

Emotional Intelligence: Competency for the 21st Century

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Disclosures

- No relationships to disclose.

By the end of this lecture, participants will...


Be able to IDENTIFY the four components of emotional intelligence.

RANK emotional intelligence and mindfulness as being important to clinical competency.

ADOPT at least one example of mindfulness in their clinical practice.

59 yo F with a 30 pack-year smoking history, obesity, HTN and DM

- Last appointment of the day and running behind
- Pt has cancelled three previously scheduled colonoscopies
- Reason for appointment is “discuss colonoscopy”



Emotional intelligence is the “ability to monitor one’s own and others’ emotions, to discriminate among them, and to use this information to guide one’s thinking and actions.”

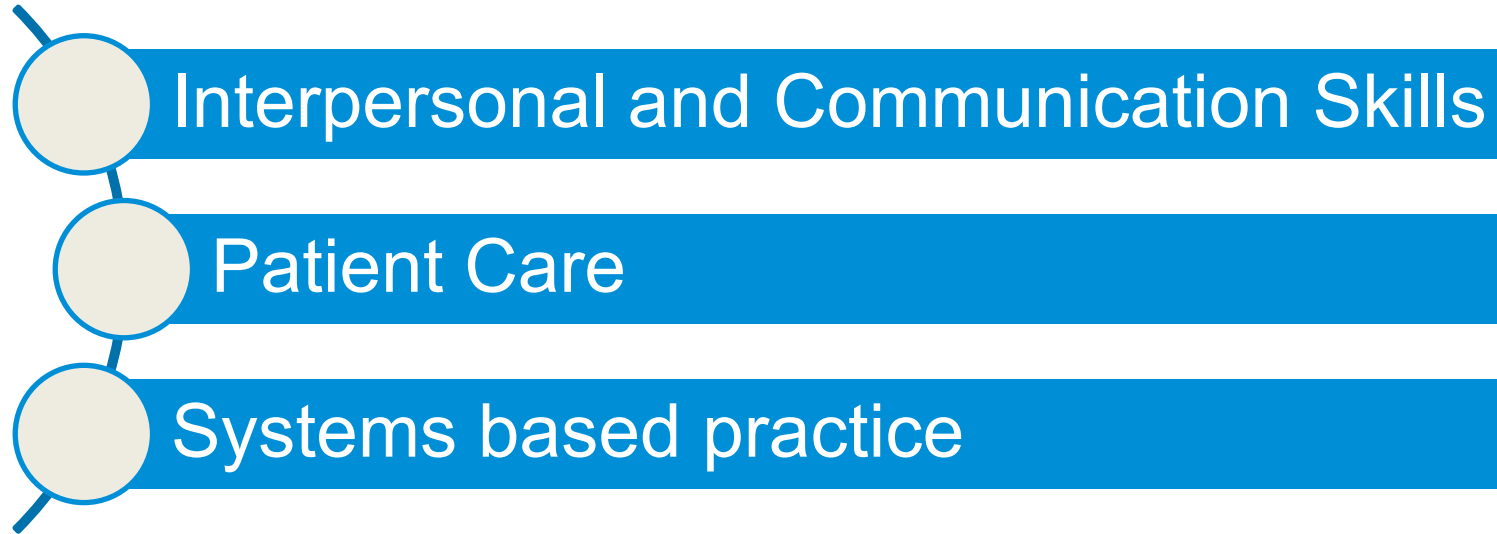
Emotional intelligence is made up of four domains that are grouped into personal and social competencies.

<i>Personal Competence</i>	<i>Social Competence</i>
Self-awareness	Social awareness
Self-management	Relationship management

Figure adapted from: Goleman D et al. *Emotional Intelligence: Why it can matter more than IQ*. New York: Bantam Books. 1995; Farver, C. F., Smalling, S., & Stoller, J. K., et al. Developing leadership competencies among medical trainees: five-year experience at the Cleveland Clinic with a chief residents' training course. *Australasian Psychiatry*, 24(5), 499-505. 2016. <https://doi.org/https://doi.org/10.1177/1039856216632396>.

Anyone can become angry – that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose and in the right way – this is not easy. ~ Aristotle

Emotional intelligence underpins many of the competencies deemed necessary for clinical practice.



