

FACILITATOR GUIDE



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LESSON OVERVIEW

INTRODUCTION

Welcome to the Soft Skills Training for Managers in Healthcare Settings.

Training OVERVIEW

This facilitator guide for instructor-led training has been meticulously crafted to aid you in delivering a comprehensive training session focused on augmenting the soft skills of managers operating within healthcare environments.

Soft skills constitute a pivotal component of leadership efficacy, team synergies, and overall organizational triumph.

Throughout this training, we will delve into the significance of soft skills for managers, deliberate on the essential skills esteemed by employers, and furnish pragmatic approaches for skill honing.

This training program is tailored for managers in health care settings who are seeking to improve their soft skills repertoire. The program aims to equip participants with the essential interpersonal and communication skills necessary for effective leadership in the healthcare industry. Through interactive sessions and engaging activities, participants will gain a deeper understanding of soft skills and learn how to apply them in their daily roles.



Soft Skills Training for Managers in Healthcare Settings

LEARNING OUTCOMES

By the end of this training, participants will be able to:

- Understand the significance of soft skills in managerial roles within healthcare settings.
- Differentiate between hard skills and soft skills.
- Identify and describe key soft skills valued by employers in the healthcare sector.
- Develop strategies for assessing and enhancing their own communication and interpersonal skills.

LEARNING OUTCOMES	EVIDENCE of LEARNING	MATERIALS	ACTIVITIES
Understand the significance of soft skills in managerial roles within healthcare settings	Slides 6, 16, 25	Facilitator: computer, projector Learner: Participant Guide, pen/pencil	Group discussion Reflection List Your Soft Skills
Differentiate between hard skills and soft skills	Slides 14, 15, 24, 25	Facilitator: computer, projector Learner: Participant Guide, pen/pencil	Group discussion Reflection Team building activity
Identify and describe key soft skills valued by employers in the healthcare sector	Slides 5, 14, 15, 17 Slides 20-23, 25	Facilitator: computer, projector Learner: Participant guide, pen/pencil	Group discussion Case studies Reflection List Your Soft Skills
Develop strategies for assessing and enhancing their own communication and interpersonal skills	Slide 6, 7, 19, 25	Facilitator: computer, projector Learner: Participant guide, pen/pencil	Role playing Soft skills assessment Reflection Online assessment



Soft Skills Training for Managers in Healthcare Settings

Client Background

ABC Applied Behavioral Analysis (ABA) is a leading provider of behavioral therapy services for children and adults diagnosed with autism spectrum disorder (ASD). With a team of highly trained therapists and clinicians, ABC ABA is dedicated to improving the lives of individuals with ASD by implementing evidence-based interventions and personalized treatment plans.

Identified Problem:

In recent months, the management team at ABC ABA has observed challenges related to interpersonal communication among their managers. As the company continues to grow and expand its services, effective leadership and communication skills have become increasingly vital for maintaining a positive work environment and ensuring the delivery of high-quality services to clients and their families.

Why Hire Me as their Instructional Designer?

Recognizing the importance of addressing these issues proactively, ABC ABA has decided to invest in the development of a comprehensive leadership development training program.

The goal of this initiative is to equip managers with the necessary soft skills to foster healthy interpersonal communication, strengthen team dynamics, and enhance overall leadership effectiveness within the organization.

To achieve this objective, ABC ABA sought the expertise of an instructional designer, me to design and implement a tailored training program specifically focused on developing soft skills focused on communication and interpersonal skills for managers.

By partnering with me, ABC ABA aimed to create a structured and engaging training curriculum that aligns with the unique needs and challenges faced by managers in the field of applied behavioral analysis.

I worked closely with ABC ABA's leadership team to conduct a thorough needs analysis, identified key areas for improvement, and designed targeted learning experiences that addressed the specific communication challenges observed among managers.



Soft Skills Training for Managers in Healthcare Settings

Through interactive workshops, case studies, and role-playing exercises, the training program provided managers with practical strategies and tools for effective communication, conflict resolution, and team collaboration.

By investing in the professional development of its managers, ABC ABA demonstrated its commitment to fostering a positive and supportive work environment, ultimately enhancing the quality of services provided to individuals with autism spectrum disorder and their families.

