



EMOTIONAL INTELLIGENCE (EI)

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OBJECTIVES

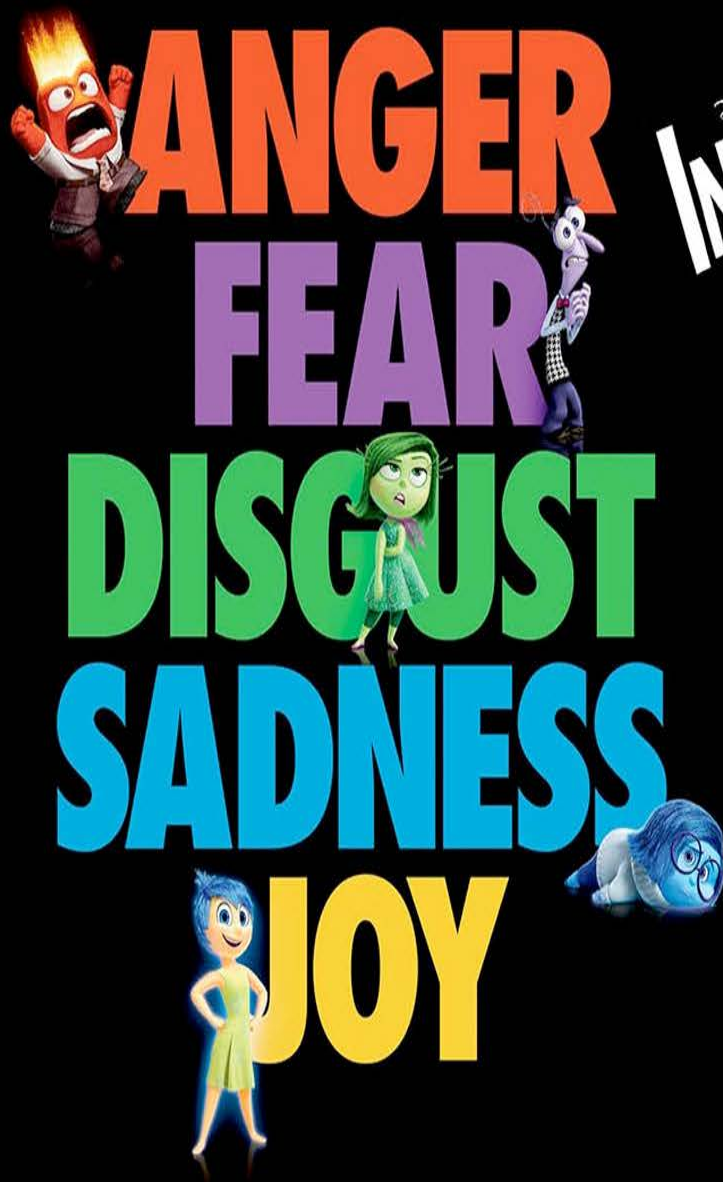
- Identify why emotional intelligence is important in healthy workplace environments
- Describe ways to increase emotional intelligence
- Discuss and identify nonverbal techniques that help build rapport with others
- Uncover the power that the mind has on the body as well as the power that the body has on the mind

Simple Definition of EI

Ability to manage **emotions** in **one's self** and **in others** in order to reach **desired** outcomes.



MEET THE LITTLE VOICES INSIDE YOUR HEAD.



Disney · PIXAR
INSIDE
OUT



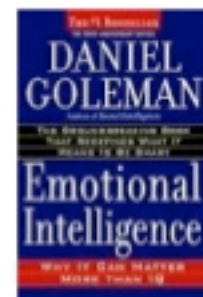
Four Areas Of Emotional Intelligence

Self Awareness	Self Management	Social Awareness	Relationship Management
<ul style="list-style-type: none">*Know your story & how it affects you*Make peace with your past*Know your beliefs, your emotions & your behavior patterns*Know your relationship patterns	<ul style="list-style-type: none">*Learn skills for breathing & relaxation*Complete your basic emotional healing work*Learn skills for soothing & motivating yourself*Maintain healthy eating & exercise	<ul style="list-style-type: none">*Understand nonverbal social signals*Develop a positive view of others*Understand basic human emotional needs*Understand "games" & personal integrity	<ul style="list-style-type: none">*Develop skills for reflective listening & empathy*Learn skills for healthy assertiveness*Learn conflict resolution skills*Develop skills for support & affirmation of others



The History of Emotional Intelligence

- 1920 Thorndike “social intelligence”
- 1950s Wechsler IQ testing
- 1983 Gardner multiple intelligences
- 1988 Bar-On coins term “EQ”
- 1990 Mayer and Salovey use “emotional intelligence” in journal article
- 1995 Goleman writes Emotional Intelligence