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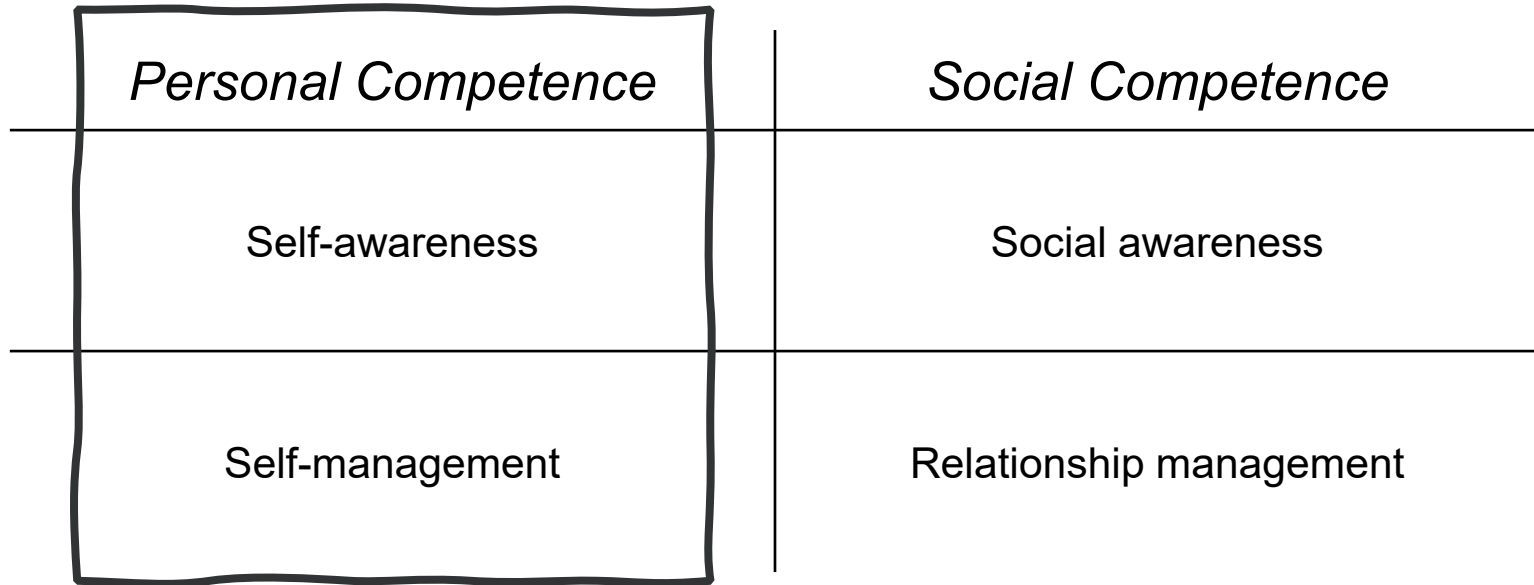


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Mindfulness is “conscious and intentional attentiveness to the present situation.”

Purposeful

Non-
judgmental

Presence

Mindfulness has benefits for patients and physicians

- Increases patient-centered communication
- Decreases physician burnout

There are many simple ways to incorporate mindful practice into the clinical space



