



# What soft skills do I need as a Qualified Person (QP)?



## PROBLEM SOLVING / ADAPTABILITY

- Analyse problems and recommend solutions
- Critical thinking skills
- Ability to think 'outside the box'
- Utilisation of all available resources



## PLANNING & ORGANISING / DISCIPLINE

- Prioritising workload
- Task/goal focus
- Commitment to quality and compliance
- Develop strategic plans
- Management of GMP inspections



## LEADERSHIP

- Inspire and motivate others
- Strategic thinking
- Implement vision
- Clear direction
- Persuade and influence
- Delegation

RELATED COURSE:

[Leadership & Influencing Skills](#)



## OPERATES WELL UNDER PRESSURE

- Prioritisation and focus
- Calm demeanour
- Positive 'can-do' attitude
- Resilient



## PROFESSIONAL ETHICS & INTEGRITY

- Assure patient safety is at the core of everything you do
- Provide a moral compass
- Influence compliance at all levels



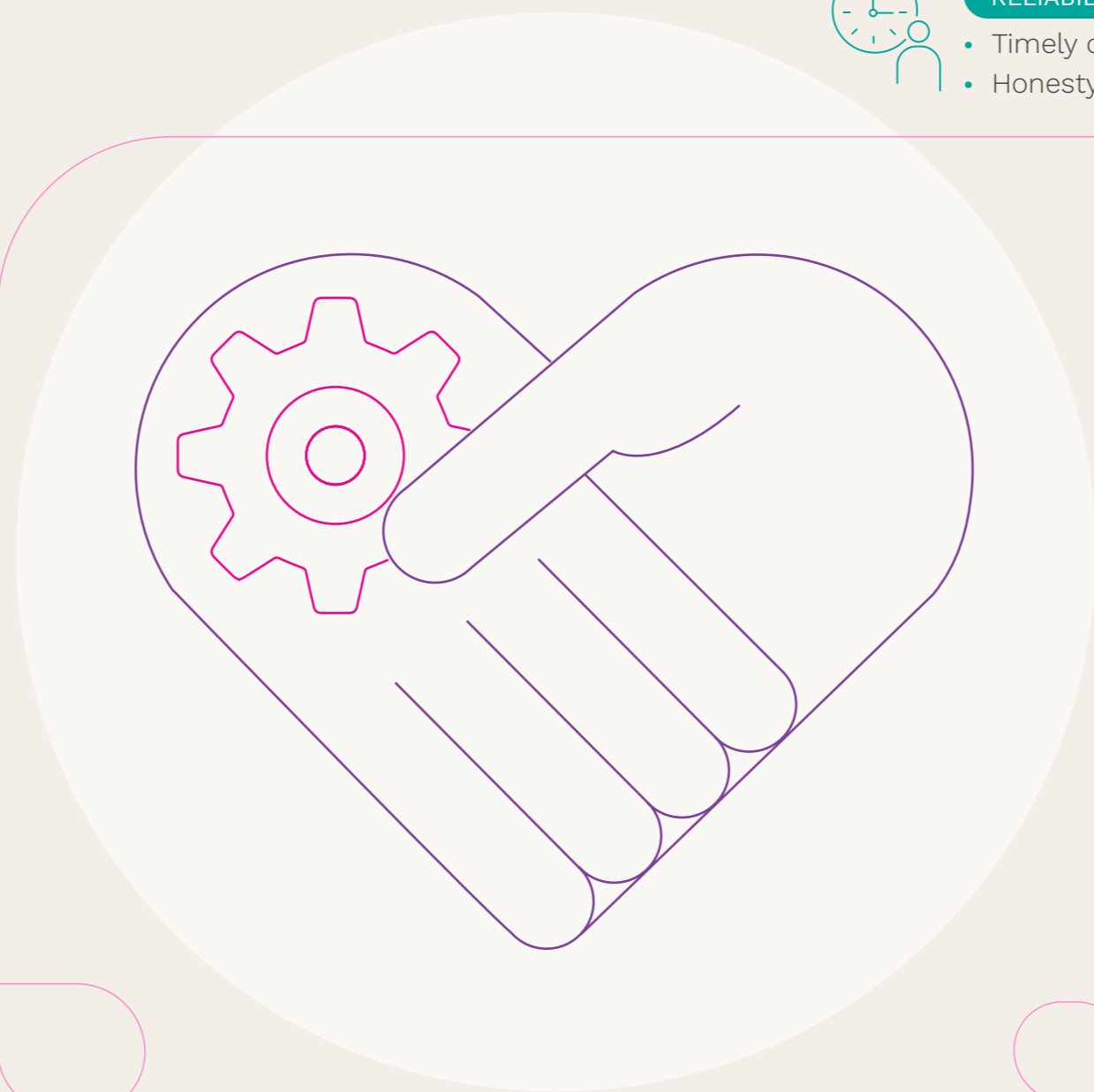
## DECISION MAKING

- Full situation analysis
- Risk awareness
- Taking responsibility
- Taking appropriate risks



## RELIABILITY

- Timely completion of tasks
- Honesty/candid feedback



## ASSERTIVENESS

- Self-assured
- Strive for mutual benefit (self, patient, company)
- Direct, honest and appropriate at all times
- Able to manage difficult situations



## COMMUNICATION

- Clarity of communication in all forms
- Confident in presentations and public speaking
- Comfortable communicating at all levels (internal and external)



## PRAGMATISM

- Adapt to changes
- Consider alternative options
- Focus on the attainable



## INTERPERSONAL / TEAMWORK

- Confident in their skills/knowledge
- Professional
- Active listener
- Open to feedback
- Works well in a team
- Able to manage difficult people