

# Emotional Intelligence: Essential Skill for Nurses

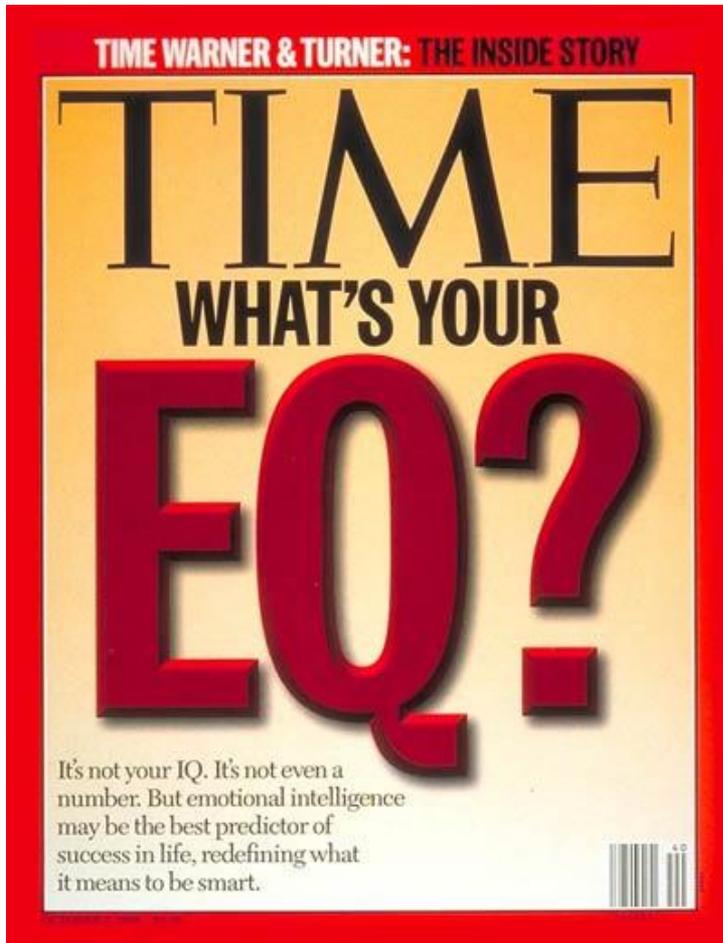
Presented by  
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Clinical Leadership Conference  
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# Objectives

- ∞ Define emotional intelligence (EQ).
- ∞ Discuss why EQ is important to interpersonal and professional interactions.
- ∞ Describe the four core EQ skills.
- ∞ Identify specific behaviors to increase EQ skill level.

# October 2, 1995



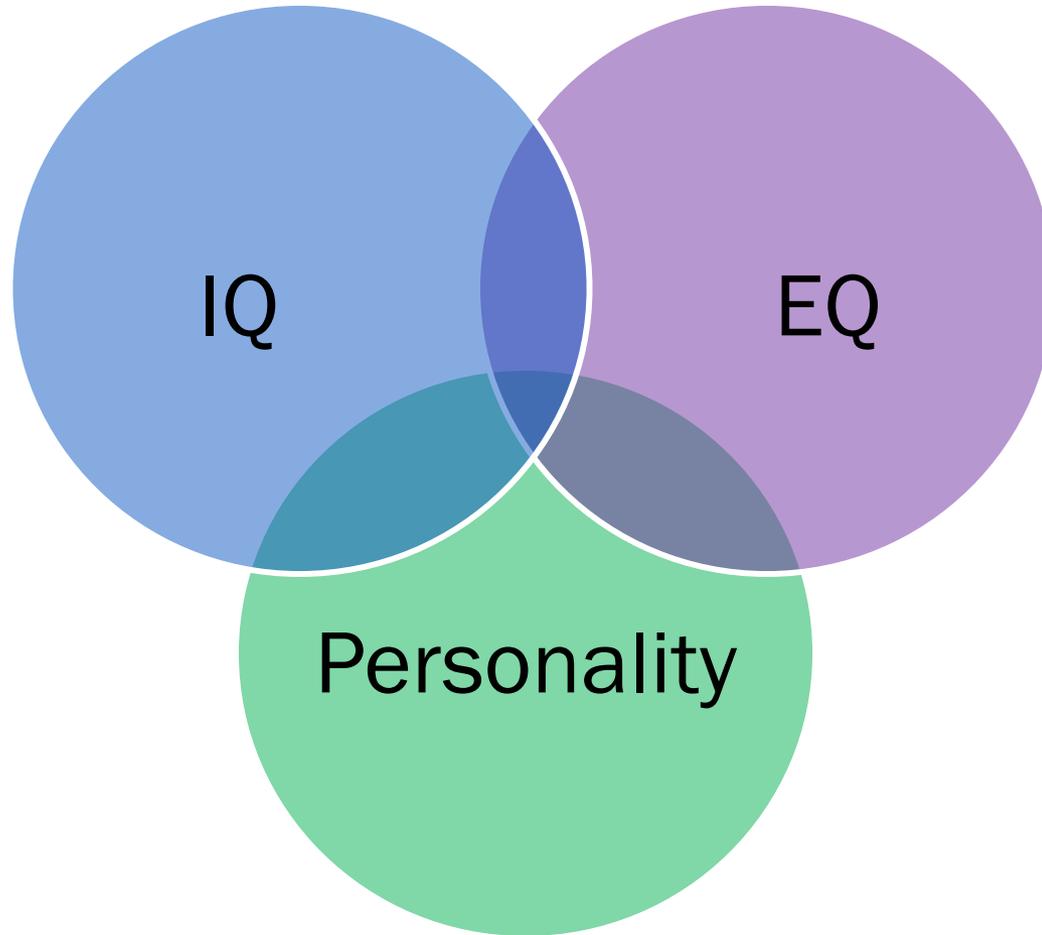
- ∞ Peter Salovey and John Mayer (1990)
- ∞ Daniel Goleman's book *Emotional Intelligence: Why it can matter more than IQ* (1995)

