

# Skills

## Task 1 Match the skills with the correct definition.

Discuss why these skills are important in health and social care.

Problem solving

Being able to **handle** and **take charge** of situations that are **difficult** and / or **uncomfortable**.

Observational skills

Finding **solutions** to **difficult issues**, often **under pressure** and with **little time**.

Dealing with difficult situations

Being able to **manage** your **time**, **various tasks** and **people** in a way that helps you to **meet deadlines** and **efficiently** move from task to task.

Organisational skills

Keeping a **close eye** on someone or something. This often includes **recording data** or looking out for any **changes**.

## Task 2 Read the details about the health and social care workers below.

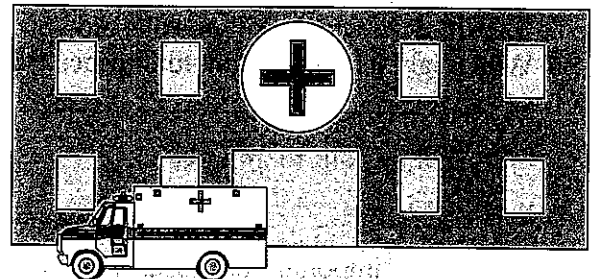
Discuss which of the skills in Task 1 they would need to have to perform their job well.

*Serish is a paramedic. She needs to travel from place to place and doesn't know what she will be faced with until she arrives at her destination.*

*Luana is a midwife. She works in the delivery suite at a busy, city centre hospital.*

*Andre is a social worker. He often needs to support families who are struggling with their home life.*

*Christopher is head of an intensive care unit within a large hospital. He needs to ensure that the most critical patients in the hospital are well cared for and that emergency treatment goes ahead as planned.*



### Herb farmers need to have good thyme management...

Not having the right skills can lead to things going wrong. Discuss with a partner what could go wrong within a health and social care setting if the skills on this page aren't fully developed.

# Skills Reflection

**Task 1** For each **skill**, give yourself a score out of **five stars** and then **explain** why you gave yourself that score.

Skill	Score	Explanation
Problem solving	★ ★ ★ ★ ★	
Observation	★ ★ ★ ★ ★	
Dealing with difficult situations	★ ★ ★ ★ ★	
Organisation	★ ★ ★ ★ ★	

**Task 2** In which skill or skills did you give yourself the **lowest score**? Why might it be important to **improve this skill**? How might it **help you** in the future?

Skill or skills to improve:

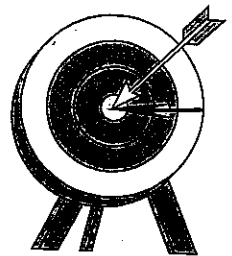
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This is important because:

.....

.....

.....



# Attributes

**Task 1** Match the attribute with the correct definition.

Discuss why these attributes are important within health and social care.

Empathy

Patience

Trustworthiness

Honesty

Being someone that others can **rely on**.

Being someone that tells the **truth**.

Being able to **understand** and **share** the **feelings** of another person.

Being able to **cope with problems** or setbacks **without becoming frustrated**.

**Task 2** Read the statements below. Which **attributes** might the health and social care workers be **lacking**? How could they try to do things **differently**? Discuss with a partner.



Samantha works in the toddler room at a small nursery. It's her job to do the final nappy change before the children are collected. However, Samantha often struggles to keep track of the time and on more than one occasion has forgotten to change some of the children's nappies before they go home. She doesn't want to get into trouble, so tells her manager that the job has been completed.



Lucian is a dentist. His patient is very nervous and keeps asking for a break. Lucian is due to finish his shift soon and is getting frustrated.



Karl is a nurse. His patient is a lady who's experiencing fertility problems. Whilst doing her blood tests, he tells her how tired he is as his wife has just had their fifth child. He also told his patient that she's lucky to be able to get a good night's sleep whilst she can.



**A dentist must always tell the whole tooth...**

Some attributes come more easily to some people than they do to others. Discuss with a partner how health and social care workers can develop the attributes that they might struggle with.

## Attributes Summary

**Task** Use this page to **summarise** each of the attributes you've learned about so far. Consider why it's **important** for a healthcare professional to have each attribute.

Attribute	Summary
Empathy	
Patience	
Trustworthiness	
Honesty	



**I've got a joke about patience. Wait for it...**

There are more than four attributes needed by health and social care workers. Discuss with a partner about what other attributes might be useful for someone working in health and social care.