



EIQ-2
Applying
Emotional
Intelligence
and
Positive
Psychology
in
Health and
Wellness

EIQ-2

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Emotional Intelligence in Health Care

- **What is Emotional Intelligence?**
- **Why Should We Care?**
- **How Can We Improve?**



Health Care

Emotional Intelligence; Communication; Relationships

**Patient
{& Family}**

**Patient
Communication**

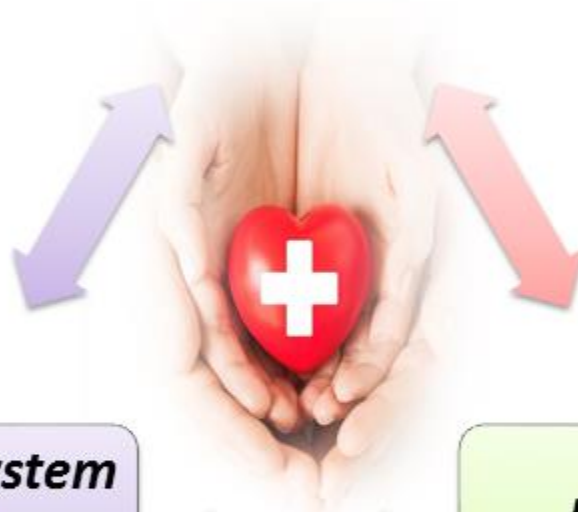
Issues:

Personal Well Being;
Diagnosis; Prognosis;
Treatment; Health Care
Providers; Health Care
System

**Health Care Provider
Communication**

Issues:

Administrative/Job
Constraints; Professional
Demands; Personal Issues;
Patient Issues/Concerns;
Health Care System



**Health Care System
{Administration;
Insurance}**

**Health Care
Providers**



Health Care System Communication Issues:

Cost/Benefits; Business Operations; Different Constituencies; Competing Demands;
Patient Issues/Concerns; Health Care Providers

**Creating
Realistic
Expectations**

**Managing
Perceptions**

**Positive
Outcomes &
Feedback**



Mindfulness & Empathy

**Active,
Deliberate
Engagement**

**Internal &
External
Communication**

Self-Awareness

Social Awareness

Self-Management

Social Skills

What is Emotional Intelligence?

A set of emotional, social and relational skills that guides the way we perceive, understand and express ourselves; connect with others; manage interpersonal exchange; cope with challenges; and apply emotional information in an effective, meaningful way.

Health Care Emotional Intelligence

Tips:

- Relationships are based on communication
- Likability, credibility and empathy are created through listening
- Stress is lowered and outcomes improved through positive tone and nonverbals
- Multitasking limits communication
- Caring is an essential part of the professional relationship; resonance and rapport convey care... share optimism and positive feelings

Self-Awareness:

personal confidence; a presence; intrapersonal emotional connection; mindfulness; focus

Social-Awareness:

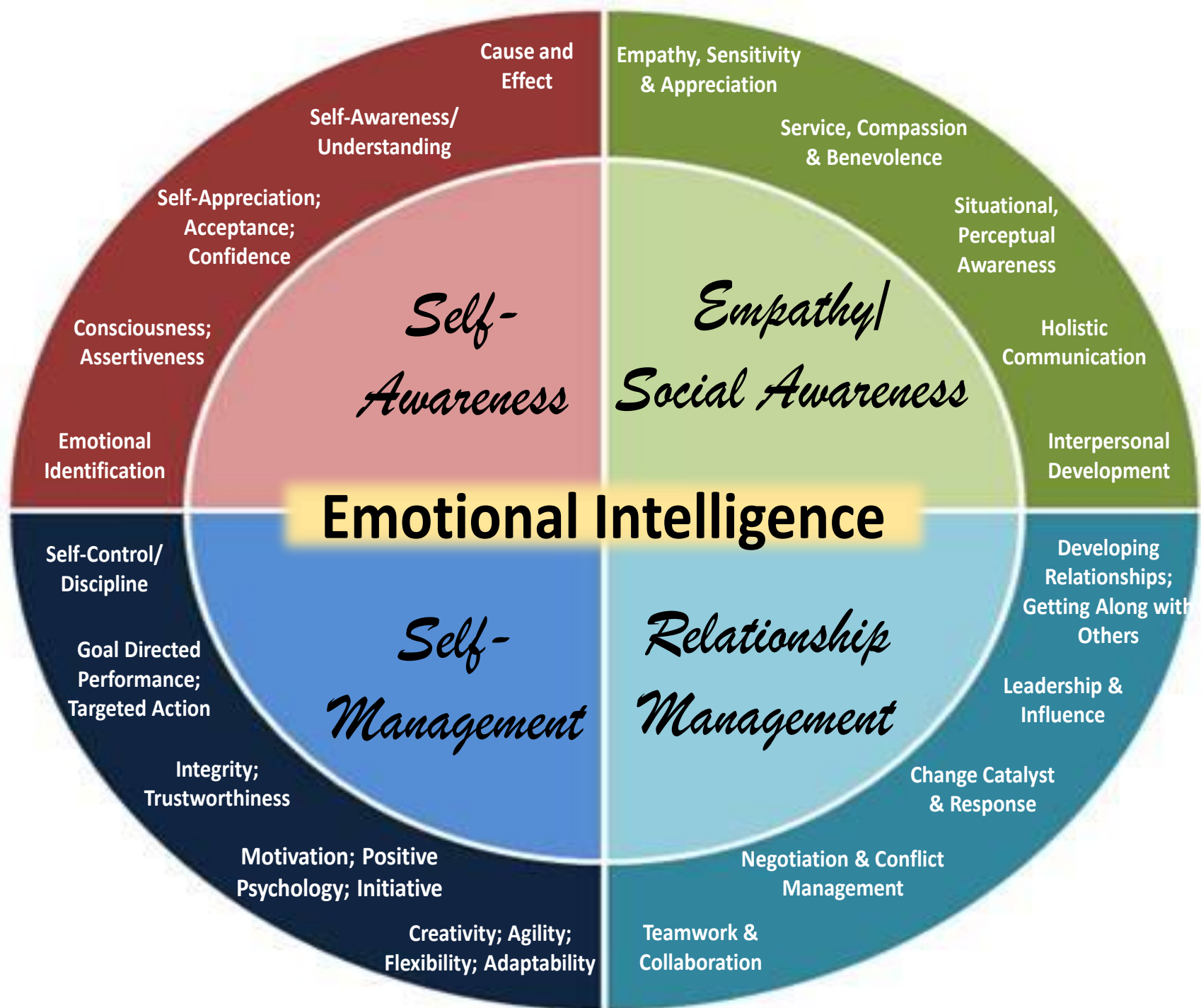
empathy; service; compassion; adding value; resonance & rapport; attention, focus & listening

