

CANDIDATE REPORT**NURSE SJT**

A candidate report for:

Anonymous Candidate

Created 21 October 2026

**Communication Skills****Empathic Sensitivity****Desire to Understand****Empathic Judgement**

Introduction

This report is confidential and is intended to provide you with feedback on your results.

The test is designed to assess areas of critical importance for success in the role of a Nurse Professional. The competencies assessed are defined below.

Nurse Competencies

Communication Skills: Builds respectful, trusting patient relationships through attentive dialogue and adaptive, considerate interactions.

- Establishes respectful, trusting relationships with patients.
- Creates fluent and relaxed conversations with patients.
- Responds to patients in ways that minimise the risk of causing offence.
- Is flexible and adaptive in the way they approach patient interactions.

Empathic Sensitivity: Engages patient's with sensitivity to their vulnerability, focusing on their priorities and maintaining a non-judgmental, matched dialogue.

- Is sensitive to each patient's known or potential vulnerabilities.
- Guides discussion through a focus on whatever matters most to patients.
- Is careful not to judge patients, when observing the choices they make.
- Recognises the need to allow patients to express strong emotions.

Desire to Understand: Keenly uncovers the root causes of patient concerns by exploring their understanding of risks, checking their solutions, and avoiding assumptions.

- Is keen to discover the root cause of patient observations or requests, emotions etc.
- Wants to know whether patients recognise the risks they sometimes take.
- Checks how patients would resolve an issue, before offering own ideas.
- Is careful not to make untested assumptions about patient behaviour.

Empathetic Judgement: Makes evidence-based decisions that consider the patient's perspective and environment, knowing when to continue or step away from discussions.

- Seeks to ensure decisions are based on all relevant evidence.
- Uses each patient's perspective as the starting point for negotiating change.
- Takes the patient's environment into account when making plans with them.
- Recognises when to change discussion from one topic to another.

The results of this exercise are valid for 12 months and can be used to support recruitment decisions.

How To Use This Report

This report provides you with feedback from the Nurse SJT. It contains 'behavioural interpretation' that you can use to help you understand how you have performed on the exercise and 'development opportunities' to inform your development priorities, should you wish to improve your skills in specific areas.

Behavioural Interpretation

For each competency measured by the Nurse SJT, an interpretation (four bullet points) has been provided to help you better understand the decisions you made on the exercise. Not every bullet point may apply equally to you, but you should consider them all, at least initially, and then decide which are most relevant for you.

Development Opportunities

You have also been provided with some ideas to help improve the competencies. The suggestions are intended to support you in your career progression, so working through these suggestions and identifying your own ideas for improving your skills should help you create a relevant development plan. When creating your development plan, it is best to set SMART Goals:

- **S = Specific:** Clearly defined and unambiguous.
- **M = Measurable:** Contains specific criteria that you can use to measure your progress and goal accomplishment.
- **A = Achievable:** Attainable in the timeframe you have set yourself and not impossible to achieve.
- **R = Relevant:** Relevant to your goal, career or what you want to achieve.
- **T = Time-bound:** Has a clear start and end date.

S SPECIFIC	<ul style="list-style-type: none"> • What do I want to achieve? • When do I need to achieve it? • Why is the goal important? • Who is involved? 	<div></div> <div></div> <div></div> <div></div>
M MEASURABLE	<ul style="list-style-type: none"> • How will I measure my progress? • How will I know when my goal is achieved? • What will be different when I have completed my goal? 	<div></div> <div></div> <div></div> <div></div>
A ACHIEVABLE	<ul style="list-style-type: none"> • Can I complete my goal in the time I have available? • How confident am I that I can achieve my goal? • What support will I need to achieve my goal? 	<div></div> <div></div> <div></div> <div></div>
R RELEVANT	<ul style="list-style-type: none"> • Why is this goal important to me? • How does this goal relate to my overall success? • What is especially meaningful about my goal? 	<div></div> <div></div> <div></div> <div></div>
T TIME-BOUND	<ul style="list-style-type: none"> • When will I be ready to start working on my goal? • What specific date will I complete my goal? • How often will I check the progress I am making on my goal? 	<div></div> <div></div> <div></div> <div></div>

Performance

The following provides a detailed interpretation of Anonymous' responses, who completed the Nurse SJT on 05/02/2025.



Communication Skills

Your responses suggest that you:

- Makes an effort to engage carefully with patients, especially when introducing themselves or building a relationship.
- Is supportive and approachable when communicating with patients, wanting them to feel at ease.
- Recognises the need sometimes to guide patients from current activity to something they need to include in their ongoing routine.
- Is aware that they are in a patient's home or personal space, and that they need to take this into account when carrying out their role.



