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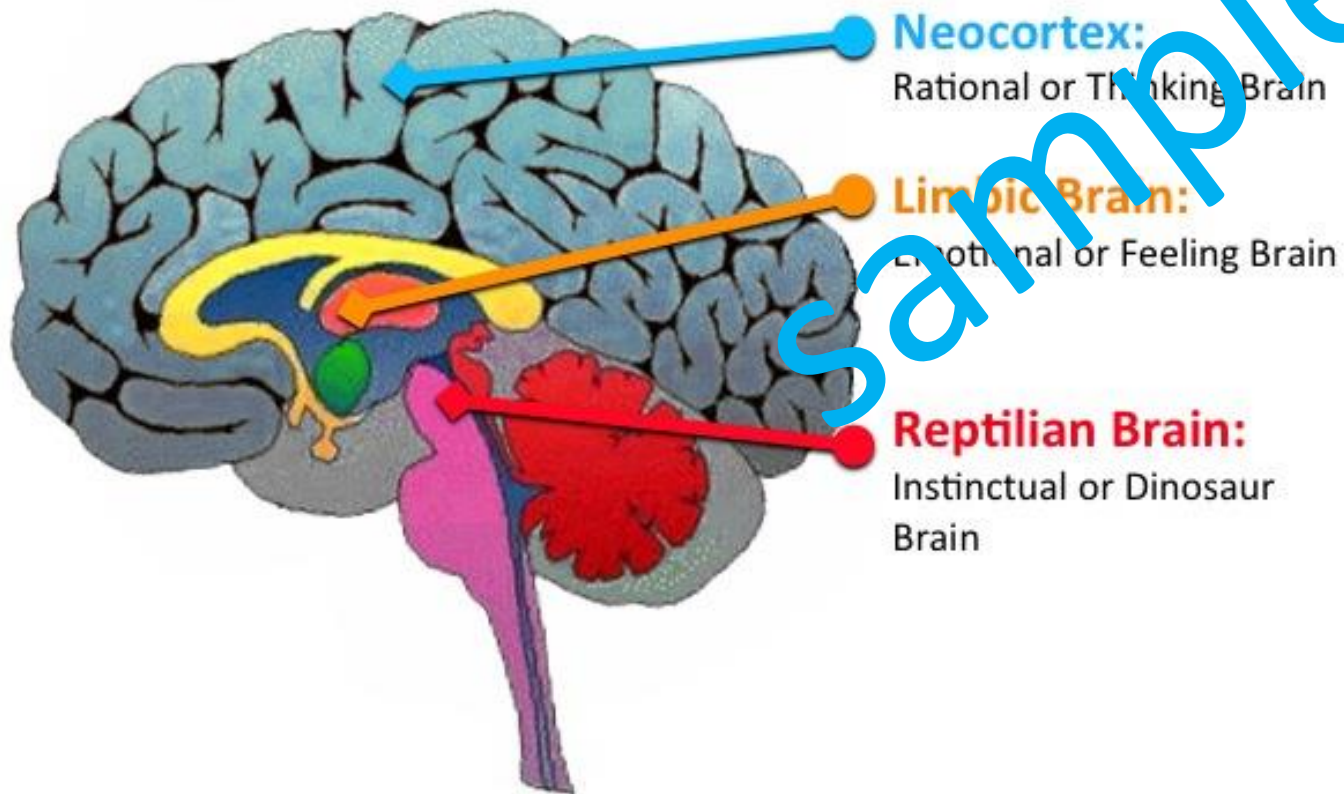
Emotional Intelligence

The ability to manage both your own emotions and understand the emotions of people around you



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Let's Start With Some Anatomy...



We have 3 brains:

