

# Emotional Intelligence and Professional Support

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Developing people  
for health and  
healthcare

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Think of someone you admire  
whom you see as successful  
and/or effective in their work  
and life

Name a quality they possess...





# Emotional Intelligence

" the capacity for recognising our own feelings and those of others, for motivating ourselves and for managing emotions well in ourselves and in our relationships. "



# Emotional intelligence is... *Health Education England*

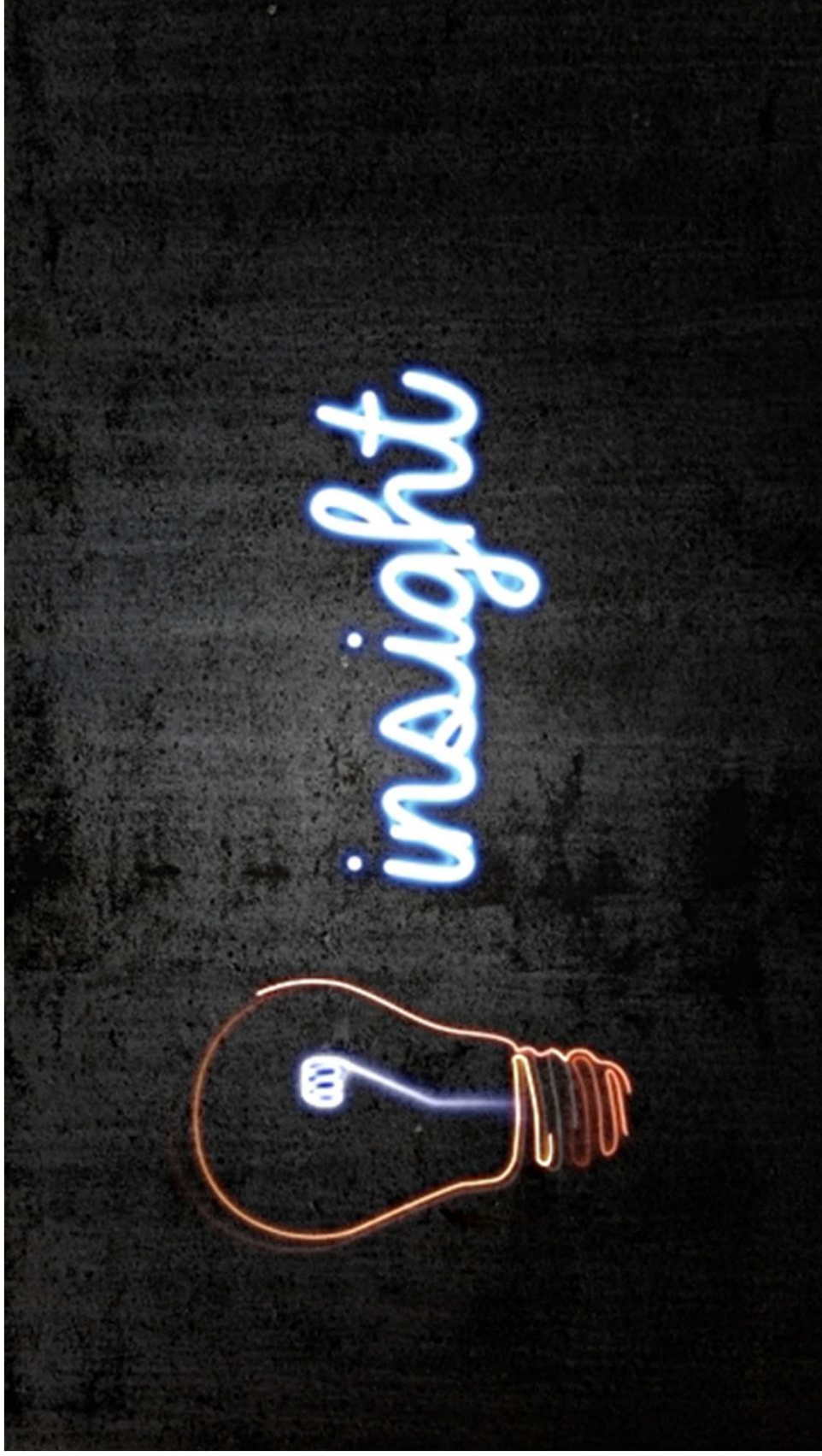
- Self awareness, knowing your emotions
- Managing emotions and emotional self control
- Self motivation
- Empathy, recognising emotions in others
- Handling relationships, interpersonal effectiveness

- Unlike personality traits - emotional intelligence is not fixed and can develop with deliberate practice and training
- Improves with age
- It is a predictor of success in life and work



## Common presenting problems

- Difficult relationships with colleagues
- Social and communication skills
- Ineffective management of stress and emotions
- Poor organisation
- Lacking insight
- Lack of clinical leadership / complex clinical decision making