FIGHT OR FLIGHT

Fight



Hunter

OR

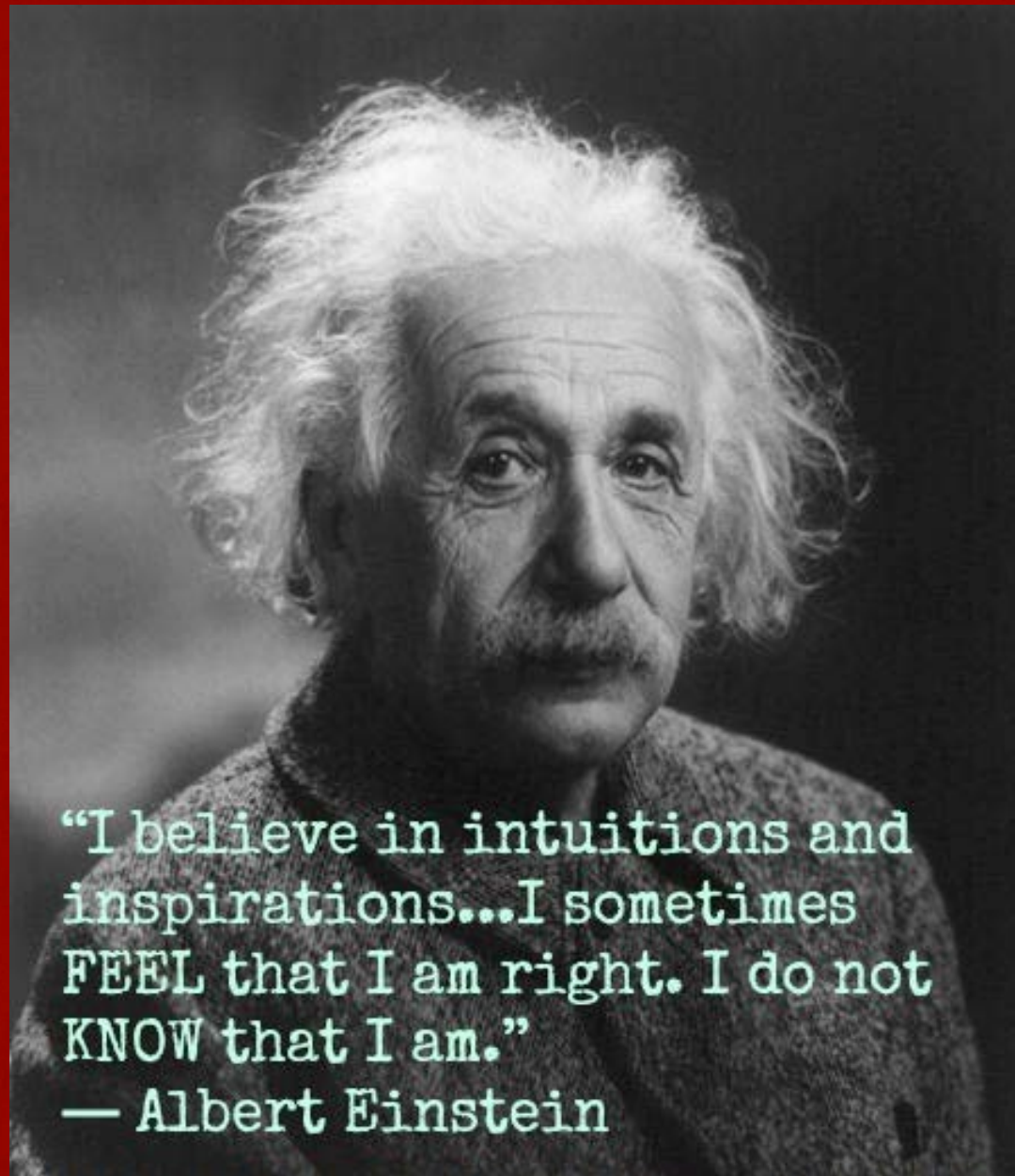
Flight



Hunted

That isn't a butterfly in your stomach, it's your 2nd brain. There are more neurons lining your gut than there are in your spinal cord so your digestive system can work without needing your brain. When you're flooded with emotion, the neurons react and you get a "gut feeling."





Emotional Intelligence plays an important role in peoples work life as well as personal life. It helps in understanding people and knowing what to say, when to say and how to say it.





Emotions drive people.
People drive performance.



The SCARF Model

What Rewards, or Threatens, Our Social Brains?