Self-Management:

self-control, discipline & willpower; plans, vision & initiative; stress & impulse management

Relationship Management:

conflict management; cooperation, collaboration & teamwork; problem solving; leadership & influence



EMPATHY

- E** xtend care, concern and understanding
- M** odel and mirror the Platinum Rule
- P** ut yourself in their shoes
- A** sk: show an active interest; listen to feedback; get involved
- T** reat people with appreciation, value and respect
- H** elp; demonstrate genuine interest; get involved
- Y** ield self-centeredness; make the needs of others a priority



Have a POISED Bedside Manner

- P** repare: review the information before connecting
- O** rient: explain what's happening and why (problems solved/benefits gained)
- I** nformation gathering... show that concerns are being taken seriously and addressed
- S** hare relevant updates
- E** ducate and assure... explain progress and continuing direction
- D** ebrief... invite questions and concerns... confirm understandings

**Satisfaction
Improves with
Professionalism,
Positivity,
Communication,
Relationships
and Emotional
Intelligence**

Emotional Intelligence Returns

- 90% of top performers have high EI
- People with positive emotions perform at a higher level with fewer errors
- The more complex a job, the more the value of EI rises
- Reduces care and legal costs
- Enhances communication and diagnostic accuracy
- Lowers malpractice
- Improved working climate/ greater satisfaction/ lower turnover/reduced burnout
- EI lowers anger and negative emotions
- Greater health and wellness of the mind enhancing memory and performance
- Measurable improvement in leadership and influence
- More effective teams and group productivity
- Higher engagement, happiness and superior outcomes
- Improved patient satisfaction, emotional connection and loyalty
- Superior adherence to instructions
- Empowers relationships and lowers stress



Caring too much can hurt. When caregivers focus on others without practicing self-care, destructive behaviors can surface.

The caring relationship is predicated on communication, care, empathy and a meaningful relationship. Emotions can be supportive or destructive.

Emotional Intelligence and Positive Psychology are critical to producing the connection and results of wellness, health and effectiveness.

Emotional Intelligence Healthcare Impacts

Improves:

- Climate & Culture
- Individual Performance
- Team Synergy
- Communication
- Relationships
- Patient Satisfaction & Outcomes
- Attitude & Happiness
- Retention
- Productivity
- Focus
- Empathy



