

Hard Skills *versus* Soft Skills

Hard Skills = hands on technical/procedural skills
(IV, dressing changes, inserting catheters, injections, vital signs)

Soft Skills = Intangible interpersonal skills needed to facilitate communication and navigate the workplace

Following are examples of Soft Skills:

- Communication Skills / Motivational Interviewing
- Empathy / Mutual Respect
- Teamwork / Team Building / Collaboration
- Leadership / Management Skills
- Decision - Making / Clinical Reasoning / Critical Thinking Skills
- Ability to Prioritize and Delegate / Time Management
- Professionalism / Integrity / Ethics
- Enthusiasm / Positive Attitude
- Conflict Management
- Embrace Diversity / Cultural Competency

80%

of nursing managers seek nurse graduates with soft skills training. However, the majority feel graduates struggle in this area.

Research Solutions,
LLC, 2010