

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



Emotional intelligence is...

- 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

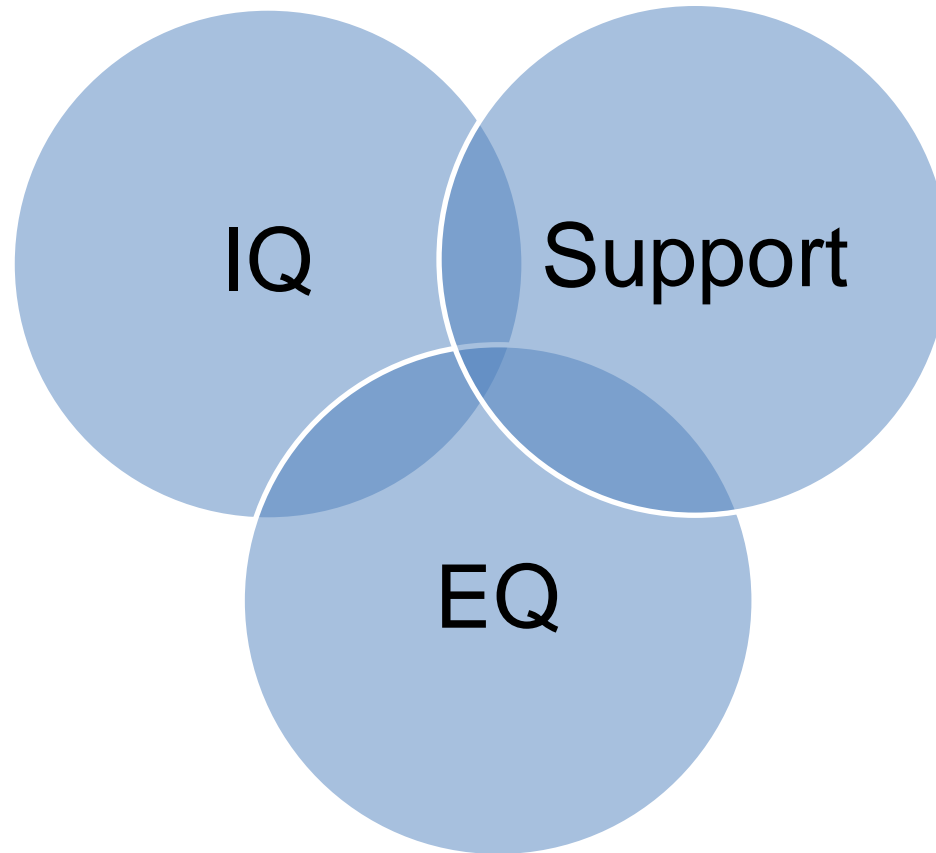
- Difficult relationships with colleagues
- Social and communication skills
- Ineffective management of stress and emotions
- Poor organisation
- Lacking insight
- Lack of clinical leadership / complex clinical decision making

Early warning signs

- The 'Disappearing Act'
- Low work rate
- 'Ward Rage'
- Rigidity
- 'Bypass Syndrome'
- Career problems
- Insight failure