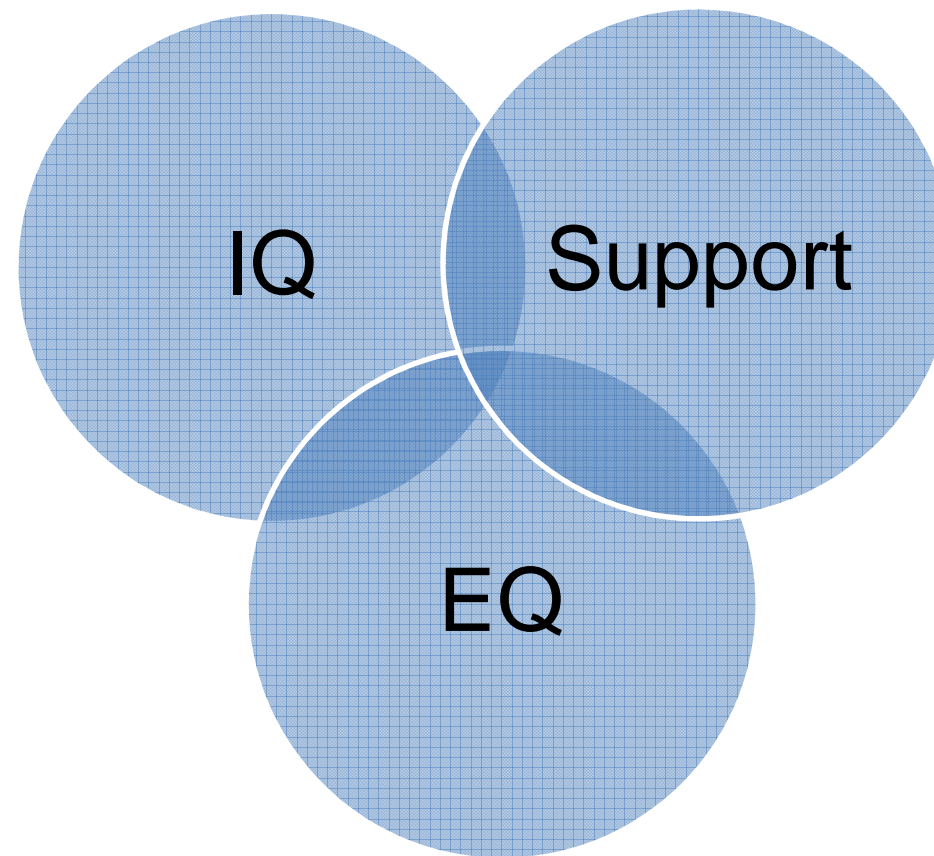




# Capacity for Change



*Health Education England*



## EQ

- Are they **stable** enough?
  - Emotional stability
- Can they **persevere**?
  - Conscientiousness
- Are they **motivated**?
  - Determination
- **Resolve / Intention**?
  - Perseverance
- Do they have **insight**
- Do they have the **skills**

## Self

## Social

<div><b>Self Awareness</b></div> <div><u>Self-Confidence</u> Emotional Self Awareness Accurate Self Assessment</div>	<div><b>Social Awareness</b></div> <div><u>Empathy</u> Organisational Awareness Understanding the environment</div>
<div><b>Self Management</b></div> <div><u>Self-Control</u> Trustworthiness Conscientiousness Adaptability Drive and motivation Initiative</div>	<div><b>Social Skills</b></div> <div><u>Influence</u> Inspirational Leadership Developing others Influence Building bonds Team Work and Collaboration</div>

Recognition

Regulation

# Personal competencies



*Health Education England*

- **Self Awareness:** knowing what you are feeling, and your strengths and weaknesses
- **Self Regulation:** managing emotions, recovering from upset, being flexible and adaptive

➤ awareness of others (empathy)

