The Importance of Emotional Intelligence in Healthcare

Presented by

Cooper University Health Care

Employee Assistance Program

Risa D. Swell, LCSW, CEAP, Director

856-342-2280

Objectives

- Understand Emotional Intelligence (EI): its definition and use in health care

- Identify EI competencies

- Assess your areas of EI strength and need for development

- Learn tips to increase your EI

What is *Emotional Intelligence*?

The ability, capacity, skill to identify, assess, and manage the emotions of one's self, of others, and of groups to help guide behavior and thinking in ways that enhance results.

Uses in Healthcare

- Patient-family centered care – "bed-side manner"
- Delegating
- Problem-solving
- Multi-tasking

Emotional Intelligence Competencies

Intrapersonal   Interpersonal

Intrapersonal	Interpersonal
Self-Awareness Identifying your emotions Understanding emotions	**Social-Awareness** Identifying others' emotions Understanding others' emotions
Self-Management Using emotions to facilitate thought Managing emotions	**Relationship-Management** Using emotions Managing emotions

Intrapersonal: Self-Awareness

- Emotions

- Interpretations/appraisals

- Self-assessment

Emotional Awareness

- Recognize what you are feeling in some proximity to when you are feeling it

- Take note of physical signs to help identify your feelings

- Notice behaviors that may indicate your feelings

- Realize the links between your feelings, thoughts and actions

Interpretations/Appraisals

- Remember that appraisals, not behavior, cause reactions

- Be aware of your inner dialogue

- Process situations afterwards

Self-Assessment

- Be aware of strengths and limitations
- Learn from experience
- Be open to feedback
- Consider other ideas
- Show a sense of humor about yourself

Intrapersonal: Self-Management

- Emotional Composure

- Adaptability

- Motivation

- Integrity

Emotional Composure

- Self-control

- Decreasing arousal

- Positive self-talk

- Conditioned relaxation

Adaptability

- Flexibility

- Open to change

- Able to handle multiple demands

Motivation

- Confidence
- Optimism
- Tenacity
- Enthusiasm
- Resiliency

Personal Integrity

- Alignment between values and behavior
- Honoring what you believe is "right"

Interpersonal: Social Awareness

- Emotional awareness of others
- Empathy
- Social Integrity

Emotional Awareness of Others

- Attentive to emotional cues
- Use of senses/observations
- Acknowledge appraisals/assumptions

Empathy

- Show sensitivity
- Step into the other's shoes
- Attend to other's needs and feelings

Social Integrity

- Conscientiously meet your commitments
- Be accountable to others
- Demonstrate honesty with others
- Leads to trust

Interpersonal: Relationship Management

- Communication

- Rapport

- Conflict Management

- Leadership

Communication

- Active listening

- Assertiveness

- Body Language

- Feedback

Active Listening

- Listen to understand

- Listen for content

- Listen for emotional subtext

Assertiveness

- Express needs/wants/opinions while respecting others

- Use "I" statements

- Clearly identify and communicate intentions and requests

Body Language

- Positioning
- Facial expression
- Tone of voice

Feedback

- Goals: Improve competence and maintain confidence

- Receiving: Be aware of emotions and be open

- Giving: Sandwich technique (replace "but" with "and") and BEER

BEER

- **B**ehavior – describe the behavior (positive or negative)
- **E**ffect – explain the impact it is having
- **E**xpectation – state your request
- **R**esults – outline the positive outcome

Rapport

- Building relationships based on similarities and differences
- Reciprocity
- Connecting effectively with others
- Leads to trust

Conflict Management

- Identify potential conflict
- Know your conflict management style
- Move beyond positions to interests
- Encourage debate
- Look for win-win solutions

Conflict Management Styles

- Competition
- Avoidance
- Accommodation
- Compromise
- Collaboration

What is your EI action plan?

- Strong competencies
- Competencies in need of development
- Tools you will use