# What is EQ?

Emotional intelligence (EQ) is:

“ your ability to recognize and understand emotions, your skill at using this awareness to manage yourself and your relationships with others.”

# EQ is an Essential Part of the Whole Person



# We Need IQ and EQ

MY NEW STRATEGY IS  
TO HIRE PASSIONATE  
PEOPLE INSTEAD OF  
SMART ONES.



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I CURSE THE  
AIR CONDITIONING  
SYSTEM THAT BLOWS  
SUCH A COLD WIND!



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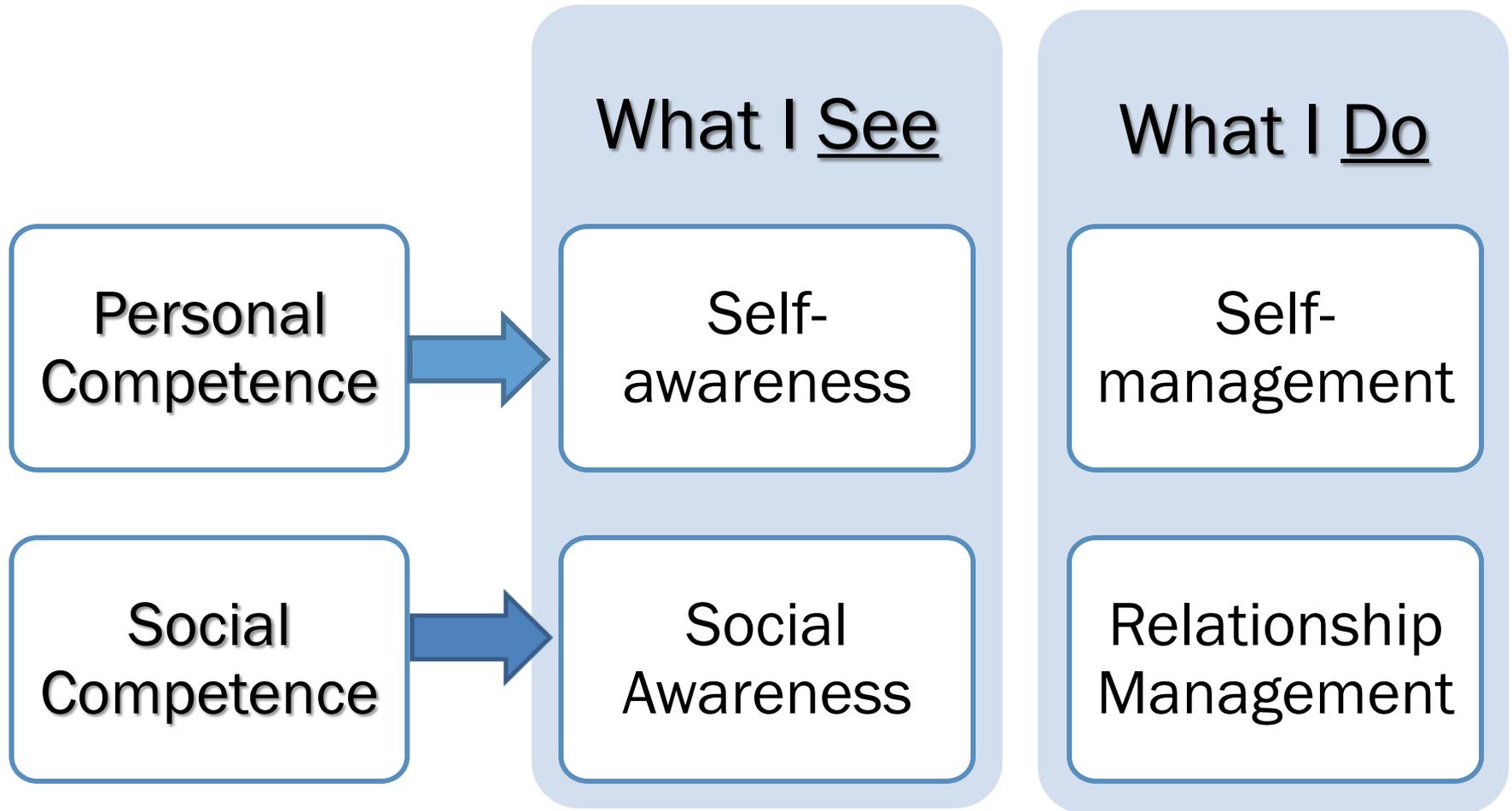
I CAN ALREADY  
FEEL OUR STOCK  
PRICE GOING UP.



