Emotional Intelligence to Improve Collaborative Behaviors

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Definition EI
“The ability to monitor one’s own and others’ feelings and emotions, to discriminate among them and to use this information to guide one’s own thinking and actions”

(Salovey, & Mayer, 1990, p. 189)
The ability to express and control our own emotions is important, but so is our ability to understand, interpret, and respond to the emotions of others.
IOM Report

Need for Strong Nursing Leaders

➢ Leadership capacities fundamental to advancing nursing

➢ High level collaborative skill

(IOM, 2010)
IOM
Leadership Development

➢ Professional Growth

➢ Collaborative Engagement Strategies

➢ Collaborative Management Strategies

(IOM, 2010)
Try hard to not get caught up...

It's good to keep trying hard to not get so caught up in negative or harmful emotions, even if you have to step back for a few days to let that emotion settle, it's better than reacting in a harmful manner.
Enhance Teamwork
Reduce Conflicts
Improve Productivity
Improve Health

(Landa & Lopez-Zafra, 2010)
I want greater self-awareness, but can I continue to be unaware of my bad qualities?
Insight into your own emotions, strengths and weaknesses and... how your feelings affect others.
Ability to control your impulses

Mold your moods constructively, and

Withhold judgment until enough information is gathered.
SELF REGULATION

- Intuitive
  - Creativity and Flow
- Responsive
  - Problem solve
- Reactive
  - Judge/Fix
Drive to be creative, seek challenges, actively search for solutions to problems, and pursue goals independently with energy and commitment. Stand on your own feet.
MOTIVATION

If there is a better reason to paddle, I don't know what it is.
The ability to understand other’s feelings and emotions when making decisions.
Empathy

E - Everybody needs somebody
M - Model and mirror
P - Put yourself in their shoes
A - Ask if you can help
Y - Treat others the way you want to be treated
H - Hurtful or helpful
Y - You feel better and they feel better.
Empathy: something you can't see but can feel.

Sunshine on my skin.
Social Skills

- The ability to manage and forge relationships.
- Meeting each other’s needs
- Relating over time
- Exchanging information about thoughts, feelings, and ideas.
“Prepare leaders to engage with staff, build commitment, forge working relationships, and increase staff satisfaction”

The belief that trust is something “they” do means you are the problem.

(Foltin & Keller, 2012)
Emotionally Intelligent Leader

- Uses social skills and empathy to recognize and use what works best for each individual.
Emotional Intelligence Scores Related

- High performance
- Positive Organizational Outcomes
- Provide Recognition
- Retention,
- Teamwork
- Commitment,
- Collaboration

(Codler, 2014)
Emotional Intelligence Linked to High levels of Empowerment

- Positive Effect on Job Satisfaction

- Can lead to engagement

(Lucas, V, Laschinger, HK, Wong, CA, 2008)
Techniques for Improvement of EI

Raising Self Awareness

- Writing about emotions in journal
- Reflect on them/Recreate
- Record them in a notebook.

(Faguy, 2012)
Notice but Don’t Judge

Don’t Ignore or Dismiss Emotions

Notice body’s Reactions
Self Regulation Improvement

- Notice Emotions and Intentionally Relax
- Practice Yoga
- Exercise
- Walk
- Limit Negative Self Talk
- Practice Breathing
- Pay attention to things you can control
Angry Exchange

- Calmly let the other person know you are feeling angry and you need some time.

- “I would like to stop arguing for a little while so I can think more clearly. Later we can get back together and talk this through.”
Regular practice resets the Amygdala

Making it less easily provoked
Empathy and Social Awareness

“Power of Empathy is that you can grasp what another person is thinking and feeling – even if it wildly different from your own. This offsets any degree of tension that exists between the two of you and forges a strong bond of collaboration.”

(Stein, S. J. & Book, H. E. 2011, Loc 2925)
Empathy Improvement
Listening Skills

1. Sit up.
2. Look interested.
3. Lean forward.
4. Listen.
5. Act interested.
6. Nod your head to show that you are tuned in.
7. Track the speaker with your eyes.
“Consider the following. We humans are social beings. We come into the world as the result of others’ actions. We survive here in dependence on others. Whether we like it or not, there is hardly a moment of our lives when we do not benefit from others’ activities. For this reason it is hardly surprising that most of our happiness arises in the context of our relationships with others.”

Tenzin Gyatso, 14th Dali Lama
Relationship Improvement Techniques

- Offer help without being asked.
- Smile and greet people by name.
- Remember something shared about their family and ask about them.
- Respect
- Allow sharing of opinions about work.
- Seek common ground, agree to disagree and remain civil.
Uncertainty
Just Ahead

Lost
Confused
Unclear
Perplexed
Disoriented
Bewildered
Emotionally Intelligent Leaders are More Effective
Interprofessional Healthcare

- Healthcare is a complex activity that demands that health and social care professionals work together for maximal effectiveness.

- Collaborative team behavior reduces the error rate in healthcare.
Global Capacity of Individual to act purposefully, think rationally and Deal effectively with the environment.

(Salovey & Mayer, 1990)
Nursing is Pivotal
- Coordination
- Integration
- Facilitating
- Mutual Commitment
References


