

An iceberg floating in the ocean. The tip of the iceberg, which is above the water line, is relatively small and jagged. The much larger part of the iceberg is submerged below the water line. The letters 'IQ' are written in white on the tip of the iceberg, and the letters 'EQ' are written in white on the submerged part of the iceberg. The background is a clear blue sky and a blue ocean.

IQ

EQ

Introduction to Emotional Intelligence and Reconnecting

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Objectives

- Group Activities
- Brief Overview of Emotional Intelligence
- Strategies to increase Emotionally Intelligence
- Challenges we may encounter on path to increasing Emotional Intelligence and reconnecting as a group



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- Participation is welcomed as well as beneficial so please feel free to jump right in.
 - Please be respectful of your colleagues' opinions and views, we learn the most from each other.
 - You may not recall everything at the end of this presentation, I challenge you to take away at least one pearl you can implement in your daily life to improve your overall wellbeing.



Get to Know You Bingo!

- “Get to Know You Bingo,” was designed as a team building activity.
- Rules: Each participant will need to find someone who fits the description of each box and write in the persons name or have the person sign their name on their bingo sheet.
- Time: 15 Mins
- Goal is to “try to get a black out bingo” or get as many names as you can within 15 mins.

Getting-to-Know You BINGO Game

Directions: Introduce yourselves to members of the group. Find people who fit the descriptions and write their names in the corresponding squares. The first person to complete a row of boxes wins.

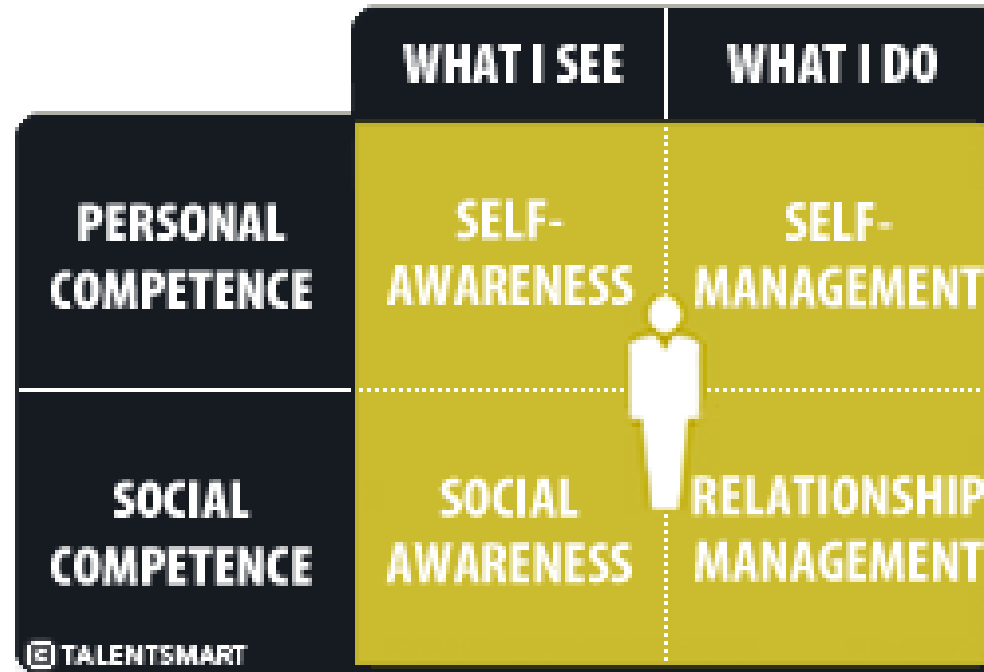
APPEARANCE	TV & MOVIES	FAVORITE MUSIC	HAVE YOU EVER?	FAVORITE AUTHORS
Long hair	Romantic comedy	Country	Ridden a horse	Meyer (<i>Twilight</i>)
Short hair	Science fiction	Rap and Hip-hop	Flown on an airplane	Rowling (<i>Harry Potter</i>)
Birthmark	Action	FREE SPACE	Traveled by boat	Tolkien (<i>Lord of the Rings</i>)
Dimple	Documentary	Classic rock	Traveled to another country	William Shakespeare
Brown eyes	Drama	Dance	Swam in the ocean	Dr. Seuss



Questions?

- What is the goal of “Get to Know Me Bingo?”
- What do we already know about Emotional Intelligence (EI) and how does this correlate with being a Residency Program Coordinator?

What is Emotional Intelligence



Emotional intelligence is made up of four core skills.

- Daniel Goleman (Psychologist) noted its the ability to “recognize, understand, and manage your own emotions” and to “recognize, understand, influence the emotions of others.”
- Its is a complex construct consisting of four factors: well-being, self-control, emotionality, and sociability.
- He also coined the term “Emotional Hijacking.”

Two Types of Emotional Intelligence Competencies

Personal Competence

- Your relationship with self
 - Increased self-awareness
 - Ability to cope and manage your own emotional state and a calm and collected manner

Social Competence

- Your relationship with others
 - Increased ability to handle interpersonal relationships empathetically through social awareness and relationship management.



Emotional intelligence is made up of four core skills.

Emotional Intelligence

- Self Awareness /Ability to Perceive Emotions
- Self Management/Ability to Reason with Emotions
- Empathy/Ability to Understand Emotions
- Relationship Skill/ Ability to Manage Emotions

Source: Daniel Goleman

<https://www.nytimes.com/2015/04/12/education/edlife/how-to-be-emotionally-intelligent.html>



Emotional intelligence is made up of four core skills.

