you had to adapt quickly to a change in healthcare protocols. How did you handle it?

02 Simulated Scenarios and Role-Playing

If possible, create simulated scenarios or role-playing exercises that mirror real-life situations healthcare professionals might encounter. This allows you to observe a candidate's soft skills in action. For instance:

- ▶ Simulate a communication scenario with a distressed patient or family member to assess empathy and effective communication.
- ▶ Conduct a team-based exercise to evaluate a candidate's ability to collaborate and contribute positively to a group dynamic.
- ▶ Present a challenging case and ask the candidate to outline their problem-solving approach

TOP
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HEALTHCARE SOFT SKILLS



- 01 Empathy
- 02 Collaborative
- 03 Communicative
- 04 Attention to Detail
- 05 Teamwork
- 06 Time Management
- 07 Work Ethic
- 08 Stress Management
- 09 Positive Attitude
- 10 Flexibility

03 Assessments Tools & Tests

Consider using validated assessment tools designed to measure soft skills relevant to healthcare. These may include personality assessments, emotional intelligence tests, or situational judgment tests.

- ▶ Tools like the Emotional Intelligence Appraisal or the Situational Judgment Test for Healthcare Professionals can provide valuable insights.

04 Reference Data with a Soft Skills Focus

When conducting reference checks, specifically inquire about a candidate's soft skills. Previous employers and colleagues can provide valuable insights into a candidate's interpersonal skills, teamwork, and ability to adapt to different situations.

- ▶ How would you describe the candidate's communication style, especially in high-pressure situations?
- ▶ Can you share examples of the candidate's collaboration with other team members and their contribution to a positive team environment?

Integrate Soft Skills Into Your Hiring

Assessing for the right soft skills, particularly if they are role-specific, can be challenging. Behavioral interviews are a start, but can be biased or lead to incorrect conclusions about candidate fit.

Crosschq 360 validates your healthcare candidate's role-specific soft skills and competencies that drive top hiring outcomes.

Using coworker and manager feedback, Crosschq 360 delivers reports that systematically rate and rank a candidate by the relevant soft skills for each role.

[SCHEDULE A DEMO](#)

There's an easy way to integrate soft skills into your hiring process.

Confidently assess soft skills and hire better quality candidates, faster with Crosschq 360. Give your talent team the competitive advantage in this fierce healthcare hiring market by surfacing candidates that have the skills and attributes that correlate to a higher (or better) Quality of Hire.

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