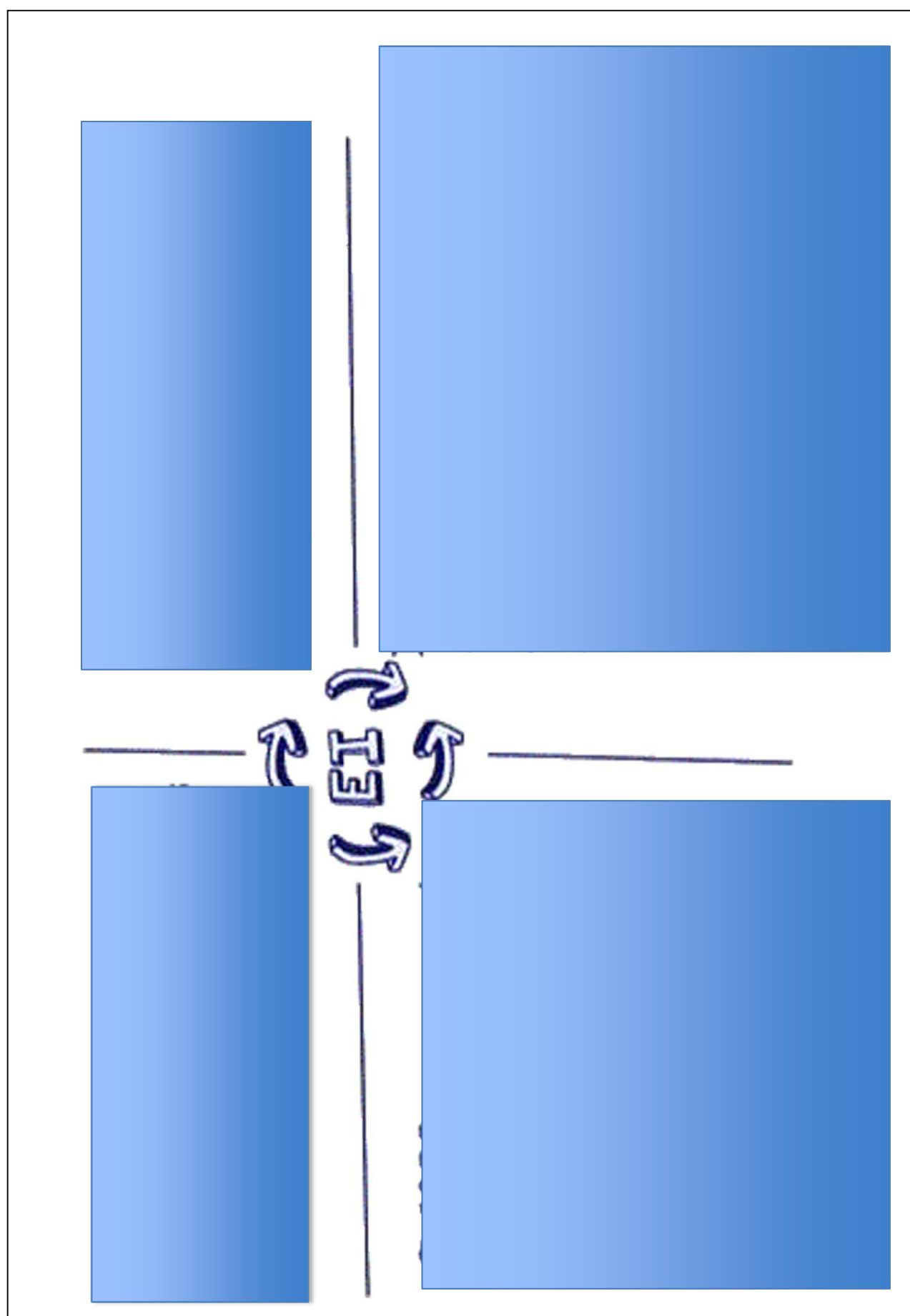
# Social competencies

- **Social Awareness** : Empathy for others, sensing others' feelings, needs and concerns.  
Understanding different perspectives
- **Relationship Management** : influencing others, building relationships, managing conflict, persuading and leading, enabling co-operation and teamwork



# Assessing your EI...





# Improving your EI



*Health Education England*

- Self-awareness
- Managing feelings
- Handling stress
- Empathy
- Communications - talking about feelings effectively
- Self-disclosure
- Insight
- Self-acceptance
- Personal responsibility
- Assertiveness
- Group dynamics
- Conflict resolution

# Positive emotions



*Health Education England*

- **Good moods**
  - enhance flexible thinking
  - encourage risk taking
  - laughter releases tension
- **Hope and Optimism**
  - motivates
  - learn from failure
- **Self-efficacy**
  - approaching failure in terms of how to handle it rather than worrying what might go wrong