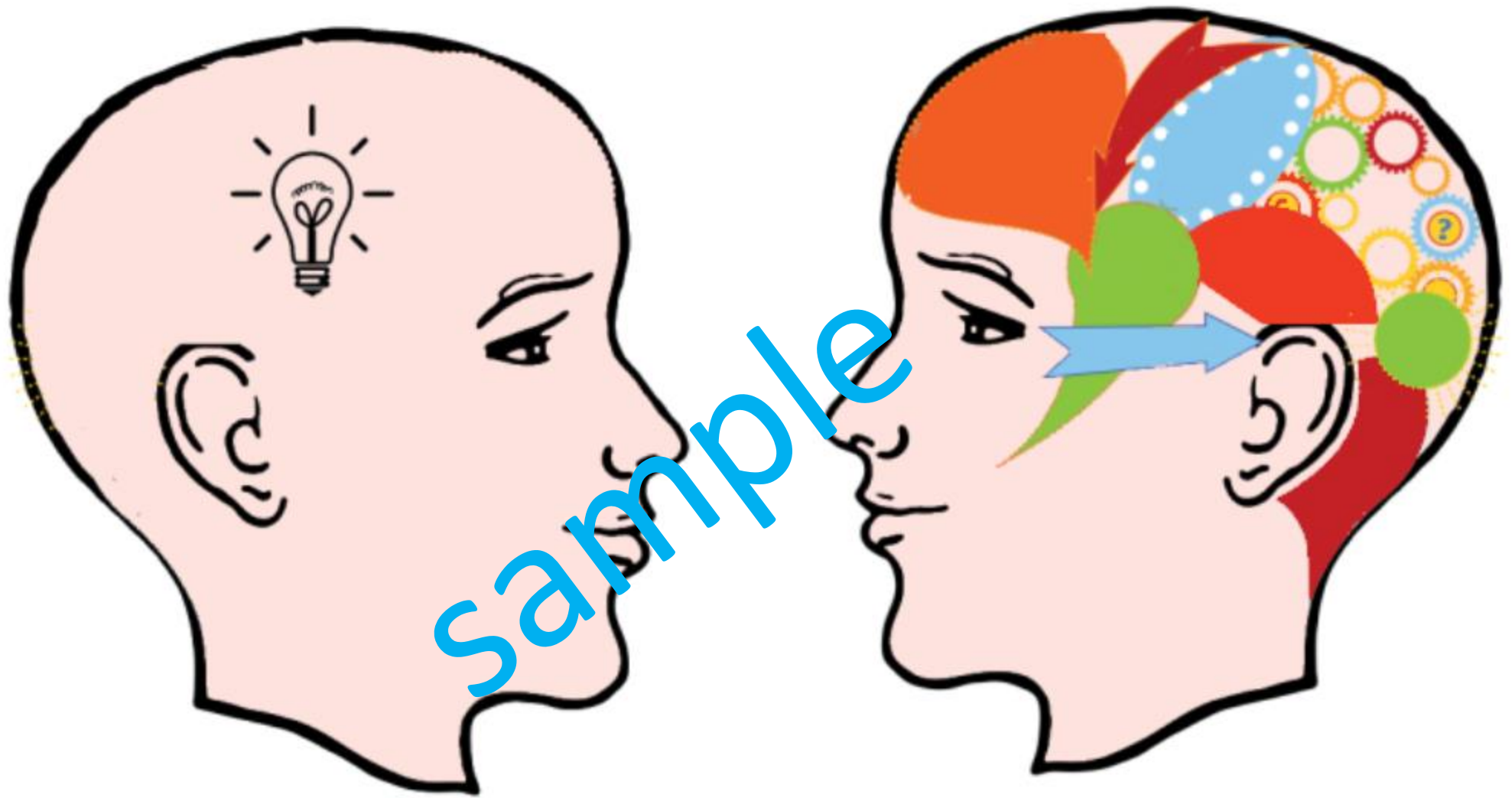
- **Reptilian Brain (AKA Brain Stem)**
 - Oldest (evolutionary)
 - Controls vital/basic functions: heart rate, breathing, temperature, instincts
 - Reliable and rigid but compulsive (no thought at all)
- **Limbic Brain (AKA Mammalian brain)**
 - Emerged first in mammals
 - Can record memories create emotions
 - Strong influence on our behavior
- **Neocortex (AKA Cerebral cortex)**
 - Higher primates and humans
 - Interprets emotions (from the limbic brain)
 - Higher order thinking: Language, consciousness, abstract thought
 - Very flexible and adaptive

Emotions: Where Do They Come From?

