

Emotional intelligence for medical (education) professionals

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Overview

What is it? Why does it matter? Basic neuroscience behind it

Four basic areas:

- Self-awareness
- Self Management
- Social awareness
- Relationship management

Self-awareness and self management —> mindfulness—autopilot awareness – stretch the gap between thoughts and action

Social awareness / relationship management: Empathy (Active listening), gratitude

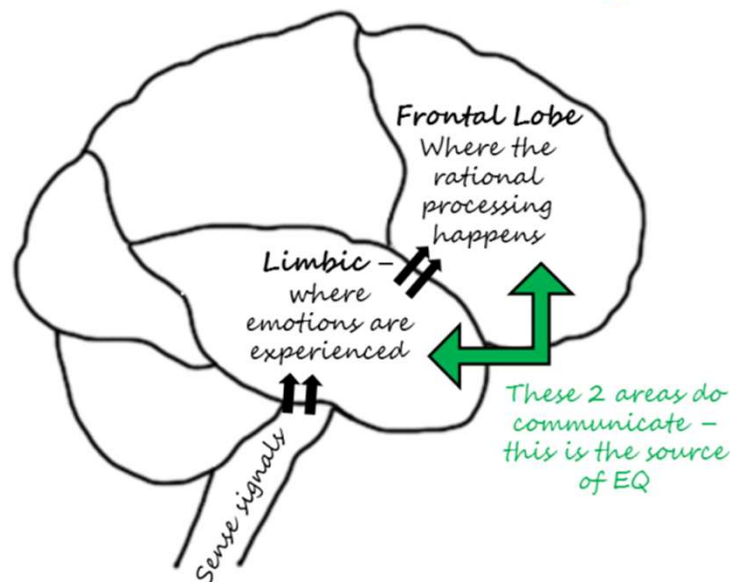
Emotional Intelligence

: your ability to **recognize** and **understand** emotions in yourself and others, and your ability to use this awareness to **manage** your behavior and relationships.

Nietzsche- “Beyond Good and Evil”

"I have often perceived that what a man can say almost determines what he can think. Our thoughts, feelings, and insights are, as it were, tethered to our words; the more limited our vocabulary, the more limited our thoughts."

The Path Between Feeling and Reason



WHAT IS THE DIFFERENCE? ?

INTELLIGENCE QUOTIENT (IQ)

IQ score is derived from standardized tests designed to measure intelligence. IQ relates to intellectual abilities, like how well you learn, understand, and apply information. People with higher IQs can think abstractly and make mental connections more easily.

EMOTIONAL INTELLIGENCE (EI OR EQ)

EI is using emotions to think and enhance our reasoning. Those with high EI are able to manage their emotions as well as use their emotions to facilitate their thinking and understand the emotions of others.

Simply put EQ (EI) is
Utilizing your emotions to determine the:

- Right response
- Right time
- Right person

EQ is not...

- Letting your feelings run rampant
- Being nice regardless of what happens to you
- Specific to gender or genetically fixed
- IQ, knowledge or education based
- Anger management
- Suppressing emotions
- Attempting to be a robot
- Being passive



EQ is a Key Part of The Whole Person



Expertise (IQ) - **What** you bring to work.

Personality - **Who** you are at work.

EQ - **How** you make the most of both your expertise and your personality.

THE GOOD NEWS

EMOTIONAL INTELLIGENCE CAN BE DEVELOPED!

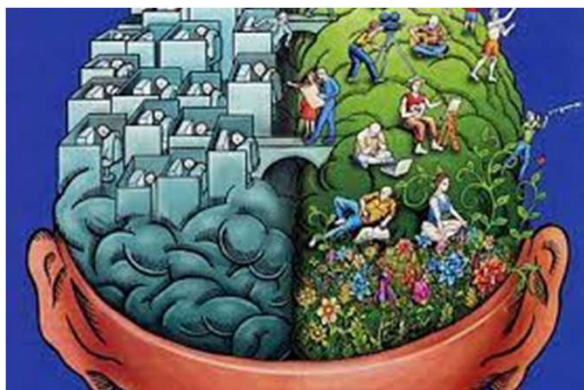
- People feel before they think and act
- It's possible to change people's responses to feelings
- These changes have a positive impact on individual and team behavior
- New behavior improves job performance

