

EMOTIONAL INTELLIGENCE FOR PHYSICIANS

"It's Not the Chicken's Fault"

Jonathan K. Bushman, D.O.





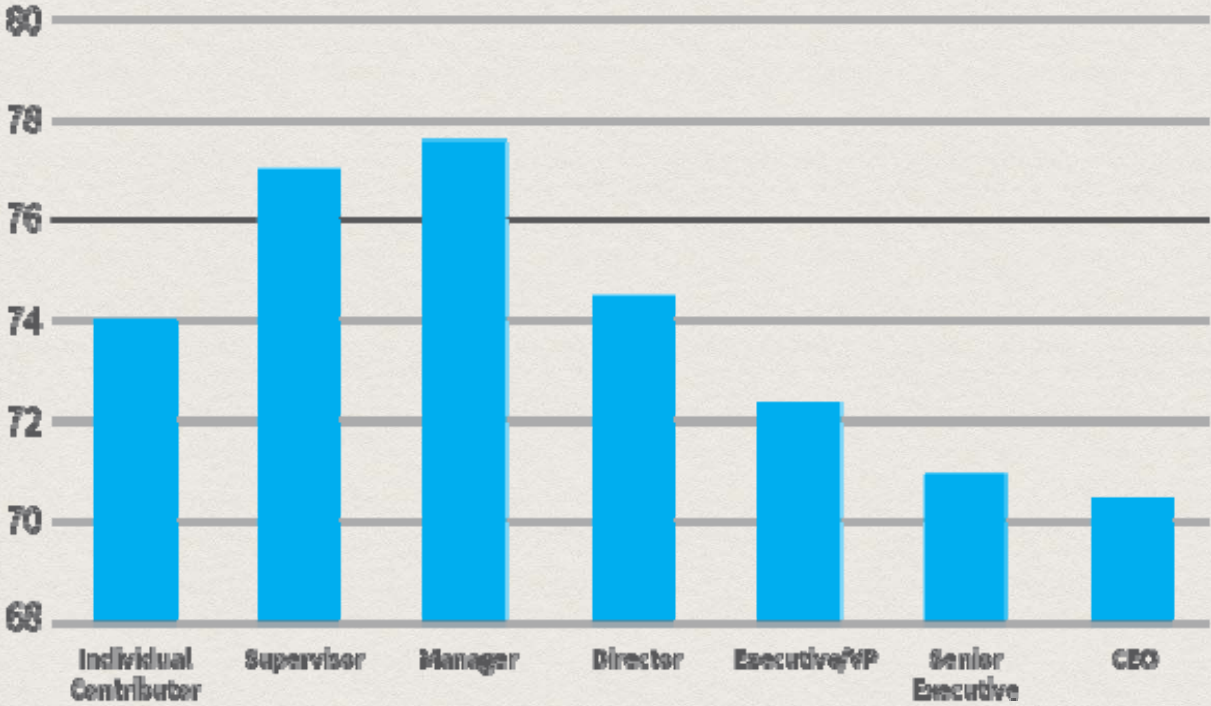
IT'S NOT THE CHICKEN'S FAULT
a story of Emotional Intelligence

HOW EMOTIONAL INTELLIGENCE CAN MAKE A DIFFERENCE IN HEALTH CARE

Emotional intelligence (EQ) has been an important topic in business and organizational leadership for decades. It is equally important in the business of health care. Health care administrators can develop their own EQ skills and promote EQ in their organizations through employee training. These industry leaders will discover that EQ enables better relationships between colleagues and patients while improving organizational performance overall.



Emotional Intelligence and Job Title



10 REASONS WHY PHYSICIANS NEED EMOTIONAL INTELLIGENCE

- RELLY NADLER PSY.D.

1. Burnout
2. Pressure
3. Underdeveloped EI
4. Blind Spots
5. Hero Complex
6. Disillusionment and Cynicism
7. Old School Training
8. Environmental Factors and Pajama Time
9. Physician as the Team's "Emotional Thermostat"
10. Decision Fatigue Impacts Decision Quality

THE BEGINNINGS OF EMOTIONAL INTELLIGENCE

- Peter Salovey - Yale University President and social scientist
- John Mayer - University of New Hampshire and personality scientist

* coined the term “Emotional Intelligence”

— “The ability to monitor one's own and other people's emotions, to discriminate between different emotions and label them appropriately, and to use emotional information to guide thinking and behavior.”