# Improving Relationships

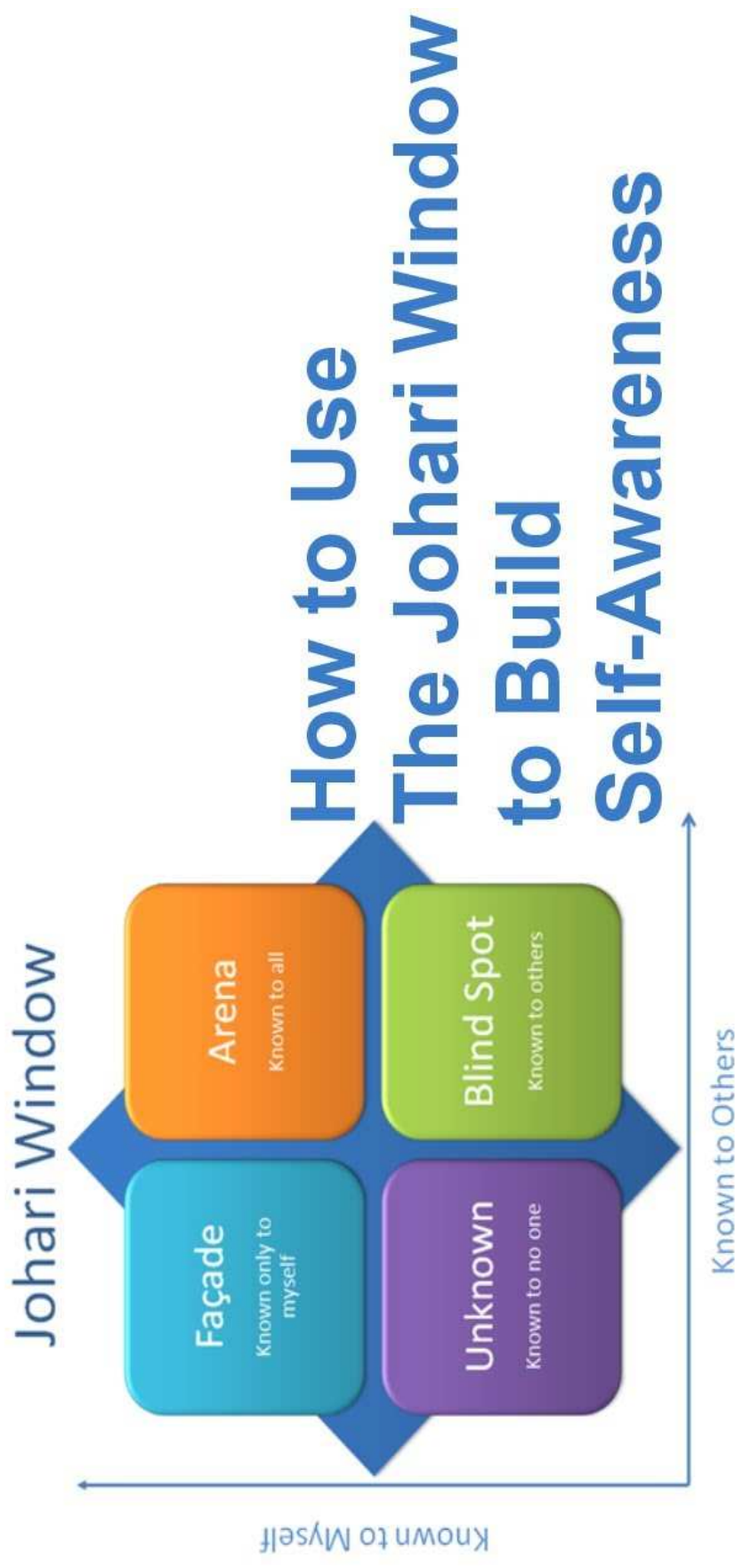
- Giving and asking for information

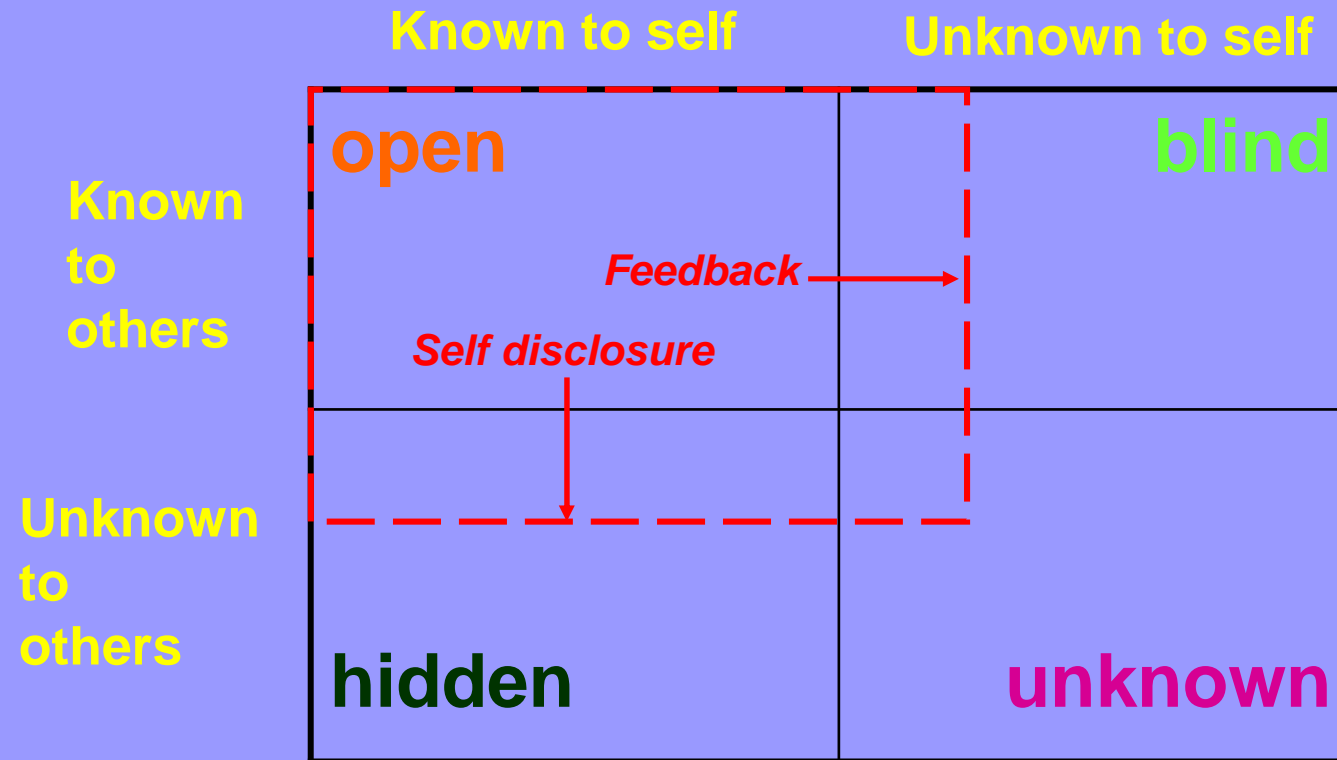


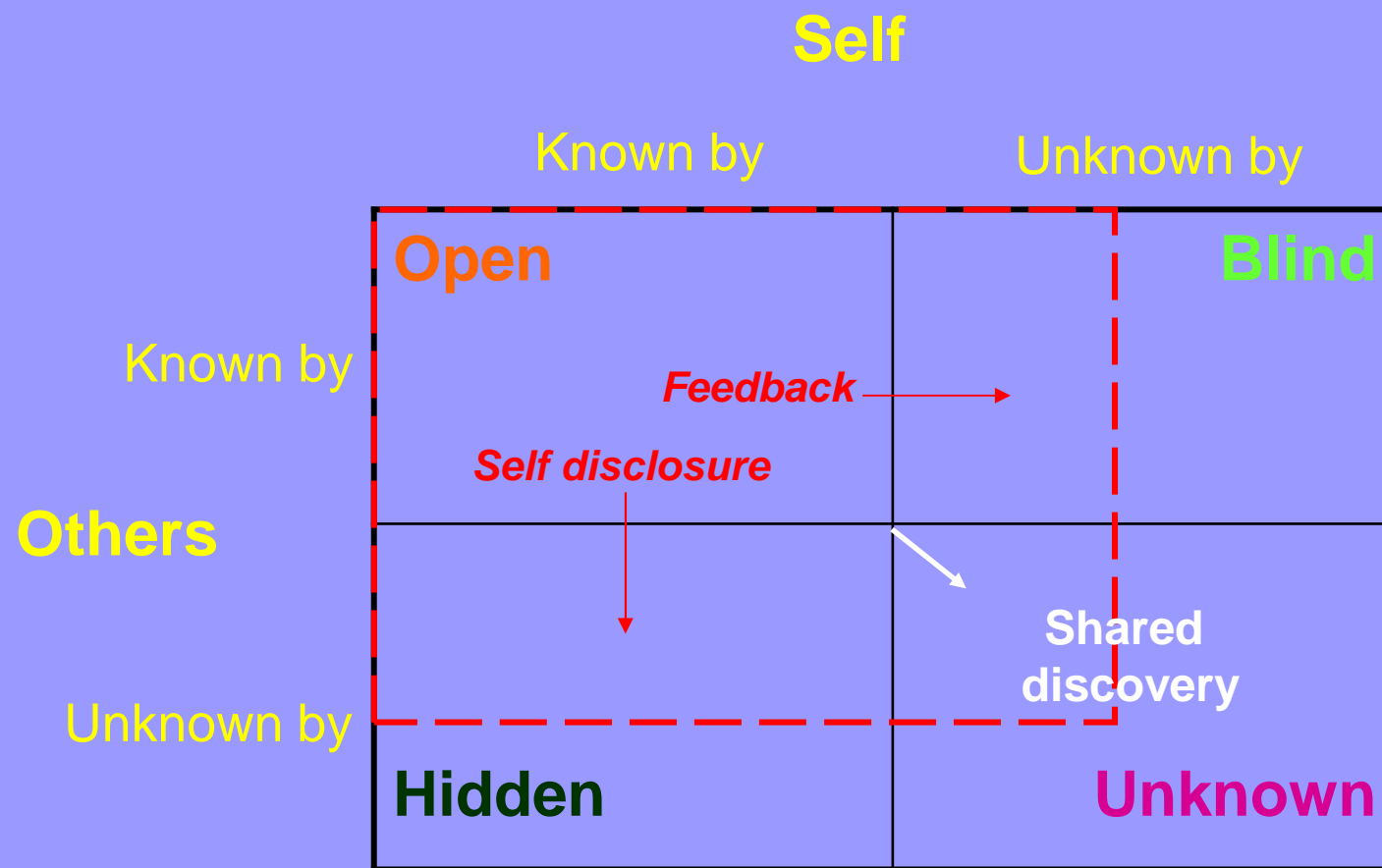


# *The Johari Window*

1 Open  Known to self and to others	2 Blind  Not known to self but known to others
3 Hidden  Known to self but not to others	4 Unknown  Not known to self or others