- Emotions are produced and experienced in the brain's Limbic system
- Emotional impulses (specialized neurons) travel from the Limbic system to the front of the brain where rational, logical thinking takes place
- We will learn about EMOTIONAL INTELLIGENCE: The ability to interpret and act on emotions
- *EQ* measures a person's ability to recognize their own *emotions* and those of others, discern between different feelings and label them appropriately
- *IQ* measures a person's cognitive and intellectual abilities compared to the average population of the same age
- In other words: EMOTIONAL INTELLIGENCE is a BALANCE between the rational and emotional brain

Emotional Intelligence:

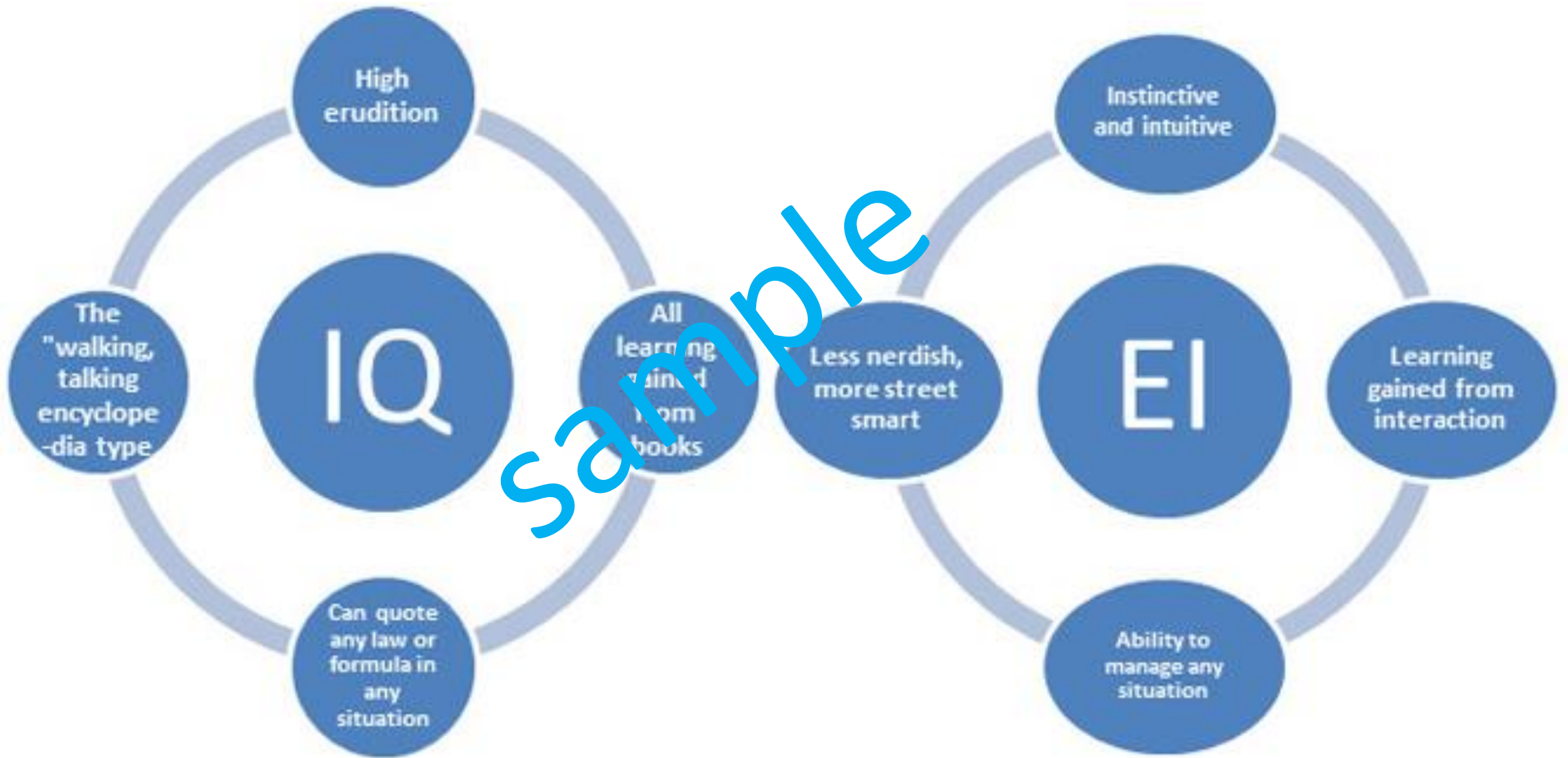
- The ability to face challenges by being aware of one's own self
- Ability to find positive ways of dealing with stressful situations
- Communicating effectively and politely with others
- Empathizing with people
- Willingness to form healthier relationships by working closely with people
- Ability to use all these qualities to achieve success at work and in life



