



NHATA EDAC & LGBTQ+ ADVISORY COMMITTEE PRESENTS:

UTILIZING EMOTIONAL INTELLIGENCE IN YOUR CLINICAL PRACTICE

LECTURER: LISA KLUCHOROSKY

WHAT IS EMOTIONAL INTELLIGENCE (EQ)?

"Your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behaviors and relationships". - Travis Bradberry

WHAT ARE COMPETENCIES?

Any measurable characteristics of a person that differentiates levels of performance in a given job, role, organization, or culture.

- Learned capabilities that contribute to effective performance at work.
- 4 domains: self awareness, self management, social awareness, and relationship management

COGNITIVE INTELLIGENCE VS. EMOTIONAL INTELLIGENCE

- *Cognitive Intelligence*, also known as IQ, is not a flexible data measure as it is fixed from birth.
- *Emotional Intelligence*, also known as EQ, can be developed and learned by everyone with the right tools.
- Research showed that those with a higher EQ;
 - Were able to better manage stress
 - Have more self compassion and empathy
 - Increased productivity and job satisfaction
 - Decreased behavioral dysfunction in the workplace
 - More social support and resilience
- Understanding and modifying behavior is critical to providing equitable health care.



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SELF AWARENESS

Your ability to accurately perceive your emotions in the moment and understand your tendencies across situations.

- Further develop your "self awareness" by understanding what motivates and satisfies you.
 - Daily self reflection
 - Build trust with others by being objective
 - Practice disclosing emotion
 - Self monitor your current emotional state multiple times a day
 - Lean into your discomfort

SELF MANAGEMENT

Ability to control and redirect your emotions in a positive or constructive way. Managing your reactions to situations and people.

- *Amygdala hijacking*: sudden and default emotional reaction which most times has you feeling guilty or embarrassed afterwards.
- Strategies to improve self management:
 - Practice mindfulness, meditation, and breathing exercises
 - Count to 10, give yourself space
 - Smile and laugh more
 - Take control of self talk
 - Improve sleep hygiene
 - Take responsibility for your words and actions.



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SOCIAL AWARENESS

Ability to pick up emotions in others and understand what is really going on with them.

- **Perceiving what others are thinking and feeling even if they don't feel the same way**
 - **Putting yourself in someone else's shoes (empathy)**
- **Observing and listening are the MOST important elements, not talking, anticipating, or thinking ahead.**
- **Ways to improve social awareness:**
 - **Active listening and understanding body language**
 - **Considering perspective and viewpoints**
 - **Assume positive intent**

RELATIONSHIP MANAGEMENT

Ability to be aware of your own emotions and those of others to better manage your reactions and interactions.

- **Clear and effective communication as well as handling of conflict**
- **Able to see the benefits of connecting with many people, even those we dislike**
 - **Poses a challenge for most people during times of stress.**
- **Strategies to improve relationship management:**
 - **Be authentic, open, and curious**
 - **Build trust and rapport with others**
 - **Enhance your communication style**
 - **Seek and take feedback well**
 - **Explain your decisions**
 - **Make direct and constructive feedback**
 - **Learn how to handle and manage conflict**
 - **Show when you care**