Emotional Intelligence: Self-Awareness

Realistic Self-Confidence

- Understanding your own strengths and limitations
- Know your Hot Buttons.
- Model a positive attitude
- Be Vulnerable
- Take accountability
- Learn from any mistakes

Emotional Insight

- You understand your feelings for example you are aware what makes you happy, angry or sad. You are aware of coping skills to manage unpleasant feelings. (Hobbies outside of work, physical exercise etc.)
- Think before making decisions
- Keep your cool
- Knowing you Triggers

Emotional Intelligence: Self-Management

Emotional Balance

- Keeping stressful feelings intake vs. being short tempered with people around you.
- Create healthy boundaries
- Hobbies

Resilience

- Deep Breathing- Allowing more oxygen to travel to the brain for a clear mind and relaxed state.
- Calm under pressure and stressful situations. Example in a crisis able to remain calm and bounce back.
- People often look to this person as the leader in stressful situations
- Keep going despite having setbacks

Emotional Intelligence: Empathy/Social Awareness and Strategies

Cognitive and Emotional Empathy

- Understanding other perspectives
- Choose your words wisely
- Pay attention to how you respond to others
 - Acknowledge others input

Listening

- Paying Full Attention
 - Active Listening – Showing attention, asking questions, and providing feedback.
 - Greet people by name
- Non-verbal
 - Accurately and easily read how other people are feeling/ Reading Body Language (eye movements, facial expressions, gestures and postures).

Emotional Intelligence: Relationship Skills

Compelling Communication

- Persuasive and clear communication style so that people are clear about your expectations.
- Openness- Openly sharing your feelings, story and perspective (helps build trust)
- Get constructive feedback
- Be curious as others share their story, feelings and perspective

Team Player

- People are relaxed to work with you.
- The ability to use your own awareness of emotions and those of others to manage interactions successfully.
- Create an opportunity to address the stress experienced by two people without straining the relationship.

Ancient Greek Philosopher, Aristotle

"Anyone can become angry—that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way—that is not easy."