**Self**

Known by

Unknown by

**Open**

**Blind**

Known by

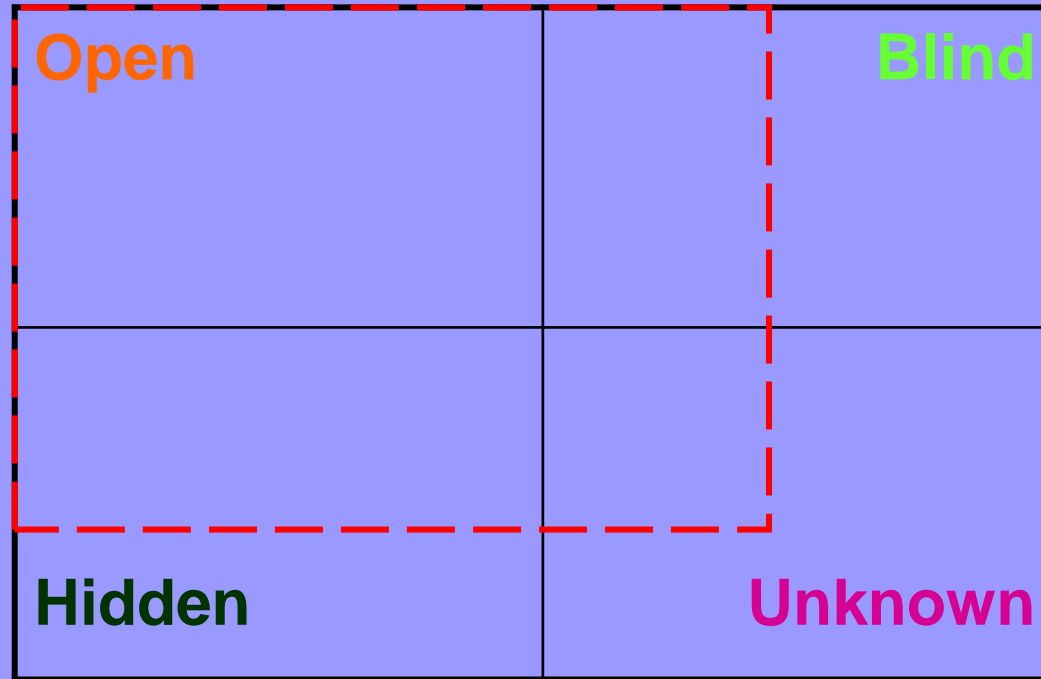
**Others**

Unknown by

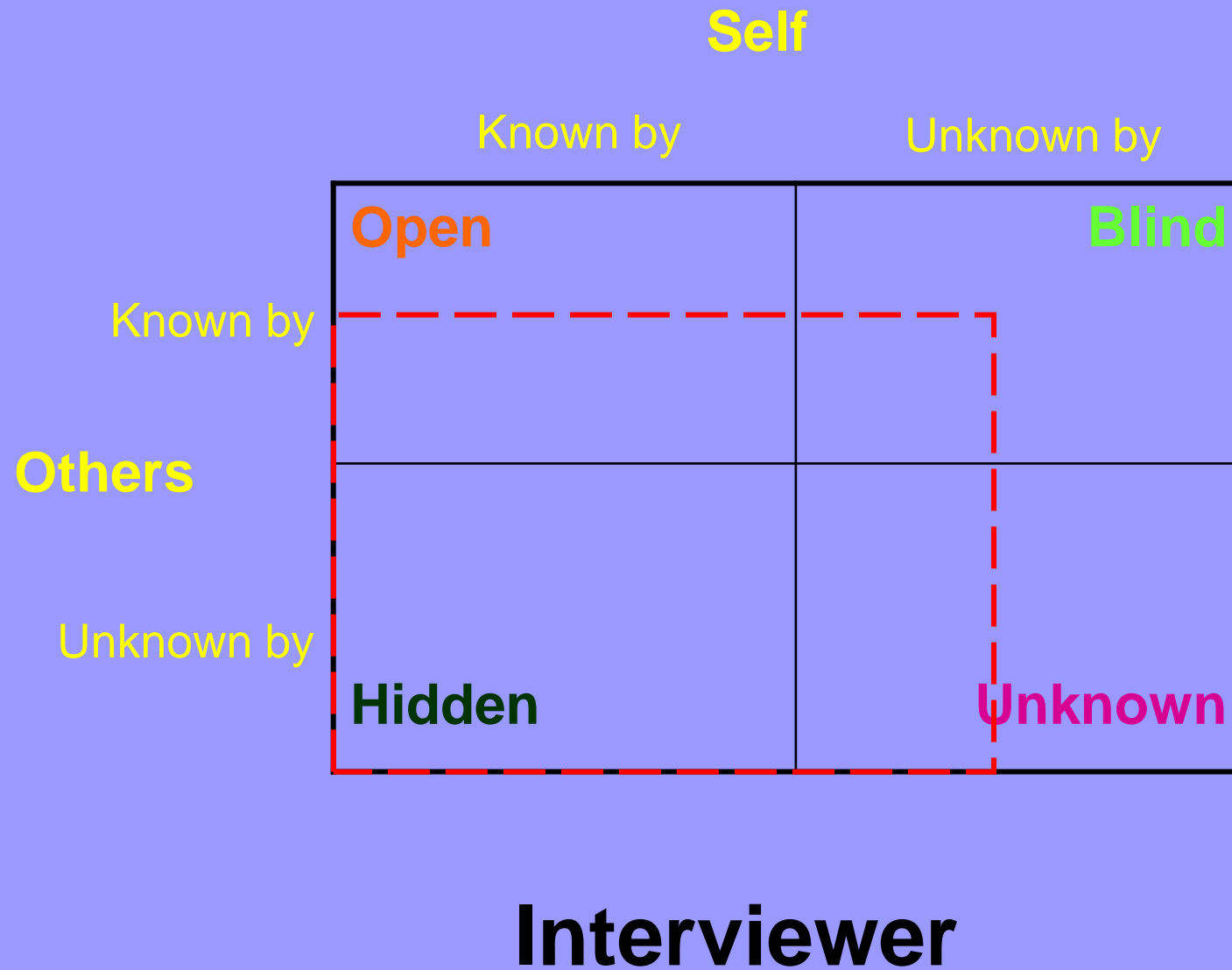
**Hidden**

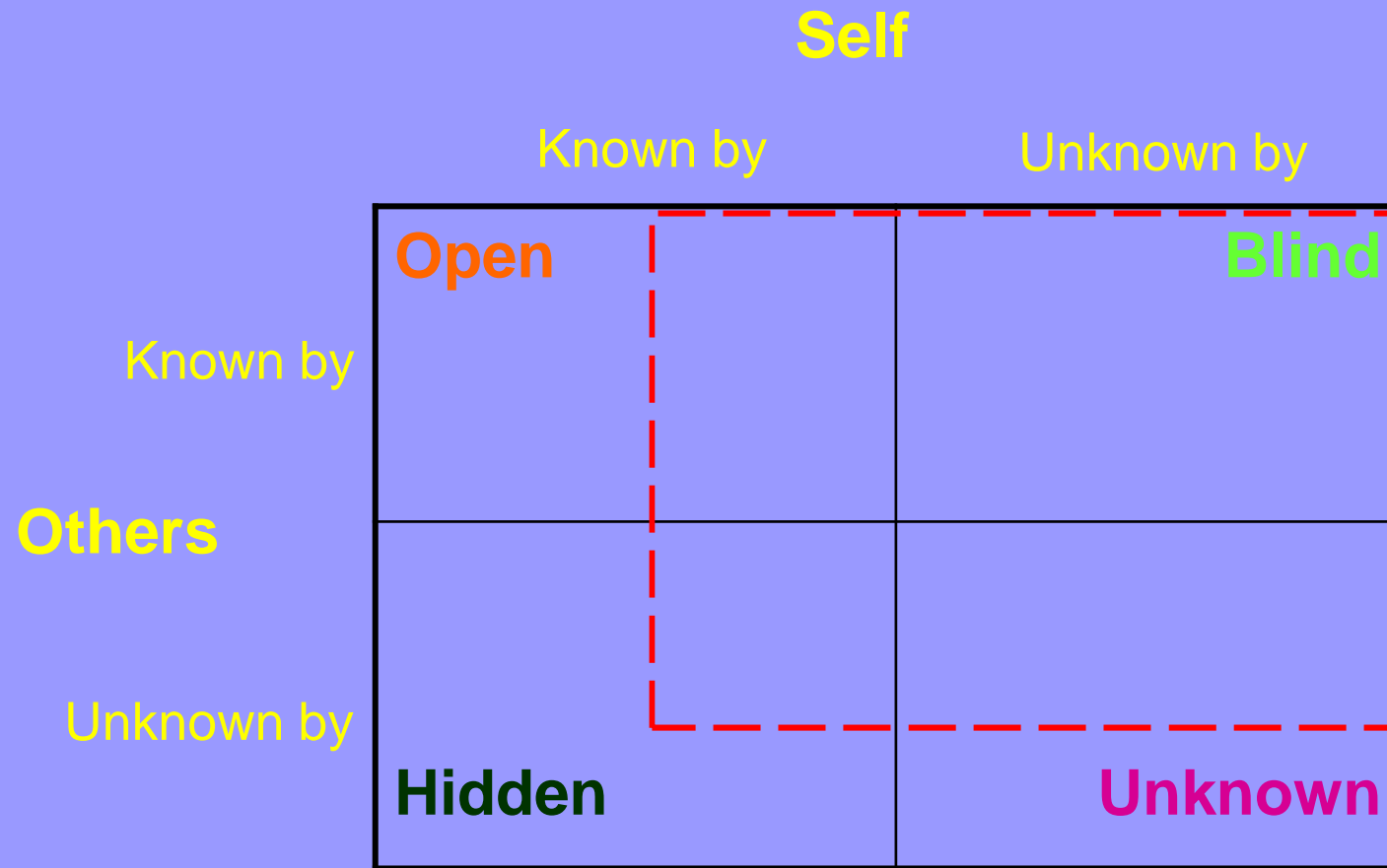
**Unknown**

**Ideal**









**Bull in the China Shop**

**Self**

Known by

Unknown by

**Open**

**Blind**

Known by