11 SIGNS THAT YOU LACK EMOTIONAL INTELLIGENCE

- You get stressed easily
- You have difficulty asserting yourself
- You have a limited emotional vocabulary
- You make assumptions quickly and defend them vehemently
- You hold grudges
- You don't let go of mistakes
- You often feel misunderstood
- You don't know your triggers
- You don't get angry
- You blame other people for how they make you feel
- You are easily offended

**“Yes, I think I have good people skills.
What kind of idiot question is that?”**





WORDS TO DESCRIBE THE EMOTIONALLY UNINTELLIGENT

- Arrogant
- Tyrant
- Reactionary
- Rude
- Impatient
- Insensitive
- Close-minded
- Narcissistic
- Argumentative
- Selfish/Self-absorbed
- Disconnected

WORDS TO DESCRIBE THE EMOTIONALLY INTELLIGENT PHYSICIANS

- Compassionate
- Intuitive
- Peaceful
- Empathetic
- Kind
- Self-Aware
- Communicative
- Real
- Human

Brain (the 'management')

Prefrontal cortex (**'primate brain'**)

Dorsolateral (the 'boss')

Ventromedial (hunches)

Orbitofrontal
(rapid processing)

Instinctive regions (**'reptilian brain'**)

Cerebellum (movement)

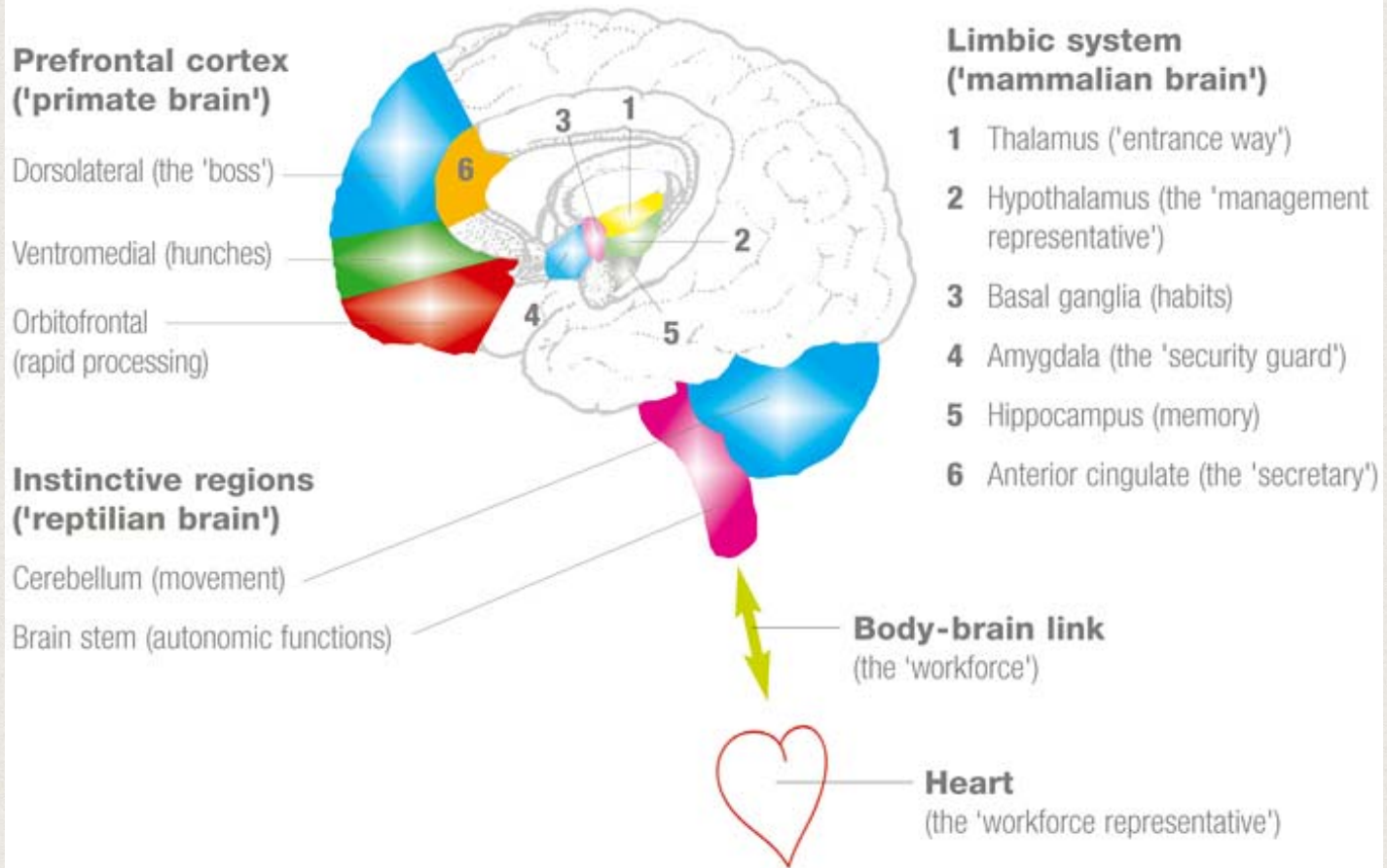
Brain stem (autonomic functions)