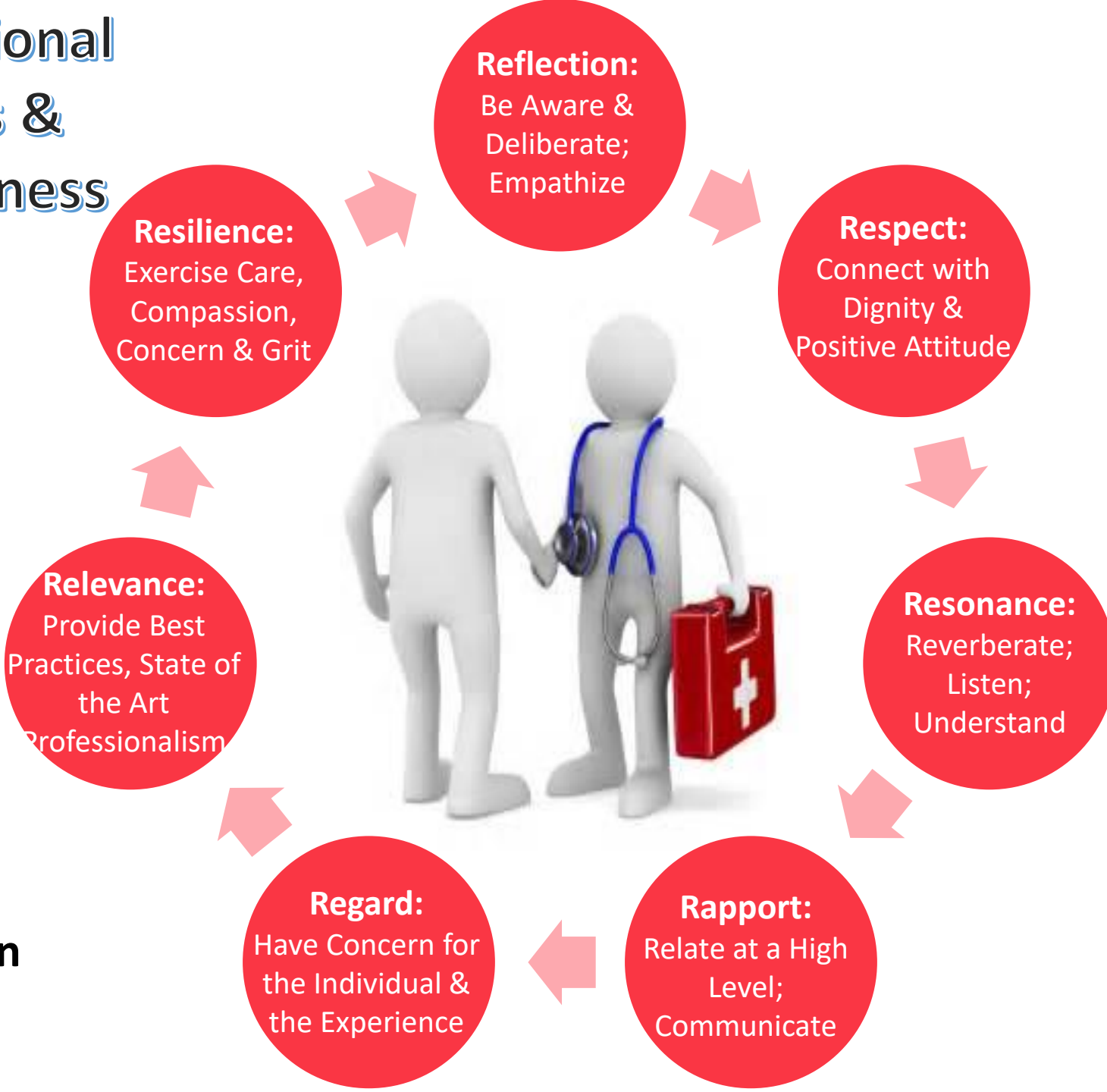
provides preventive, curative, promotional or rehabilitative health care services

Reduces:

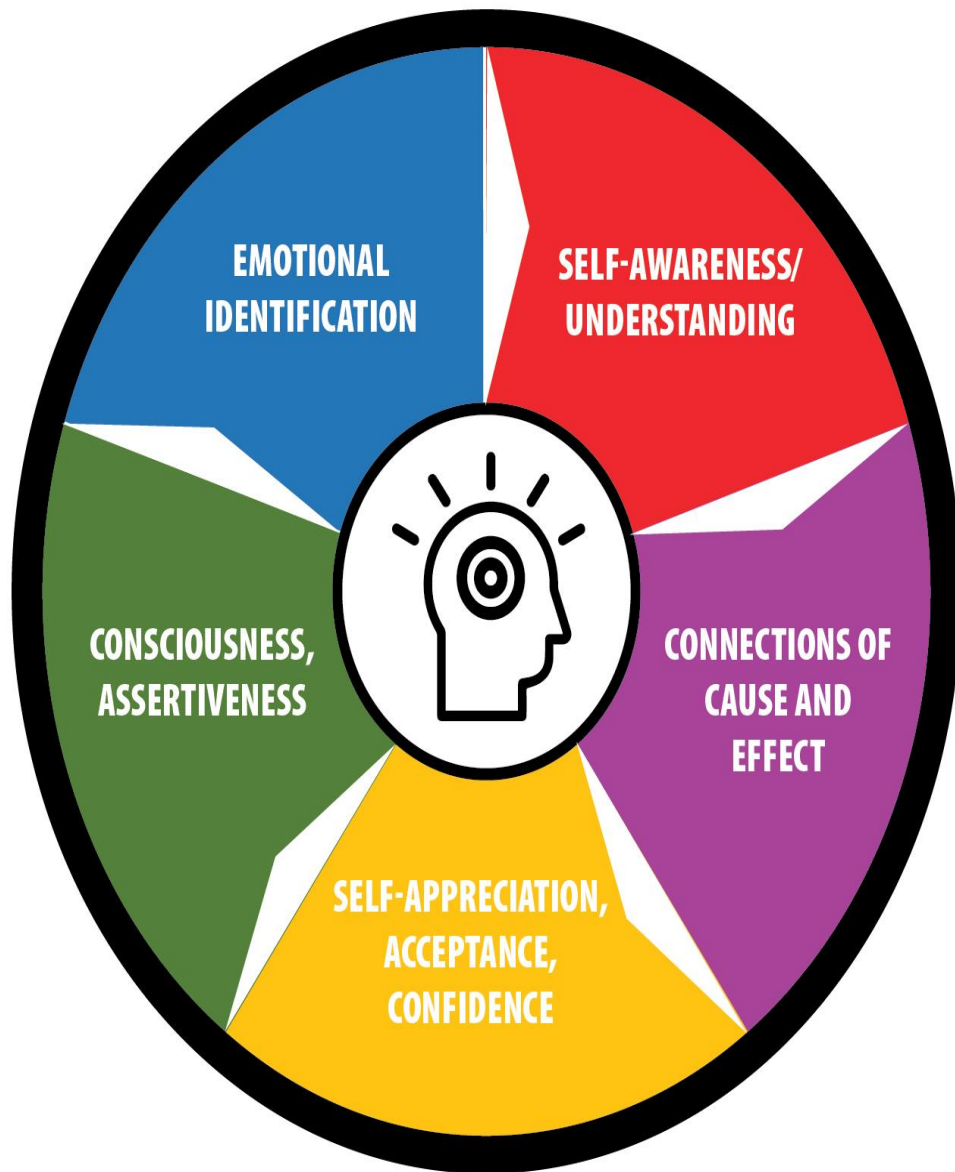
- Healthcare Costs
- Malpractice & Errors
- Miscommunication
- Stress
- Negativism & Depression
- Absenteeism
- Substance Abuse
- Insomnia
- Isolation
- Follow-up Issues
- Conflict
- Pessimism