Capacity for Change



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**

Personal competencies

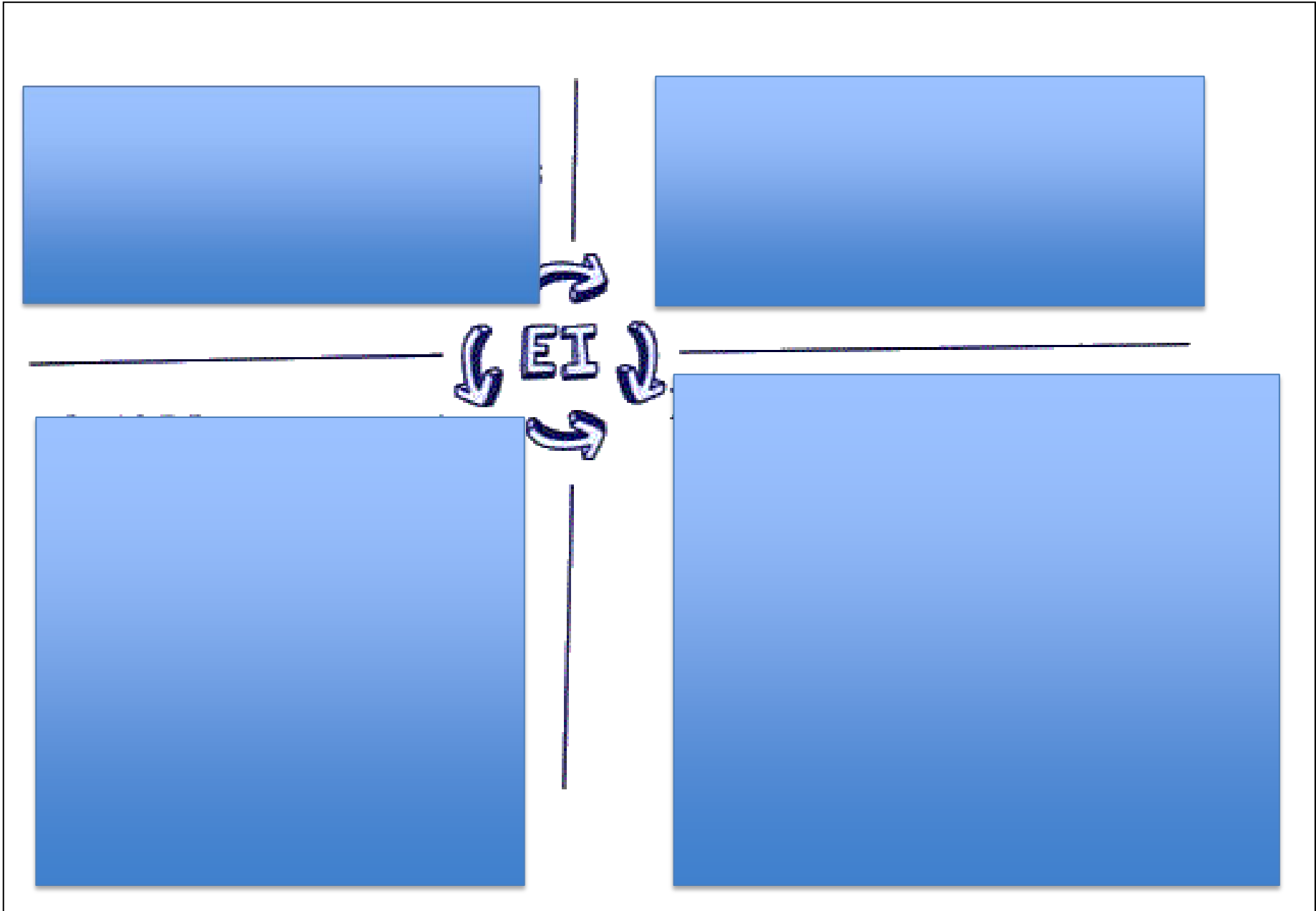
- **Self Awareness:** knowing what you are feeling, and your strengths and weaknesses
- **Self Regulation:** managing emotions, recovering from upset, being flexible and adaptive



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

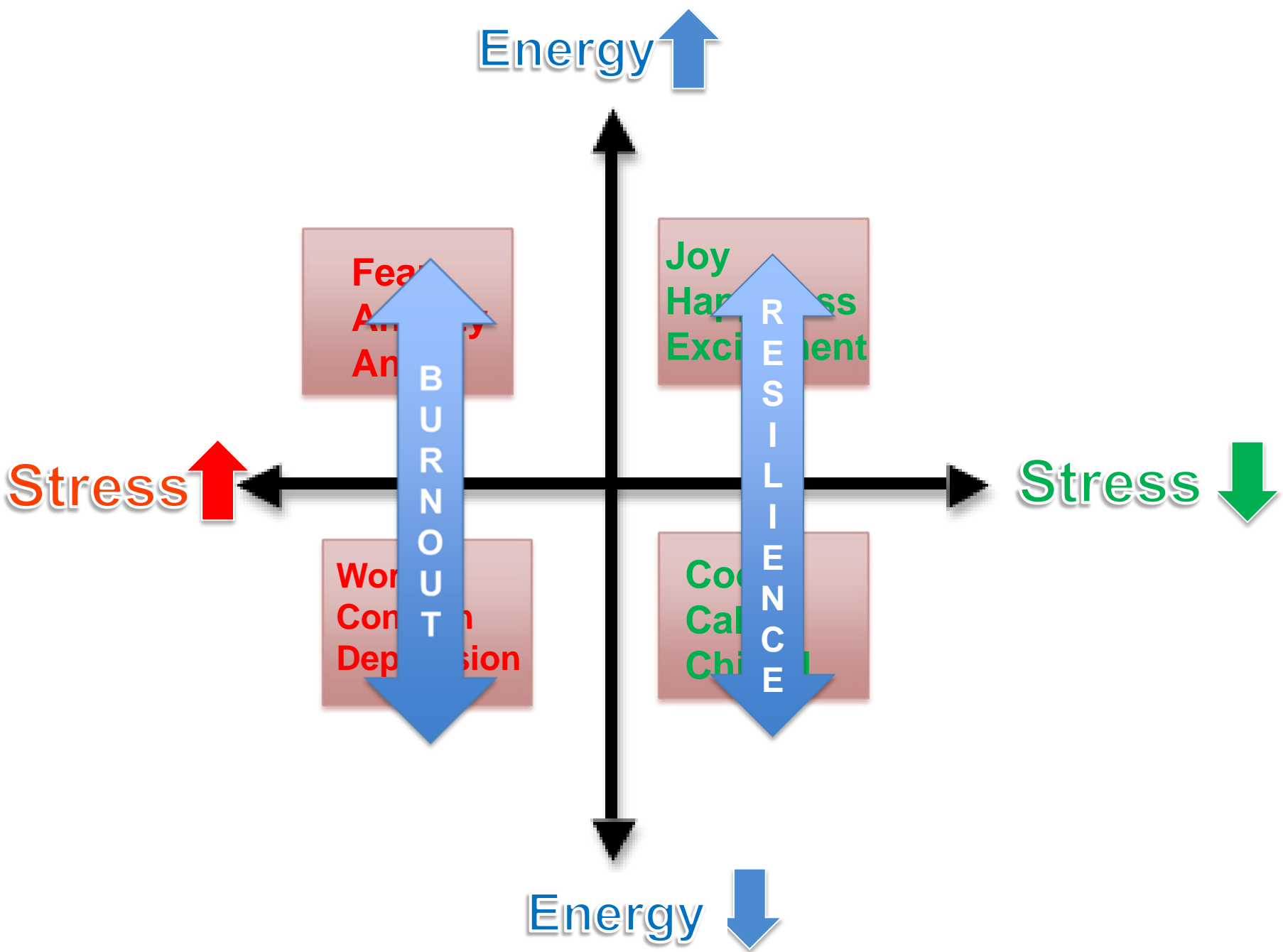
- Self-awareness
- Managing feelings
- Handling stress
- Empathy
- Communications - talking about feelings effectively
- Self-disclosure
- Insight
- Self-acceptance
- Personal responsibility
- Assertiveness
- Group dynamics
- Conflict resolution