Emotional Intelligence Publications

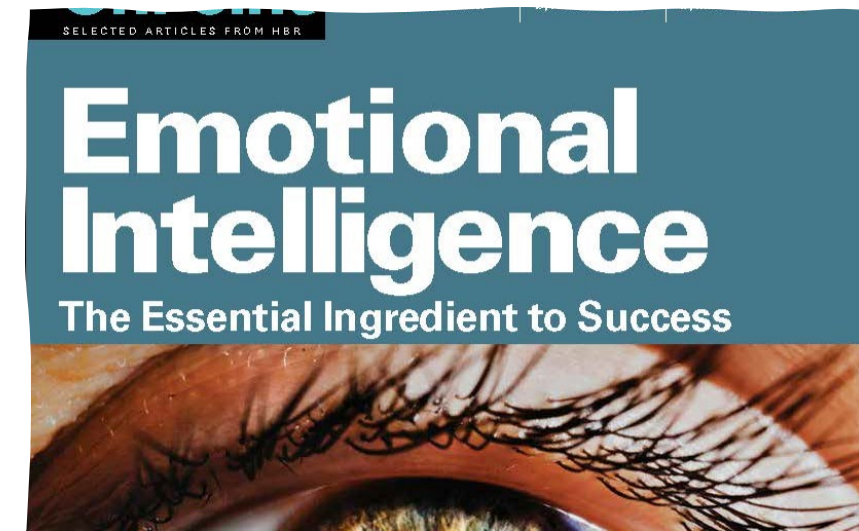
#1 BESTSELLER
**DANIEL
GOLEMAN**

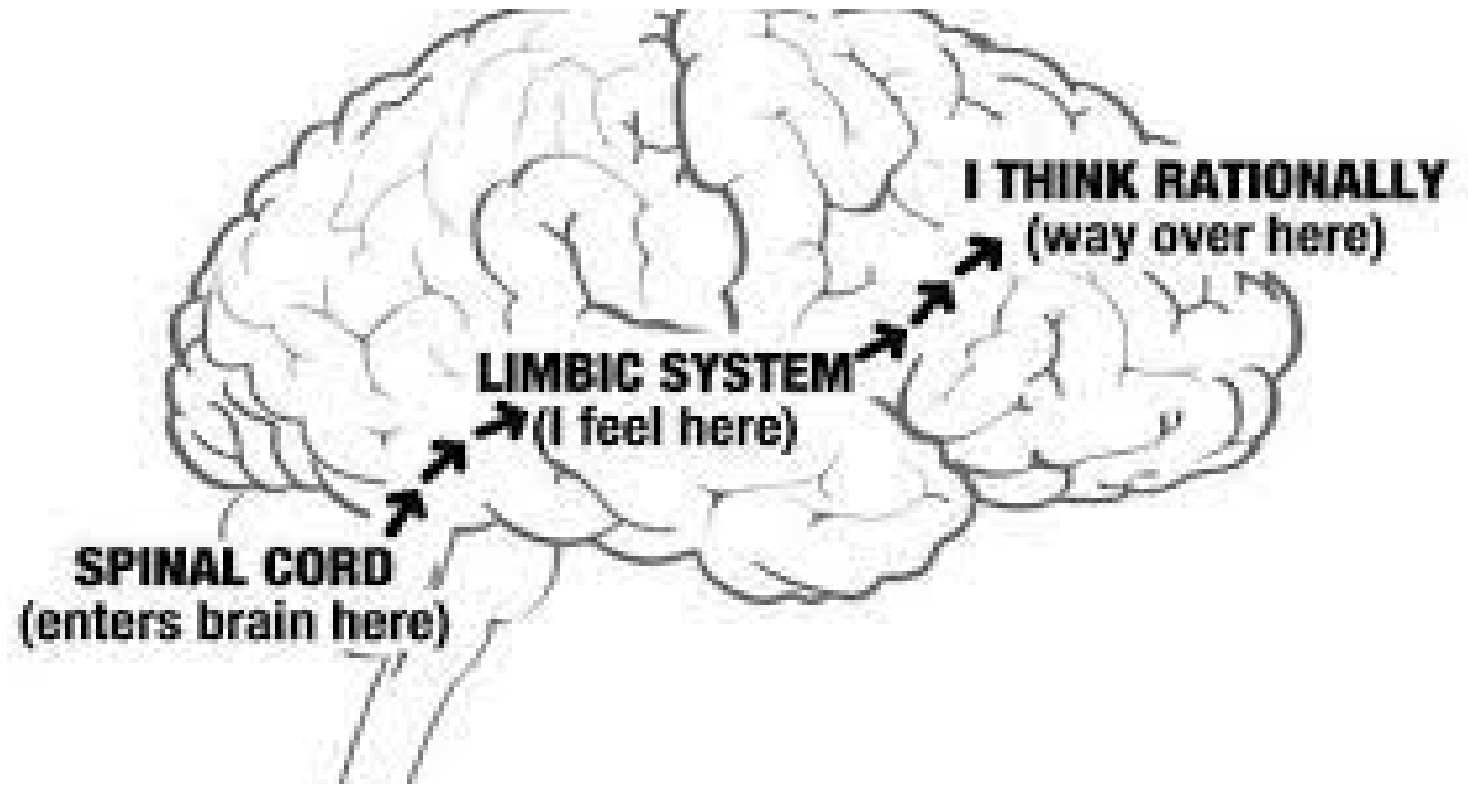
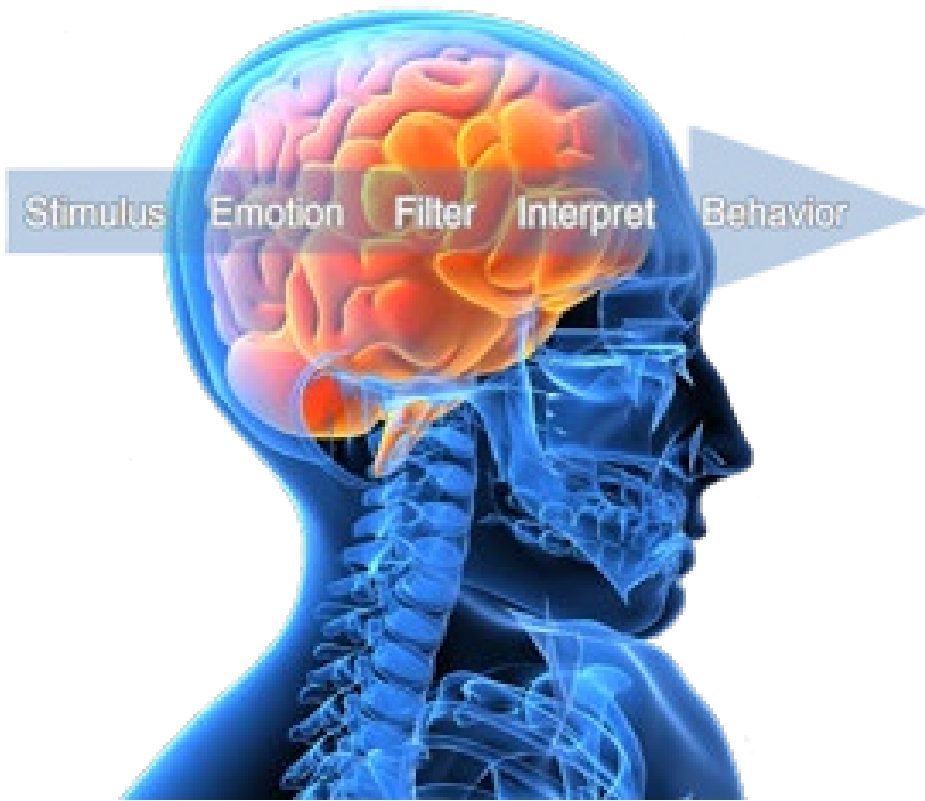
The groundbreaking book that
redefines what it means
to be smart

**Emotional
Intelligence**

*Why It Can Matter
More Than IQ*

A NEW INTRODUCTION BY THE AUTHOR





Validity of Emotional Intelligence

Limbic system

- Limbic System controls our basic emotions and drives
- Frontal Lobe which produces our rational thought process.
- We feel our emotion first then we rationalize the second.
- Typically, our first response to situations is emotional vs. rational or logical.

High Emotional Intelligence

- Make better decisions and solve problems
- Keep cool under pressure
- Resolve conflicts
- Have greater empathy
- Listen, reflect, and respond to constructive criticism



Low Emotional Intelligence

- Play the role of the victim or avoid taking responsibility for errors
- Have passive or aggressive communication styles
- Refuse to work as a team
- Are overly critical of others or dismiss others' opinions



