The Importance of Emotional Intelligence in Healthcare

Presented by
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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
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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

• **Behavior** – describe the behavior (positive or negative)
• **Effect** – explain the impact it is having
• **Expectation** – state your request
• **Results** – 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
Leadership

• Modeling
• Motivating
• Recognizing/rewarding
• Giving/receiving feedback
• Consensus building
• Mentoring
What is your EI action plan?

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