7 Steps to Improve your EI

1. Reflect on your own emotions.
2. Ask others for feedback
3. Be observant of your behaviour and emotional responses
4. Use a "pause" to stop and think before we act or speak
5. Explore the "why" and try to see a situation through another person's eyes.
6. Responding well to criticism and think about what we can learn from it
7. Practice makes...Better.

Positive emotions

- **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



Where are you on this Emotional Landscape?

- Working day
- At home
- Different roles
- Today



Energy ↑

Fear
Anxiety
Anger

Joy
Happiness
Excitement

Stress ↑

Worry
Concern
Depression

Cool
Calm
Chilled

Stress ↓

Energy ↓



HALT

Team
working and
supportive
network

Promote
Work-Life
balance

Reflective
practice
Problem-
solving

Role models
Mentorship

RESILIENCE

Graded
challenges with
high
challenge/high
support

Set goals

Emotional
Self-
awareness

Improving Relationships

- Giving and asking for information



The Johari Window

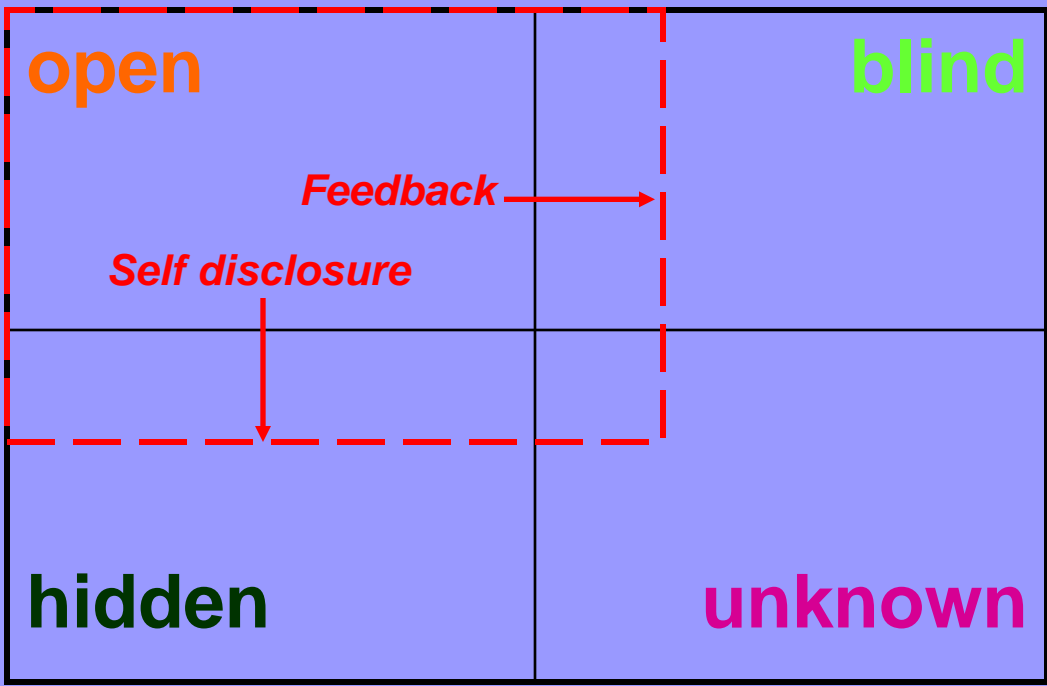
<p>1 Open</p> <p>Known to self and to others</p>	<p>2 Blind</p> <p>Not known to self but known to others</p>
<p>3 Hidden</p> <p>Known to self but not to others</p>	<p>4 Unknown</p> <p>Not known to self or others</p>

