

# Communication in Healthcare:

## Charting the Course to Better Outcomes with Trust, Respect and Teamwork Resources, Activities & Skill Building

Borrowing from Dr. Seuss's *Oh, the Places You'll Go!*, examine where you are, where you want to be, and what you'll need to get there. And thank you for arriving here!

Navigating healthcare takes a toll on you no matter who or where you are... but its time we discover the route less traveled by bridging the gap in COMMUNICATION and creating a clearer path ahead!

As you read this book, whether its cover to cover or by selecting chapters relevant to where you are in your journey, I have included resources, self-directed activities & skill building exercises to encourage you to take the words on page and make them actions in your life. You will find an ongoing theme that because we are on this journey together the goal is of one of continued growth and development, both personally and socially. You will find your skills not only impact your health, but your overall wellness.

### Turning Dreams into Destinations

# Chapter 1 / What's Your EQ?

## EMOTIONAL INTELLIGENCE CHECK IN

Emotional intelligence is a frequently overlooked tool that can help you not only better navigate healthcare but also lead to a better physical and emotional wellness, performance and resilience that will positively impact all areas of life. Consider this a starting place but understand there is no definitive endpoint. Just continued progress.

Let's get started!

Review each situation or setting and rate how you would respond or how it reflects your typical reaction as

**1**-never; **2**-rarely **3**-sometimes; **4**-usually; **5**-always

Score	Item #	Situation or Setting
	1	I am aware of the physical reactions (twinges, aches, sudden changes) that signal a "gut reaction."
	2	I readily admit mistakes and apologize.
	3	When I feel angry I can still stay composed.
	4	I generally have an accurate idea of how another person perceives me during a particular interaction.
	5	In assessing a situation, I look at my biases and adjust my assessment accordingly.
	6	I can keep going on a project, despite obstacles.
	7	I can engage in an interaction with another and pretty well size-up that person's mood based on non-verbal signals.
	8	Others feel encouraged after talking to me.
	9	I consider my "emotional temperature" before I make important decisions.
	10	When I feel a strong impulse to do something, I usually pause to reflect and decide whether I really want to act on it.
	11	I can deal calmly, sensitively, and proactively with the emotional displays of others.
	12	I can identify the emotion I am feeling at any given moment.
	13	I am able to honestly say how I feel without getting others upset.
	14	I can show empathy and match my feelings with those of another person in an interaction.
	15	I think about the emotions behind my actions.
	16	I am respected and liked by others, even when they don't agree with me.
	17	I watch how others react to me to understand which of my own behaviors are effective and which are not.
	18	I am good at managing my moods, and I refrain from bringing negative emotions to work.
	19	It's easy to understand why other people feel the way they do.
	20	I can effectively persuade others to adopt my point of view without coercing them.



Interpreting your score

Now that you have reviewed, reflected and scored your personal response to each statement you know are able to better understand what this means for you. For each question place your score into the box into corresponds to. For example, if I gave myself a score of 5 for #1, I would place a 5 in the #1 in self-awareness and do the same for #5, #9, #12 and #15. Then add up the scores in each of the emotional intelligence dimensions to characterize how you find you are doing in each of these 4 areas. Any dimension where your score is less than 18 highlights a growth opportunity and area of focus that you can build upon.

Self-Awareness	Self-Management	Social Awareness	Social Management
1. _____	3. _____	4. _____	2. _____
5. _____	6. _____	7. _____	8. _____
9. _____	10. _____	14. _____	11. _____
12. _____	13. _____	17. _____	16. _____
15. _____	18. _____	19. _____	20. _____
Total _____	Total _____	Total _____	Total _____



Emotional Intelligence can develop with purposeful effort, feedback from others and resources directed at the domain that can improve. Even if you are above 18 in all areas there is always an opportunity to grow.

Consider this a wild card and you get to choose your area of focus.

*Adapted from govloop.com and Emily A. Sterrett, Ph. D., in The Manager's Pocket Guide to Emotional Intelligence, 2000, HRD Press: Amherst, MA and from The Handbook of Emotionally Intelligent Leadership by Daniel E. Feldman, 1999, Leadership Performance Solutions.*

The concept of emotional intelligence and an individual's emotional quotient (EQ) was first presented in 1990 by Salovey and Mayer and since that time more than 40 different tools to measure it have been developed. So, if you have taken prior measures or future measures of your EQ there may be subtle variations and even potentially additional dimensions considered. Irrespective they probably share similar findings of strength and opportunity. I personally have found that the 4 domains of self-awareness, self-management, social awareness, and social management are most foundational and perhaps simplest to convey and consider in any situation, medical, personal, professional or otherwise.

**Self-Awareness** can sometimes feel like a misnomer because it is not only the ability to recognize and interpret your own thoughts, feelings, and behaviors, but also how they reflect your perceived position in the world and how it impacts your behavior with others.

**Self-Management** is how you choose to respond internally and externally. Do you choose to feel like a victim when a situation or result is not what is desired, or do you choose control? Control can be demonstrated by acknowledging a difficult situation and looking at what the opportunities to redirect are, lessons learned, or decision to not let the results define who you are or what you are capable of.

**Social Awareness** is the ability to be recognize and interpret real time significance and meaning of your environment, other individuals present and the verbal and non-verbal communication that is occurring. This may be represented by emotional content, social cues, body language, tone and volume of spoken words, location of interaction or change in location to have the interaction. Developing strengths in this area can not only improve real time interactions but also allow for improved empathy and understanding, relationship building and communication.

**Social Management** involves a combination of self and others and is focused on effectively navigating interactions through understanding, effective communication and developing connections.