IQ

VS

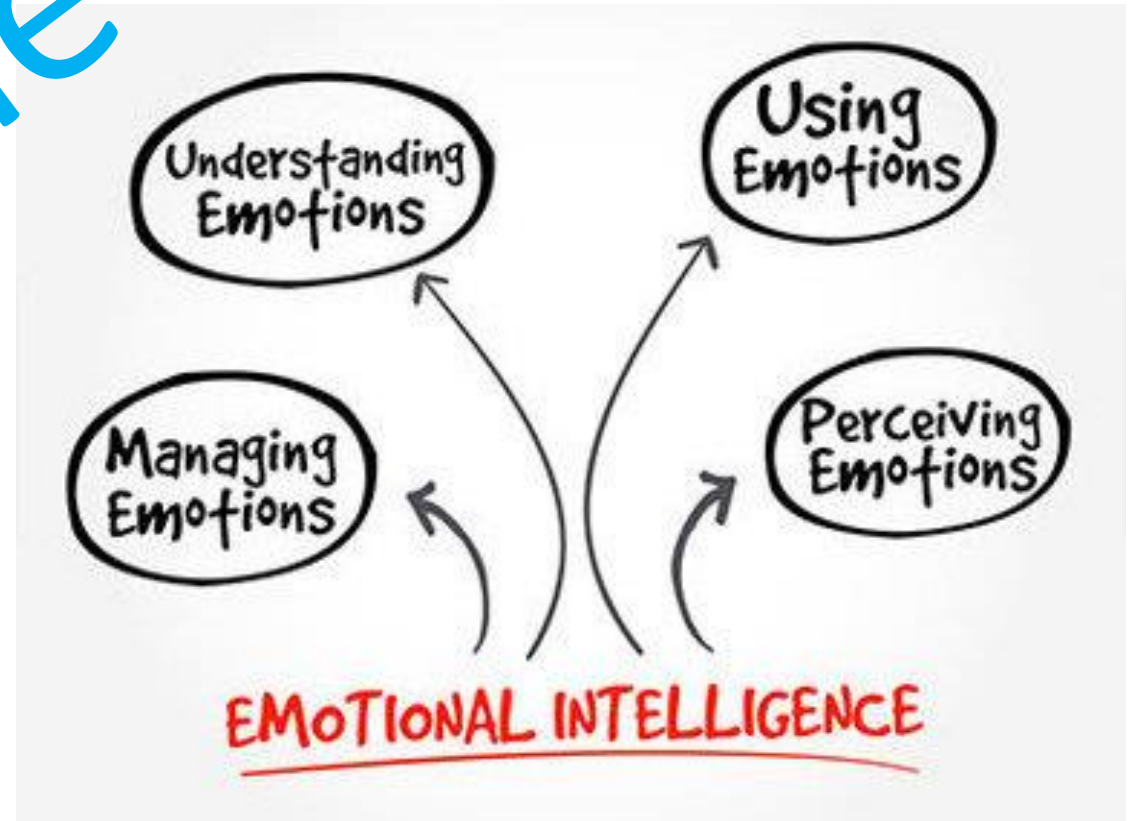
EQ



EI + IQ = Success

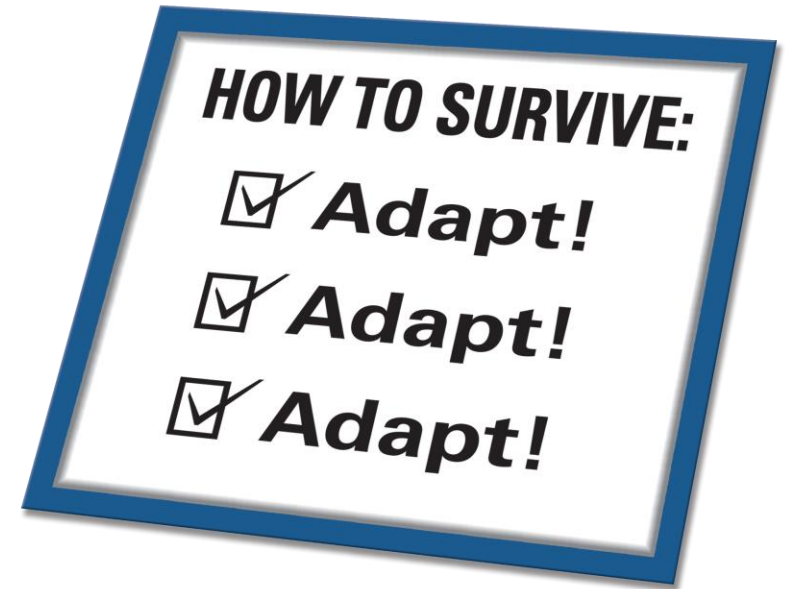
- Many psychologists and experts in human behavior believe that a person's **emotional intelligence** quotient (EQ) may be more important to success than the person's **intelligence** quotient (IQ)

