



# *Emerging Healthcare Leaders Webinar*

## *Emotional Intelligence and the Nursing*

*March 23, 2021*

*The webinar will begin at 11:00am CT*

Jeanne Morrison, PhD, MSN

Walden University Nurse Executive MSN  
Program Coordinator

# *Emotional Intelligence*



# Learning Objectives

Describe the evolution of Emotional Intelligence (EI)

Describe the physiology of the brain and emotions

Explain the competencies of Emotional Intelligence

Discuss the relationship and application of leadership skills and emotional intelligence

Explain the relationship between EI and conflict in the nursing profession.

Explain how nurse leaders can provide a productive and healthy work environment

# Emotional Intelligence? IQ?

- When IQ test scores are correlated with how well people perform in their careers, the highest estimate of how much difference IQ accounts for about 25%

Emotional Intelligence? IQ?

10%

Emotional Intelligence? IQ?

4%

# Emotion

What does the word  
“EMOTION” mean?



*To MOVE...*

# History of E.I



Howard Gardner

*Field of Psychology*



# History of E.I

Bar-On Theory  
1988



# History of E.I.

Mayer & Salovey  
*"Emotional Intelligence"*



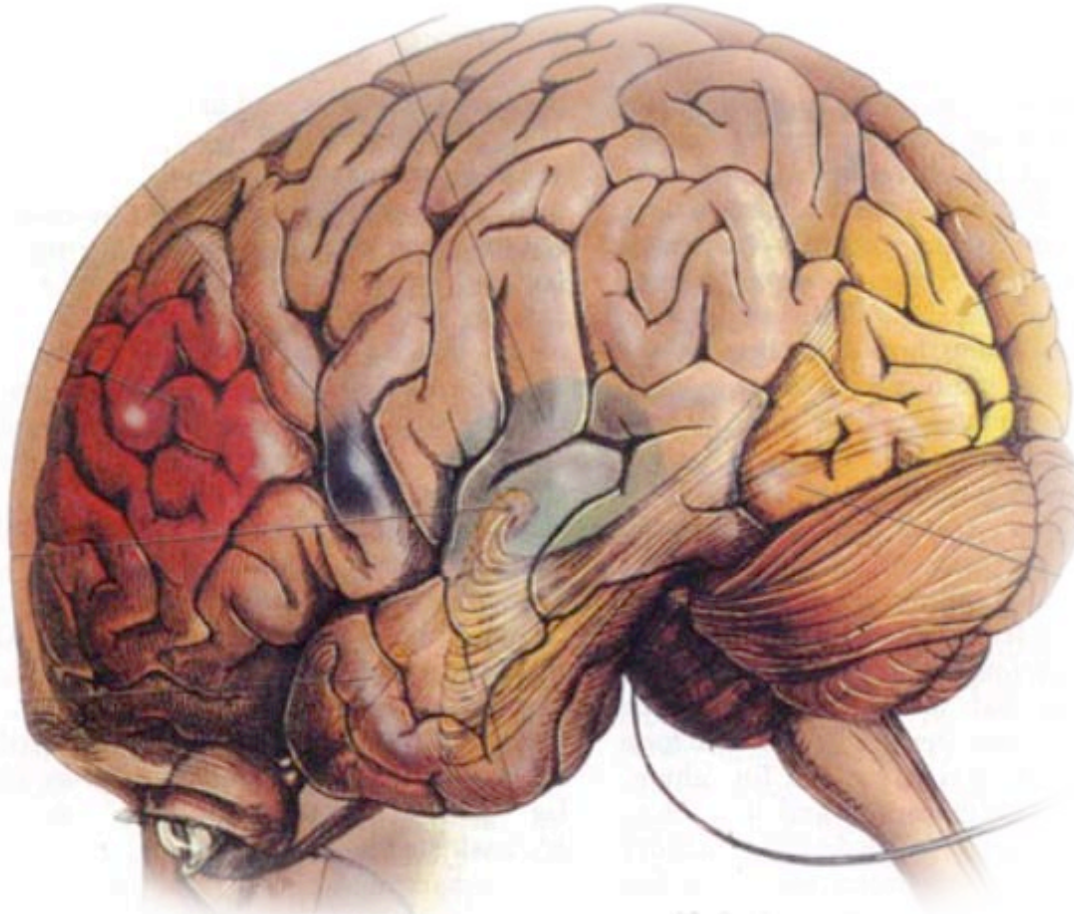
# History of E.I.