Scenario 1

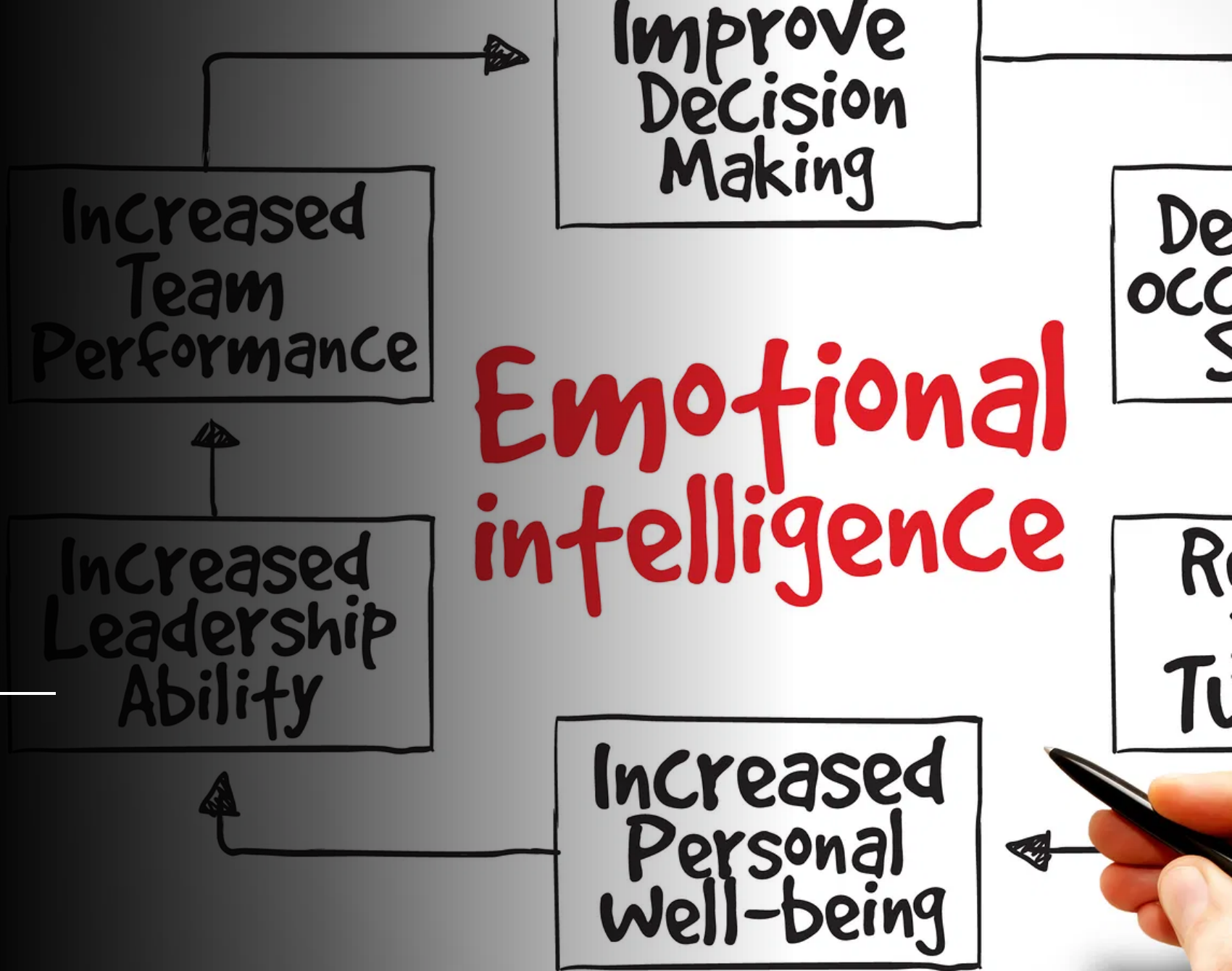
- A very angry and frustrated Dr. Michael Jackson performed a surgery last Friday . Dr. Jackson did note he did not sleep well the night before due to his neighbor's dog barking all night.
- Dr. Jackson entered the office slamming doors, yelling at administrative staff, and belittled his surgery team the entire length of the surgery.
- Prior to surgery on this day, he refused to discuss what will take place during the surgery, with the patient. Instead, he is very short and curt with the patient every time she ask questions. He felt he answered all the patients' questions and concerns prior to surgery.
- Dr. Jackson was very defensive when a colleague pulled him to the side to inform him of his behaviors.
- He told his team to stand quietly in the corner while he did his job.
- He kicked a tray in the surgery room once he was done and stormed out.
- He denied demonstrating any toxic behaviors.
- He stated he is highly stressed and don't have time for incompetent people in the world.

Scenario 1

Questions

- How would you react/feel in this situation?
- Did Dr. Jackson demonstrate high Emotional Intelligence?
- Did Dr. Jackson show good awareness and understanding of his emotions.
- Did Dr. Jackson manage his awareness well?
- How would you address this situation as a Coordinator?
- Can 1 person give me an example of experiencing a similar situation resulting in a positive outcome?

Why is
Emotional
Intelligence
Important?



Impact of Emotional Intelligence

Improved Communication with patients, residents and your team

Understand yourself and how you connect with people on a deeper level

Increased ability to respond well under pressure

Improve your overall connections and relationships with customers, colleagues, medical trainees, or supervisors.