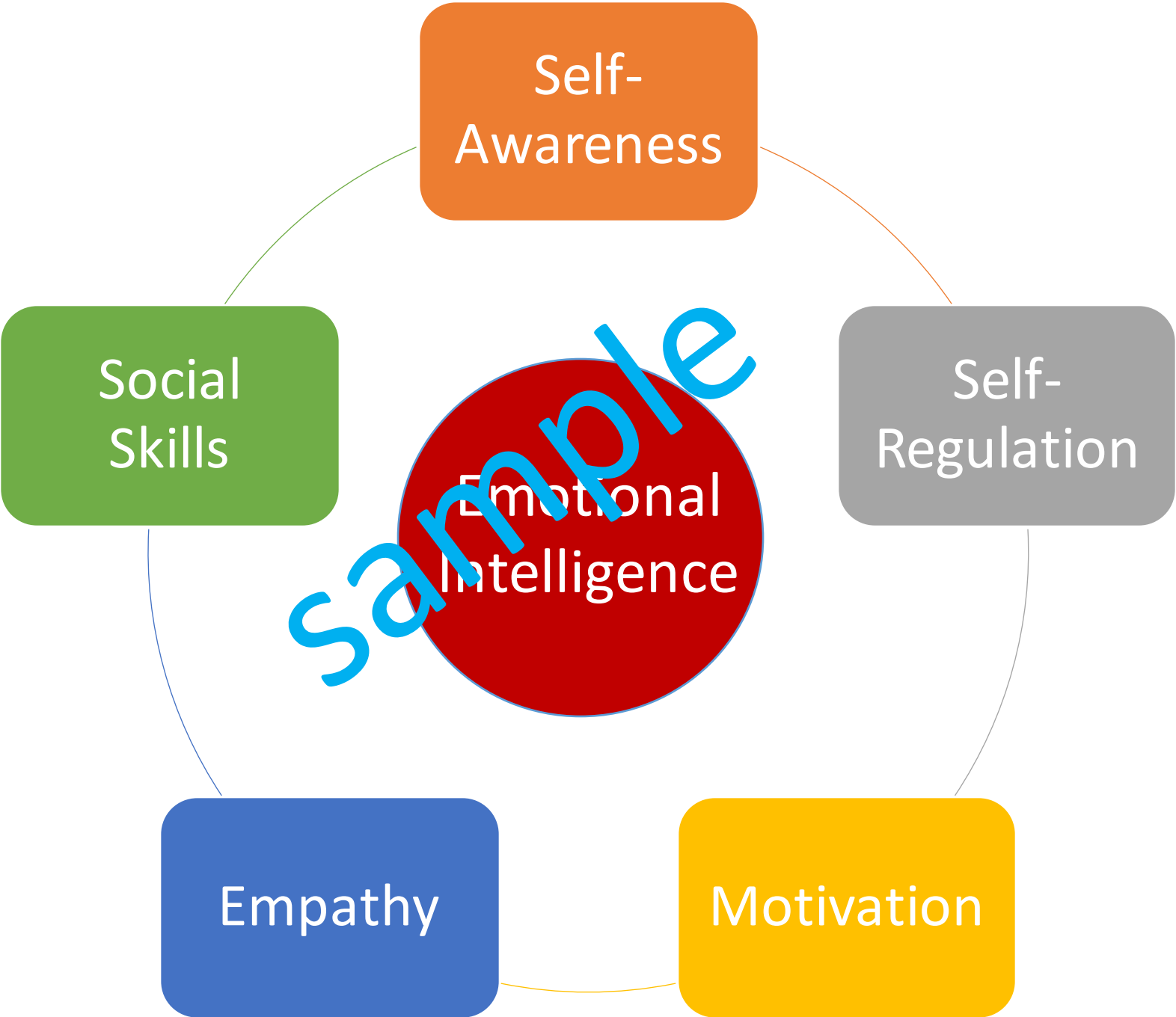
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Why is Emotional Intelligence Important?

