



Using Emotional Intelligence to Create the Work Environment You Desire

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# Thank You!



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## Your Presenter

- Interim Dean, School of Nursing and Health Sciences – Capella University
- Innovative nursing education leader
- Passionate advocate for nurses
- National Speaker
  - Nursing
  - Leadership
  - Self-care
  - Corporate wellness



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## Goal and Objectives

The goal of this presentation is to discuss the role of emotional intelligence (EI) in leadership and practical ways to make emotional intelligence principles work for you both personally and professionally.

Upon completion of this webinar, participants will be able to:

- **Define** emotional intelligence
- **Discuss** how to apply aspects of EI in the workplace
- **Describe** how to apply aspects of EI to self-care

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## What Is Emotional Intelligence?

- 1995
  - Daniel Goleman, psychologist
- Current
  - “Today companies worldwide routinely look through the lens of EI in hiring, promoting, and developing their employees.”



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Daniel Goleman

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## Defined

“Being emotionally intelligent implies the ability to address, understand, and feel one’s own emotions and those of others, and being able to respond and act accordingly (intrapersonal, interpersonal, stress management, adaptability, and general mood).”

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Perez-Fuentes, M.D.C., Molero Jurado, M.D.M., Gazquez Linares, J.J., Oropesa Ruiz, N.F. (2018), p2 of 13 pdf version

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## Benefits

“In a healthcare context, emotional intelligence has been related to lower levels of stress and job satisfaction ....”

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Perez-Fuentes, M.D.C., Molero Jurado, M.D.M., Gazquez Linares, J.J., Oropesa Ruiz, N.F. (2018), p2 of 13 pdf version

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## Elements of Emotional Intelligence

- Self-Awareness
- Self-Regulation
- Motivation
- Social Skills
- Empathy

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Emotional intelligence in leadership; The importance of emotional intelligence in the work place

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## Self-Awareness

- You remain aware of how you feel.
- You recognize how your emotions might affect others.
- You know your strengths and weaknesses.



## Self-Regulation

- Self-regulation is all about staying in control.
- “Leaders who regulate themselves effectively rarely verbally attack others, make rushed or emotional decisions, stereotype people, or compromise their values.”



## Motivation

- You work steadily in pursuit of goals.
- You set high expectations for the level of work you deliver.



## Social Skills

- You are a great communicator and find value in building and fostering relationships.
- You are "just as open to hearing bad news as good news ...."
- You are highly skilled at being able to gain coworker and teammate support.
- You have expertise in motivating people to be enthusiastic about opportunities.
- You are "good at managing change and resolving conflicts diplomatically."



## Empathy

- You have the sensitivity to be able to consider what it's like in another's shoes.
- You help others grow and develop.
- You can assertively question those who are imbalanced.
- You can coach people constructively.
- You practice active listening.



## How Does EI Influence Leadership?

- "Leaders who are emotionally intelligent foster safe environments, where employees feel comfortable to take calculated risks and to voice their opinions."
- "When a leader is emotionally intelligent, s/he can leverage emotions for the good of the organization."
- "Emotionally intelligent leaders don't take things personally and are able to forge ahead with plans without worrying about the impact on their egos."



## Emotions in the Workplace

- Why do we sometimes downplay the role of emotion at work? Do we:
  - worry about appearing too soft?
  - fear being seen as weak?
  - stereotype emotions as being unprofessional?
- We are emotional beings and authenticity helps foster a fulfilling work life.



17 | Fosslien, L., & Duffy, M.W. (2019)

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## Building a Healthy Emotional Culture at Work

- A healthy emotional culture at work makes a difference.
- One study found that organizations that discourage compassion and gratitude have higher turnover rates.
- Another study showed employees of rude managers are more likely to make poor decisions and forget important information.

18 | Fosslien, L., & Duffy, M.W. (2019)

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## Building a Healthy Emotional Culture at Work

- Small gestures are important
  - Ritz-Carlton Hotel Group's 10/5 rule
  - Cultivate a sense of belonging
  - First-day interview
  - Onboarding survey

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Fosslien, L., &amp; Duffy, M.W. (2019)

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## Vulnerability

- It's important to share emotions.
- Vulnerability helps build personal connections.
- Knowing how much to share is critical.
- Do not share frustration without a plan to address an issue.



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Fosslien, L., &amp; Duffy, M.W. (2019)

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## What If You've Lost Your Motivation?

- Do you no longer feel engaged at work?
- The key is finding your personal motivation.
- Consider control vs. power.
- Identify your purpose.
- Connect with those that benefit from your work.



21 | Fosslien, L., & Duffy, M.W. (2019)

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## Creating a Healthy Work-Life Balance

- Many of us marginalize personal time for work activities.
- It is critical to engage in self-care practices.
- A simple first step is to take a vacation or at least some time off.
- It is important for leaders to stress the importance of disengaged time.

22 | Hyatt, M. (2018, May 22.)

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## Self Care vs. Work

- Must we choose?
- Self care actually fuels a successful career.



23 | Hyatt, M. (2018, May 22.)

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## Benefits of Self-Care for Your Career

- Self-care gives you **ENERGY**.
- Self-care gives you an **EDGE**.
- Self-care gives you **ENDURANCE**.



24 | Hyatt, M. (2018, May 22.)

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## Self-Care Strategies

- Make a commitment to self-care.
- Unplug from work.
- Set boundaries to protect the margins in your life.
- Enjoy physical activity daily.
- Follow a healthy diet with adequate water intake.
- Take time to reflect daily (journaling, meditation, worship).
- Set a goal of 7-8 hours of quality sleep at night.
- Enjoy time with family and friends.

25 | Hyatt, M. (2018, May 22.)

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## HOW DO WE DEVELOP OR ENHANCE OUR EI?

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## Self-Awareness Tips

- ✓ Keep a journal
- ✓ Slow down
- ✓ Meditate



## Self-Regulation Tips

- ✓ Know your values
- ✓ Hold yourself accountable
- ✓ Practice being calm

## Motivation Tips

- ✓ Review your WHY
- ✓ Practice gratitude
- ✓ Remain optimistic

## Social Skills Tips

- ✓ Learn conflict resolution
- ✓ Improve your communication skills
- ✓ Learn how to praise others
- ✓ Spend meaningful time with your team

## Empathy Tips

- ✓ Put yourself in the shoes of others
- ✓ Pay attention to body language
- ✓ Respond to feelings
- ✓ Practice forgiveness



31 | Emotional intelligence in leadership

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## Tying it All Together

- “For emotional intelligence to be effective, it has to start with yourself.”
- “You can’t distill or enhance other people’s well-being, improvement and sense of self without first understanding how you operate on an emotional level.”

32 | The importance of emotional intelligence in the work place

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# You Are in Control of Your EI

## The Mastery of Self

“No one is responsible for your emotional reactions except you. Others can say and do anything they like but what happens inside you is only the result of what you are thinking and feeling.”

~ Don Miguel Ruiz, Jr.

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