



# A Nurse Needs More Than Just A Good Bedside Manner.

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*A Nurse possess a list of key skills and personal characteristics needed for the job, Well-Run Concepts understands these areas and has done the research. Let's explore what the key attributes, motivators and behaviors would look like for a Nurse that would have more than just a good bedside manner.*

Whether you are searching for your next hire or a new career, Well-Run Concepts used a comprehensive, validated, step-by-step process, Job Matching system to determine what is needed for top performance.

Attributes tells us if an individual can do the job by looking at what personal skills or competencies are needed in the job of Nurse.

The Top Seven Attributes are:

## Diplomacy and Tact

Effectively handling difficult or sensitive issues by utilizing tact, diplomacy and an understanding of organizational culture, climate and/or politic is a top priority for a Nurse.

- Effectively utilizes tact and diplomacy in working with people across hierarchical, functional and/or cultural borders.
- Understands cultural, climate and organizational issues.
- Adapts conduct and communications to "politically correct" standards.
- Is sensitive to the needs of "special interest" groups within organizations.
- Builds relationships and networks with key people of influence.
- Provides advice, counsel and mentoring on organizational issues.
- Utilizes both formal and informal networks internally to obtain support and achieve results.

## Empathy

Identifying with and caring about others are the qualities of an admirable Nurse.

- Demonstrates genuine concern for others.
- Respects and values people.
- Perceives and is sensitive to the emotions people experience.
- Expend considerable effort to understand the real needs, concerns and feelings of others.
- Advocates for the interests, needs and wants of others.
- Demonstrates cross-cultural sensitivity and understanding.
- Takes personal and/or professional risks for the sake of others.

## Customer Focus

A superb Nurse anticipates, meeting and/or exceeding customer needs, wants and expectations.

- Responds to customers with a sense of urgency.
- Follows through on customer requests.
- Partners with customers to assist them in achieving their objectives.
- Acts as an advocate for customers' needs.
- Takes professional risks for the sake of customers' needs.

## Self Management

A confident Nurse demonstrates self control and an ability to manage time and priorities.

- Effectively manages emotions and impulses.
- Effectively manages time and priorities to meet deadlines.
- Presents self assertively.
- Demonstrates an ability to maintain composure in the midst of crisis.
- Balances personal and professional life.
- Takes initiative and acts without waiting for direction.
- Accepts responsibility for actions and results.

## Personal Accountability

A supreme and trustworthy Nurse will be responsible for the consequences of one's own decisions and actions.

- Will not deflect blame

somewhere else, or on others.

- Holds themselves accountable.
- Will make every effort to try and identify the cause of a bad decision.
- Focus will be more on correcting the problem to ensure future success than on protecting themselves.

## Objective Listening

A first-class Nurse has the ability to listen to many points of view without bias.

- Values others' points of view
- Regularly solicits input from others and listens to them without interrupting
- Represents others' points of view impartially
- Verifies understanding of others' feedback

## Continuous Learning

A superstar Nurse takes initiative in learning and implementing new concepts, technologies and/or methods.

- Demonstrates curiosity and enthusiasm for learning.
- Takes initiative in acquiring and mastering the skills and knowledge requirements of a position.
- Actively interested in new technologies, processes and methods.
- Welcomes or seeks assignments requiring new skills and knowledge.
- Is considered a knowledgeable resource by others.



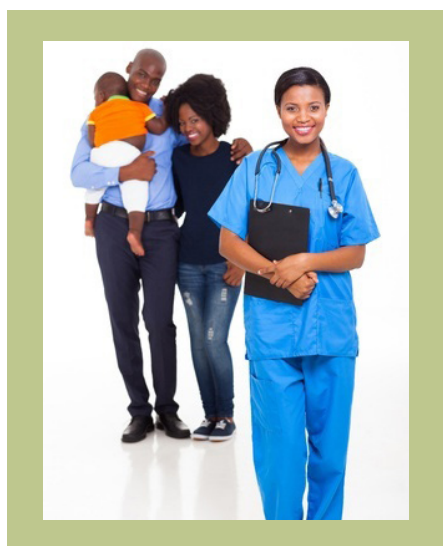
## About the Author

Jennifer C. Zamecki is the Founder and President of Well-Run Concepts, a Human Resource Consulting Firm, founded in 1997.

*"Job Matching & Developing Top Talent"*

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Workplace motivators make up the next critical success factor needed, which tells us why an individual will do the job or, in other words, what rewards and cultures are they seeking on the job.



The Top Three Motivators for a Nurse are:

- 1. Theoretical** Rewards those who value knowledge for knowledge's sake, continuing education and intellectual growth.
- 2. Traditional/Regulatory** Rewards those who value traditions inherent in social structure, rules, regulations and principles.
- 3. Social** Rewards those who value an inherent caring for people; helping others.

Behaviors tell us how an individual will perform the job. We analyzed which of the behaviors an individual should possess to perform well in the job of Nurse. This is very important information to know in understanding communication styles.

The Top Three Behaviors for a Nurse are:

**1. Customer Oriented**

The job demands a positive and constructive view of working with others. There will be a high percentage of time spent in listening to, understanding and successfully working with a wide range of people from diverse backgrounds to achieve "win-win" outcomes.

**2. Frequent Interaction With Others**

The job requires a strong "people orientation," versus a task orientation. The Job will comfortably deal with multiple interruptions on a continual basis, always maintaining a friendly interface with others.

**3. Organized Workplace**

The job's success depends on systems and procedures. Its successful performance is tied to careful organization of activities, tasks and projects that require accuracy. Record keeping and planning are essential components of the job.

Now that we have a clear picture of what the Nursing job looks like, I would like to ask you this...

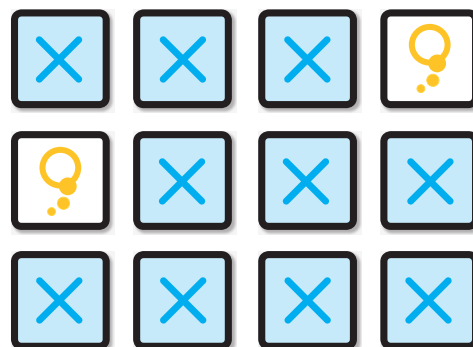
- If you are an Nurse, do you have these critical success factors mastered? If not, what's your plan to develop them?
- If you are a hiring agent in the medical industry, how are you currently measuring your Nursing talent today?
- Do they have the above named attributes, motivators and behaviors?
- If so, great! You are ahead of the competition!
- If not, how will you develop them or better yet, select talent that already has it?

**Here are a few suggestions to get you started: If you want to know for sure, then run a Talent Assessment on yourself or your staff. Then match the results to the benchmark of the Nurse job in this article.**

Better yet, you can run your own customized benchmark for your unique organization and culture.

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*Job Matching is NOT a game!*



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