

**Title:**

SPECIAL SESSION: Emotional Intelligence: The Linchpin for Healthy Workplace Environments

**Keywords:**

communication, emotional intelligence and team building

**Summary:**

Healthy workplace environments (HWE) provide staff a psychological safety net. The way we treat each other while at work contributes greatly to employee engagement, empowerment and satisfaction. Emotional intelligence is the foundation to establishing a HWE because it provides a better understanding of the behavioral propensities that improves interprofessional relationships

**Slot:**

C 04: Saturday, 18 March 2017: 8:00 AM-8:45 AM

**References:**

Goleman, D. (1995). *Emotional Intelligence: Why It Can Matter More Than IQ*. New York: Bantam.

Littlejohn, P. (2012). The missing link: Using emotional intelligence to reduce workplace stress and workplace violence in our nursing and other health care professions. *Journal of Professional Nursing*, 28(6), 360-368. doi: <http://dx.doi.org/10.1016/j.profnurs.2012.04.006>

Mauno S., Ruokolainen M., Kinnunen U. & De Bloom J. (2016) Emotional labour and work engagement among nurses: examining perceived compassion, leadership and work ethic as stress buffers. *Journal of Advanced Nursing* 72(5), 1169–1181. doi: 10.1111/jan.12906

**Learning Activity:**

LEARNING OBJECTIVES	EXPANDED CONTENT OUTLINE
Identify why emotional intelligence is important in healthy workplace environments	review via power point
Describe ways to increase emotional intelligence	list of specific tactics provided
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	