

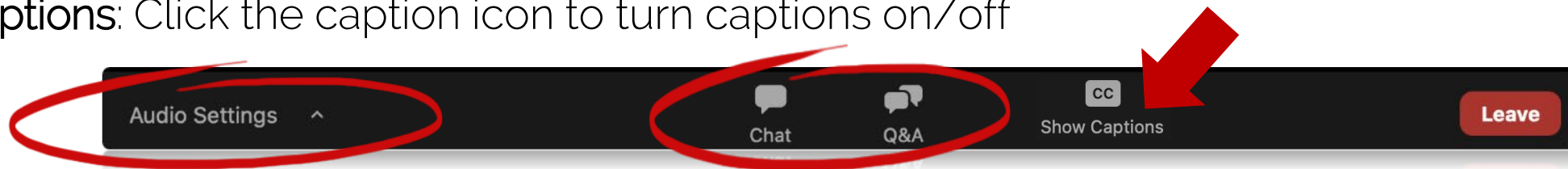
# The Importance of Emotional Intelligence in Patient Relations (Part 2)

May 21, 2024



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- **Audio Settings:** ability to select your speakers and adjust your volume.
- **Chat:** for sharing of ideas, interacting with speakers and attendees; not for promoting services and products. Make sure you choose '**Everyone**' in the dropdown in the chat box.
- **Q&A:** for submitting questions to review at the end of the webinar
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- Receive follow up email tomorrow with webinar slides, recording and link to survey.

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# Our Speaker

Paula S. Watson, MSODL  
EAP Director  
Cooper University Health Care



# The Importance of Emotional Intelligence in Patient Relations Part 2

*Presented by  
Cooper University Health Care  
Employee Assistance Program  
Paula S. Watson, MSODL, Director  
856-342-2280*

By the end of this presentation the learner will be able to:

- Understand Emotional Intelligence (EI): its definition and use in health care
- Identify EI competencies
  - Interpersonal
    - Social awareness
    - Relationship management
- Develop an action plan to increase your EI

Emotional Intelligence (EI) is the ability to manage both your own emotions and understand the emotions of people around you.

Emotional intelligence is typically broken down into four core competencies:

1. Self-awareness
2. Self-management
3. Social awareness
4. Relationship management

<u>Intrapersonal</u>	<u>Interpersonal</u>
<b>Self Awareness</b> <ul style="list-style-type: none"><li>• Identifying your emotions</li><li>• Understanding emotions</li></ul>	<b>Social Awareness</b> <ul style="list-style-type: none"><li>• Identifying others' emotions</li><li>• Understanding others' emotions</li></ul>
<b>Self Management</b> <ul style="list-style-type: none"><li>• Using emotions to facilitate thought</li><li>• Managing emotions</li></ul>	<b>Relationship Management</b> <ul style="list-style-type: none"><li>• Using emotions</li><li>• Managing emotions</li></ul>



## What do you experience most at your hospital or surgical center: (select all that apply)

- Complaints about visiting hours
- Complaints the nursing team
- Communication from the attending physician
- Lost or misplaced patient's belongings
- Quality of interpreter services
- Communication between multi specialty medical team
- Other

- When a family is unhappy about visiting hours
- When a family member is unhappy about the nursing team
- When a patient's belongings have been misplaced
- When an ASL interpreter is needed
- When you are working to resolve a conflict and you need to work with various departments within your hospital or surgical center.

- Emotional awareness of others
- Empathy
- Social Integrity

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

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

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

- Communication
- Rapport
- Conflict Management
- Leadership

- Active listening
- Assertiveness
- Body Language
- Feedback



- Listen to understand
- Listen for content
- Listen for emotional subtext

- Express needs/wants/opinions while respecting others
- Use “I” statements
- Clearly identify and communicate intentions and requests

- Positioning
- Facial expression
- Tone of voice

- Goals: Improve competence and maintain confidence
- Receiving: Be aware of emotions and be open
- Giving: Sandwich technique (replace “but” with “and”) and 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

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

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

- Competition
- Avoidance
- Accommodation
- Compromise
- Collaboration

- Modeling
- Motivating
- Recognizing/rewarding
- Giving/receiving feedback
- Consensus building
- Mentoring



# The 4 Quadrants of EI

<p><b>Self-Awareness</b></p> <p>The ability to know emotions, as well as your strengths and weaknesses, and recognize their impact on performance and relationships.</p>	<p><b>Social Awareness</b></p> <p>The ability to have empathy for others, navigate politically, and network proactively.</p>
<p><b>Self-Management</b></p> <p>The ability to control both positive and negative emotions and impulses and be flexible and adaptive as situations warrant.</p>	<p><b>Relationship Management</b></p> <p>The ability to inspire through persuasive communication, motivation, building bonds, and disarming conflict among individuals.</p>

- I excel in the following areas:

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- I see opportunities for myself in the following areas:

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- I will utilize the following tools to strengthen and my competencies in each quadrant:

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- To obtain PXE credit, participants must attend the webinar in its entirety and complete the webinar survey within 30 days.
- After completing the webinar survey, you will be redirected to the Patient Experience Institute's PXE Portal to claim the credit.
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# Upcoming Events & Programs

## WEBINARS

June 4 | A Global Perspective on Experience Excellence: Examples from Around the World

June 18 | A Toolbox for Work-Life Balance

June 25 | Phonside Manners: Strategies for Effective Communication

## CONNECTION CALLS/CHATS

May 30 | Connection Call: Learning Programs to Support Your Experience Career Path

June 5 | Ambulatory Care Connection Call – Wait Times

June 11 | Connection Call: Membership Benefits Overview

June 12 | Lost Belongings Workgroup

June 21 | PX Chat on PFA/PFACS: Sustaining/Growing



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Thank You