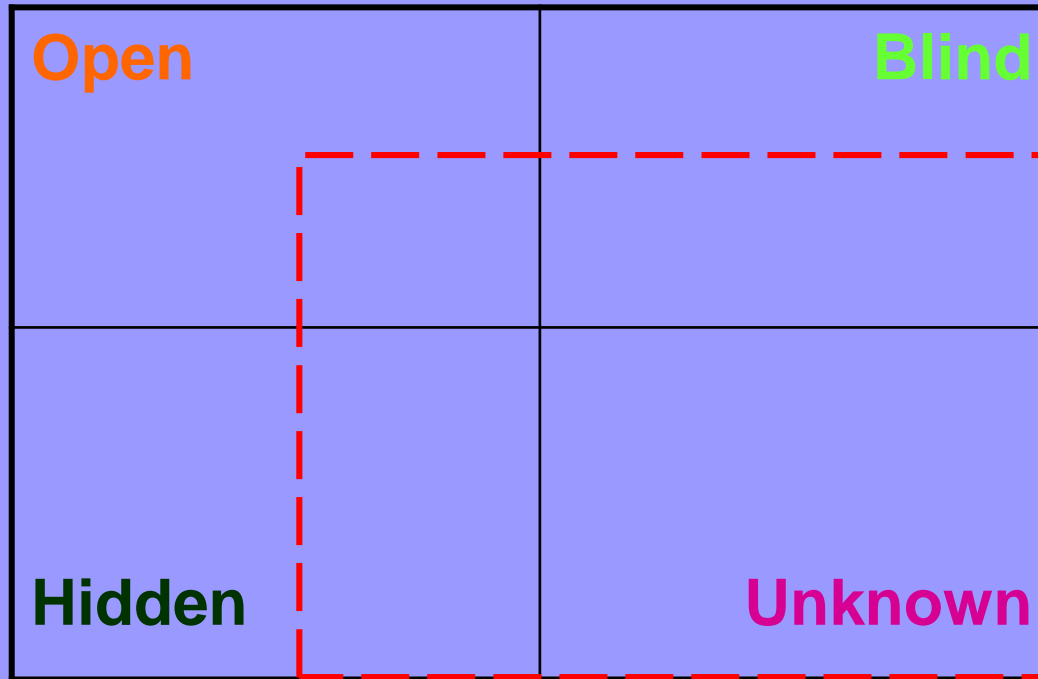
**Others**

Unknown by

**Hidden**

**Unknown**

**Turtle**



# Emotional intelligence

- Knowing your emotions
- Managing your emotions
- Motivating yourself
- Recognising emotion in others
- Handling relationships
- Can help with the management of colleagues in difficulty and working with people more effectively