# Why EQ is Important at Work

- EQ accounts for \_\_\_ of job performance for supervisors through CEOs. 60%
- \_\_\_ of top performers are high in EQ. 90%
- \_\_\_ of low performers are high in EQ. 20%

# 4 Essential EQ Skills



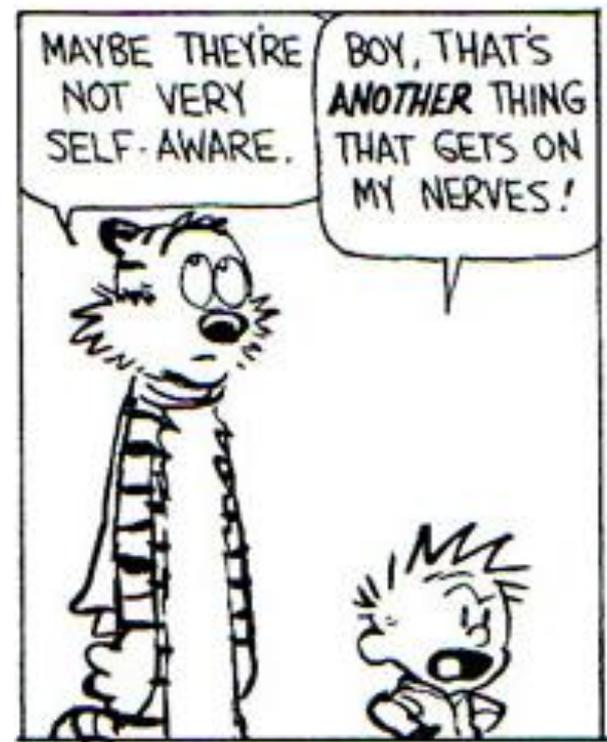
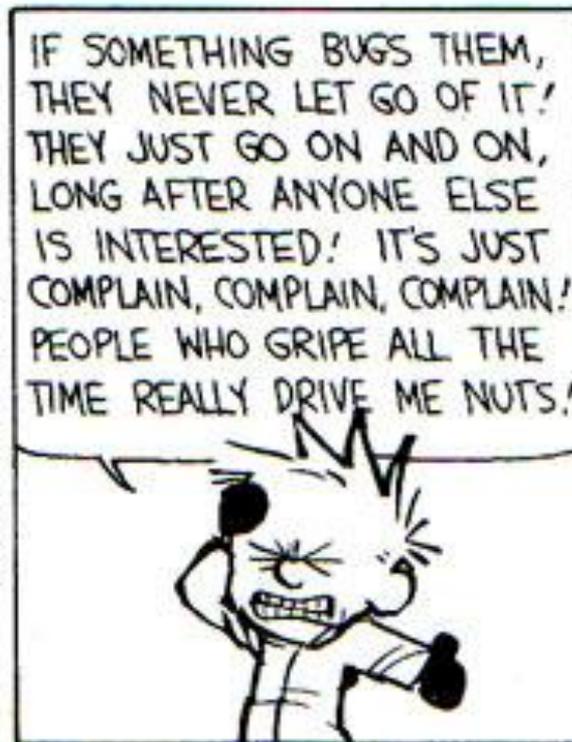
# Self-Awareness

- ∞ Being aware of and accurately identifying your emotions
- ∞ Understanding how your feelings affect your behavior and performance
- ∞ Recognizing how people and situations impact your emotional state
- ∞ Knowing your strengths and limitations

# Self-Awareness

## Calvin and Hobbes

by Bill Watterson



# High Self-Awareness

- ⌘ Able to conduct accurate self-appraisal
- ⌘ Self-confident
- ⌘ Accepts emotions as information
- ⌘ Perceives situations accurately

