

Part 2 Career Development Plan Interpersonal Skills

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08/08/2021

Based on the answers I provided I have above average interpersonal skills. I scored the lowest in listening with 60%. I know I need to improve my listening skills and pay more attention to what others are saying. A good medical biller/coder must be able to interact effectively with physicians, insurance companies, and patients. . A medical billing/coding specialist needs to answer questions, explain policies, and help people understand what they have to do. I will be communicating face-to-face, over the phone, and by email, so quality verbal and written communication skills are crucial. Employers want to know that you can communicate well with everyone on all levels.

Active listening is another one of the most important qualities for a medical billing/coding specialist. It goes hand-in-hand with good communication. Not only do medical billing/coding specialists need to make themselves understood, but they need to understand others. One area in which active listening is important is when a medical billing/coding specialist talks to the healthcare professionals they work with. They will need to listen to them when they explain the procedures done or any special considerations they should take into account.

A medical billing specialist will need to use conflict management skills at times. Being a medical billing specialist can be stressful at times, particularly in high-stress situations involving rejected insurance claims and billing discrepancies. I will have to balance compromise with a solution that's best for everyone if possible. I might have to deal with heightened emotions during some of these conversations. It's important to understand how to keep my tone level and reasonable.

I don't have any specific goals that I would like to accomplish because of the results of this assessment. I am a people person I have excellent communication skills. I just need to make a

conscious effort to not interrupt when I have something to say and to pay closer attention to what is being said to me and not think about what I am going to say in return when it is my turn to speak.

Interpersonal skills play a huge role in the career I have chosen.