We respond to the perception of...

- STATUS – how we compare to others
- CERTAINTY – clarity, opposite of confusion
- AUTONOMY – ability to make decisions, control
- RELATEDNESS – fitting in safely, group membership
- FAIRNESS – how we are treated compared to others



The Brain

1

Neocortex

- thoughts
- meanings
- logic
- associations
- feelings about feelings

2

Middle brain (limbic system)

- simple emotions

3

Brainstem (reptile brain)

- fight or flight
- autonomic functions
- appetite



(Deficit)

Dopamine

Alertness

Working Memory *(Hyper)*

Motivation **(Compulsion)*

Clarity *(Foggy)*

Norepinephrine

Concentration

Execution *(Hesitation)*

Perseverance **(Obsession)*

Recall Memory *(Doubt)*

Attention

BALANCED MOOD

Appetite

Intuition

**(Distractibility)*

Serotonin

Satisfaction

Learning Memory *(Confusion)*

Pleasure/Pain *(Anxiety)*

Relaxation *(Restlessness)*

Leaders with Low EQ...	Leaders with High EQ...
...sound off even when it won't help.	...only speak out when doing it helps the situation.
...brush people off when bothered.	...keep lines of communication open even when frustrated.
...deny that emotions impact their thinking.	...recognize when other people are affecting their emotional state.
...get defensive when challenged.	...are open to feedback.
...focus only on tasks and ignore the person.	...show others they care about them.
...are oblivious to unspoken tension.	...accurately pick up on the mood of a room.

QUIZ

HIGH OR LOW EI...

*WHAT DOES THE
FOLLOWING
BEHAVIOR
DEMONSTRATE?*

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



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Baseball

There's no crying in it



TOM HANKS

THE UNTOLD STORY BEHIND
THE MIRACLE ON THE HUDSON

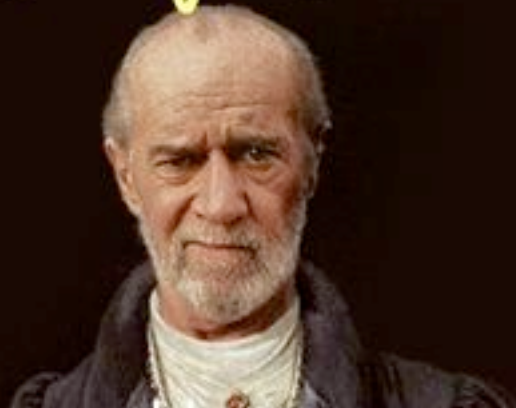


A FILM BY CLINT EASTWOOD

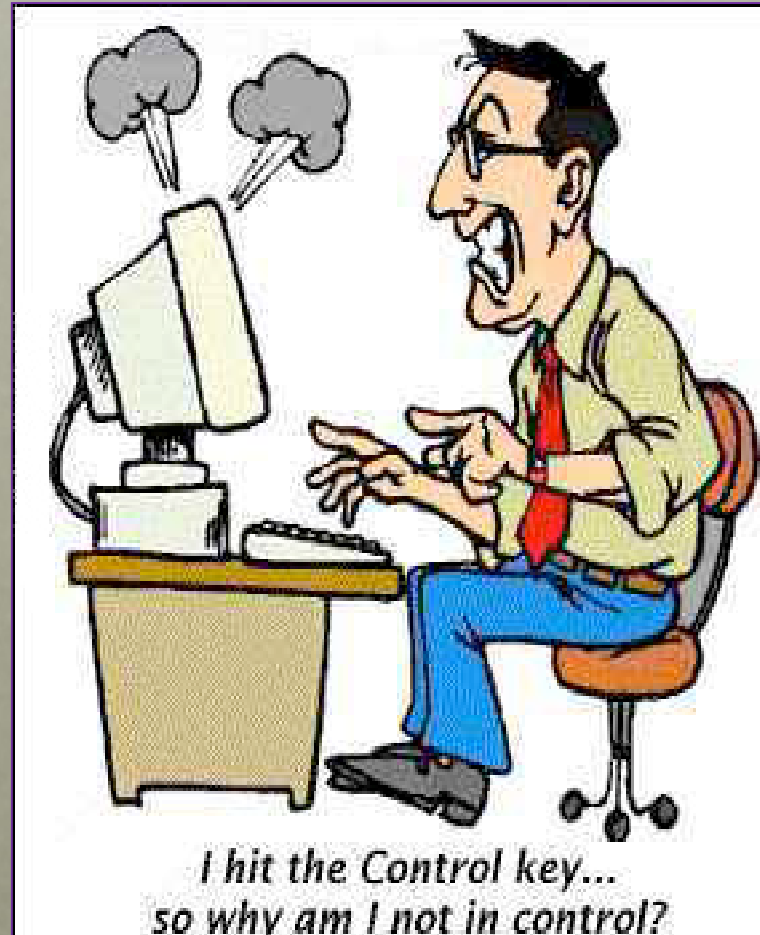
—SULLY—

HAVE YOU EVER NOTICED THAT
ANYBODY **DRIVING**
SLOWER THAN YOU IS AN IDIOT
AND ANYONE GOING
FASTER THAN YOU IS A MANIAC?