Known to self

Unknown to self

Known to others

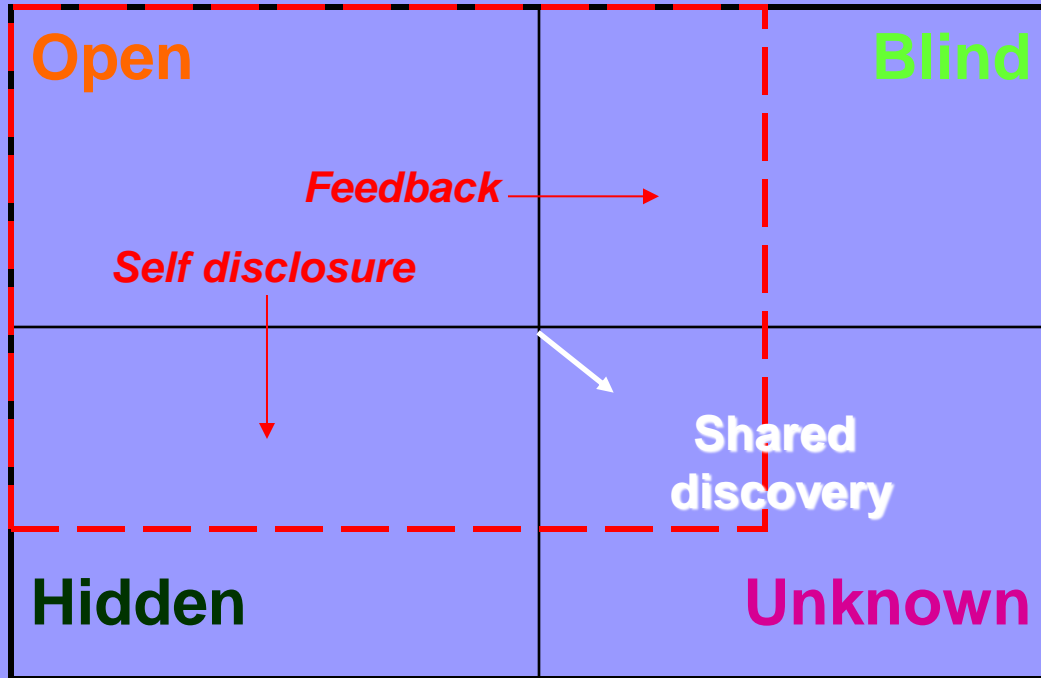
Unknown to others



Self

Known by

Unknown by



Known by

Others

Unknown by

Self

Known by

Unknown by

Open	Blind
Hidden	Unknown

Known by

Others

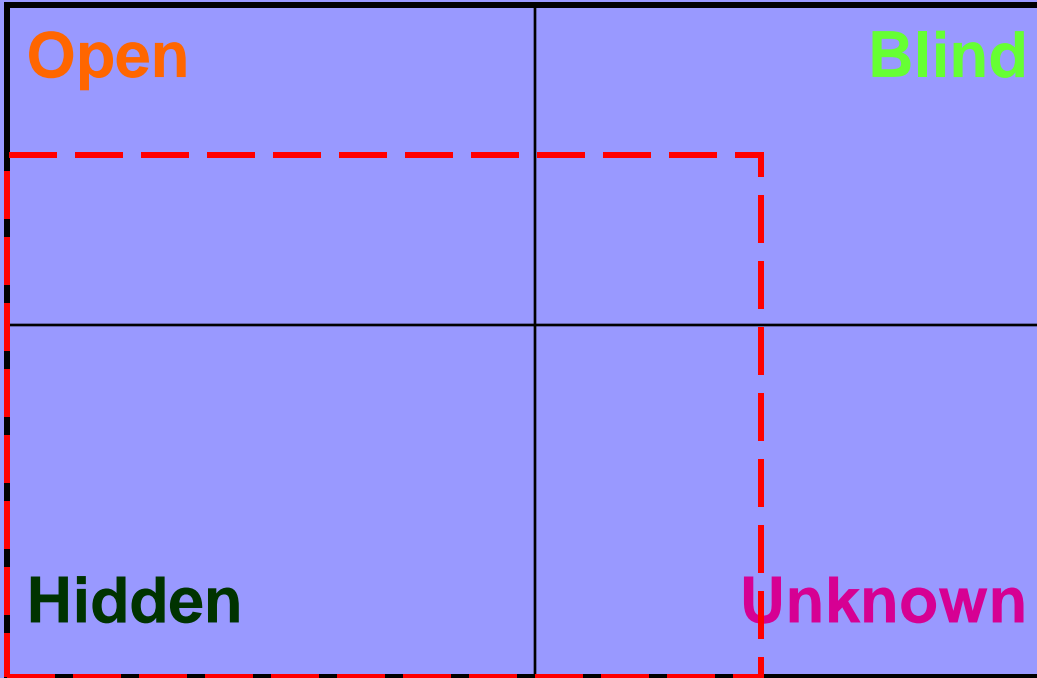
Unknown by

Ideal

Self

Known by

Unknown by