R's of Emotional Readiness & Responsiveness

**Make the
Healthcare
Experience
Positive,
Personal &
Professional
through
Quality
Relationships
&
Communication**



Self-Awareness



- Self-Awareness/ Understanding
- Connections of Cause and Effect
- Self-Appreciation/ Acceptance/ Confidence
- Consciousness, Assertiveness
- Emotional Identification

Emotional Awareness

High Arousal/Active/Actualization/High Intensity

Stressed

- Anger
- Anxiety
- Fear
- Disgust
- Hate
- Desperation

*Punishment
aversion*

Stimulated

- Engagement
- Energy
- Surprise
- Excitement
- Enthusiasm
- Joy

*Reward
acquisition*

Volatile
 Hostile
 Directive
 Negative
 Irritated
 Controlling
 Victim
 Worried
 Suspicious

Empowering
 Trusting
 Confident
 Productive
 Creative
 Motivated
 Focused
 Optimistic
 Constructive

Negative

Positive

Sad

- Boredom
- Guilt
- Shame
- Unhappiness
- Loneliness
- Restlessness
- Resignation

Serene

- Content
- Blissful
- Glad
- Hopeful
- Relaxed
- Pleased
- Peaceful

Unproductive
 Lethargic
 Stuck
 Disengaged
 Withdrawn
 Isolated
 Yielding
 Depressed
 Cranky

Reflective
 Meditative
 Renewing
 Pensive
 Considerate
 Thoughtful
 Planning
 Calm
 Mindful

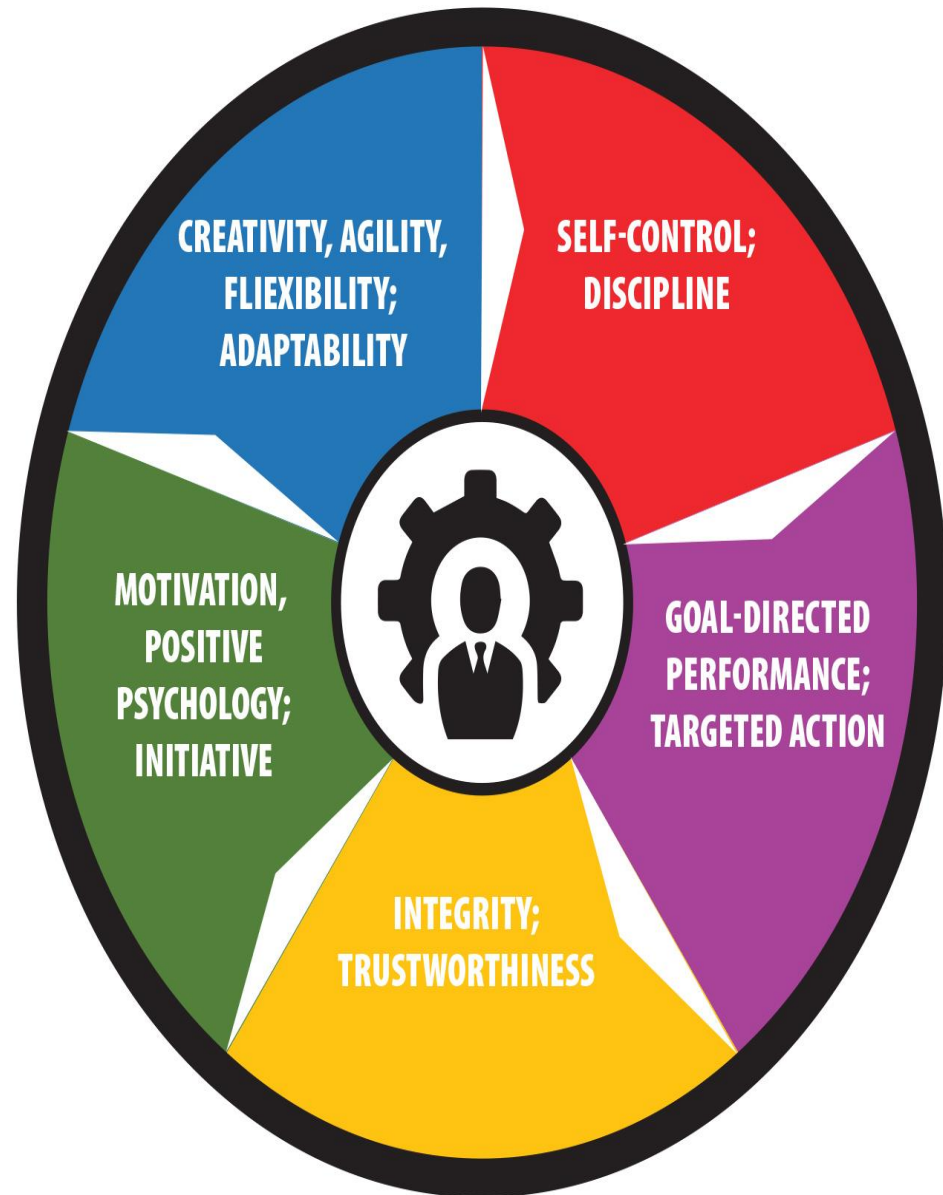
Low Arousal/Passive/Potential/Low Intensity