Calm



headspace®

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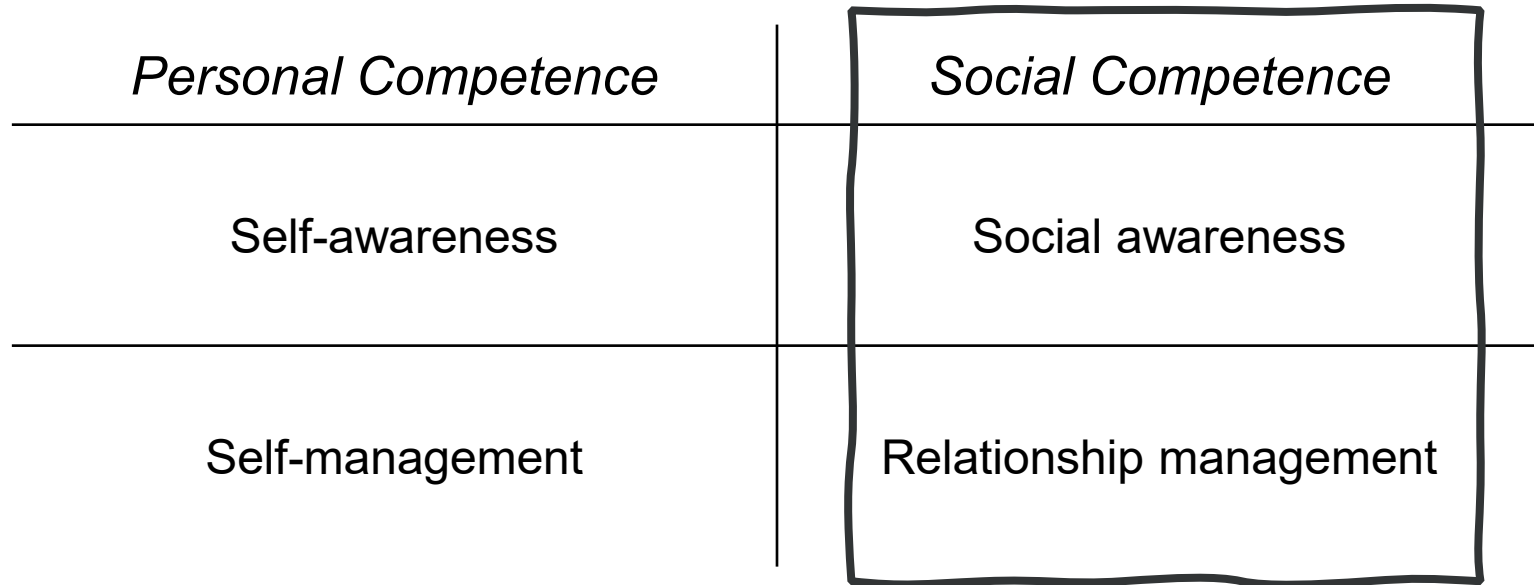
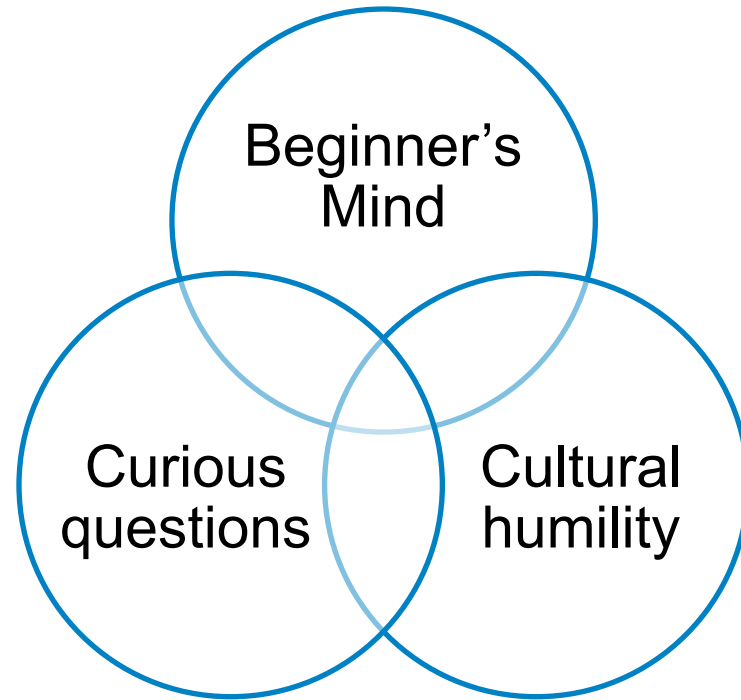


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Empathy is “the ability to perceive the feelings of another and to communicate that understanding, helping them to feel understood.”



Major Takeaways

Emotional intelligence is comprised of four domains: self-awareness, self-management, social awareness, relationship management.

Emotional intelligence contributes to physicians' competency

Practicing mindfulness can be as simple as pausing before entering a patient's room.

59 yo M With a 30 Pack-Year Smoking History, Obesity, HTN and DM

- Last appointment of the day and running behind
- Pt has cancelled previous colonoscopies three times
- Reason for appointment is “discuss colonoscopy”

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