Emotional Intelligence

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"If leaders can't get comfortable wading into emotional waters, they run the risk of never fully solving the problems of their team because empathy, a core pillar of emotional intelligence, is required to fully problem solve."

Emotions belong at work, we are not robots! They are a normal part of who we are. Just because we step into work does not mean we flip a switch on the rest of our lives. If you want to be helpful as a PIA SAFE Champion, you can't be scared of emotions. Emotions can be big, messy, and complicated, but they help us navigate the world. We all need to learn to recognize and manage feelings without being controlled by them!

Emotional intelligence is understanding, managing, and positively using your emotions. It can help you communicate effectively, relieve stress, empathize with others, and defuse conflict. Emotional intelligence can be thought of as a set of aptitudes and skills that allow people to manage their own emotions and relate effectively to the emotions of others.
High emotional intelligence can help you navigate the social complexities of the workplace and connect with others in a healthy, positive way.

Among the many skills required for leading interprofessional healthcare teams, emotional intelligence, and communication skills are critical to building professionalism, establishing patient trust, and providing optimal patient care. Nonetheless, these skills are often overlooked in medical training.

According to Daniel Goleman, author of Emotional Intelligence: Why It Can Matter More Than IQ, emotional intelligence is a better predictor of academic success, job performance and life success than someone's intelligence quotient (IQ)

Here is the good news! Contrary to prior beliefs, emotional intelligence and communication skills can be measured, taught, learned, enhanced!

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Emotional intelligence is commonly defined by four attributes:

1.Self-management – You're able to control impulsive feelings and behaviors, manage your emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances.

2.Self-awareness – You recognize your own emotions and how they affect your thoughts and behavior. You know your strengths and weaknesses, and have self-confidence.

3.Social awareness – You can understand the emotions, needs, and concerns of other people, pick up on emotional cues, feel comfortable socially, and recognize the power dynamics in a group or organization.

4.Relationship management – You're able to develop and maintain good relationships, communicate clearly, inspire and influence others, work well in a team, and manage conflict.

Using mindfulness to build social and emotional awareness

To build social awareness, you need to recognize the importance of mindfulness in the social process. After all, you can't pick up on subtle nonverbal cues when you're in your own head, thinking about other things, or simply zoning out on your phone. Social awareness requires your presence in the moment. While many of us pride ourselves on our ability to multitask, this means that you'll miss the subtle emotional shifts taking place in other people that help you fully understand them.

When you're stressed or emotionally overwhelmed, you're more likely to misread other people, send confusing or off-putting nonverbal signals, and lapse into unhealthy knee-jerk patterns of behavior. To avoid conflict and misunderstandings, you can learn how to quickly calm down before continuing a conversation.

How can you improve your Emotional Intelligence?

1. **Pay attention to how you feel in different situations and what triggers your emotions**.

This will help you understand and manage your emotions. Be actively aware of your emotions! Remember we experience LOTS of emotions, not just happy, sad and angry! How are you REALLY feeling? Frustrated? Disappointed? Worried? Anxious? Overwhelmed?

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2. Practice empathy
Try to see things from another person's perspective to better understand their feelings, opinions, and reactions. Learn how to recognize and understand emotions in others

3. Develop active listening skills
Pay attention to what others say, ask questions, and provide feedback. This can help you communicate more effectively.
·Paying attention to nonverbal cues. Remember people say a lot with their body language! Listen with your ears and eyes.

4. Improve your emotional regulation
This can help you respond to challenging situations with more control and avoid making reckless decisions. Are there certian scenarios that always trigger you? Do you know the ways to best calm yourself down when you are angry or overwhelmed? Remember to take a pause or step away if you begin to feel out of control.

Take these free EQ tests to learn more about your emotional intelligence and communication styles!

https://www.truity.com/test/emotional-intelligence-test

https://www.psychologytoday.com/us/tests/personality/emotional-intelligence-test

Take this communication style test:
https://www.leadershipiq.com/blogs/leadershipiq/39841409-quiz-whats-your-communication-style

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