EMOTIONS → THOUGHTS → BEHAVIOR → PERFORMANCE

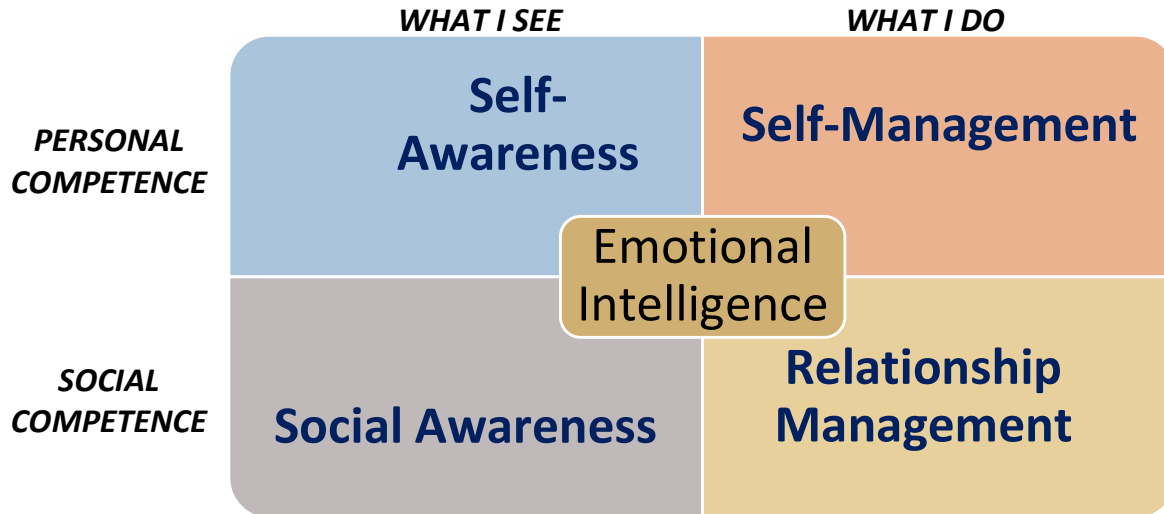
When one works on EQ they are:

- Revising responses to feelings
- Changing thinking patterns
- Altering behavior and trying new things