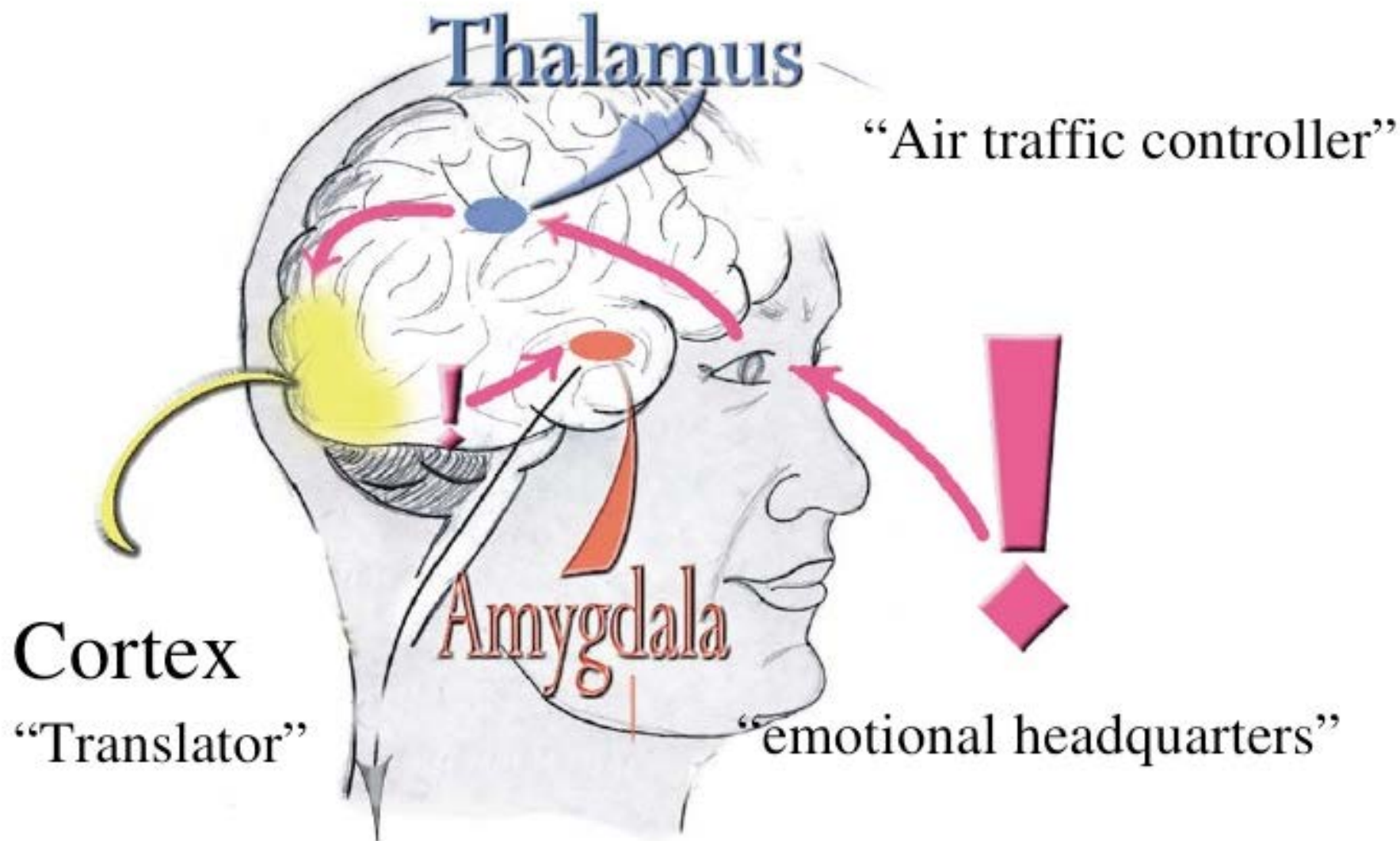
George Carlin



Emotional Hijacking



Hijacking



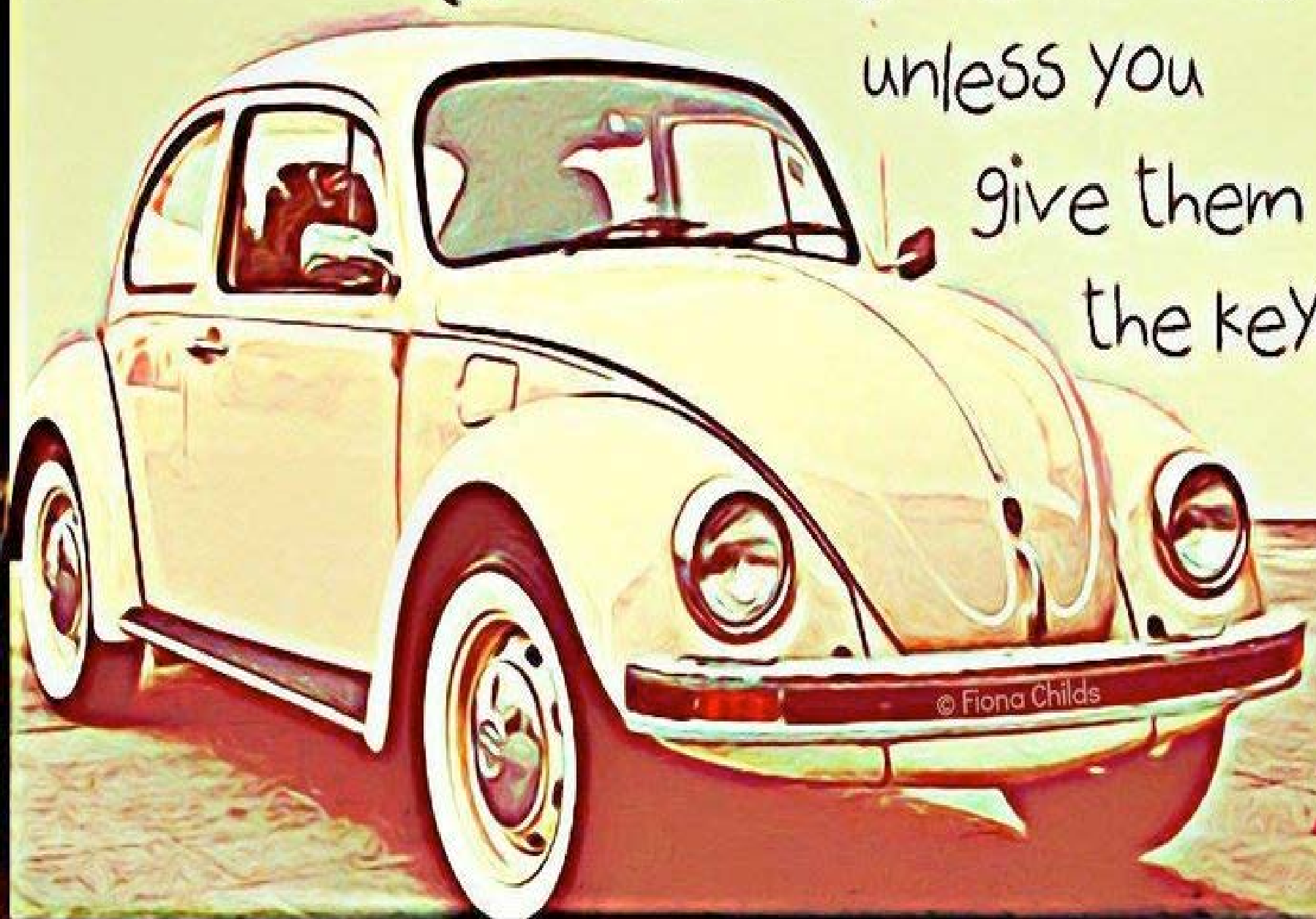


The amygdala in the emotional center sees and hears everything that occurs to us instantaneously and is the trigger point for the fight or flight response.

(Daniel Goleman)

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No one can drive you crazy
unless you
give them
the keys!