Others

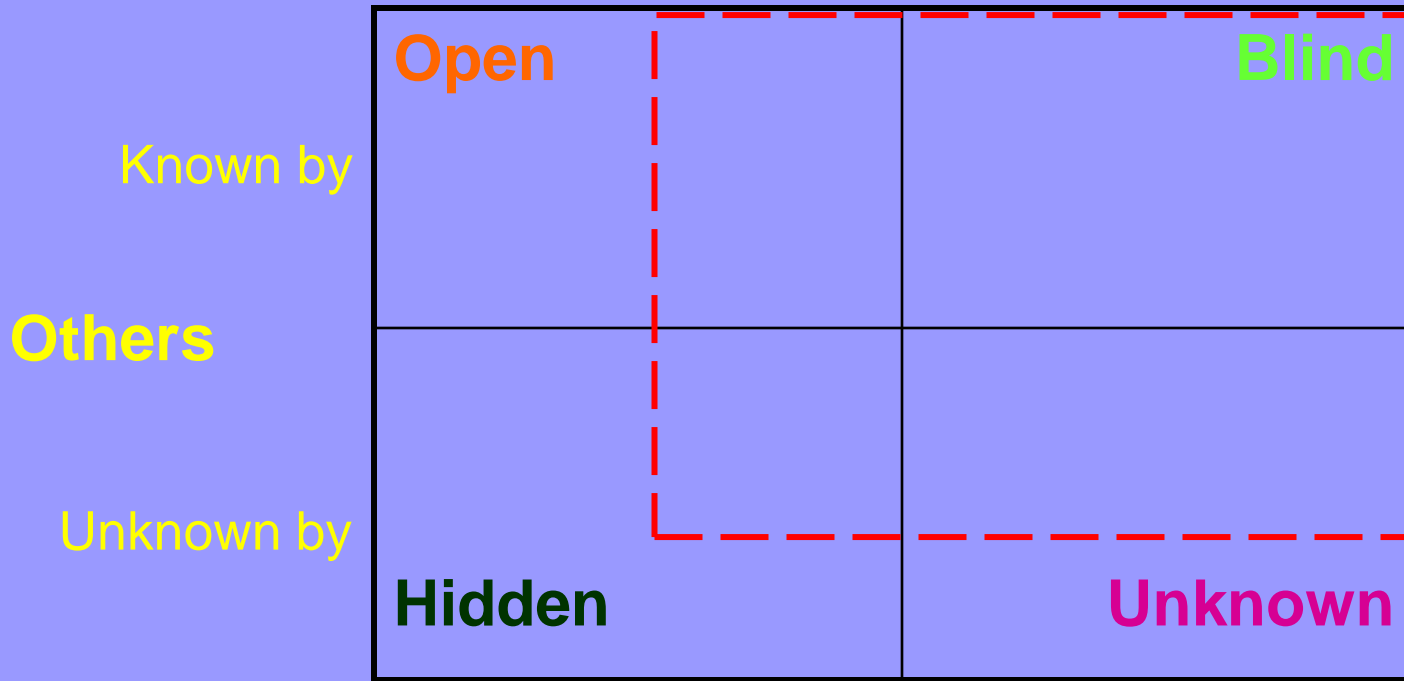
Unknown by

Interviewer

Self

Known by

Unknown by



Bull in the China Shop

Self

Known by

Unknown by

Open

Blind

Known by

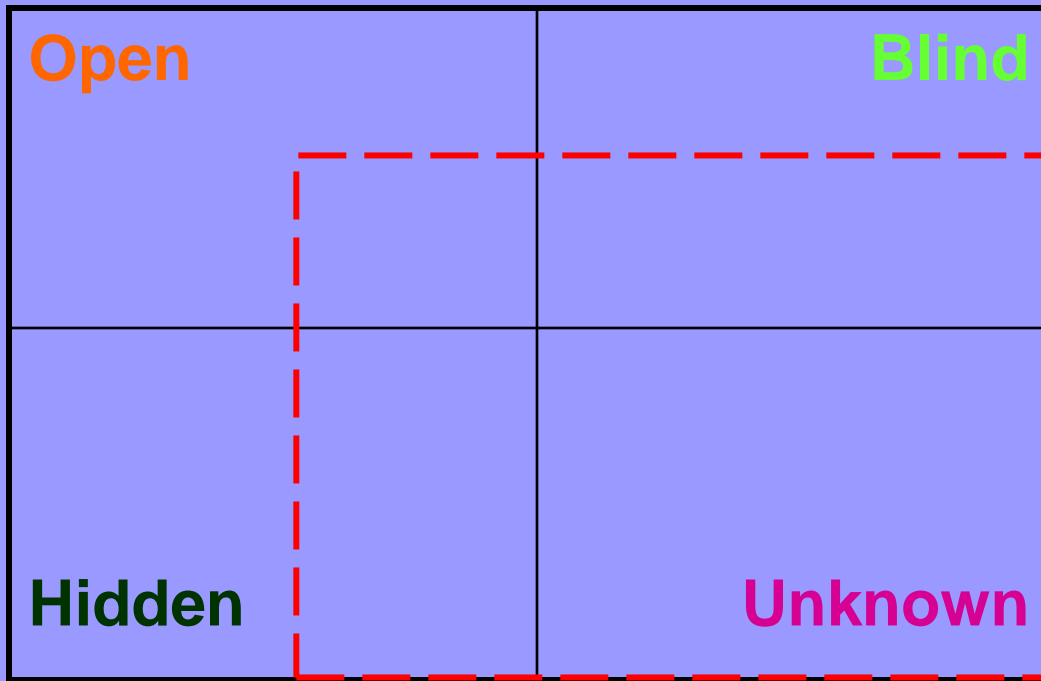
Others

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

Single point
of contact

Access to
specialist
services