Improving Self-Awareness

- Take time to reflect on feelings and emotions. They are contagious both personally and professionally.
- Reinforce patterns that are positive and are more constructive while pruning feelings that are negative and counter-productive. Use feelings for engagement, happiness and motivation.
- Determine personal strengths and weaknesses; develop realistic self acceptance and appreciation; have positive self assurance and realistic confidence.
- Establish the practice of relaxing, refreshing and renewing through mindfulness, focus and reflection.
- Get outside feedback and support. Let others offer information on the feelings they see displayed.

Self-Management

- Self-Control, Discipline
- Goal-Directed Performance; Targeted Action
- Integrity; Trustworthiness
- Motivation, Positive Psychology; Initiative
- Creativity, Agility, Flexibility, Adaptability



Improving Self-Management

- Develop habits of self control and personal discipline.
- Determine personal boundaries and act assertively (rather than passively or aggressively).
- Self motivate. Generate a passion, excitement, enthusiasm and energy to pursue objectives.
- Be likeable. Cultivate eclectic interests, be nice, courteous and someone worth knowing.
- Manage stress, effort, time and impulsiveness. Take command of personal performance.
- Plan. Have a sense of purpose, direction and focus.

S.T.A.R.T.

with Heart

Smile and greet warmly

Tell your name, role and what to expect

Active listening and assist

Rapport and relationship building

Thank the person

Cleveland Clinic

RESPOND WITH

H.E.A.R.T.®

Hear the Story

Listen attentively

Empathize

"I can imagine how frustrated you must feel."

Apologize

"I'm sorry you were disappointed."

Respond to the Problem

"Here is what I can do..."

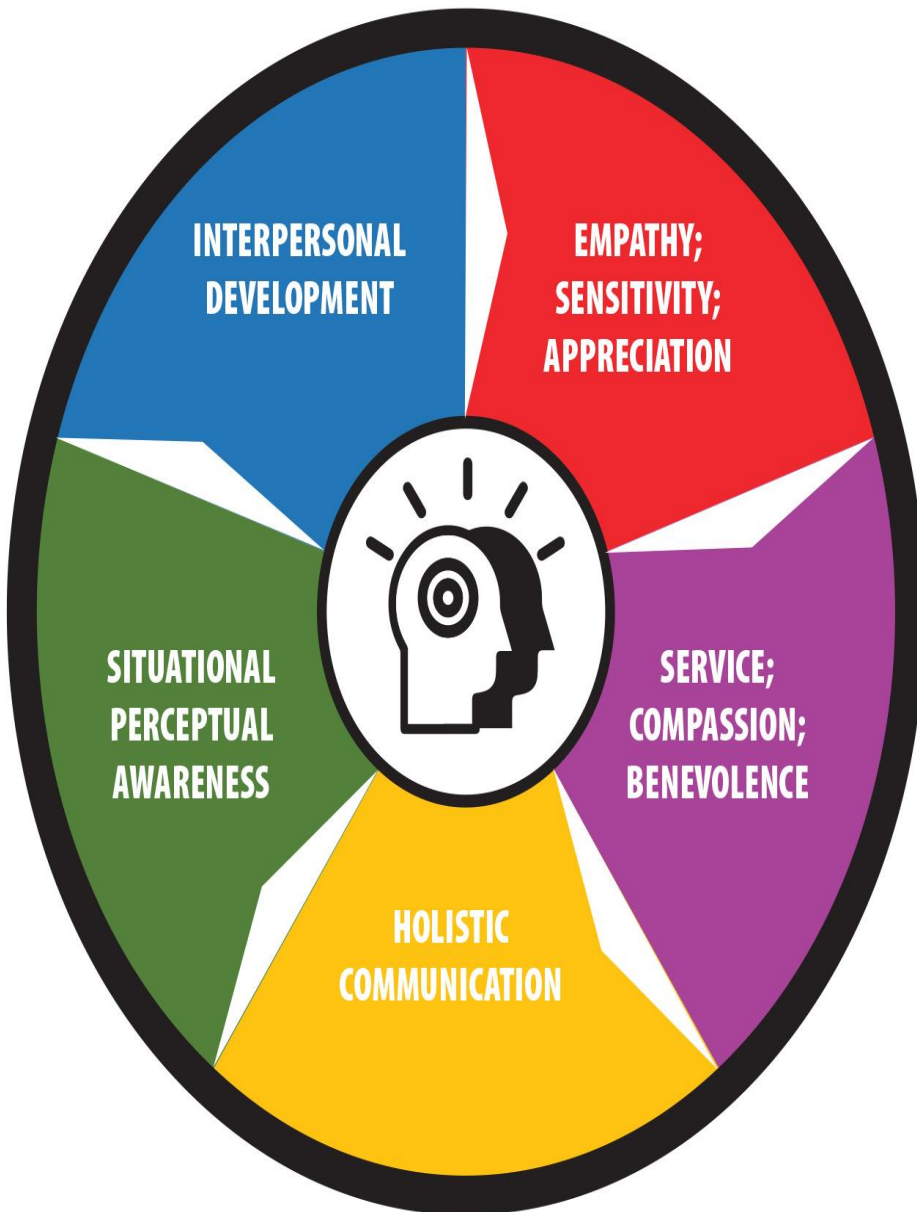
or "What can I do to help?"

