



Nurses, and people in related healthcare occupations, interact with patients, other healthcare professionals, and often patients' families to directly provide or coordinate personal care. While maintaining a comfortable atmosphere, they discuss the care they are providing with the patient, other healthcare professionals, and possibly patients' families. They monitor patients' health, administer care, maintain records accurately, and report patient status to the appropriate people.

Example Positions

Registered Nurse, Home Health Aide, Critical Care Nurse, Staff Nurse, Nursing Assistant, LPN/LVN, Health Technologist

Competencies

Quality Focus – Nurses ensure that all work in one's own area of the business, throughout the organization, by vendors, suppliers, etc. is performed with excellence and to high standards for quality and integrity.

Deliberative Decision Making – They tend to gather, consider, and evaluate all relevant information to make logical conclusions before being moved to action.

Communicating – They provide the information required by others in a concise, direct, and unambiguous way. Nurses perceive how the message affects the receiver and strive to ensure that the receiver clearly understands the specifics and function of the message.

Interpersonal Sensitivity – They relate effectively to other people, sense the impact of their own behavior upon others, and modify their approach in order to achieve productive outcomes.

Information Seeking – They are driven by an underlying curiosity and desire to know more about things, people, or issues. This involves going beyond routine questions and includes digging or pressing for exact information; resolving discrepancies by asking a series of questions; or conducting less-focused environmental scanning for opportunities or miscellaneous information that may be used in the future.

Composure and Resiliency – They are able to deal effectively with pressure, maintain focus and intensity, and remain optimistic and persistent, even under adversity. This includes the ability and propensity to recover quickly from setbacks, rejections, and conflicts and to maintain self-control in the face of hostility or provocation.

Service Focus – They place emphasis on creating customer loyalty by continually enhancing the customer experience. This relates to the capacity to identify and understand the needs of customers, manage expectations, and give priority to meeting and exceeding those needs.

Collaboration and Teamwork – Nurses work interdependently and collaboratively with others to achieve mutual goals. This includes the propensity to subordinate individual aims in the interest of working with others in a way that promotes and encourages each person's contributions toward achieving optimal outcomes.

Learning Agility – They discern patterns in data, recognize relationships between concepts, and rapidly apply learning from one context to solve analogous problems in different contexts.

Representative Behaviors

- Utilizes best practices to ensure that work outcomes reflect high standards for quality
- Evaluates short- and long-range implications of decisions
- Communicates information in a well-considered manner
- Recognizes and objectively addresses sensitive issues
- Asks insightful questions of others in order to gain deeper understanding of issues
- Demonstrates the ability to remain resolute and resilient under stress
- Demonstrates an eagerness to help others
- Works well in a team setting
- Learns quickly when faced with new challenges and situations



Nurse Job Model

Leading	Active Communication	Interpersonal Dynamics	Making Decisions	Solving Problems	Managing Processes	Self-Management
Leadership Maturity	Influence and Persuasion	Interpersonal Sensitivity	Deliberative Decision Making	Creativity and Innovation	Quality Focus	Composure and Resiliency
Leadership Communication	Conflict Management	Helpfulness	Decisiveness	Analytical Thinking	Compliance	Generating and Expressing Enthusiasm
Driving Results	Negotiating	Service Focus	Strategic Thinking	Learning Agility	Response Orientation	Strength of Conviction
Leading Change	Active Listening	Relationship Building	Organizational Citizenship	Scientific Acumen	Safety Focus	Achievement Motivation and Perseverance
Managing Innovation	Communicating	Collaboration and Teamwork	Information Seeking	Business Acumen	Process Management	Self-Awareness
Managing Quality	Instructing	Organizational Savvy			Time Management	Adaptability
Team Building		Global Mindset			Planning and Priority Setting	Initiating Action
Coaching and Developing Others					Organizing and Documenting Information	Accountability
Delegating					Applying Standard Practices	Professionalism
Fact-Based Management						Continuous Learning
Strategic Talent Management						Extended Task Focus
Directing						Comfort with Ambiguity

For more information on Caliper Competencies,
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