Coaching/Mentorship can be instrumental in the process

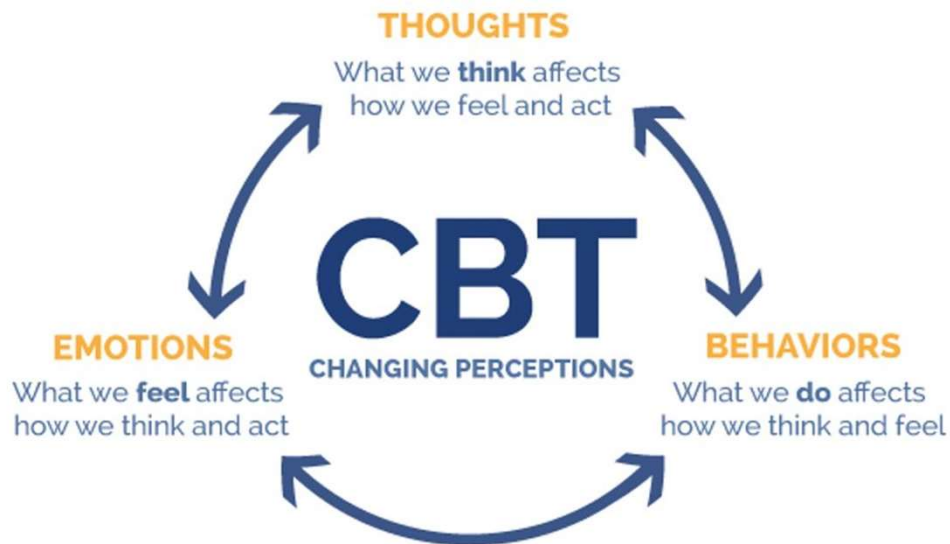


4 Skills of Emotional Intelligence



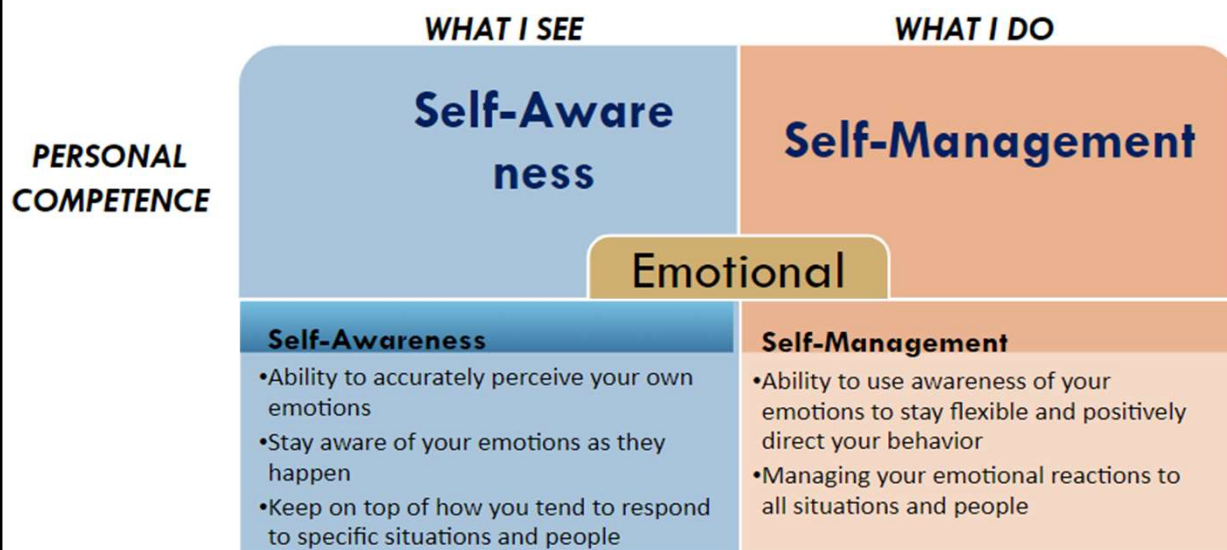
	WHAT I SEE	WHAT I DO
PERSONAL COMPETENCE	Self-Awareness <ul style="list-style-type: none"> • Ability to <u>accurately</u> perceive your own emotions • Stay aware of your emotions as they happen • Keep on top of how you tend to respond to specific situations and people 	Self-Management <ul style="list-style-type: none"> • Ability to use awareness of your emotions to stay flexible and positively direct your behavior • Managing your emotional reactions to all situations and people
SOCIAL COMPETENCE	Social Awareness <ul style="list-style-type: none"> • Ability to accurately pick up on emotions in other people • Understand what is really going on • Understanding what other people are thinking and feeling even if you don't feel the same way 	Relationship Management <ul style="list-style-type: none"> • Ability to use awareness of your emotions and emotions of others to manage interactions successfully • Ensure clear communication and effective handling of conflict

CBT triangle, and basic CBT principles



The first two are about you!

Drawing from CBT/Mindfulness principles becoming an observer, developing metacognition. —“Autopilot awareness” —



Self Awareness & Self Management

With Self-Awareness, a person has 50/50 chance of demonstrating Self-Management

		Self-Management	
		Yes	No
Self-Awareness	Yes	49%	51%
	No	4%	96%

N = 427, $p < .001$ (Burckle and Boyatzis, 1999)

Without Self-Awareness, a person has virtually no chance of demonstrating Self-Management.

Self Awareness & Social Awareness

With Self-Awareness, a person has a 38% chance of having Social Awareness

		Social Awareness	
		Yes	No
Self-Awareness	Yes	38%	62%
	No	17%	83%

N = 427, $p < .001$ (Burckle and Boyatzis, 1999)

Meditation helps you learn to spread the gap between thought and feeling- Leading to increased self awareness

Notice your patterns break
them down build them up
better

Power of habit

Atomic habits



Two categories of meditation beneficial to high achievers (medical students)

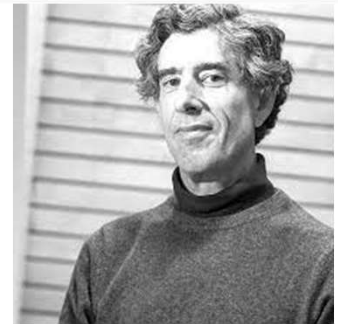


Single-point Meditation (builds focus)

Open senses meditation for broad thinking and curiosity development (builds awareness)

Healthy minds app

- The app is free.
- They do an excellent job of making meditation approachable.
- You can choose between passive and active meditation.
- You choose how long you want to meditate.
- The sessions are all research-based.
- The app includes explanations regarding the why and what you are doing.