## Daniel Goleman

- “Working with Emotional Intelligence”
- “Primal Leadership”

# *Physiology of the Brain & Emotions*

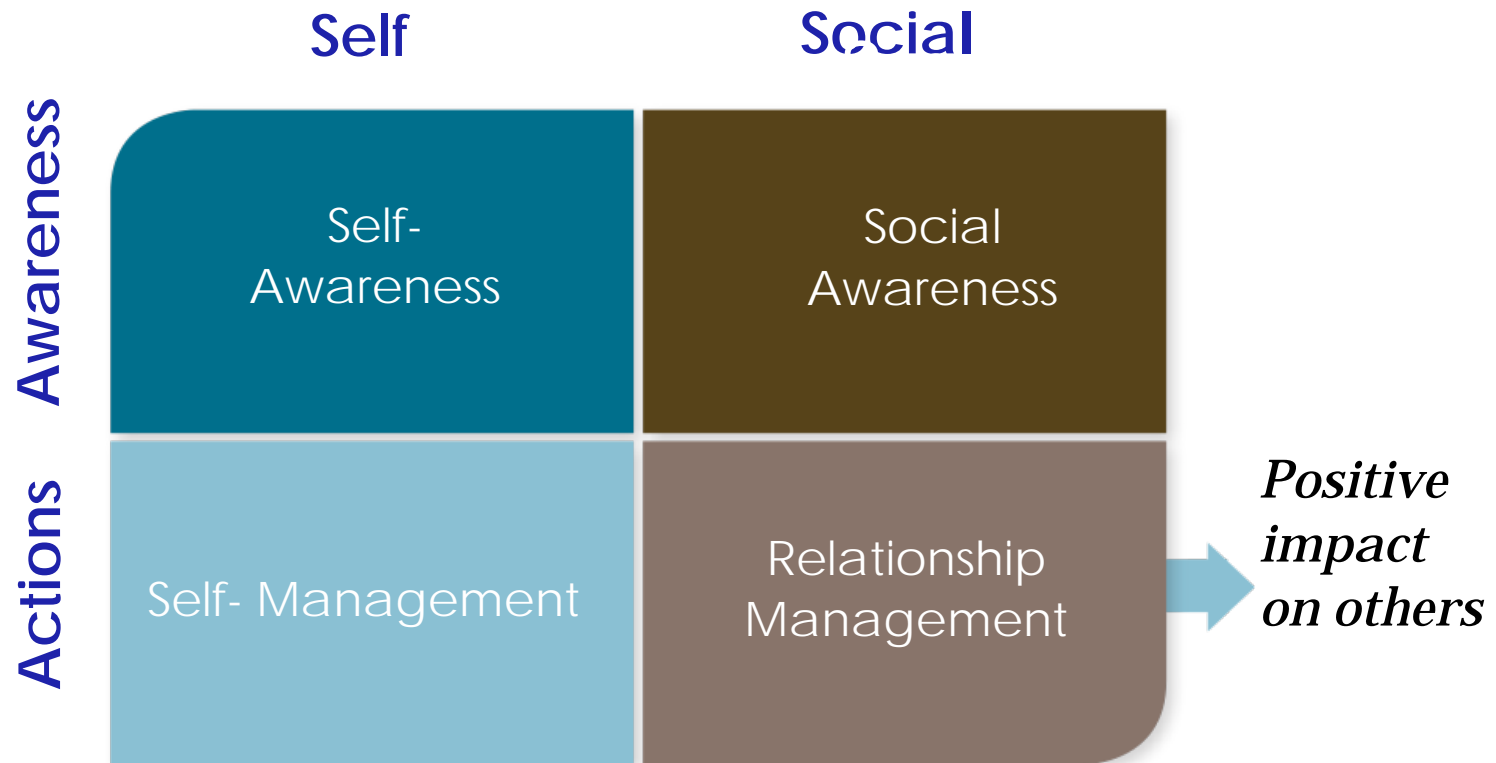


# Emotional Intelligence



“The capacity for recognizing our own feelings and those of others, for motivating ourselves, for managing emotions well in ourselves and in our relationships.”  
— Daniel Gorman

# Emotional Intelligence



Hays Model

# Self-Awareness & the Nursing Leader

## The **Core** of Emotional Intelligence – Building Blocks:

1

**Emotional Self-Awareness:**  
Recognizing how our emotions affect our performance

2

**Accurate Self-Awareness:**  
Knowing one's own inner resources, abilities, and limitations

3

**Self Confidence:**  
A strong sense of one's self worth and capabilities

“Self-Awareness”

## CHARACTER

*Character is more than  
talk...it's **actions**.*



# “Self-Awareness”

## FOCUS

*The sharper it is,  
the sharper **you** are*

# “Self-Management”

## Self Regulation

- Emotional Self-Control
- Adaptability

## Motivation

- Achievement
- Initiative
- Optimism

# “Self-Management”

## INITIATIVE

*Of all the things a leader  
should fear, **complacency**  
should head the list.*

# “Self-Management”

## PROBLEM SOLVING

*You can't let your  
problems be a **problem**.*

“Self-Management”

## POSITIVE ATTITUDE

*If you believe  
you can, you can.*

# “Self-Management”

## COMMITMENT

*It separates Doers from Dreamers.*

*Nothing is easier than to  
say words. Nothing is **harder** than  
living them day after day.*

# “Self-Management”

## TEACHABILITY

*Value your listening and reading time  
at roughly ten times your talking time.*

*It is what you learn after you  
know it all that counts.*

# “Self-Management”

## PASSION

*Take this life and love it.*

*When leaders reaches out in passion, they are usually met with an answering passion.*



# “Social Awareness”

1

## Empathy

Sensing other's feelings and perspective, and taking an active interest in their concerns.

