

EMOTIONAL INTELLIGENCE AND WELLBEING

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WHAT IS EMOTIONAL INTELLIGENCE?

[HTTPS://WWW.YOUTUBE.COM/WATCH?V=TBKROEUIVJC](https://www.youtube.com/watch?v=TBKROEUIVJC)

EMOTIONAL INTELLIGENCE AND THE IMPORTANCE IN HEALTHCARE?

Emotional intelligence was first defined as an ability to perceive, use, understand and manage emotions in one's self and others (Mayer & Salovey, 1997).

Why does it matter?

- Health professionals are said to be more likely to suffer psychosocial risk than other professions (Soto-Rubio, 2020)
- Can manifest as:
 - High levels of emotional stress
 - Social issues related to their work
 - Increase in perceived health problems
 - Dissatisfaction in their role

EMOTIONAL COMPETENCE FRAMEWORK

PERSONAL COMPETENCIES

Self Awareness

- Recognising ones emotions and their effects
- Know their own strengths and limits
- Know their self worth and what they are capable of

Self Regulation

- Self control and being able to manage disruptive emotions and impulses
- Taking responsibility for their actions and performance
- Flexible and able to manage change
- Innovative

Self Motivation

- Striving to meet a standard of excellence
- Ability to align themselves with a team/organisations goals/values
- initiative and optimism

SOCIAL COMPETENCIES

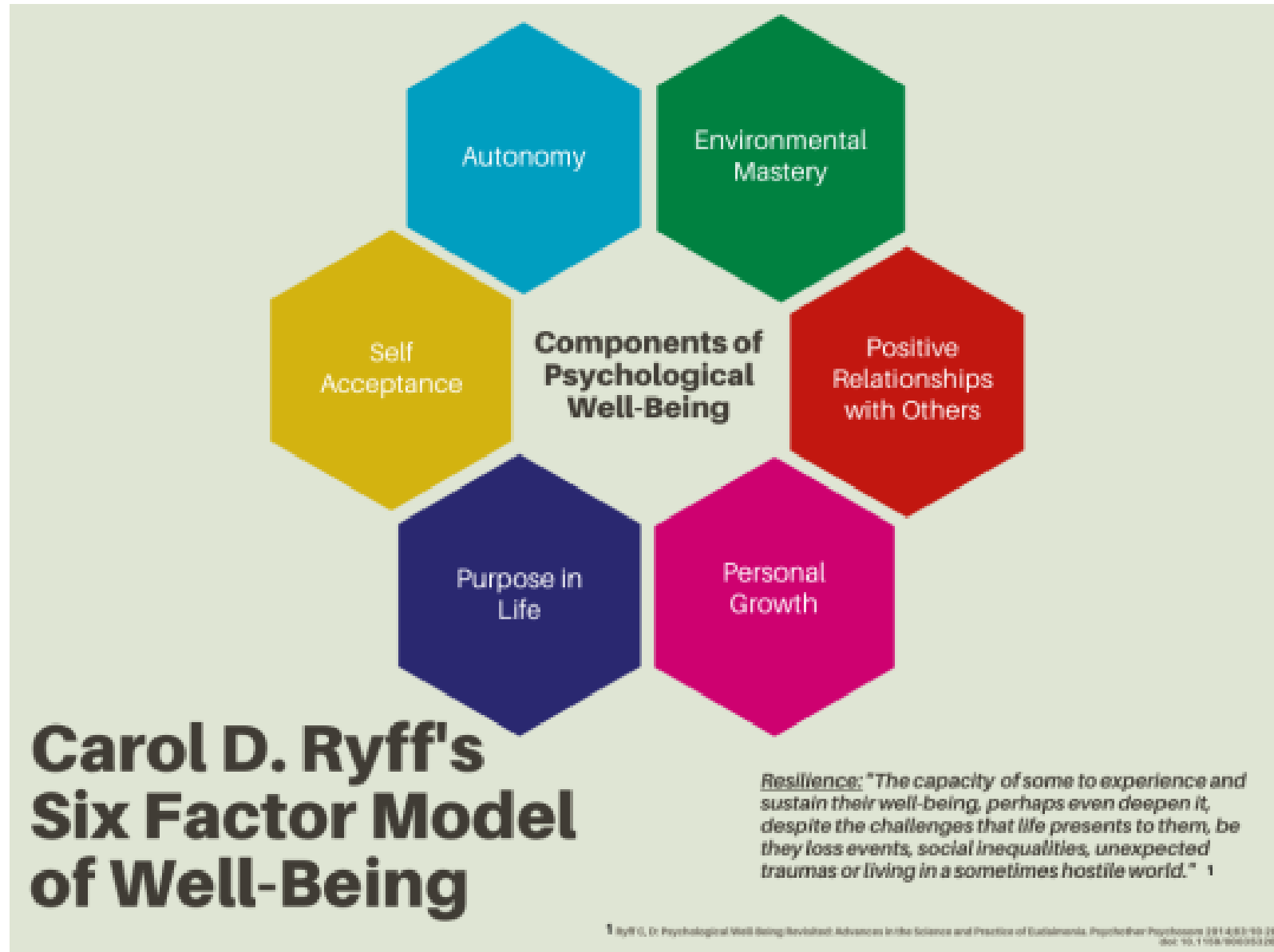
Social Awareness

- Empathy
- Commitment to developing others
- Ability to read key relationships and detect crucial social networks
- Respect and relate well to people from diverse backgrounds

Social Skills

- Ability to influence and persuade
- Clear communicators
- Lead by example
- Conflict management skills
- Nurturing instrumental relationships
- Collaborative and cooperative
- Work well in a team

WHAT IS WELLBEING?



EMOTIONAL INTELLIGENCE IN THE WORKPLACE

Benefits of EI in the workplace include (↑ increased; ↓ decreased):

- ↑ ability to manage stress (Foster et al., 2018)
- ↑ Resilience (Chikobvu & Harunavamwe, 2022)
- ↑ Patient satisfaction (Celic, 2017)
- ↑ Job satisfaction (Miao, Humphrey & Qiao, 2017; Soto-Rubio, 2020)
- Improved relationships with patients and colleagues (Soto-Rubio, 2020)
- ↓ Staff turnover (Miao, Humphrey & Qiao, 2017; Srivastava et al. 2021)
- ↓ Burnout (Foster et al., 2018; Soto-Rubio, 2020)

EMOTIONAL INTELLIGENCE TRAINING

Benefits of EI training:

- Improved psychological empowerment (Karimi et al., 2021)
- Improved general wellbeing (Karimi et al., 2021)
- Improved quality of care (Karimi et al., 2021)
- ↑ Happiness (Callea et al., 2019; Thory, 2016)
- ↑ Level of meaningfulness at work (Callea et al., 2019; Thory, 2016)
- ↑ Productivity and performance (Tih & Hamid, 2021)

HOW CAN YOU ENHANCE YOUR EMOTIONAL INTELLIGENCE TODAY

- Try Journaling
- Practice active listening
- Pay attention to your own emotions

THANK YOU

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