Richard
Davidson

Gratitude

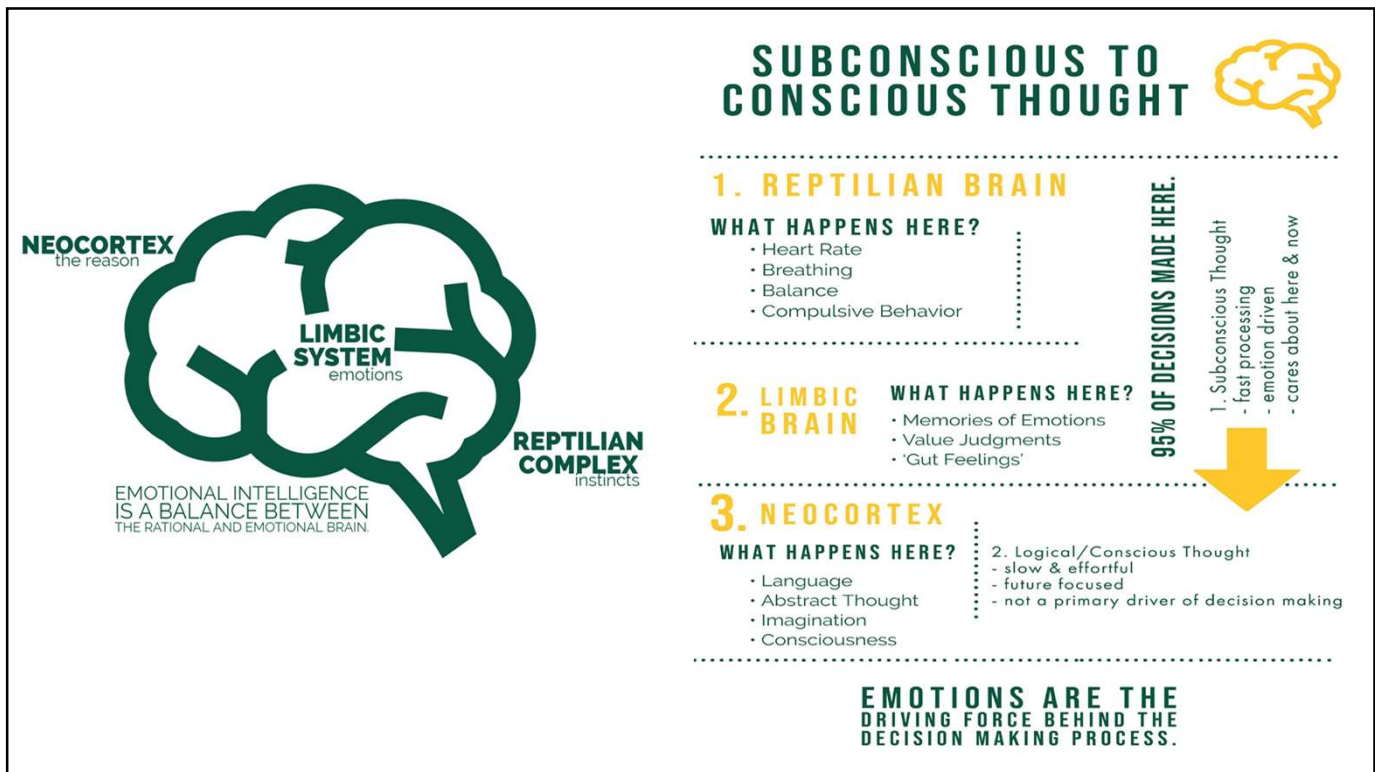
In as little as 3 weeks of daily gratitude start to rewire brain, which can be observed on fMRI.