Limbic system (**'mammalian brain'**)

- 1 Thalamus ('entrance way')
- 2 Hypothalamus (the 'management representative')
- 3 Basal ganglia (habits)
- 4 Amygdala (the 'security guard')
- 5 Hippocampus (memory)
- 6 Anterior cingulate (the 'secretary')

Body-brain link
(the 'workforce')

Heart
(the 'workforce representative')



AMYGDALA HIJACK

- PREFRONTAL CORTEX

- Integration
- Planning
- Decision-making
- Information processing
- Strategizing
- Learning
- Pursuing goals



AMYGDALA HIJACK

- AMYGDALA
 - Connections
 - Emotional learning
 - Reward system
 - Processing memory
- NEUROPSYCHOLOGICAL CORRELATIONS
 - Sexual Orientation
 - Social interaction
 - Aggression
 - Fear
 - Alcoholism and binge drinking
 - Anxiety
 - PTSD
 - Bipolar Disorder
 - Political orientation



EMOTIONAL INTELLIGENCE TESTS

- BarOn Emotional Quotient Inventory
- **Emotional & Social Competence Inventory (ESCI)**
- Genos Emotional Intelligence Inventory
- Group Emotional Competency Inventory
- **Mayer-Salovey-Caruso EI Test (MSCEIT)**
- Trait Emotional Intelligence Questionnaire (TEIQue)
- Wong's Emotional Intelligence Scale

4 COMPONENTS OF EMOTIONAL INTELLIGENCE

- Self-Awareness
- Self-Management
- Social Awareness
- Relationship Management

Emotional Intelligence Domains and Competencies

SELF-AWARENESS	SELF-MANAGEMENT	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT
Emotional self-awareness	Emotional self-control	Empathy	Influence
	Adaptability		Coach and mentor
	Achievement orientation	Organizational awareness	Conflict management
	Positive outlook		Teamwork
			Inspirational leadership

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SELF-AWARENESS

- Emotional Awareness
- Accurate Self-Awareness
- Self-Confidence

DON'T WET YOUR PANTS



8 Basic Emotions

And the purpose of each one



Anger
To fight against
problems



Fear
To protect us
from danger



Anticipation
To look forward
and plan



Surprise
To focus us
on new
situations



Joy
To remind us
what's important



Sadness
To connect us
with those
we love



Trust
To connect with
people who help



Disgust
To reject what
is unhealthy

Combinations & Opposites

A mixture of any two primary emotions may be called a dyad.

[often felt] PRIMARY DYADS

joy trust

love

trust fear

submission

fear surprise

alarm

surprise sadness

disappointment

sadness disgust

remorse

disgust anger

contempt

anger anticipation

aggression

anticipation joy

optimism

[sometimes felt] SECONDARY DYADS

joy fear

guilt

trust surprise

curiosity

fear sadness

despair

surprise disgust

?