Thank Them

"Thank you for taking the time to talk with me about this."

"Is there anything else I can do for you?"

Social Awareness & Empathy



- Empathy; Sensitivity; Appreciation
- Service; Compassion; Benevolence
- Holistic Communication (Resonance and Rapport)
- Situational/Perceptual Awareness
- Interpersonal Development

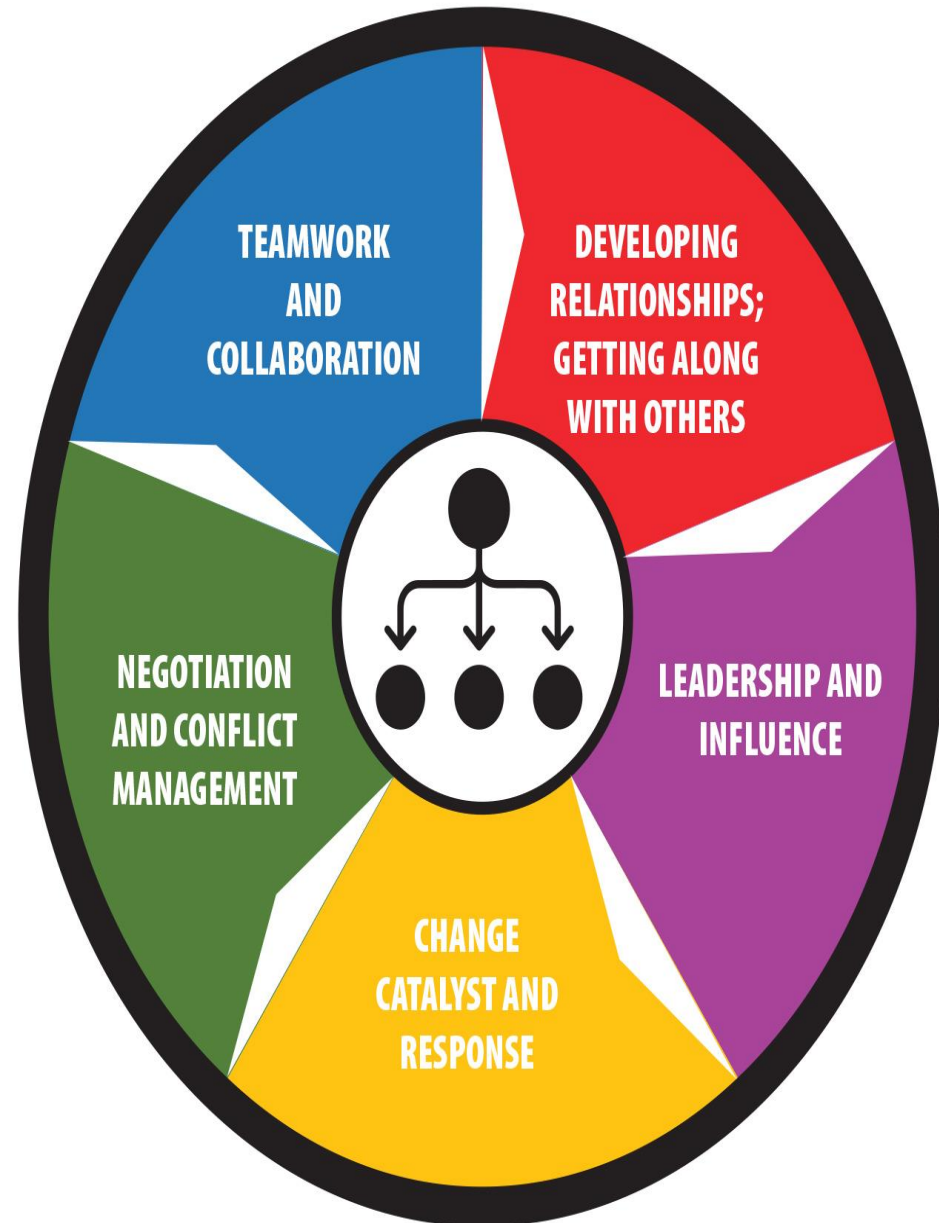


- ***Gather Yourself:*** Be Self-Aware of Verbal and Nonverbal Signals
- ***Empathize:*** Actively Listen; Deliberately Become Engaged and Involved
- ***Encourage Conversation:*** Ask Questions; Reflect and Rephrase
- ***Be Centered, Available, and In the Moment:*** Focus and Pay Attention to the Relationship and needs of Others
- ***Validate Feelings and Personal Worth:*** Be Supportive and Understanding; Care
- ***Use Kind, Considerate, Compassionate, Thoughtful Dialogue:*** ***Gather Yourself:*** Be Benevolent, Cool, Calm and Collected
- ***Act with Politeness and Respect:*** Treat Others with Sensitivity, Appreciation and Positive Regard
- ***Touch Thoughts and Feelings:*** Relate to the Whole Person
- ***Be Positive:*** Be Up-Beat, Optimistic and Encouraging; Use Positive Psychology to Program Success

Improving Social Awareness/Empathy

- Be curious and genuinely interested in other people.
- Avoid prejudice and self centeredness. Actively listen without distraction or judgment.
- Focus attention on others and what they are willing to share. Hear both verbal and nonverbal communication.
- Be sensitive, appreciative, validating and respectful of others. Value both the person and the message they send.
- Have an inner fire to provide value to others. Develop a passion to connect, serve, and help others.
- Demonstrate respect with words, tone and attention. Act with politeness, courtesy and etiquette.

Social & Relationship Management



- Developing Relationships; Getting Along with Others
- Leadership and Influence
- Change Catalyst and Response
- Negotiation and Conflict Management
- Teamwork and Collaboration

**Engagement and
Patient Centered
Quality**

**Dynamic Verbal
and Nonverbal
Communication**

**Emotional
Rapport and
Resonance**

**Validation,
Respect and
Courtesy**

***Emotional
Intelligence and
Healthcare***

**Professionalism
and Excellence
in Results**

