

The Power of Emotional Intelligence

Blaine House Conference on Volunteerism

October 13, 2015

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What Is Emotional Intelligence?

- The ability to identify, understand, use, and manage emotions in positive ways to:
 - Relieve stress
 - Communicate effectively
 - Empathize
 - Overcome challenges
 - Manage conflict

IQ versus EQ

- Research supports IQ as genetically based
- EQ does have genetic and environmental determinants. However, data supports the theory that precepts of EQ can be taught and modeled through self assessment, education and practice.
- EQ has been proven to be a reliable predictor of personal and professional success.

A Solid Foundation for:

- Decision-making
- Time management
- Coping with stress
- Anger management
- Trust
- Dealing with change
- Communication
- Accountability
- Flexibility
- Empathy

Attributes of EQ

- Self-awareness
- Self Management
- Self-Motivation
- Self-Regulation
- Social Awareness
- Interpersonal Skills

Impacts of EQ

- Physical health
- Mental health
- Relationships with others
- Performance at work and other group settings

Self-Awareness

- How do your emotions affect your thoughts and behaviors?
- How do you manage your strengths and weaknesses?
- How do you react under pressure?
- How authentic are you?

Self-Management

- Control and manage emotions in healthy ways.
- Take initiative and follow through on commitments.
- Adapt to change.
- Set goals and identify opportunities to reach those goals.

Interpersonal Skills

- Ability to empathize.
- Awareness of emotional, behavioral cues.
- Ability to read social situations, especially power dynamics.
- Intuit others' needs.
- Ability to nurture, collaborate and cooperate.
- Ability to influence/persuade.
- Effective problem-solving.
- Inspirational

Strategies

- Ask “Why?”
- Seek feedback.
- Step out of your comfort zone.
- Take control of self-talk.
- Allow yourself to learn from others.
- Be present in the moment.
- Practice listening.
- Be open.
- Acknowledge feelings.
- Demonstrate caring.



Practical applications?

References

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