The amygdala

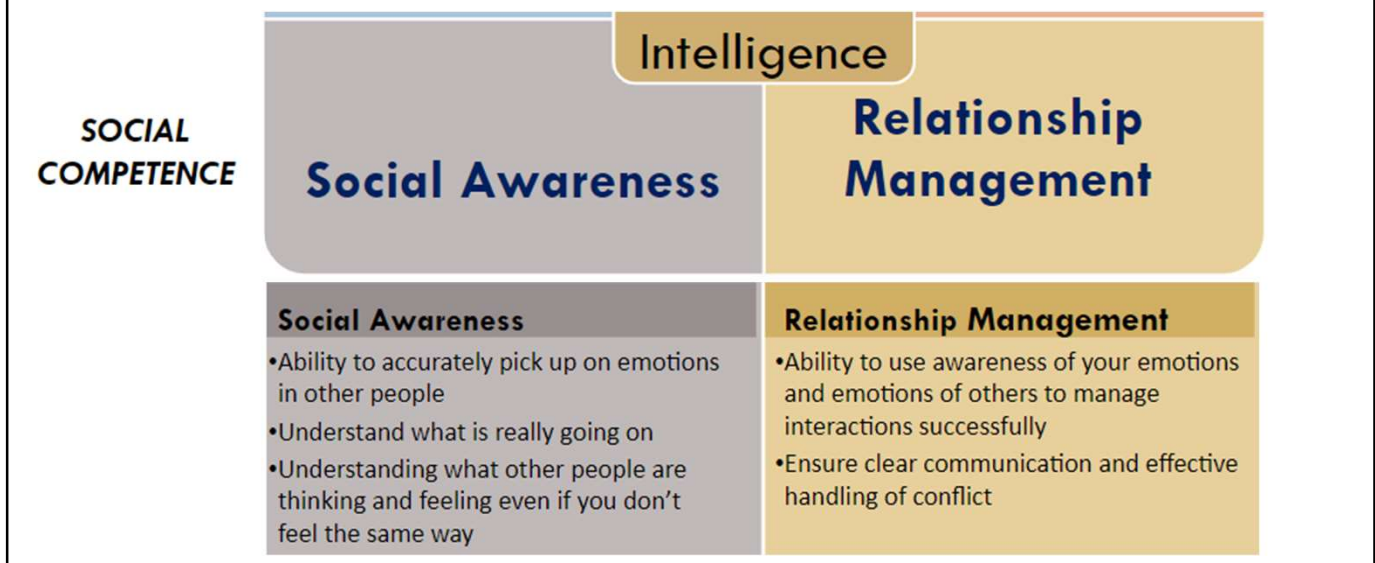
Sifting out unimportant, and scanning for threats→ Attaches emotion to the thoughts, and if primed for fear/worry that is what it will attach more often than not

– When we learn to short circuit this loop we can get into that gap we can neutralize a stress response.





These are the two concern others:
Being present (active listening), and having empathy.



Principles of Active Listening

1. Pay attention: Focus on the speaker and their message.
2. Avoid interruptions: Let the speaker finish their thought.
3. Clarify understanding: Ask questions to make sure you understand the message.
4. Show empathy: Acknowledge the speaker's feelings and experiences.
5. Provide feedback: Use verbal and nonverbal cues to show you're listening.
6. Avoid distractions: Put away distractions and focus on the speaker.
7. Summarize: At the end of the conversation, repeat the speaker's main points.



By following these key principles, you can become a more effective listener, build stronger relationships, and communicate more effectively.

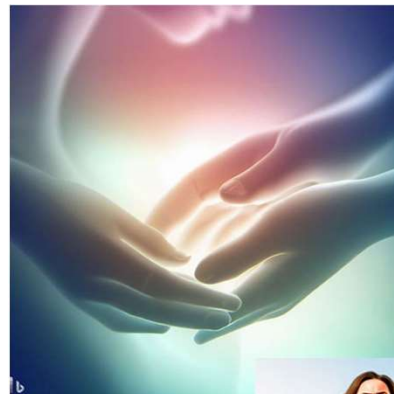
Empathy

There are two key strategies for training empathy: imagination and meditation

Imagination> Walk in their shoes (mirror neurons) -> unfortunately we start to shut down and becomes apathetic to avoid pain

Meditation> Compassion exercises - "May you be ____ (healthy/calm/happy)"

THEN - Link the two, to avoid apathy->> become like a mother!



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Self-awareness and self management —> big thing to work on here is mindfulness—
autopilot awareness – stretch the gap between thoughts and action

Social awareness relationship management: Active listening and empathy, gratitude

The Twenty EQ Competencies



Self-awareness and self management —>
Mindfulness –autopilot awareness – stretch the gap between thoughts and action

Social awareness
relationship management:
Being present (Active listening) empathy/gratitude

Overview of to-do list items

End of day

Meditate- point and open awareness

Work on naming and labeling emotions– widen the gap

Actively listen - be cognizant about what you are doing while you listen be present
give them 100%

Empathy

Walk in their shoes, and compassion exercise

References

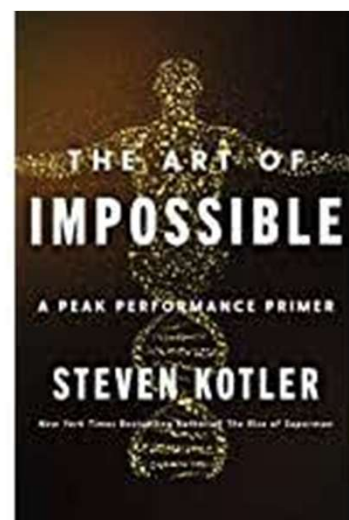
Drs. Travis Bradberry and Jean Greaves
Emotional Intelligence 2.0