sadness anger

envy

disgust anticipation

cynism

anger joy

pride

anticipation trust

fatalism

[seldom felt] TERTIARY DYADS

joy surprise

delight

trust sadness

sentimentality

fear disgust

shame

surprise anger

outrage

sadness anticipation

pessimism

disgust joy

morbidity

anger trust

dominance

anticipation fear

anxiety

OPPOSITES

joy sadness

conflict

trust disgust

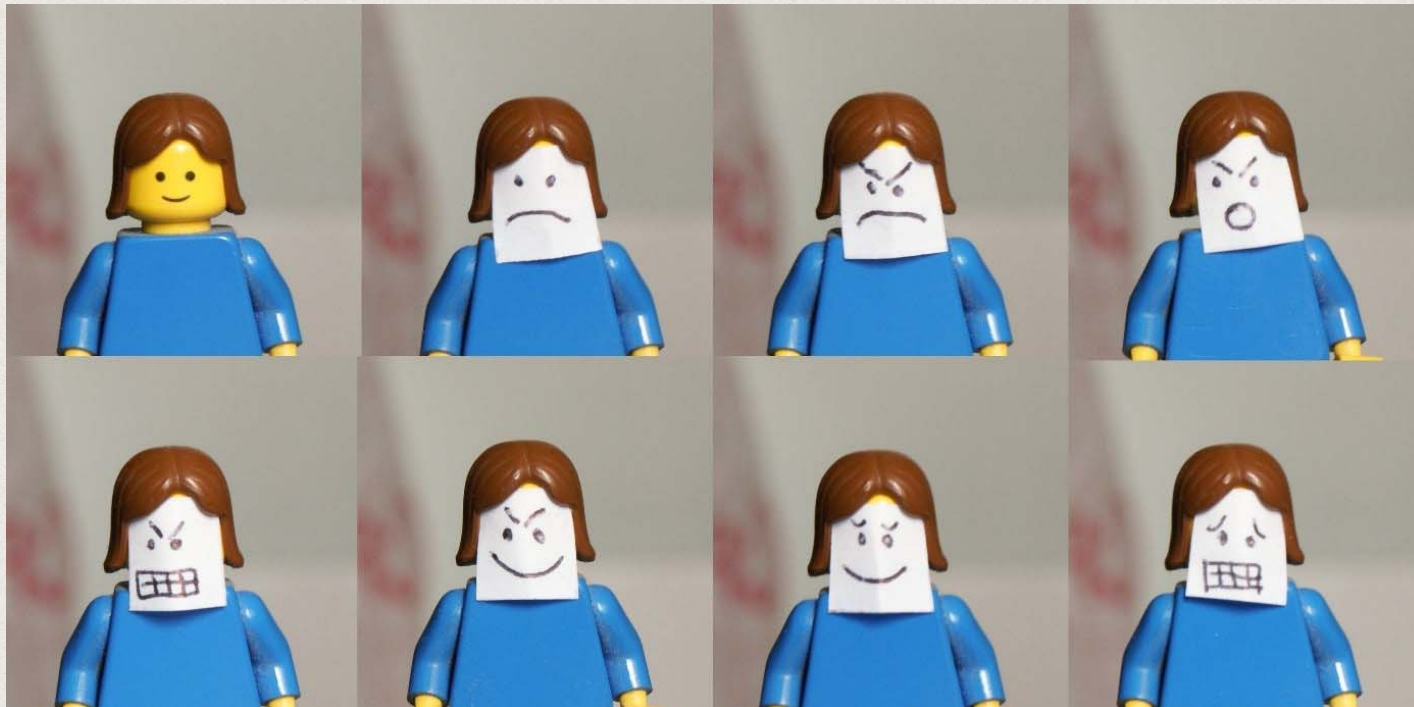
conflict

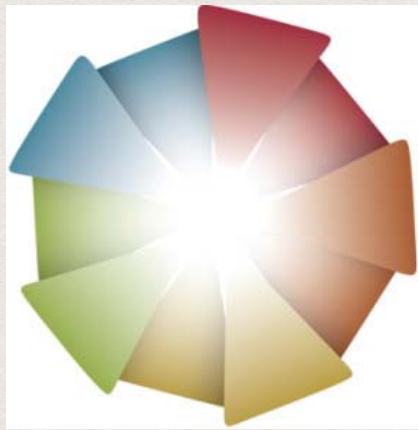
fear anger

conflict

surprise anticipation

conflict





EQ 360[®]
assess. predict. perform.