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INCREASING YOUR EMOTIONAL INTELLIGENCE

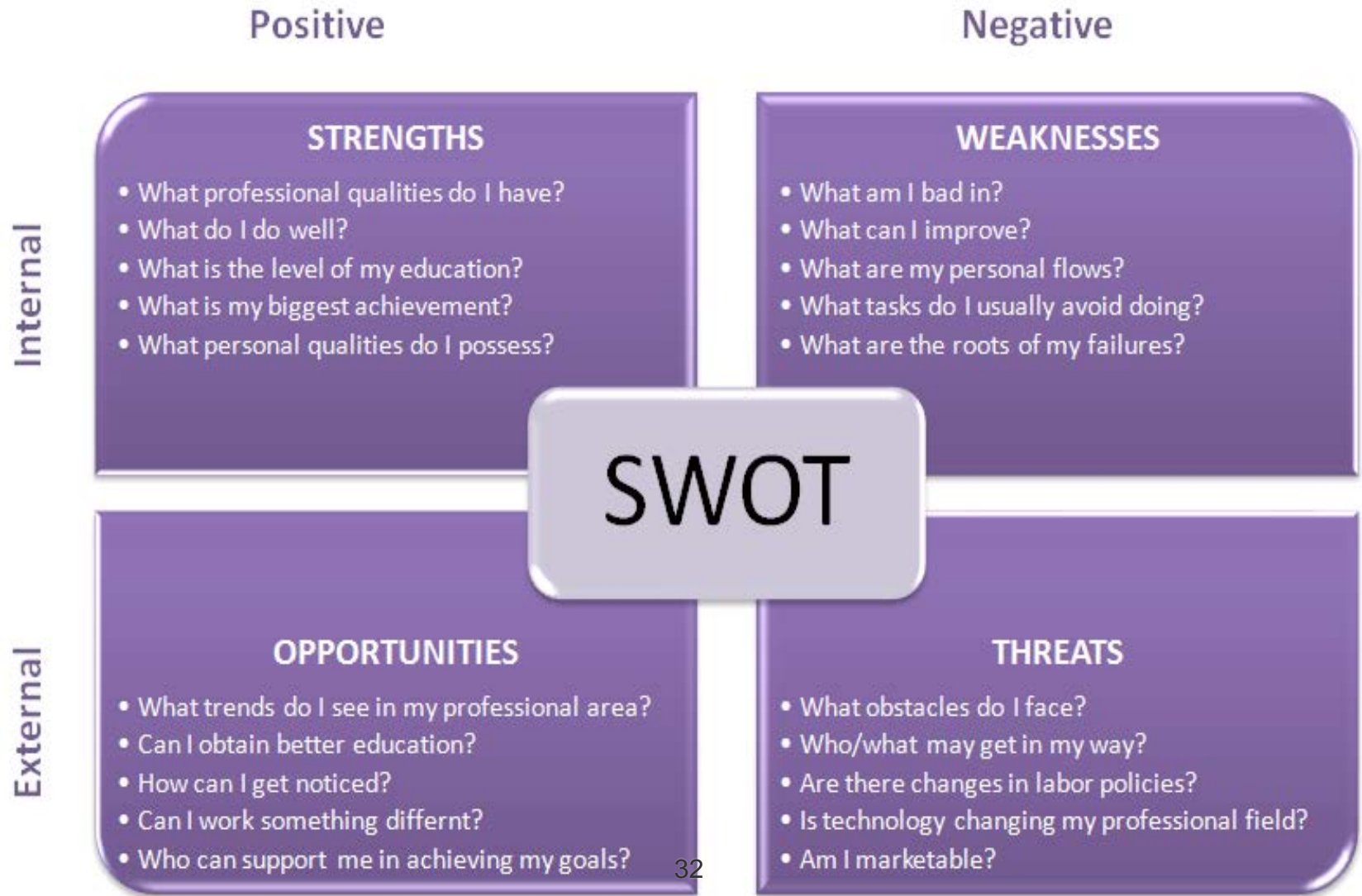
- **Observe how you react to people.**
- **Examine Strength/Weakness/Opportunities & Threats (SWOT).**
- **Examine how you react to stressful situations.**
- **Examine how your actions will affect others – before you take those actions.**
- **Apologize when you hurt others or make a mistake.**

“

Life becomes easier when
you learn to accept an
apology you never got.

ROBERT BRAULT

INCREASE YOUR EI



NAME IT TO TAME IT

- Notice & name your emotions
 - Take responsibility for your emotions
 - Less likely emotions spill out at the expense of others
 - *In order to tame emotions, name emotions = feeling of control.*
 - *Feel emotions; not act on them.*



**A big part
of emotional
intelligence
is being able to
feel an emotion
without having
to act on it.**

THEPSYCHMIND.COM

EMOTIONS & YOU

What word described you on a 'good' day?



What word to described you on a 'bad' day?

Emotional Intelligence

- The Aristotle quote
 - Getting angry is okay so long as you get angry for the right reason with the right person to the right degree using the right words with the right tone of voice and appropriate language.

***Say what you
mean, but don't
say it mean.***

Use Open Ended Questions

3W

What

Why

When

I

In what way..