Increased Empathy

Become a Better Team Player

Better quality of service

Succeed in leadership

Greater Career Satisfaction

The Emotion Wheel

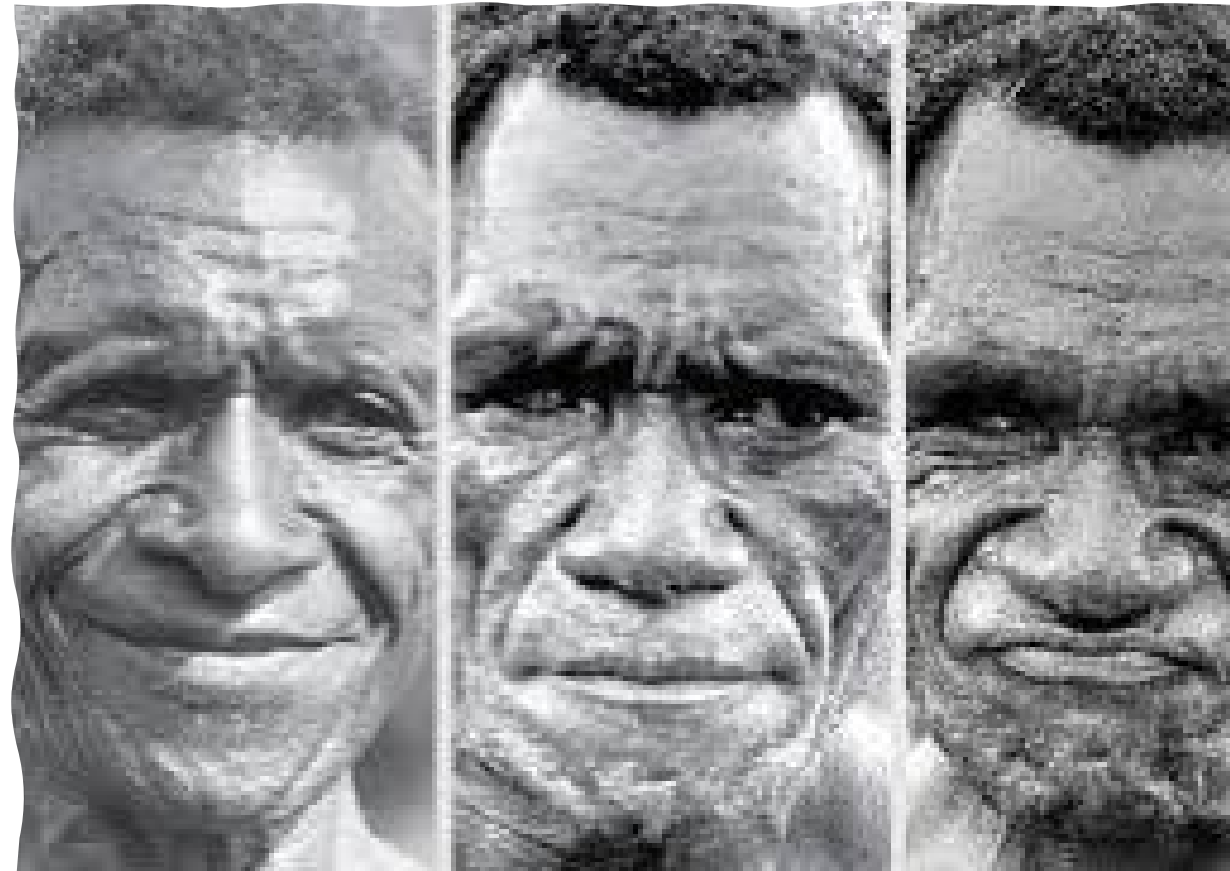




Labeling Emotions

One of the great ways to help build emotional intelligence is labeling other people's emotions.

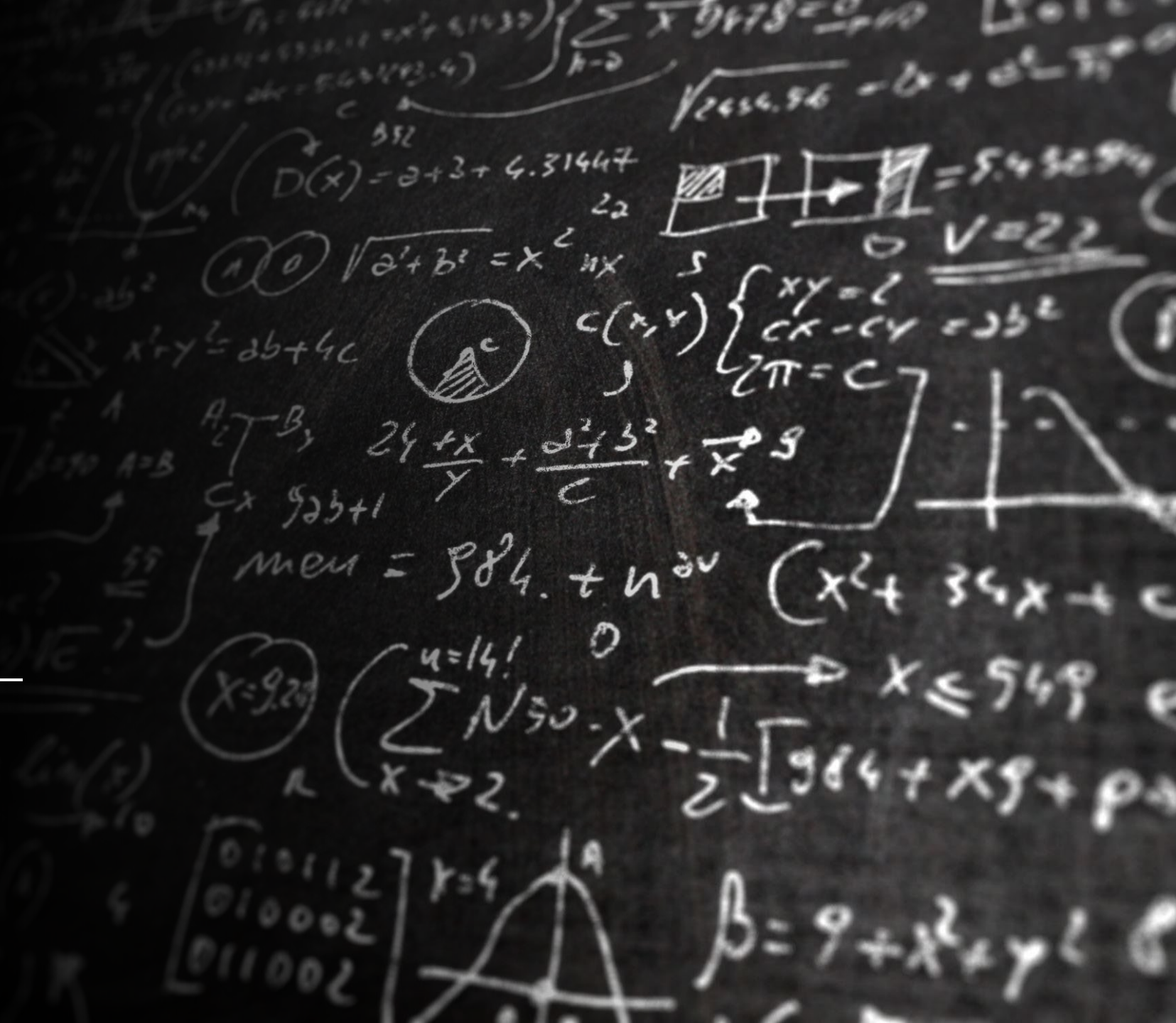
For this exercise try to identify the emotions of the characters listed above. Identify the body language and say/type the words that describe emotions that person is feeling.