SELF-MANAGEMENT

- Self-Control
- Adaptability
- Achievement orientation
- Positive Outlook

THE NEW YORK TIMES TOP 10 BESTSELLER

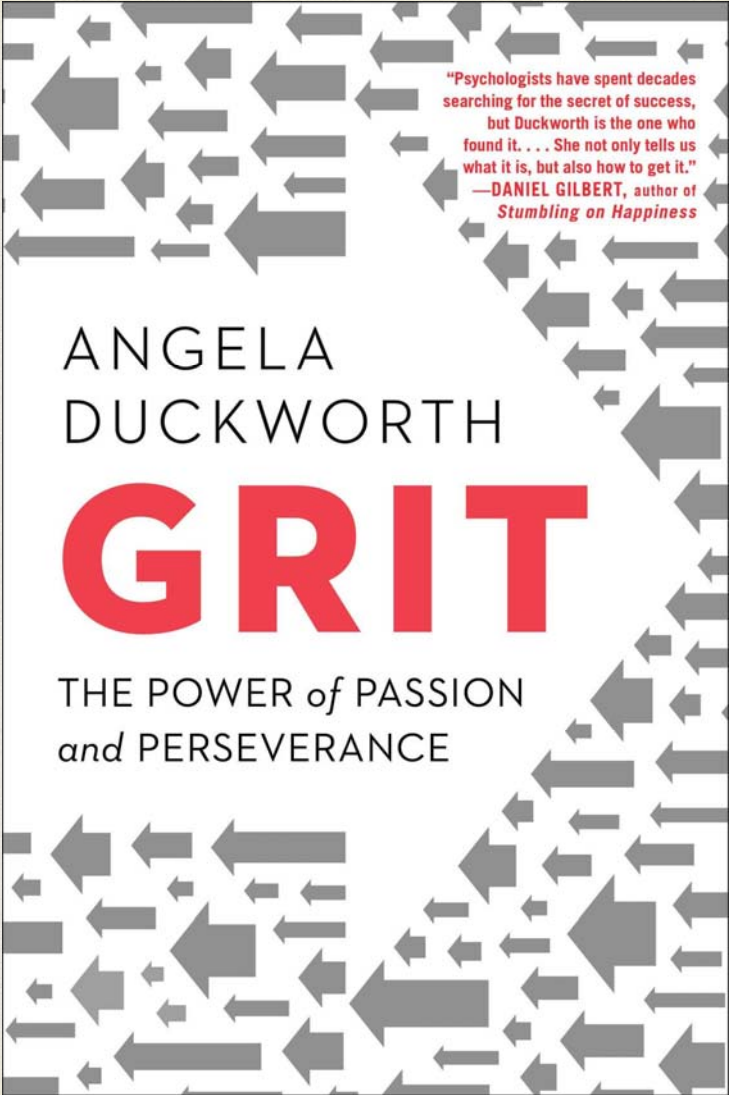
Drive

The Surprising
Truth About What
Motivates Us

'Provocative and
fascinating'
MALCOLM GLADWELL

Daniel H. Pink

2 MILLION COPIES SOLD WORLDWIDE



"Psychologists have spent decades searching for the secret of success, but Duckworth is the one who found it. . . . She not only tells us what it is, but also how to get it."
—DANIEL GILBERT, author of *Stumbling on Happiness*