EQ Emotional Intelligence Quotient In Action

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Resources

Google Bard

My recommendations

- *"How to Win friends and Influence people"*
- Healthy minds App
- Brutally honest spouse/partner
- Coach/mentor/study buddy
- *"The Power of Habit"*
- *"Atomic Habits"*

- Books:
 - [Emotional Intelligence 2.0 by Travis Bradberry and Jean Greaves](#)
 - [The EQ Edge: Emotional Intelligence and Your Success by Steven J. Stein and Howard E. Book](#)
 - [Emotional Intelligence: Why It Can Matter More Than IQ by Daniel Goleman](#)
 - [The Brain and Emotional Intelligence: New Insights by Richard J. Davidson and Sharon Begley](#)
 - [Emotional Intelligence for Dummies by Jeanette Raymond](#)
- Courses:
 - [Emotional Intelligence: Cultivating Immensely Human Interactions on Coursera](#)
 - [Emotional and Social Intelligence on edX](#)
 - [Managing Emotions in Times of Uncertainty & Stress on Yale Online](#)
 - [Inspiring Leadership through Emotional Intelligence on Coursera](#)
 - [Mindshift: Break Through Obstacles to Learning and Discover Your Hidden Potential on Coursera](#)
- Articles:
 - [The 10 Must-Reads on Emotional Intelligence by Harvard Business Review](#)
 - [How to Improve Your Emotional Intelligence by Forbes](#)
 - [The Benefits of Emotional Intelligence by Psychology Today](#)
 - [How to Teach Emotional Intelligence by Meteor Education](#)
 - [Emotional Intelligence: A Practical Guide by Mind Tools](#)
- Other resources:
 - [The EQ Blog by TalentSmart](#)
 - [The Emotional Intelligence Network](#)
 - [The Greater Good Science Center](#)
 - [The Mindful Self-Compassion Institute](#)

How to teach EQ within medical curriculum broadly (?pedagogy)

- I'd like to understand how this is being evaluated on during rotations or residency.
- How can we 'track' EI as a metric for resident competency?
- How can faculty support and develop these skills in students through the DO curriculum?
- How would you integrate empathy into third and fourth year OSCEs?
- Best ways to assess EQ during interviews?
- What are some of the best learning resources for educators regarding Emotional Intelligence?

So what?

- Can you describe an instance where your emotional EQ was able to diffuse a situation?
- Why does EQ add value? Why should a student and GME program care?
- Information on the relationship between these skills and the quality of patient care as shown in the literature.

How do I teach EQ within medical curriculum

- How do we foster an EQ environment between a resident and a teaching attending?
- What steps can medical students take to enhance emotional intelligence so that we can show up in the best way for our patients?
- Advice on helping to bridge generational gap in medical education.
- How do you teach EQ to others?
- How best to foster emotional intelligence in those with a low EQ?
- How do you begin the conversation about EQ with physicians?
- How do you help physicians recognize the importance of EQ?

What about me?

- How do we increase our own emotional intelligence?
- How do I work most effectively with my allied health professional colleagues as a resident?
- What to do when you cannot fully utilize your EQ? Is there any way to apply other types of intelligence to EQ?

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- First and foremost to teach this you need to practice this-- you need to start with yourself!
 - Develop the skills described above (don't assume because you are further along in your career/life you have EQ down, there are many who assume because of their station they have "made it").
 - Even if your EQ is great you can be better and by intentionally DOING the things that enhance EQ you will be better able to guide those in the future
 - It's not taught in one 1hr powerpoint presentation, it is a longitudinal pattern of growth, thus consistently making it a teaching point is crucial.
 - Generational gap- Focus on what yall have in common.
 - Hopefully importance was already covered (if not i have failed you)

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Evaluation/metrics:

- I really don't know. Im sure there is literature on the subject but I really don't know.
- There is the 360 eval in leadership this could be used?
- You could look at the research methods of the various studies on EQ and build something from that.

OSCE and Interview:

- Im sure there is opposing literature but in my opinion you can't. In a one time short interview you just can't, empathy comes from the heart and actors can fake it, and doctors need to live it.

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