

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



### JOB MODEL

| Leading                        | Active Communication     | Interpersonal Dynamics            | Decisions                         | Solving Problems          | Managing Processes                     | Self-Management                         |
|--------------------------------|--------------------------|-----------------------------------|-----------------------------------|---------------------------|--|---|
| Leadership Maturity            | Influence and Persuasion | <b>Interpersonal Sensitivity</b>  | <b>Deliberate Decision Making</b> | Creativity and Innovation | <b>Quality Focus</b>                   | <b>Composure and Resiliency</b>         |
| Leadership Communication       | Conflict Management      | Helpfulness                       | Decisiveness                      | Analytical Thinking       | Compliance                             | Generating and Expressing Enthusiasm    |
| Driving Results                | Negotiating              | <b>Service Focus</b>              | Strategic Thinking                | <b>Learning Agility</b>   | Response Orientation                   | Strength of Conviction                  |
| Leading Change                 | Active Listening         | Relationship Building             | Organizational Citizenship        | Scientific Acumen         | Safety Focus                           | Achievement Motivation and Perseverance |
| Managing Innovation            | <b>Communicating</b>     | <b>Collaboration and Teamwork</b> | <b>Information Seeking</b>        | 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                  |