ANGELA
DUCKWORTH

GRIT

THE POWER *of* PASSION
and PERSEVERANCE

SOCIAL AWARENESS

- Empathy
- Organizational awareness

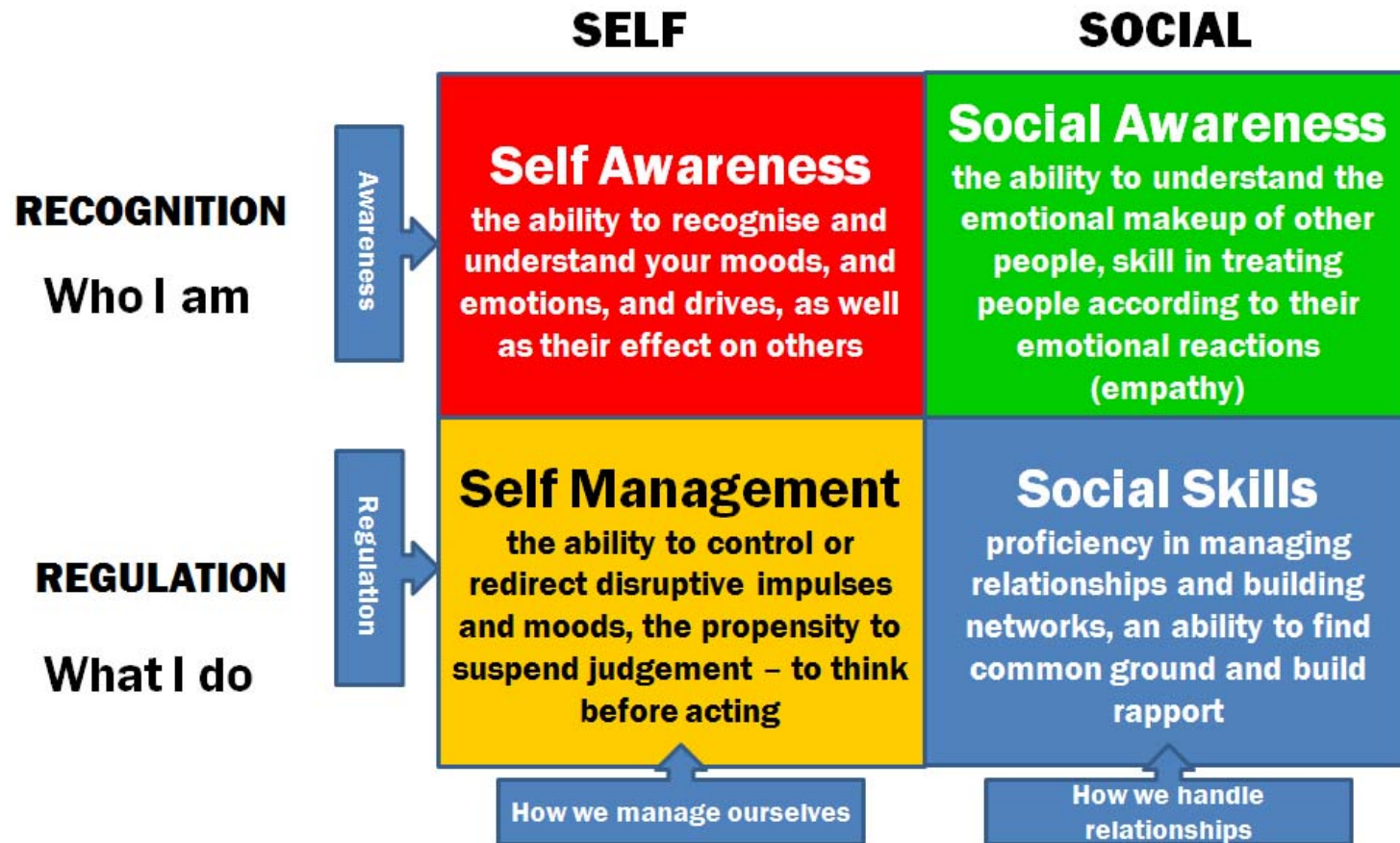


LISTEN
TO UNDERSTAND

RELATIONSHIP MANAGEMENT

- Influence
- Coach and mentor
- Conflict Management
- Teamwork
- Inspirational leadership

Emotional Intelligence



Emotional Intelligence Domains and Competencies

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**“PERFORMING UNDER PRESSURE:
THE SCIENCE OF DOING YOUR BEST WHEN IT MATTERS MOST”
- HENDRIE WEISINGER AND J.P PAWLIW-FRY**

- Studied over 12,000 people
- Top 10% of performers had 6 common behaviors:
 1. They are able to remain calm under pressure
 2. They do not become defensive when criticized
 3. They are able to listen without jumping to conclusions
 4. They try to see things from another’s perspective
 5. They are willing to admit a mistake
 6. They air their grievances skillfully

An illustration on a light blue background showing a white brain on the left and a red heart on the right. Both have simple orange arms and black legs. They are holding a dark grey rectangular sign in the center. The sign contains the text 'HOW TO DEVELOP EMOTIONAL INTELLIGENCE' in white, bold, uppercase letters.