- Psychological support
- Occupational Health advice
- Career support
- Communication skills support

Expert
Advise

- Case managers
- Mentors
- Exam preparation
- Access to legal advice

- 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

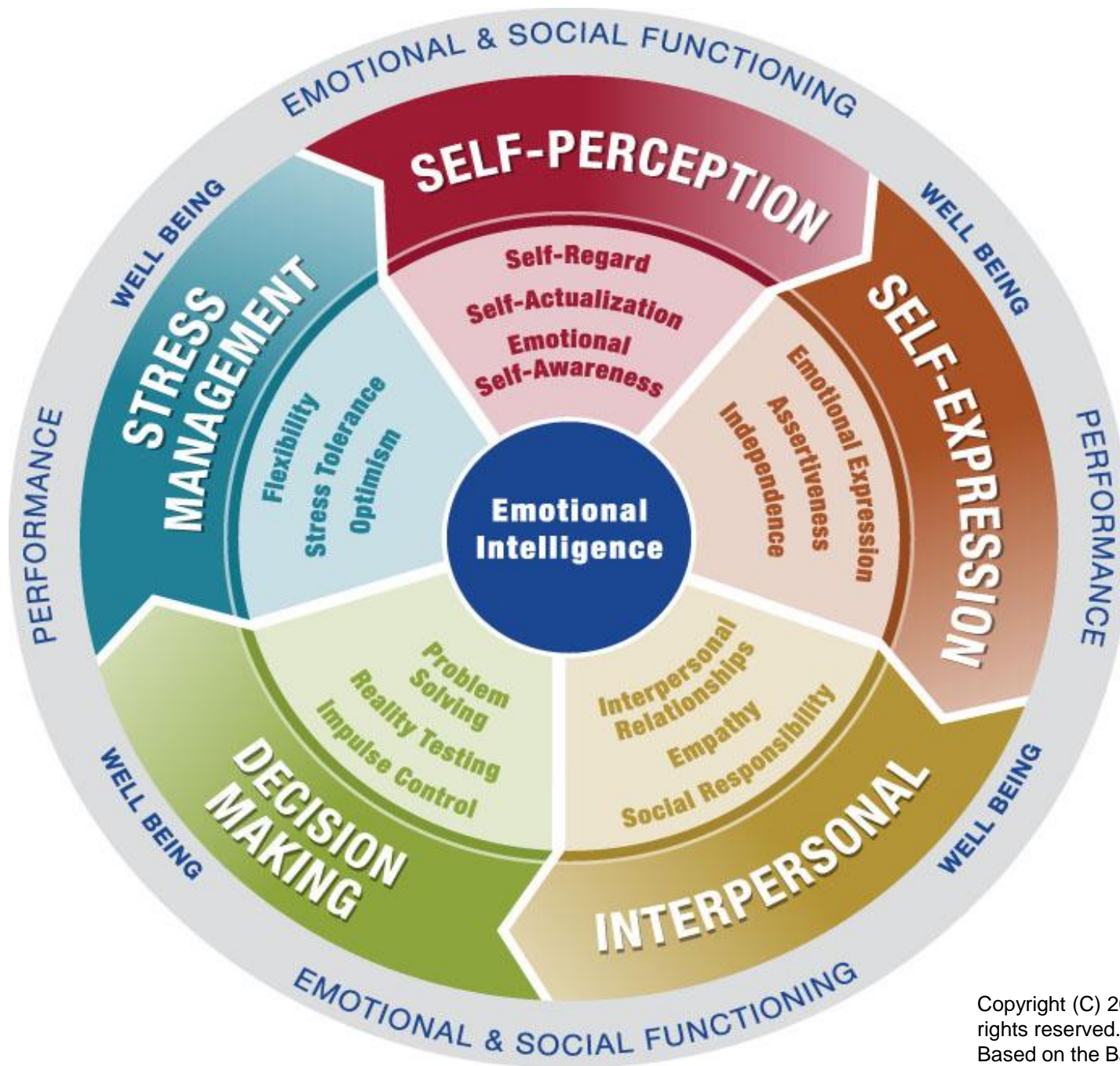
- Emotional Expression
- Assertiveness
- Independence