T

Tell me more

3H

I heard you say
...(paraphrase)

Help me
understand

How can I help
you?



Silence & smile

are two powerful tools. Smile is the way to solve many problems. & Silence is the way to avoid many problems.

Emotional intelligence, more than any other factor, more than I.Q. or expertise, accounts for 85% to 90% of success at work... I.Q. is a threshold competence. You need it, but it doesn't make you a star. Emotional intelligence can.

(Warren Bennis)

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EXERCISE

- Write a list of all your roles:
 - nurse, manager, parent, friend, etc
- Put the list in priority order based on what you value the most and what is most important to you – don't compromise.

WHERE IS YOUR NAME ON THE LIST ?

“...Place the oxygen mask on yourself first before helping small children or others who may need your assistance.”



NEUROTRANSMITTER BOOSTERS

#1: Mindfulness

#2: Positive self-talk

#3: Forehead Massage

#4: 8-8-8 Breather

#5 Family / Friends

#6: Hobby

#7: The Bathroom Singer

#8: Stretch Away Tension

#9: Walk / Exercise

#10: Fill in the blank

Raise Your Serotonin–Be Happy



Chocolate: High in magnesium and other 'feel good' nutrients



Leafy Greens: Energy enhancing



Walnuts: Loaded with Omega 3 and other brain nutrients



Epsom Salts: Calming



Water: Hydration increases energy and lowers stress



Cayenne Pepper: Depression Reliever