# Professional Support Unit



- A question based tool, answer questions, detailed analysis provided along with areas for development
- Tool built on basis on significant research and development and has high predictive validity
- The tool measures current level of emotional and social functioning as well as "blind spots"
- Analysis provides a detailed examination of emotional awareness  
A vehicle for developing effectiveness in order to improve performance

# EI Categories

## **Self-Perception**

- Self-Regard
- Self-Actualization
- Emotional Self-Awareness

## **Interpersonal**

- Interpersonal Relationships
- Empathy
- Social Responsibility

## **Self-Expression**

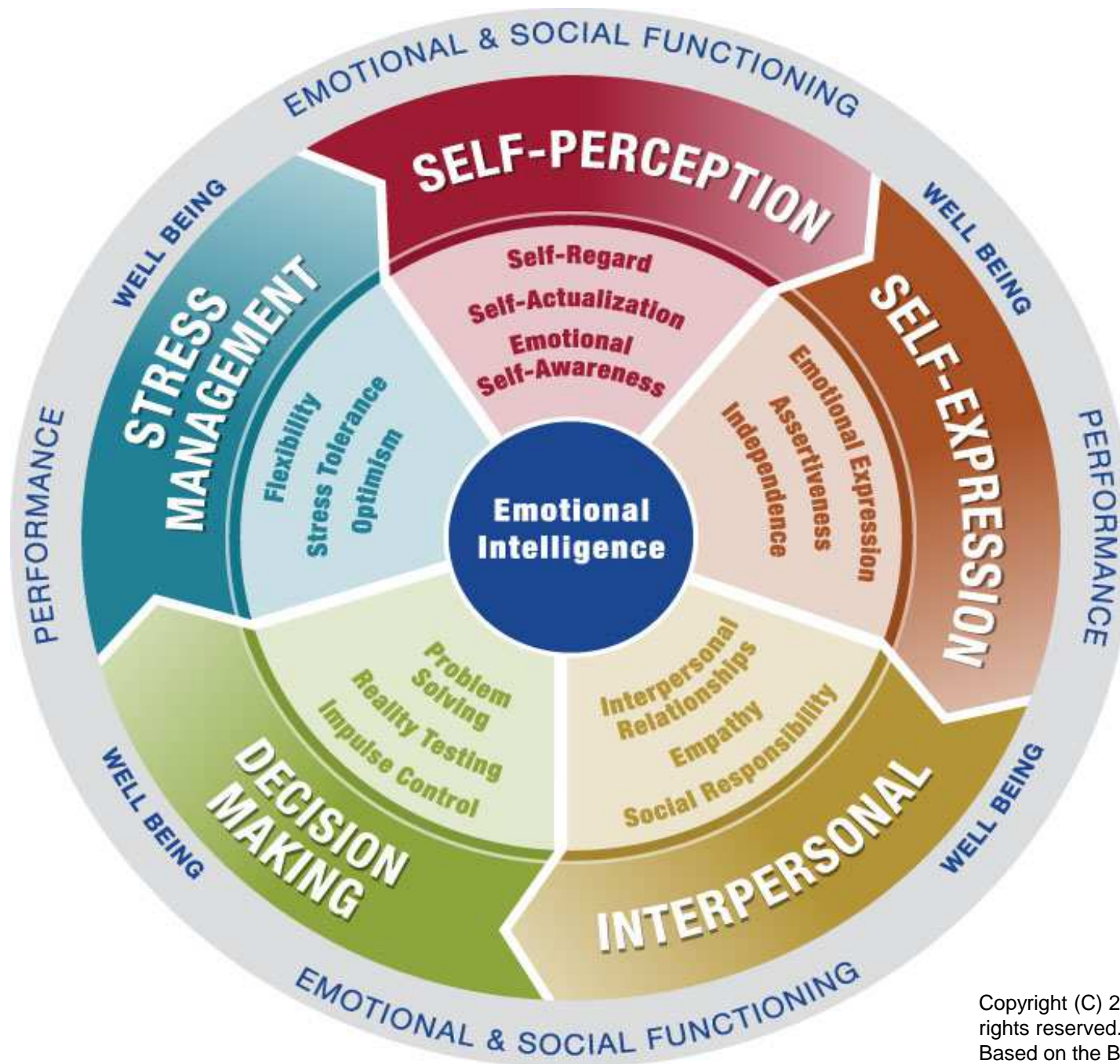
- Emotional Expression
- Assertiveness
- Independence

## **Decision Making**

- Problem Solving
- Reality Testing
- Impulse Control

## **Stress Management**

- Flexibility
- Stress Tolerance
- Optimism



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## Benefits of EQ-i2.0:

- Self-Awareness
- Leadership Development
- Team Effectiveness
- Individual development
- Basis for meaningful discussions



Thank you