Decision Making

- Problem Solving
- Reality Testing
- Impulse Control

Stress Management

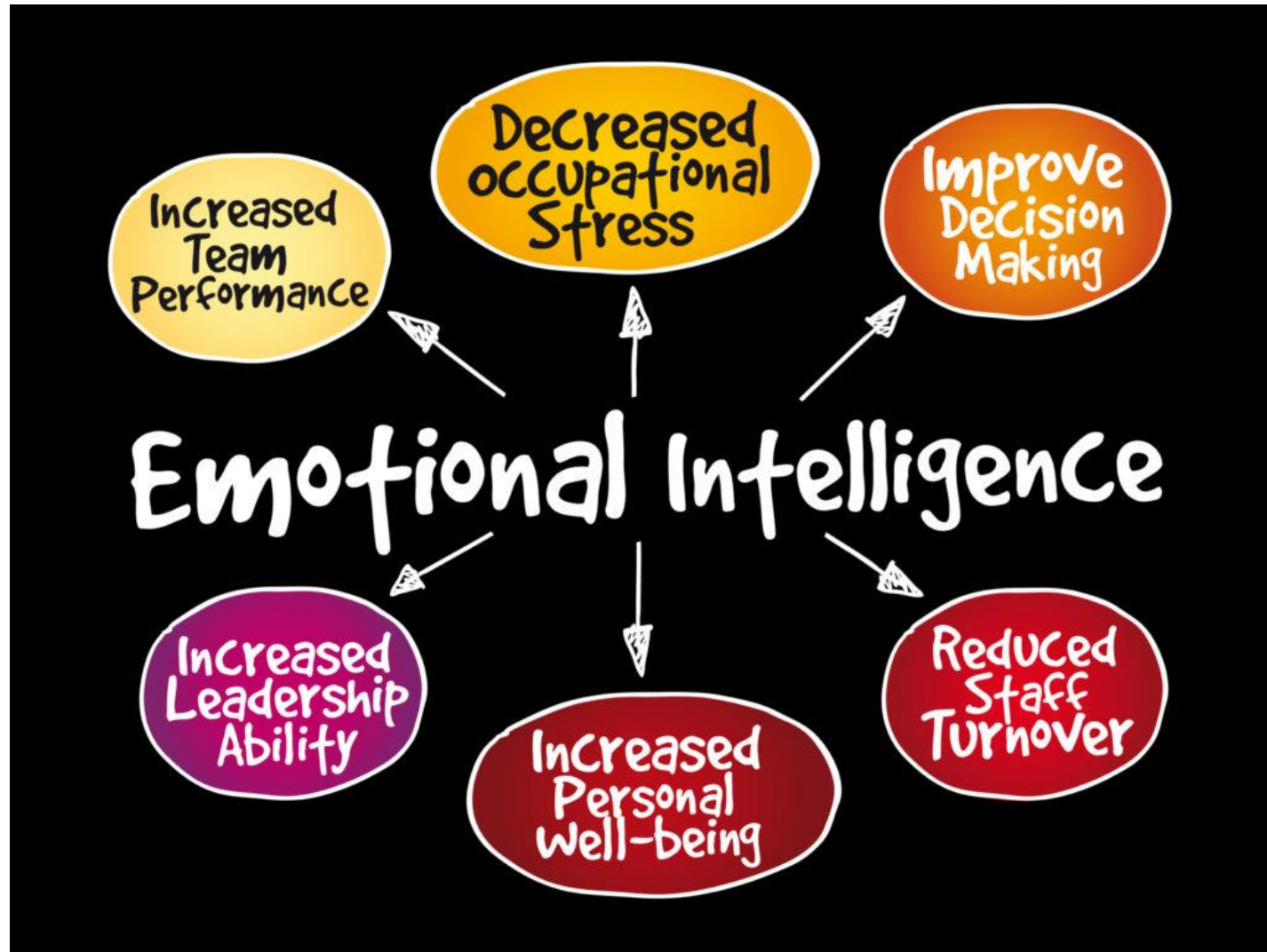
- Flexibility
- Stress Tolerance
- Optimism