Difficult Experiences Activity

- Most Coordinators go through some experiences where we feel wronged by our interactions with a resident, a colleague or even a physician. The negative emotions and feelings generated by these experiences can stay with us for a long time afterwards and make us feel overtly emotional, weak, or even unworthy.
- Activity: Share an experience with your partner or group in which you felt wronged and explain what feelings and emotions were generated by your experience.
 - The idea here is that sharing difficult experiences and the feelings generated by them help us grow and become better colleagues, team members and people.
 - The goal is to explore ways how we have worked through these emotions/situations.

Strategies to Become More Emotionally Intelligent



How to Improve Emotional Intelligence



Improving Your Own Emotional Intelligence

- Reflect on your own emotions
- Ask others for their perspective
- Be observant of other people emotions and your own emotions
- When criticized don't get offensive, instead ask what is the teaching point in this situation, what can I learn?

Improving Emotional Intelligence for a *Team*

- Establish a person to take the lead!
- Identify Team Members Strengths and Weaknesses
- Spark Passion
- Building team norms
- Create effective ways to manage stress
- Allow team members to have a voice
- Encourage Work and Play

Self- Management Strategies

Take some time
everyday to
process how you're
feeling.

Short walk

Run at the gym

Silence

Coffee/Tea

Golfing

Hiking

Basketball

Swimming

Regulating Emotions in Difficult Situations

Be the Fog

Here's what to do:

“Act like a fog! Imagine you are a fog. When someone throws a stone at you, you absorb that stone without throwing the stone back. This is a very easy and effective technique to use against people who keep criticizing you repeatedly.”

- Respond with: “You just don’t understand.”
 - “You are lazy.”
- Respond with:
 - “Yes, I just don’t understand.”
 - “Yes, I am lazy sometimes.”

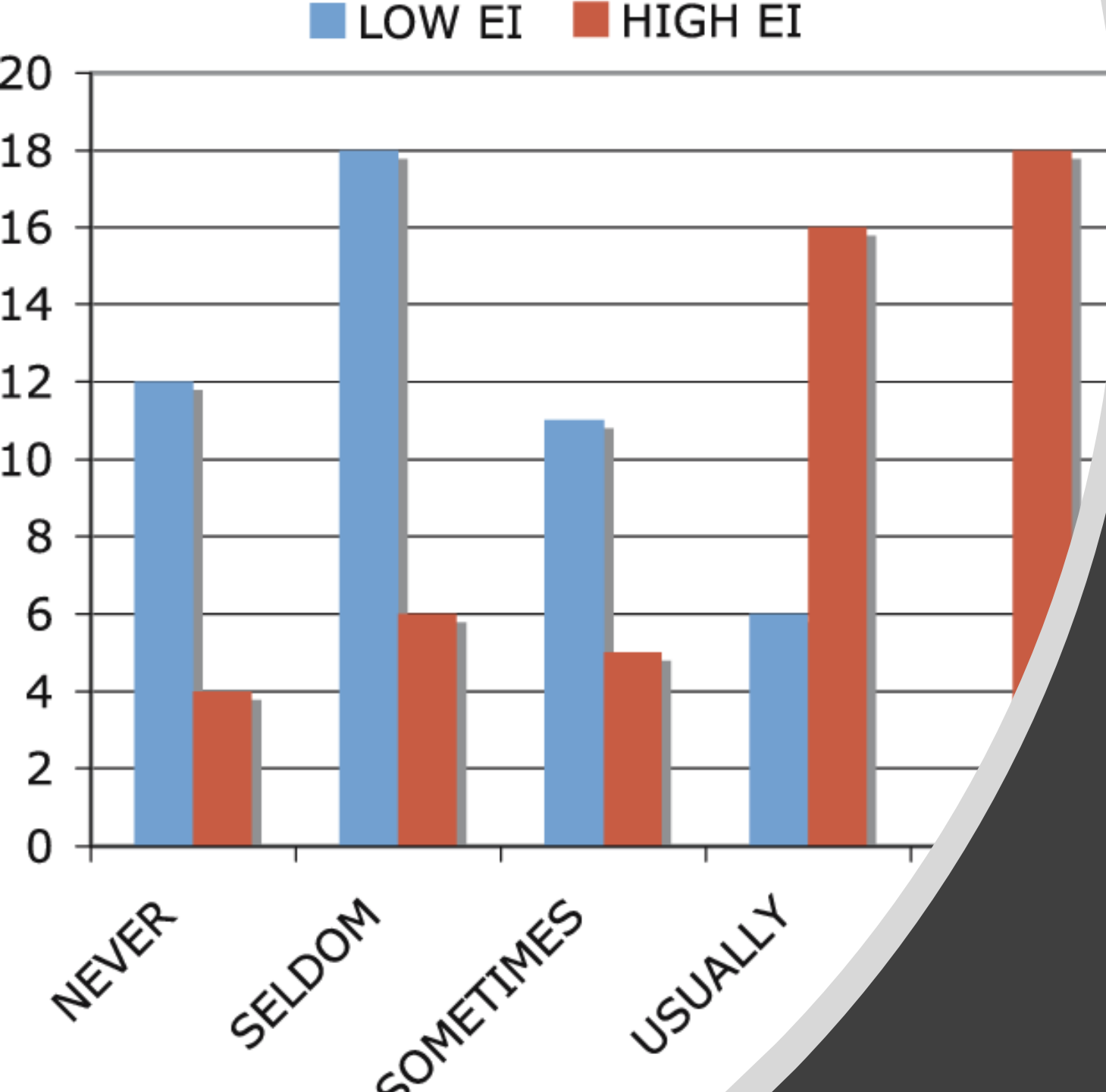
When you accept the criticism that is thrown your way (without actually taking it to heart), you will find that you disarm the person criticizing you. To practice, ask someone you know well to criticize you at rapid speed, one after the other, and employ the fogging technique to counter it.