To develop your skills further in this area you might wish to consider:

- Engage with clarity and reassurance: Carefully and respectfully build and maintain a healthy relationship. Consistently use clear communication and provide ample opportunity for patients to ask questions or express concerns. Use reflective listening to echo their concerns, using statements like, "How are you feeling about what I've just said?" to stimulate discussion.
- Create a positive and relaxed atmosphere, so patients feel free to engage openly. Use well-paced statements, where possible echoing or reinforcing what patients have said, to show you have heard them and recognise what is important to them. This might include mirroring their body language. Use phrases like, "I can see how much this means to you," and "You've really been struggling, haven't you", to validate their feelings.
- Carefully redirect patient attention: Where necessary, politely and skilfully redirect patient focus from their current activity to something important for their ongoing routine. Use motivational interviewing techniques and collaborative language to ensure patients feel involved in the decision-making process. Ask for their input and preferences to make them feel valued, such as, "Did you have any thoughts yourself about how we might best deal with this?"
- Maintain patient privacy and independence: Be mindful not to become overly familiar, or act in ways that might undermine their sense of security. Always ask for consent and communicate your intentions clearly before taking any action.



Empathic Sensitivity

Your responses suggest that you:

- Seems unconcerned about the risk of upsetting patients, directly exposing them to situations that might embarrass them.
- Focuses on their own immediate reaction to sensitive situations, rather than the choices made by patients which might help explain their behaviour.
- Looks for immediate solutions to issues that arise, rather than first considering whether there may be a reason the patient has not already resolved the issue.
- When patients show strong emotion, reacts by trying to change the conversation; conversely, when patients speak or respond slowly, tends to try and speed up conversations so targets can be met.



To develop your skills further in this area you might wish to consider:

- Avoid causing embarrassment: Recognise the risk of causing patients possible embarrassment and avoid immediate mention of unusual or surprising behaviour. Use careful phrasing like, "You seem a little uneasy," to address sensitive issues subtly and respectfully.
- Indirectly and carefully introduce sensitive issues: Instead of focusing on your immediate reaction, consider the patient's choices that might explain their behaviour. Use indirect approaches such as, "Do you have any particular concerns about this problem?" to discuss sensitive topics without appearing critical or blaming. This will ensure patients feel comfortable discussing them.
- Engage in equal discussion: Seek to draw patients into shared discussions of issues that arise, aiming to find practical solutions that meet their ongoing needs. Use collaborative language like, "What do you think could be a helpful way to address this issue?" to involve patients in problem-solving.
- Respect patient pace: Recognise that patients may sometimes act or respond strongly and that this needs to be handled carefully. Use phrases like, "I understand this is important to you," to validate their emotions and allow them to move at their own pace.



Desire to Understand

Your responses suggest that you:

- Listens carefully to patient concerns then offers solutions, keen to maximise time while also showing they recognise the patient's need to share their thoughts.
- Highlights concerns as they arise, being careful to ensure patients understand the importance of protecting themselves from risk.
- Seeks to reach solutions to problems through an open interaction with the patient, sharing their own ideas then inviting the patient to do the same.
- When responding to patient behaviour, is careful to express themselves in a way that shows they understand why the patient may have acted as they have.



To develop your skills further in this area you might wish to consider:

- Listen carefully before offering solutions: Listen carefully to patient concerns and then offer solutions. Balance the need to maximise time with the need to show patients you recognise their need to share their thoughts. Use active listening phrases like, "This must be very difficult for you," to show empathy and understanding.
- Highlight concerns and ensure understanding: Highlight concerns as they arise and ensure patients understand the importance of protecting themselves from risk. Use clear and empathetic language like, "I think it's important we get this checked out, just to be sure everything's okay," to convey your message.
- Seek solutions through open interaction: Reach solutions to problems through open interaction with the patient. Share your ideas and then invite the patient to do the same. Use collaborative phrases like, "There are a number of options here," to encourage patient participation.
- Express understanding of patient behaviour: When responding to patient behaviour, express yourself in a way that shows you understand why the patient may have acted as they have. Use empathetic statements like, "You seem a little uneasy," to validate their feelings and show that you are attuned to their perspective.



Empathic Judgement

Your responses suggest that you:

- Tends to make decisions based on their preferred way of dealing with situations, rather than ensuring they draw on sufficient information relevant to each patient.
- Uses own perceptions or experience as the main reference point for decision-making, believing this will be best for the patient, rather than prioritising patient views.
- Takes an overly narrow view of options when planning with patients, tending not to make best use of available resources in the home environment.
- Seeks to sustain dialogue on sensitive topics with patients, at times asking probing questions, without ensuring the patient is comfortable to continue discussing the topic.



To develop your skills further in this area you might wish to consider:

- Gather sufficient information: Avoid making decisions based solely on your preferred way of dealing with situations. Ensure you draw on sufficient information relevant to each patient by asking questions like, "Let me see if I've understood so far.." and "Do you have any thoughts about what may be causing this problem?".
- Balance views and encourage change: When encouraging changes in patient behaviour, seek to balance your views with those of patients, aiming to persuade them to recognise the best options. Use collaborative language like, "There are a number of options here," to discuss potential changes.
- Broaden planning options: Avoid taking an overly narrow view of options when planning with patients. Consider all available resources in their home environment by asking, "Have you tried anything to help with this before?" to explore different solutions.
- Ensure patient comfort in discussions: When discussing sensitive topics, ensure the patient is comfortable to continue. Use phrases like, "Is it okay if we continue discussing this, or would you prefer to talk about something else?" to check their comfort level and proceed accordingly.