**Holistic
Support and
Consideration**

**Continuing Caring/
Empathetic
Relationship**

**Focus,
Personalization
and Attention**

Health Care Resonance

Communicate:

Verbally &
Nonverbally;
Send & Receive;
Exchange

Model:

Friendliness; Strength;
Reassurance;
Calmness;
Professionalism; &
Optimism

Personalize:

Listen & Pay
Attention; Focus;
Customize

Empathize:

Understand;
Connect; Resonate;
Anticipate

Collaborate:

Educate; Share
Questions;
Partner

Humanize:

Care; Express;
Manage
Presence; Be
Likeable

Deliver:

Serve; Follow
Through;
Follow-Up

Manage

Negatives:
Cope with Stress,
Fear, Doubt...
Professionally

Exercise Positive

Awareness:

Self; Different
Audiences; Respect;
Value; Validate

Transition:

Shift between
Feelings;
Patients; Tasks;
& Situations

Healthcare

Rapport

Improving Social & Relationship Management

- Resolve conflict judiciously through attention, focus, problem solving and seeking double wins.
- Promote change management, learning and continuous learning to optimize effective and generate high value returns. Apply coaching and mentoring to develop and expand potential.
- Establish support structures that create both intrinsic and extrinsic rewards. Celebrate achievement at all levels. Encourage effort.
- Build loyalty, commitment, identity and quality relationships through positive, contagious emotions.
- Get along with difficult people in tough/stressful situations through positive interaction, empathy, dialogue, negation and emotional connection.

10 Quick Ways to Improve Patient Experiences & Satisfaction

1. Show respect, care & concern by listening & empathizing (be available & patient)
2. Communicate: make it two way; keep verbal & nonverbal cues positive
3. Value the patient: validate and address their worries; be respectful of time & concerns
4. Manage expectations, explain, educate, empower & partner
5. Deal with the whole person: mental, emotional & physical
6. Be professional: exercise self-awareness & self-management
7. Focus: be present in the moment; do one thing at a time & do it well; set an appropriate pace
8. Set the tone for relationships: treat people, not illnesses
9. Be open & honest; act with integrity in accordance with the highest standards
10. Commit to continuous learning & improvement