**HOW TO DEVELOP
EMOTIONAL
INTELLIGENCE**

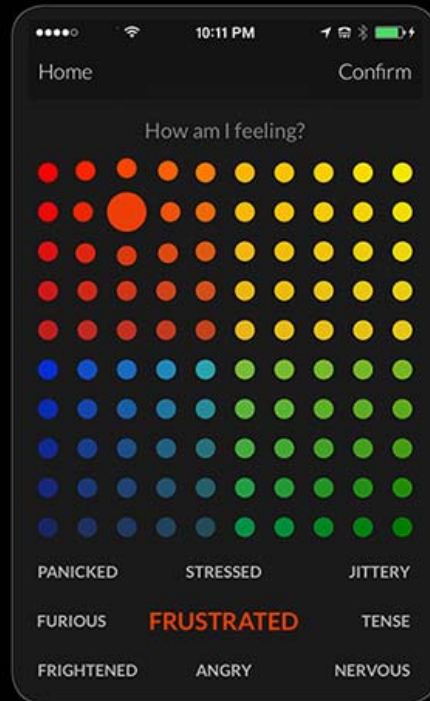
YALE UNIVERSITY CENTER FOR EMOTIONAL
INTELLIGENCE
- DR. MARC BRACKETT

- **R**ecognizing emotions in self and others
- **U**nderstanding the causes and consequences of emotions
- **L**abeling emotions accurately
- **E**xpressing emotions appropriately
- **R**egulating emotions effectively



MOOD METER APP

BUILD EMOTIONAL INTELLIGENCE THAT LASTS A LIFETIME



Build greater self-awareness to make more informed decisions

Increase your emotion vocabulary to communicate more accurately

Learn effective emotion regulation strategies to manage stress

Track your emotions over time to notice patterns at home and work

Developed by Researchers at the Yale Center for Emotional Intelligence www.ei.yale.edu

Learn more about the App www.moodmeterapp.com

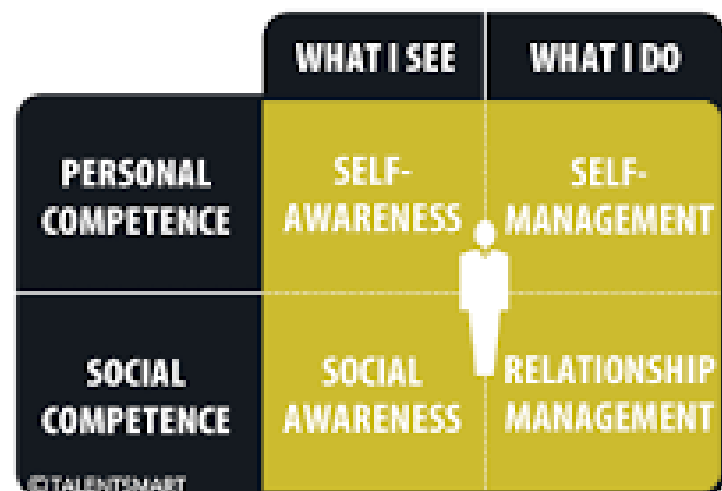


10 HABITS THAT WILL DRAMATICALLY IMPROVE YOUR LIFE

- Stay away from people who erode your quality of life
- No more phone, tablet or computer in bed
- Appreciate the here and now
- Realize that things aren't always as you perceive them to be
- Get started, even though you might fail
- Get organized
- Start a collection of things that truly resonate with you
- Do something that reminds you of who you are
- Say "No"
- Stick to realistic goals

HOW TO DELIVER EMOTIONALLY INTELLIGENT CARE

- When you care, show it!
- Small talk, big results
- Balance the conversation



Emotional intelligence is made up of four core skills.

MUST READS ON EMOTIONAL INTELLIGENCE

- “Emotional Intelligence: Why it Can Matter More Than IQ” - Daniel Goleman
- “Working with Emotional Intelligence” - Daniel Goleman
- “Emotional Intelligence 2.0” - Travis Bradberry and Jeanne Graves
- “EQ Applied: The Real-World Guide to Emotional Intelligence” - Justin Bariso
- “Go Suck a Lemon: Strategies for Improving Your Emotional Intelligence” - Michael Cornwall
- “Primal Leadership” - Daniel Goleman