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Benefits of EQ-i2.0:

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



Self-Awareness: ability of an individual to be in tune with her/his own feelings and to recognize the impact that his/her feelings have on others

➤ *Emotional self-awareness*

Self-Management: ability to keep negative emotions and impulsive behavior under control, stay calm and unflappable even under stressful situations, maintain a clear and focused mind directed on accomplishing a task

➤ *Positive outlook, emotional self-control, achievement orientation, and adaptability*

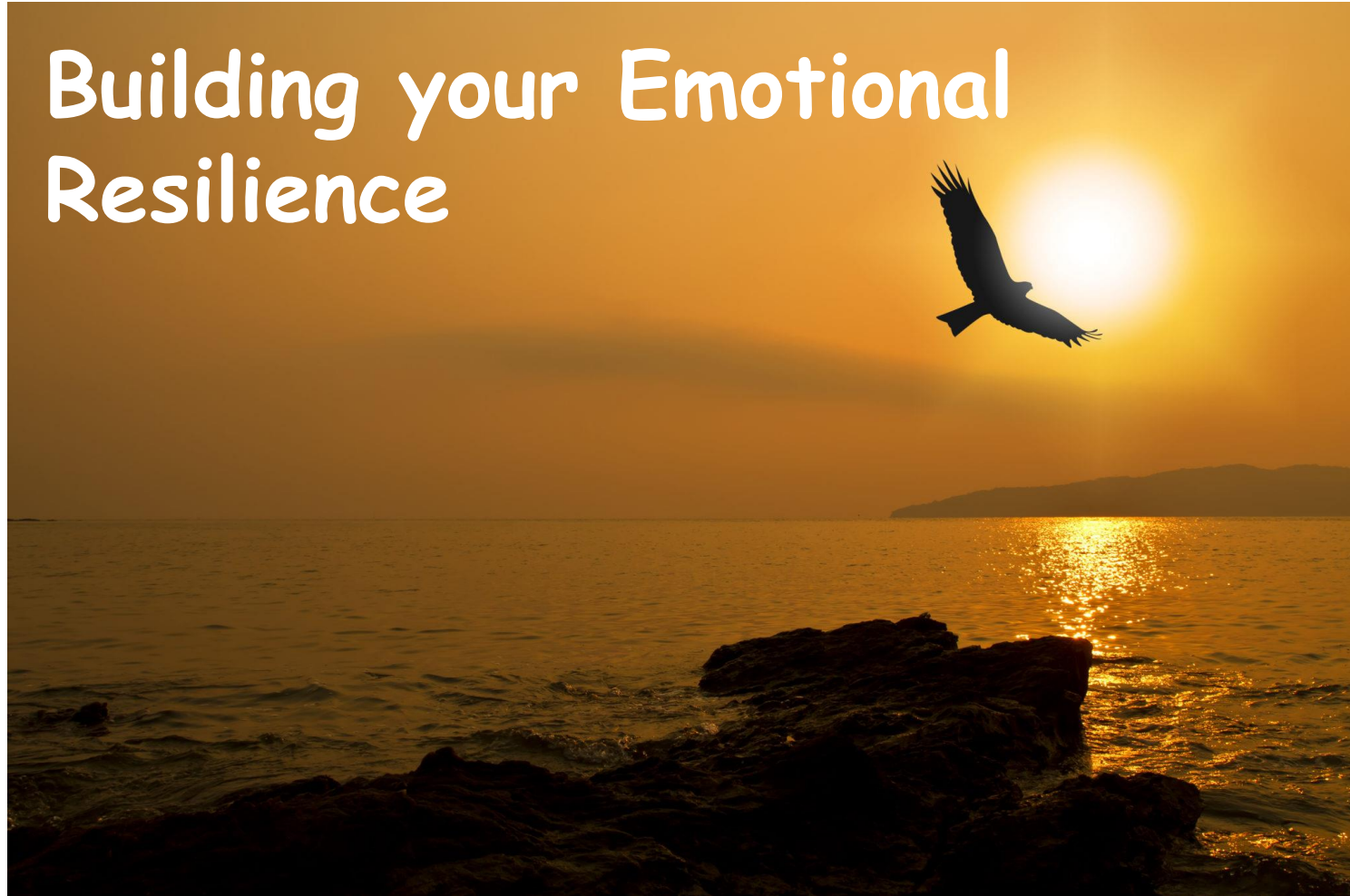
Social Awareness: ability to read or sense other people's emotions and how they impact on the situation of interest or concern

➤ *empathy and organisational awareness*

Relationship Management: ability to influence, guide and handle other people's emotions

➤ *inspirational leadership, influence, coach and mentor, conflict management, and teamwork*

Building your Emotional Resilience



Thank you

NHS

Health Education England