Constructive Feedback

Don't respond	Don't respond automatically, LET IT SINK IN.
Ask Questions	Ask meaningful and clarifying questions
Get Examples	Ask for examples
Absorb Feedback	Take time to absorb the feedback and ALWAYS acknowledge the other persons feelings (helps to see others perspective much like empathy)

Emotional Intelligence: Motivation

- Intrinsic Motivation vs. Extrinsic Motivation
 - People who have strong EQ tend to be more motivated to achieve goals for their own sake. Rather than seeking external rewards (money, status, fame etc.), they do things because they find them fulfilling and they are passionate about what they do.
 - These people demonstrate:
 - Commitment to their work
 - Enjoy taking on new challenges
 - Contagious Enthusiasm (inspire others to work hard and persist in order to achieve goals.)



Emotional Intelligence Statistics

Emotional Intelligence Statistics

- People with a high degree of emotional intelligence make an average of 29,000 more per year than people with a low degree of emotional intelligence
- People with high Emotional Intelligence are less susceptible to anxiety and depression.

Harvard Business Review Statistics: Self- Awareness

- 95% of people think they are self-aware, but only 10–15% are
- It seems a lot of people are in denial, according to this research by Tasha Eurich, an organizational psychologist.

Self-awareness is about knowing who you are and how you are perceived. It is crucial for career success, leadership effectiveness, and job performance. However, it looks like it isn't commonplace in today's workplace.

Harvard Business Review Statistics

- EQ is four times more effective than IQ in determining who will be successful in their field. Source (LinkedIn)
- A 40-year study of UC Berkeley PhDs showed that EQ is more powerful than IQ in determining a person's success in their given field — four times more, to be exact.
- Skills like active listening, stress management, and empathy are contributing factors to a person's success. Even the smartest person can benefit from having a higher EQ score.

Career Builder Statistics

- High EQ employees are favored over high IQ employees for a promotion 75% of the time. (CareerBuilder)
- Leaders with high emotional intelligence are more than likely to be productive and effective. They usually lead by example and give a lot of thought to business decisions. They also listen as much as they speak, which is a very good quality in employees in a leadership role.



Emotional Intelligence Assessments

How is Emotional Intelligence Measured

Self-report test

Other-Report

Ability Measures

General Emotional Intelligence Test

Mayer-Salovey-Caruso Emotional Intelligence Test, Version 2.0 (MSCEIT, V 2.0).

Multi-Factor Emotional Intelligence Scale (the MEIS) and, more recently, the MSCEIT.

Trait-based tests (such as the Bar-On EQi)

Competency-based tests – (including the ESCI)

Behavior-based tests – (for example, the Genos)

Emotional Intelligence Questionnaire

1. I can recognize my emotions as I experience them
2. I lose my temper when I feel frustrated
3. People have told me that I'm a good listener
4. I know how to calm myself down when I feel anxious or upset
5. I enjoy organizing groups
6. I find it hard to focus on something over the long term
7. I find it difficult to move on when I feel frustrated or unhappy
8. I know my strengths and weaknesses
9. I avoid conflict and negotiations
10. I feel that I don't enjoy my work
11. I ask people for feedback on what I do well, and how I can improve

EI-quiz (Mind Tools, 2019).

Emotional Intelligence Scores

Perfect Emotional Intelligence Score is 160,
the average ranges from 90 to 100

Scores lower than 90, are considered below
average. Thus, one would need to learn how
to manage or reduce negative emotions.

There are “Right” and “Wrong,” Answers

Emotional Intelligence Assessments Online

- Emotional Intelligence Test (2019). Psychology Today. Access here. <https://www.psychologytoday.com/au/tests/personality/emotional-intelligence-test>
- Test your E.I: Free EQ quiz (2018). Institute for Health and Human Potential. Access here. <https://www.ihhp.com/free-eq-quiz/>
- How Emotionally Intelligent are You? Boosting Your People Skills (2019). Mind Tools. Access here. <http://www.myframeworks.org/testmyeq/>
- Emotional Intelligence Test (2019). Psych Tests. Access here. <https://www.mindtools.com/pages/article/ei-quiz.htm>
- Emotional Intelligence Test Free – EQ Test Free Online (2019). Alpha High IQ Society. Access here. <https://www.iq-test.net/eq-test.html>
- How Emotionally Intelligent Are You? (2017). My Frameworks. Access here. <http://www.myframeworks.org/testmyeq/>



Now what?

- Ask yourself
 - Where are my gaps in Emotional Intelligence?
 - How can I improve my own Emotional Intelligence?
 - How is this going to make me a better Residency Program Coordinator?



Challenges to Improving Emotional Intelligence and Reconnecting

Actively listening to others

Empathy and the ability to see and understand things from another person's perspective

Our communication styles- Can be the solution or source of the problem.