- **Change** is the only constant in our lives
- Every day is a new one that comes with its own unique, hitherto unseen challenges
- Reliance on raw knowledge/intelligence (IQ) is not the answer to evolving and changing situations (we must apply knowledge **and** adapt)
- The person with emotional intelligence is able to adapt, whereas the person with only high IQ may not be able to handle change as easily







Self-Awareness

- The ability to recognize and understand your moods, emotions, and drives, as well as their effects on others. In other words, it is the ability to know what we are doing as we do it **and understand why we are doing it**
- Characterized by:
 - Self-confidence: "I know who I am"
 - Realistic self-assessment: We are able to develop an "observing self" that can monitor our thoughts, feelings and emotions with objectivity
 - Self-deprecating sense of humor: A serious or a rigid view of oneself blocks an accurate self-assessment. For example: I can't be objective about myself if I think I'm "all that"

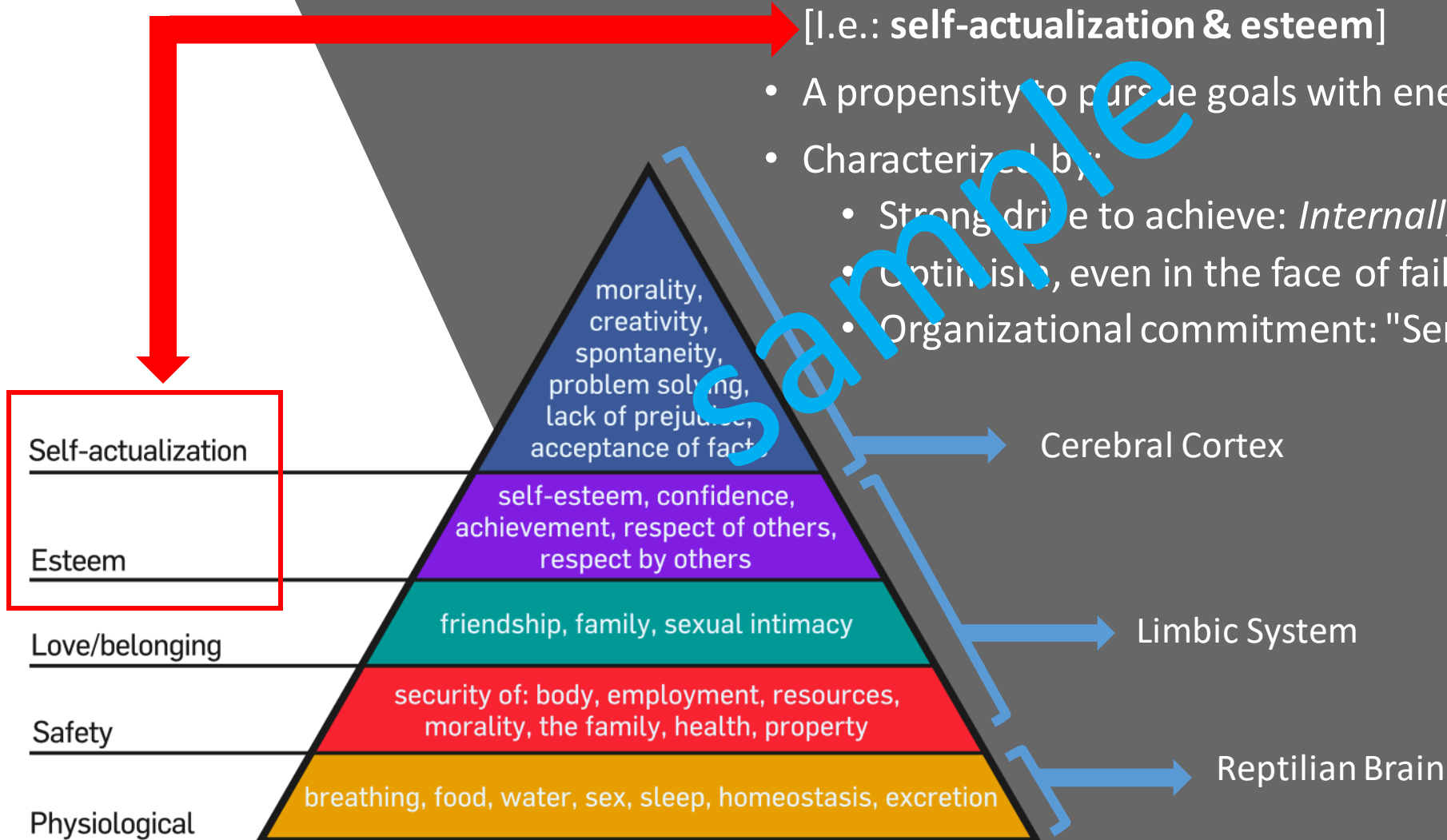
Self-Regulation

- The ability to control or redirect impulses and moods
- The propensity to suspend judgment and think before acting
- Characterized by:
 - Trustworthiness and integrity: People who regulate their emotions have greater integrity [because they act consistently], which makes them more trustworthy
