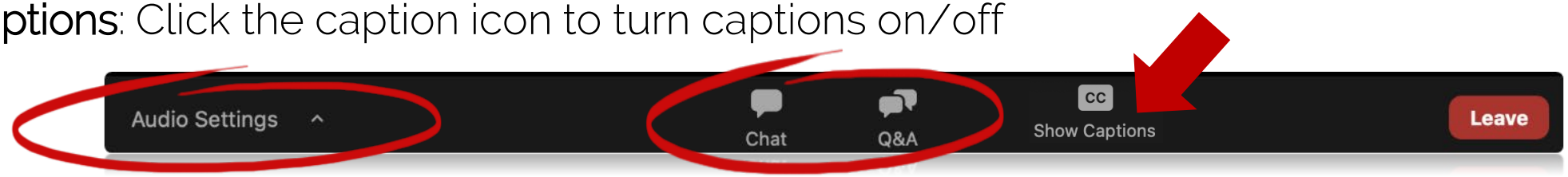
The Importance of Emotional Intelligence in Patient Relations (Part 1)

May 7, 2024

Housekeeping

- All participants are muted.
- **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
- **Captions**: Click the caption icon to turn captions on/off



- Receive follow up email tomorrow with webinar slides, recording and link to survey.

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Our Speaker

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The Importance of Emotional Intelligence in Patient Relations Part 1

Presented by
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Objectives

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

- Understand Emotional Intelligence (EI): its definition and applicability in Patient Relations
- Identify EI competencies
  - Intrapersonal
    - Self awareness
    - Self management

What is *Emotional Intelligence*?

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

Applications in Patient Relations

- Higher patient satisfaction scores
  - enhanced customer experience
- Improved critical thinking skills
  - problem-solving
- Stronger intra- and interpersonal skills
  - Self-awareness in dealing with patients and family members
  - Ability to work with clinical areas

Emotional Intelligence Competencies

Intrapersonal	Interpersonal
Self Awareness • Identifying your emotions • Understanding emotions	Social Awareness • Identifying others' emotions • Understanding others' emotions
Self Management • Using emotions to facilitate thought • Managing emotions	Relationship Management • Using emotions • Managing emotions

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 (left-hand column exercise)

Your thoughts and feelings	What I said and what you said
	I:
	Y:
	I:
	Y:

Self-Assessment

- Awareness of strengths and limitations
- Learn from experience
- Be open to feedback
- Consider other ideas
- Show a sense of humor about yourself

Ladder of Inference

I take **ACTIONS** based on my beliefs

I adopt **BELIEFS** about the world

I draw **CONCLUSIONS**

I make **ASSUMPTIONS** based on the meanings I added

I add **MEANINGS** (*cultural and personal*)

I **SELECT DATA** from what I observe

OBSERVABLE "data" and experiences (*as a video recorder might capture it*.)

EXAMPLE

- Angry with Tara, I go behind the desk to help the visitor. (**take ACTION**)
- As I always say, "If I want something done right, I need to do it yourself." (**adopt BELIEFS**)
- I am angry and frustrated; Tara is not following our policies. (**CONCLUSIONS**)
- Tara is absorbed in what she is doing and ignoring the visitor. (**ASSUMPTIONS**)
- Tara is unaware of the visitor and is not greeting the visitor. (**add MEANING**)
- Tara is at the computer with her head down while a visitor was standing at the desk in front of her. (**SELECT DATA**)
- Tara is working at the front desk and there is a long line of visitors. (**OBSERVABLE**)

Intrapersonal: Self-Management

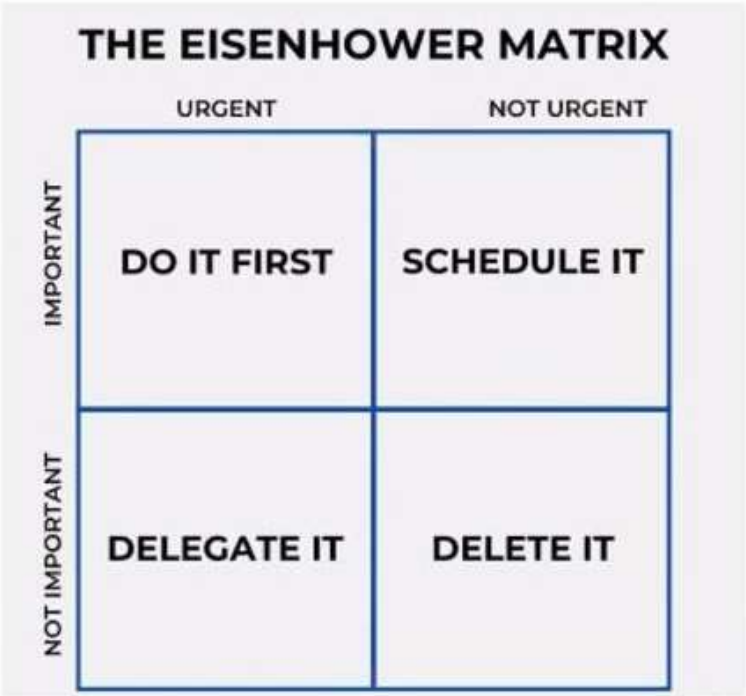
- Emotional Composure
- Adaptability
- Motivation
- Integrity

Emotional Composure

- Self-control
- Decreasing arousal
- Positive self-talk
- Conditioned relaxation

Adaptability

- Flexibility
- Open to change
- Able to handle multiple demands



FOUR QUADRANT TIME MANAGEMENT GRID

Quadrant 1 **Urgent and Important** (do immediately)	**Quadrant 2** **Important but not urgent** (schedule and prioritize)
Quadrant 3 **Urgent but not important** (delegate if possible)	**Quadrant 4** **Nort urgent and not important** (eliminate or limit)

Motivation

- Confidence
- Optimism
- Tenacity
- Enthusiasm
- Resiliency

Personal Integrity

- Alignment between values and behavior
- Honoring what you believe is “right”

Summary

Low Emotional Intelligence		High Emotional Intelligence
Aggressive Demanding Egotistical Bossy Confrontational		Assertive Ambitious Driving Strong-Willed Decisive
Easily Distracted Glib Selfish Poor Listener Impulsive		Warm Enthusiastic Sociable Charming Persuasive
Resistant to Change Passive Un-Responsive Slow Stubborn		Patient Stable Predictable Consistent Good Listener
Critical Picky Fussy Hard to Please Perfectionistic		Detailed Careful Meticulous Systematic Neat

Source: Pinterest

Join us for Part 2

The Importance of Emotional Intelligence in Patient Relations

May 21, 2024
2pm ET / 1pm CT / 12pm MT / 11am PT

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Questions?

Please submit your questions using the Q&A icon.

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Upcoming Events & Programs

WEBINARS

May 16 | The Weight of Responsibility: Using AI in the Patient Experience

May 21 | The Importance of Emotional Intelligence in Patient Relations (Part 2)

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

CONNECTION CALLS/CHATS

May 8 | Volunteer Professionals Community Connection Call – Volunteer Services and Patient Experience: Two Halves of the Same Goal

May 17 | PX Chat on PFA/PFACS: Revitalizing/Rebuilding

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

June 5 | Ambulatory Care Connection Call – Wait Times

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Thank You