# Self-Management

- ∞ Uses own emotions to make the best out of various situations
- ∞ Uses own feelings to reason well and accept change
- ∞ Resists the desire to act or speak inappropriately; delays gratification
- ∞ Balances own needs with those of others

# Self-Management



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# High Self-Management

- ∞ Emotional self-control; maintains composure in various situations
- ∞ Takes responsibility for personal actions
- ∞ Flexible and works effectively in variety of situations
- ∞ Optimistic; sees world as glass “half-full” rather than “half-empty”

# Social Awareness

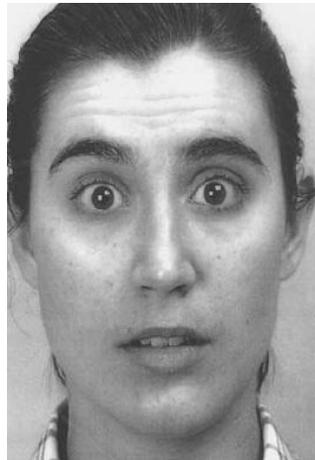
- ∞ Being attuned to other people's emotions and concerns
- ∞ Appropriately responding to emotions and feelings of others
- ∞ Understanding and caring what other people are going through
- ∞ Being able to see the power dynamics within a group or organization

# Social Awareness

Which of the following is expressing happiness, surprise, anger, sadness?



**A**



**B**



**C**



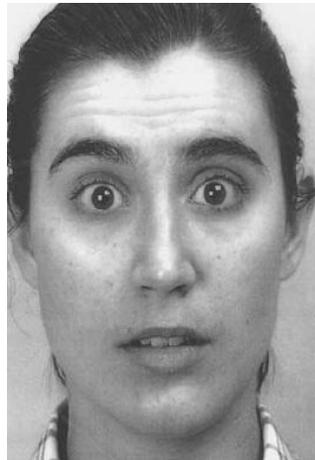
**D**

# Social Awareness

Which of the following is expressing happiness, surprise, anger, sadness?



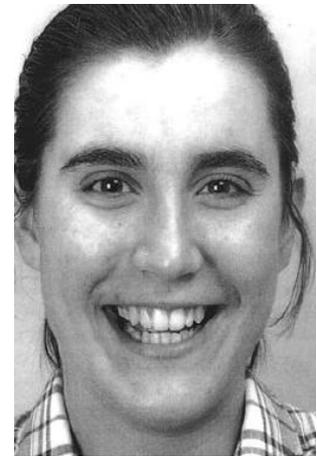
**Anger**



**Surprise**



**Sadness**



**Happiness**

# High Social Awareness

- ⌘ Attentive to non-verbal cues and listens well
- ⌘ Relates well to people of diverse backgrounds
- ⌘ Shows sensitivity to others' perspectives
- ⌘ Attuned to providing satisfaction to others
- ⌘ Makes themselves available to others

# Relationship Management

- ∞ Ability to get along well with others
- ∞ Leads by example and encourages others in positive ways
- ∞ Builds trust and rapport to form healthy and productive relationships

# Relationship Management

Yes, I have good people skills. What kind of a stupid question is that?



# High Relationship Management

- ☞ Effectively manages conflict and change
- ☞ Works cooperatively with others as opposed to working separately or competitively
- ☞ Promotes development of others
- ☞ Effective leader
- ☞ Communicates clear and effective messages

# High vs. Low EQ

## HIGH

1. 'I feel...'
2. Open expression
3. Accepts own emotions
4. Emotionally resilient
5. Decisions based on feelings and logic
6. Good listener
7. Deals with problems proactively

## LOW

1. 'You always make me feel....'
2. Cannot share feelings
3. Negative feelings dominate
4. Carries grudge, unforgiving
5. Acts with poor reasoning or logic
6. Poor listener
7. 'Strikes out' when a problem happens

# Why Increase My EQ?

- ∞ Decrease stress
- ∞ Handle change better
- ∞ Deal with difficult situations more effectively
- ∞ Improve relationships at work and with family and friends

# Strategies to Increase EQ

Self-Awareness	Self-Management	Social Awareness	Relationship Management
Don't treat feelings as "good" or "bad"	Take control of negative self-talk	Greet people by name	When you care, show it
Keep a journal	Count to 10	Clear away clutter	Don't avoid the inevitable
Watch yourself like a hawk	Breathe right	Step into their shoes	Build trust

# Take Away Message



More effective  
relationships



Better patient  
outcomes

# References

- ☞ Bradberry, T. & Greaves, J. (2009). *Emotional intelligence 2.0*. San Diego, CA: TalentSmarts.
- ☞ Goleman, D. (1995). *Emotional intelligence: Why it can matter more than IQ*. New York: Bantam Books.
- ☞ Salovey, P., & Mayer, J. (1990). Emotional intelligence. *Imagination, cognition, and personality*, 9(3), 185-211.

Thank You!!