2

## Organizational Awareness

Reading a group's emotional currents and power relationships.

3

## Service Orientation

Anticipating, recognizing, and meeting client's needs.

“Social Awareness”

## GENEROSITY

*Your candle loses nothing  
when it **lights** another.*

# “Social Awareness”

## LISTENING

*To connect with their hearts,  
use your ears.*

*Leaders encourage followers  
to tell them what they **needs to  
know**, not what they want to hear.*

“Social Awareness”

## SERVANTHOOD

*To get ahead, put **others** first.*

# “Relationship Management”

## Leading Others

- Developing Others
- Inspirational Leadership
- Change Catalyst

## Working with Others

- Influence
- Conflict Management
- Teamwork & Collaboration

# “Relationship Management”

## CHARISMA

*Be more concerned about making  
**others** feel good about themselves  
than you are making them feel good  
about you.*

# “Relationship Management”

## RELATIONSHIPS

*The most important single ingredient in the formula of success is knowing how to **get along** with people.*

# “Relationship Management”

## RELATIONSHIPS

*People don't care how much you know, until they know how much you care.*



# “Relationship Management”

## RESPONSIBILITY

*If you can't carry the ball, you can't **lead** the team.*

*A leader can give up anything – except **responsibility**.*

# “Relationship Management”

## VISION

*The future belongs to those who  
see **possibilities** before they  
become obvious.*

# Emotional Intelligence

If you **think** you're leading and no one is following you,  
then you're only standing.

# *Can E.I. be **Learned**?*

**YES!**



# Emotional Intelligence and Conflict

## Conflict handling styles:

- Avoiding
- Collaborating
- Accommodating
- Competing
- Compromising

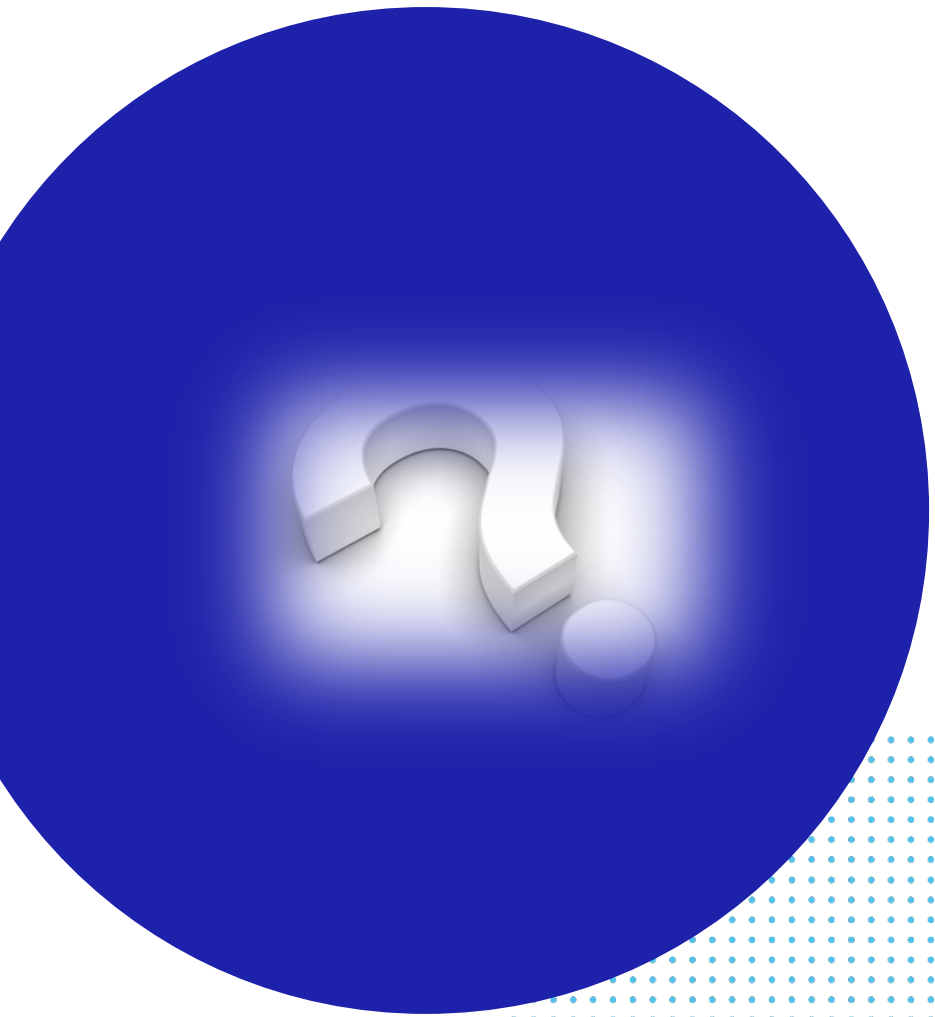


# Three Levels of Leaders

Can't Do It

**Can Do it**

**DO IT GREAT!**



# Do You Have A Question?

Ask in the Q&A box