Challenges to Improving Emotional Intelligence and Reconnecting

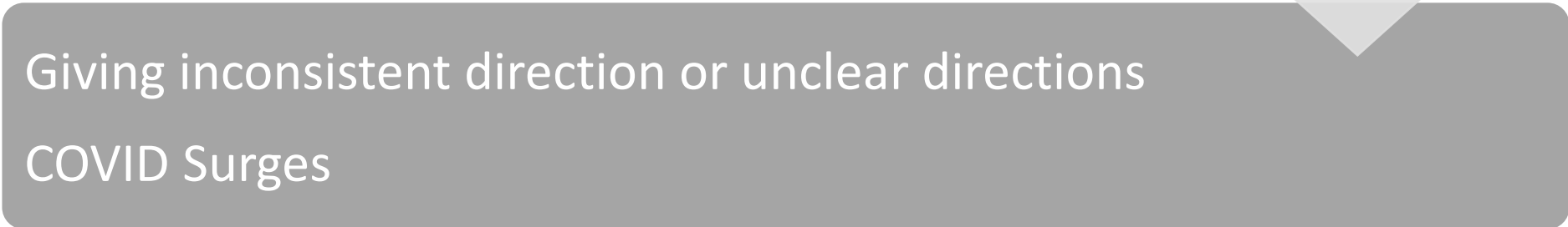
Focusing on too many things at once or on the detail and forgetting to tell the “whys” or the bigger picture.



Treating people badly. Forgetting to say Thank You, not making people feel valued, not respecting people.



Giving inconsistent direction or unclear directions
COVID Surges





Review and
Summary

A stylized, glowing brain graphic in shades of blue, purple, and orange, positioned on the right side of the slide. The brain is semi-transparent, showing internal structures, and has a bright yellow-orange glow in the lower-left region.

Emotional Intelligence

Summary

- We learned what Emotional Intelligence is and why its important
- We learned there are two main competencies of Emotional Intelligence- Personal and Social
- We reviewed the challenges and barriers that may interfere with trying to be more emotionally intelligent and reconnecting.
- We learned about the benefits and impact of having emotional intelligence professionally and personally.
- We learned through various communication activities we can reconnect and get to know our peers again via water cooler conversations.
- We reviewed how to apply various strategies through having social awareness, self-management, social awareness, empathy, relationship management, motivation etc.

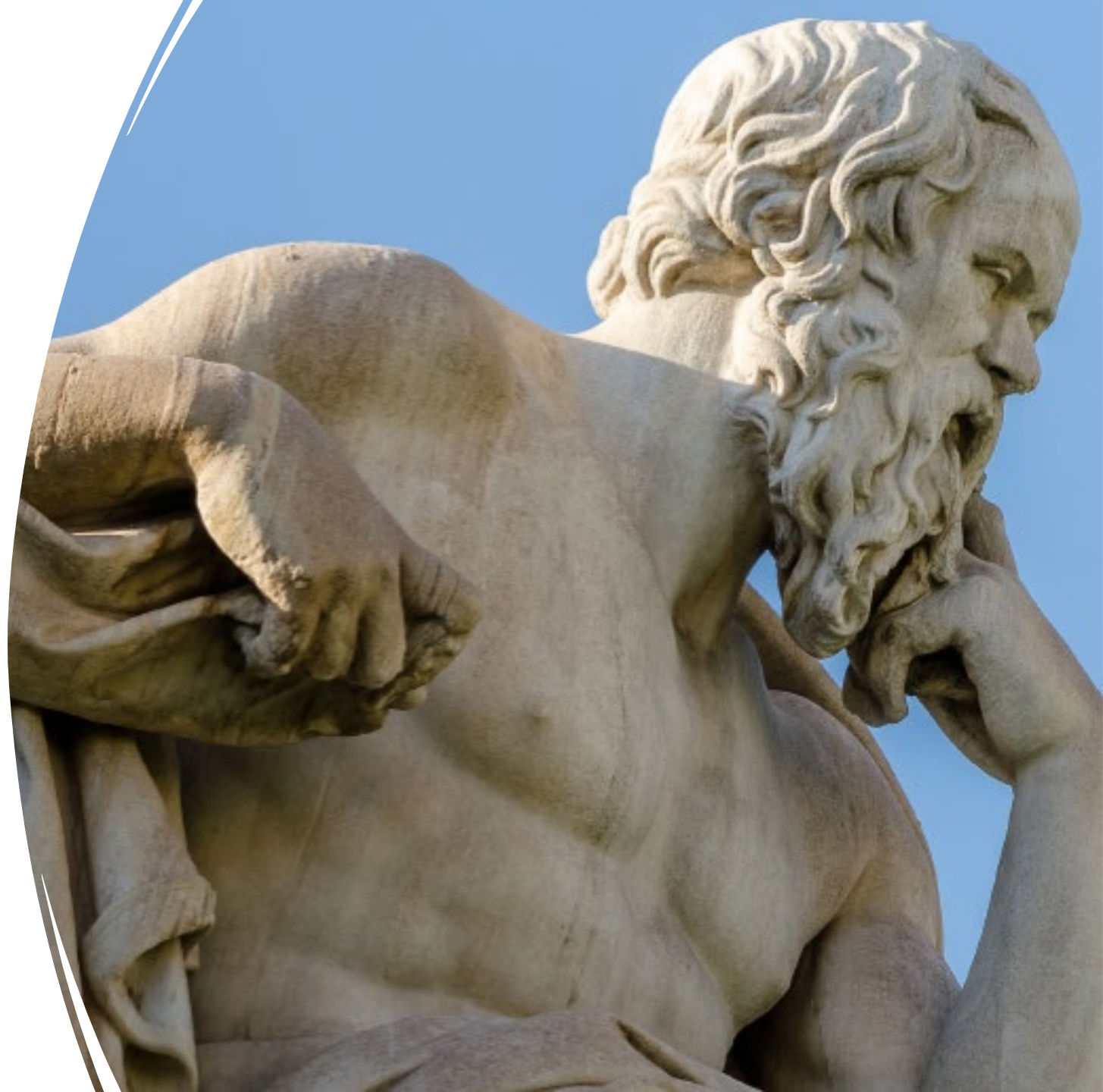
In Conclusion

“Know Thyself”

-Socrates

Socrates’s injunction “Know thyself” speaks to the keystone of emotional intelligence: awareness of one’s own feelings as they occur. -Daniel Goleman

If you don’t know what you feel, you cannot reach others’ emotion, in order to work with them and



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