Banana: Helps raise serotonin



Green Smoothie: For an energy zap



Smiling: Releases happy hormones



Walking: Clears the mind and raises Serotonin



Almonds: Brain food & magnesium



Oats: Eases Depression



Spend time in Nature

How Body Language *Can Lower Stress*



YOU ARE... HOW YOU FEEL

HIGH POWER POSES



LOW POWER POSES



Amy Cuddy ted.com

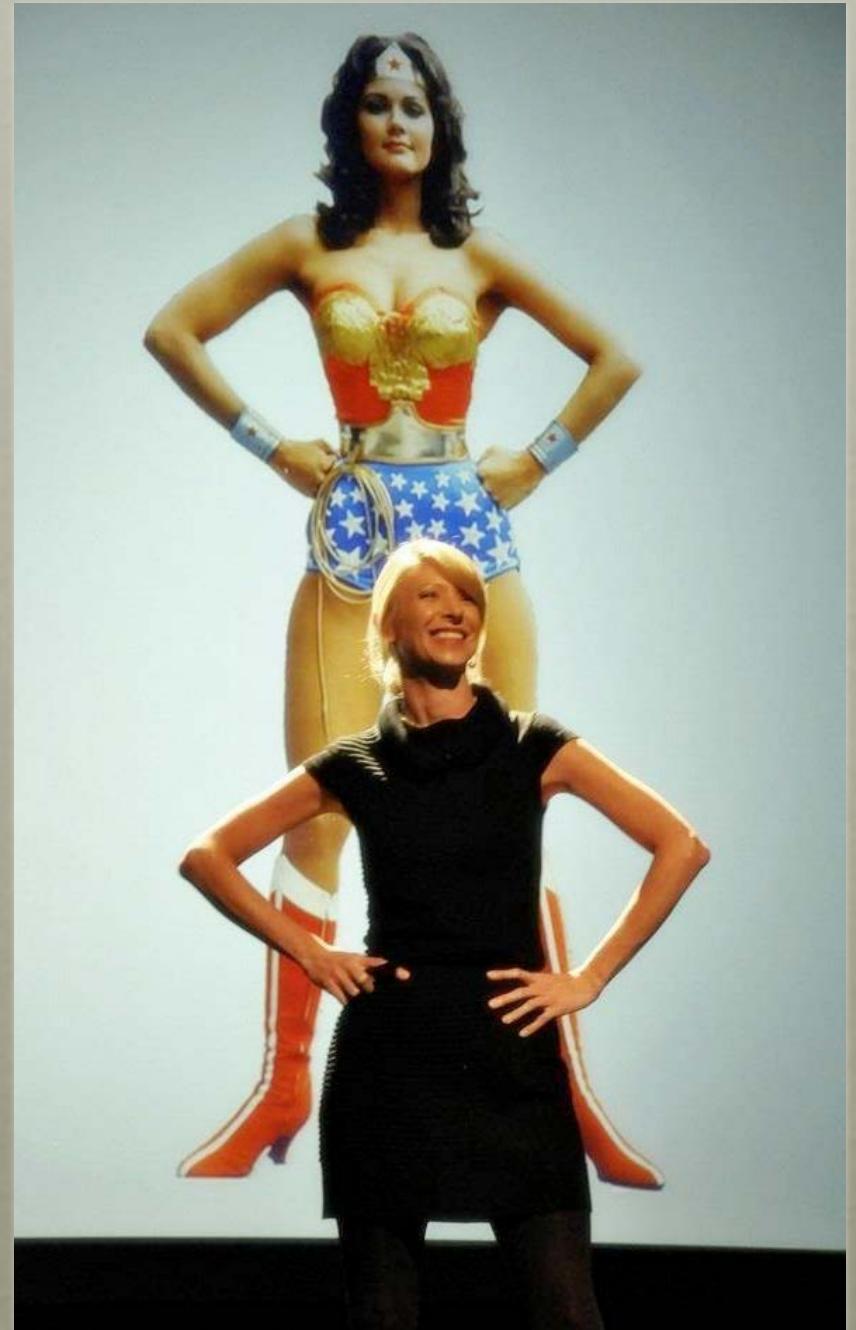
FIGHT OR FLIGHT



POWER POSING

**As little as two minutes
hold a high power pose:**

- Increases testosterone
- Decreases cortisol levels
- Increases appetite for risk
- Increases job performance
- Configures our brains to cope well in stressful situations



CONFIGURE YOUR BRAIN TO STOP DOUBTING

Fake it 'til you *become* it.



“Even if we have the illusion that we are in control, our cognitive functions are preserved.”

Amy Arnsten, Professor of Neurobiology, Yale Medical School

Our bodies change our minds

...and our minds change our behavior

...and our behavior changes our outcomes.

19:47 / 21:03

*I have learned
that people will
forget what you
said, people will
forget what you
did, but people
will never forget
how you made
them feel.*

Maya Angelou
1928-2014



Photo by Michael Collopy

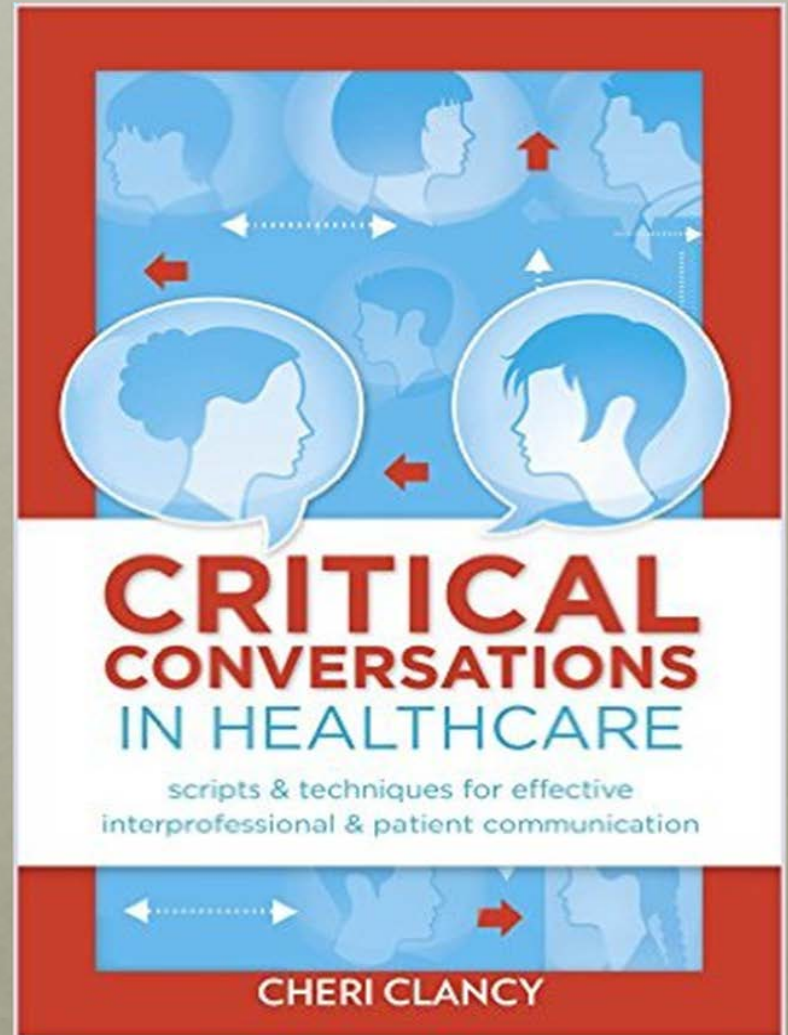
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**Thank
You!!!**

www.thebodytransformation.com



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