 - Comfort with ambiguity: Are able to see shades of gray and not all as "black or white"
 - Openness to change: Being flexible, adaptable. For some people change is very stressful



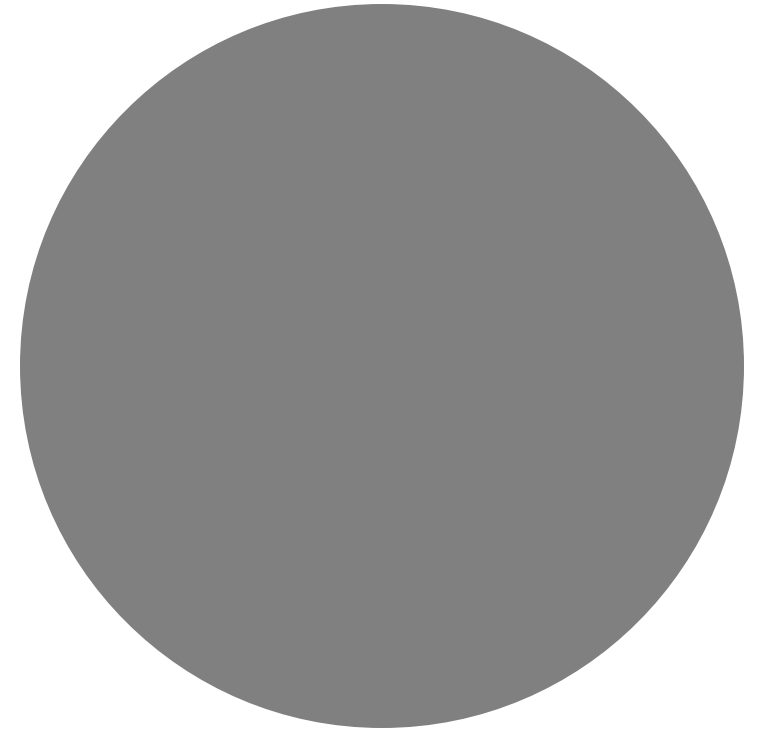
Motivation

- A passion to work for reasons that go beyond money or status [i.e.: **self-actualization & esteem**]
- A propensity to pursue goals with energy and persistence
- Characterized by:
 - Strong drive to achieve: *Internally motivated*
 - Optimism, even in the face of failure
 - Organizational commitment: "Sense of mission"



- The ability to understand the emotional makeup of other people
- Skill in treating people according to their emotional reactions
- Characterized by:
 - Expertise in building and retaining talent
 - Cross-cultural sensitivity
 - Service to clients and customers or peers

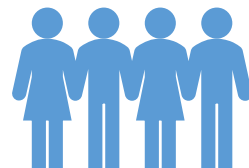
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Empathy

Social Skills

- Proficiency in managing relationships and building networks
- An ability to find common ground, build rapport and foster networks
- Characterized by:
 - Effectiveness in leading change
 - Persuasiveness: Able to influence others and lead them to change
 - Expertise in building and leading teams: able to foster high-performance teams