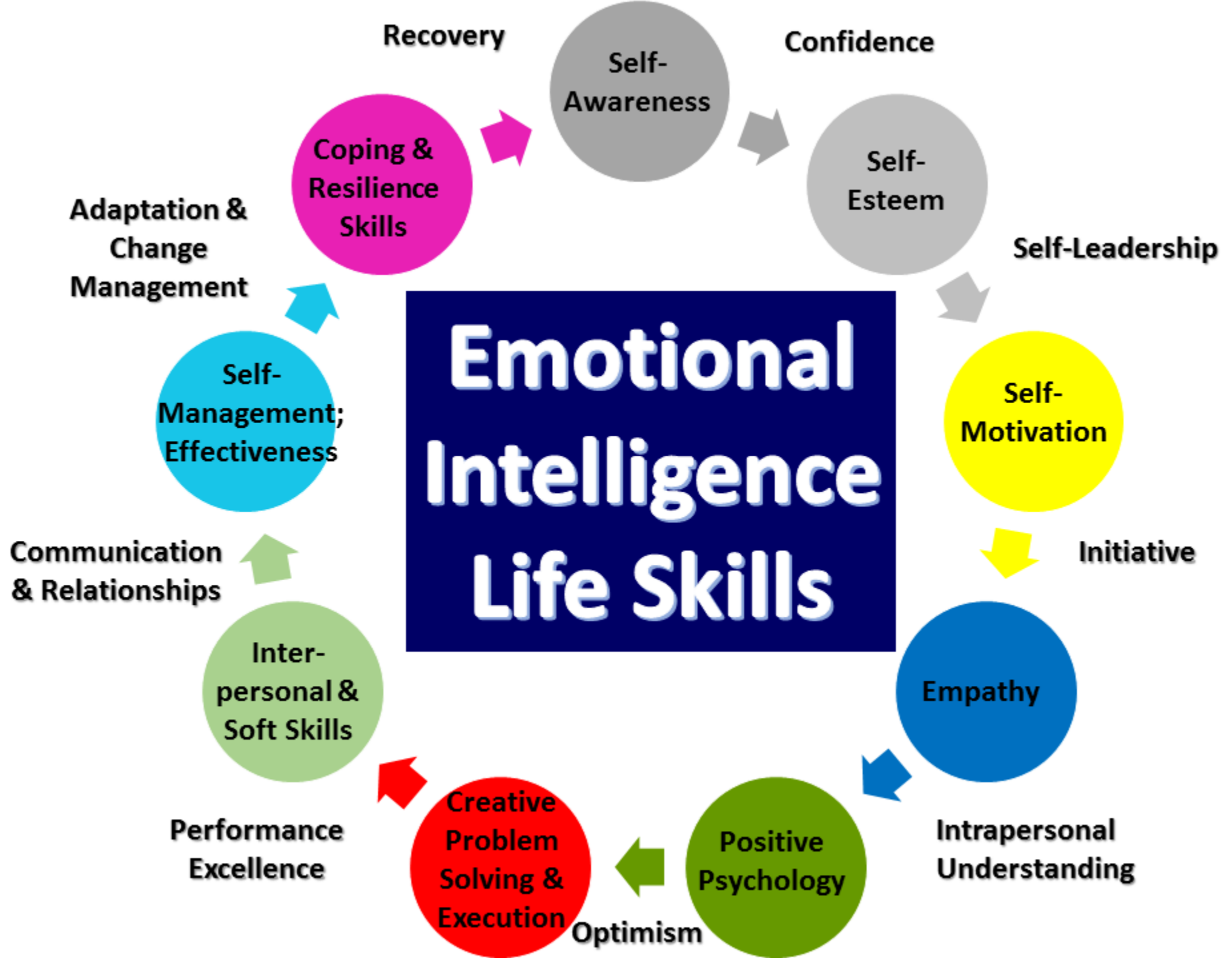
See (C) I CARE

C onnect with the patient or family member using Mr./Ms. or their preferred name,
I ntroduce yourself and your role,
C ommunicate what you are going to do, how it will affect the patient, and other information,
A sk for and anticipate needs and concerns,
R espond to questions and requests promptly, and
E xit, courteously explaining what will come next.


— See, I CARE

Prescription for Excellence: Leadership Lessons for Creating a World Class Customer Experience from UCLA Health System







Implementing Systemic Emotional Intelligence Development




Assess: Accurately Determine Emotional and Relational Intelligence through On-line Evaluation {Value and Results Focused}



Coach, Train & Develop: Use Learning Systems Incorporating Visual, Experiential and Blended Strategies



Apply: Implement Continuous Improvement at All Levels to Generate Measurable, Sustainable Excellence



Refine: Follow-up and Follow-through to Fine-Tune for Motivation, Engagement, Involvement and Optimal Performance

Health Services and Emotional Intelligence



EQ-2 Hierarchy

Group

Interpersonal

Intrapersonal

Team & Organizational:
Collaboration; Synergy; Smart Operation; Competitive Advantage; Tactics & Strategies

Relationship Management:
Coaching/Mentoring; Leadership; Influence; Change Management

Social Awareness & Connection:
Empathy; Recognition; Communication; Teamwork

Self-Management & Regulation:
Discipline; Restraint; Control; Resiliency; Adaptability; Initiative; Achievement; Integrity; Positive Thinking

Self-Awareness & Connection:
Consciousness; Identification; Self-Acceptance, Confidence and Worth