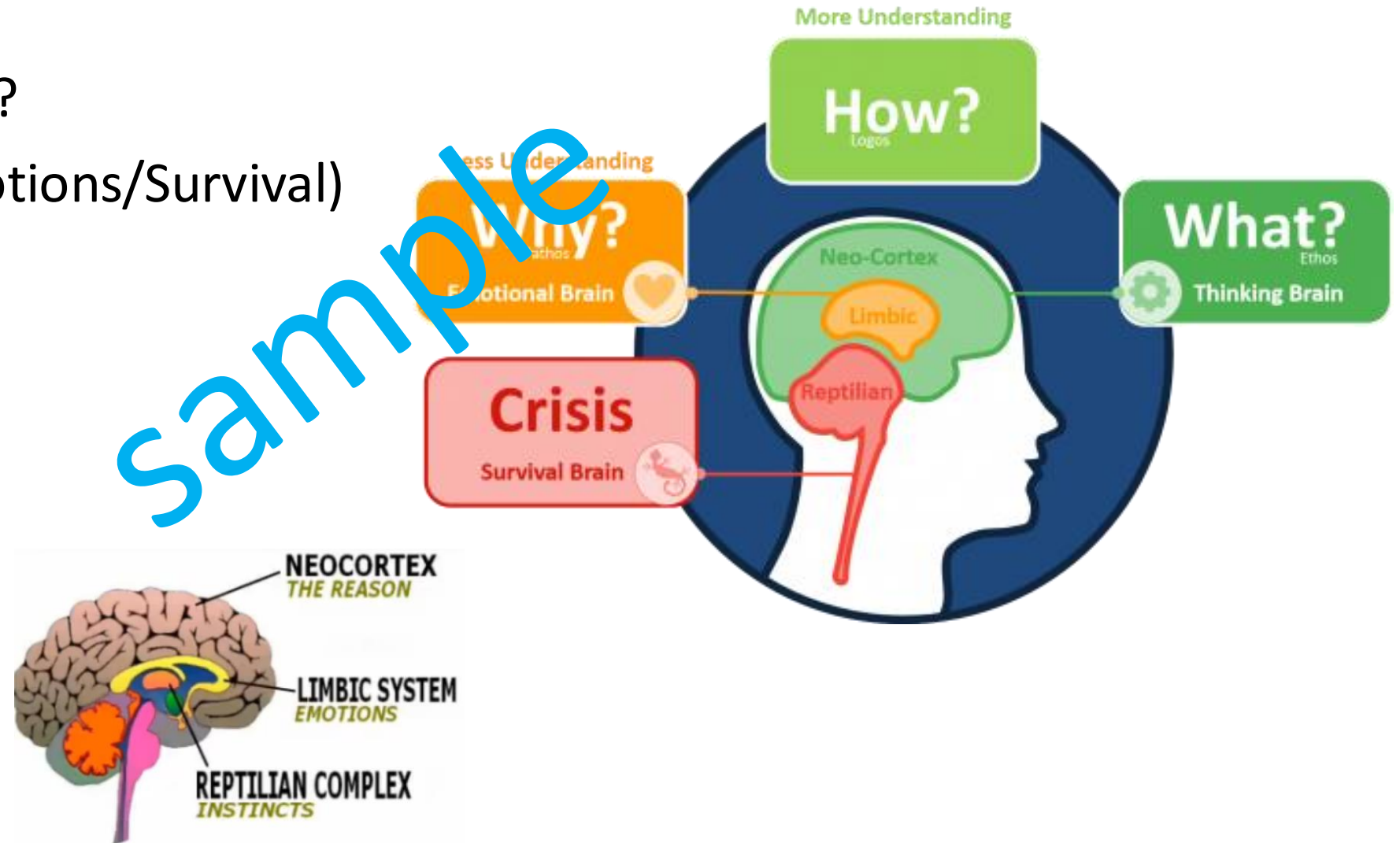
**“Yes, I think I have good people skills.
What kind of idiot question is that?”**



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Can Emotional Intelligence Be Learned?

- How do we learn EI?
- Limbic System (Emotions/Survival)
 - Feelings
 - Impulses
 - Drives
- Neo Cortex (Logic)
 - Concepts
 - Logic



Yes, You Can Improve Your Emotional Intelligence

Your level of EI is firm, but not rigid. It is influenced by early childhood experiences and genetics. Change requires dedication.

With **education and training** we can become more pro-social, altruistic and compassionate.

We will learn about some ways to improve our Emotional Intelligence in upcoming Mock Codes. Stay tuned.



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What is your EQ?

Short EI quizzes such as the GEIT test below are meant to be fun, and to give you a guide to which EI areas you are doing well in and those which perhaps you need to focus on for development.

<http://globalleadershipfoundation.com/geit/eitest.html>

Thanks for all you do for our patients!

What you do each day is meaningful and touches people's lives.

Please remember the tools we have been working on, in order to give our patients a great *healing experience*: COMMUNICATION, RESPECT and DISCOVER THEIR CONCERN. These tools demonstrate emotional intelligence and are part of our core value of EMPATHY.