

# Acknowledgements

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# About me

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# Strengthening Your Emotional Intelligence (EI)

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# Disclaimer

This presentation is informational and for educational purposes only.





It is not to be construed as providing legal advice.

The views and opinions expressed herein are those of the authors and presenter and do not necessarily represent the views of AHIMA.

Every effort has been taken to ensure that the educational information provided in today's presentation is accurate and useful as of the date this presentation was produced.

Applying best practice solutions and achieving results will vary in each hospital/facility situation.

# Objectives

-  Define and explain emotional intelligence.
-  Identify the connections between interpersonal skills, self-awareness, social awareness, and social skills.
-  Recognize the value of emotional intelligence
-  Review resources to develop, enhance, and refine emotional intelligence skills

# Emotional Intelligence Pulse Check



Do you check in with yourself regarding how you are feeling?

How do you feel at this moment?

Do you have a process to calm yourself down when you get angry, frustrated, or stressed?

When you see others in distress, do you typically intervene?

If so, what steps do you take to help?

How are your actions received by others?

# Key Terms

Emotional Intelligence (EI)

Empathy

“Soft” Skills



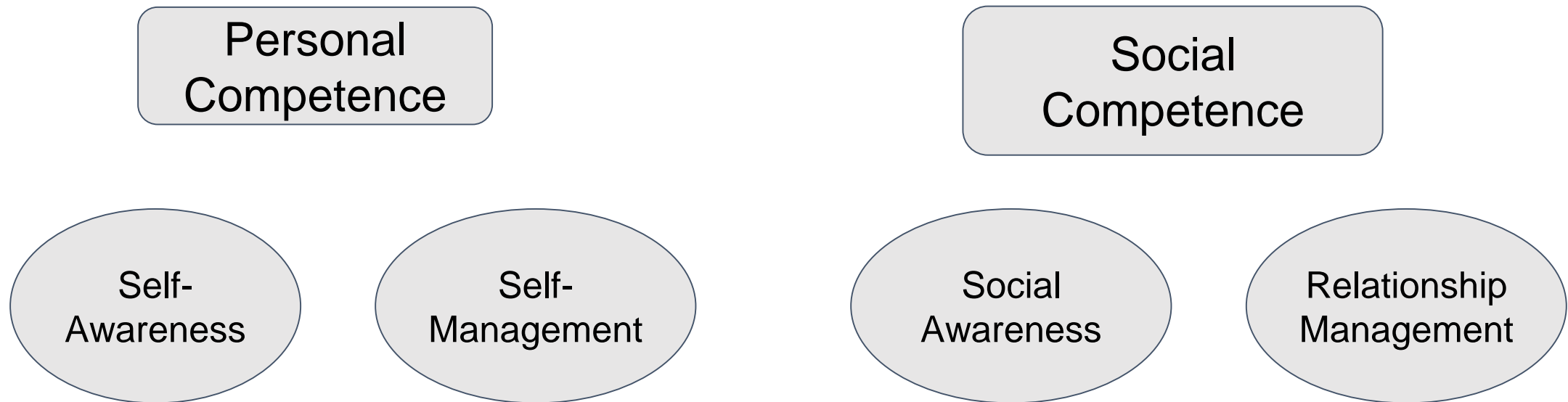
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# What is Emotional Intelligence?

“It is the ability to recognize, understand, and respond to emotions in ourselves and others.”

*-Geraldine E. Hynes, Project Communication from Start to Finish*



# Why Is EI Important?

- Regulate one's emotions and understand the emotions of others
- Assists with:
  - building relationships
  - reducing team stress
  - defusing conflict
  - improving job satisfaction
- Effects on career
- Technical skills are not the only skills required by employers
- Employer prefer emotional competences

Dr. Daniel Goleman Introduces Emotional Intelligence <https://www.youtube.com/watch?v=Y7m9eNoB3NU>

# Facilitators of EI

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- Motivation
- Empathy
- Social skills



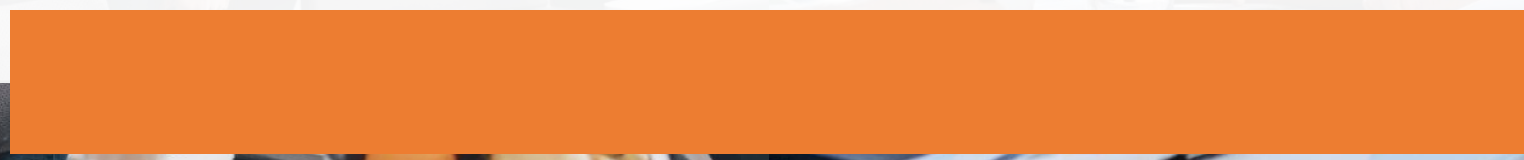
# Motivation



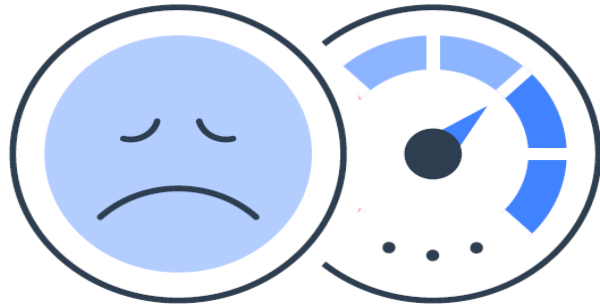
Empathy



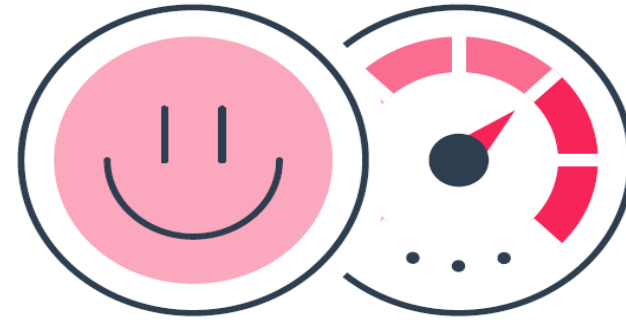
# Social Skills



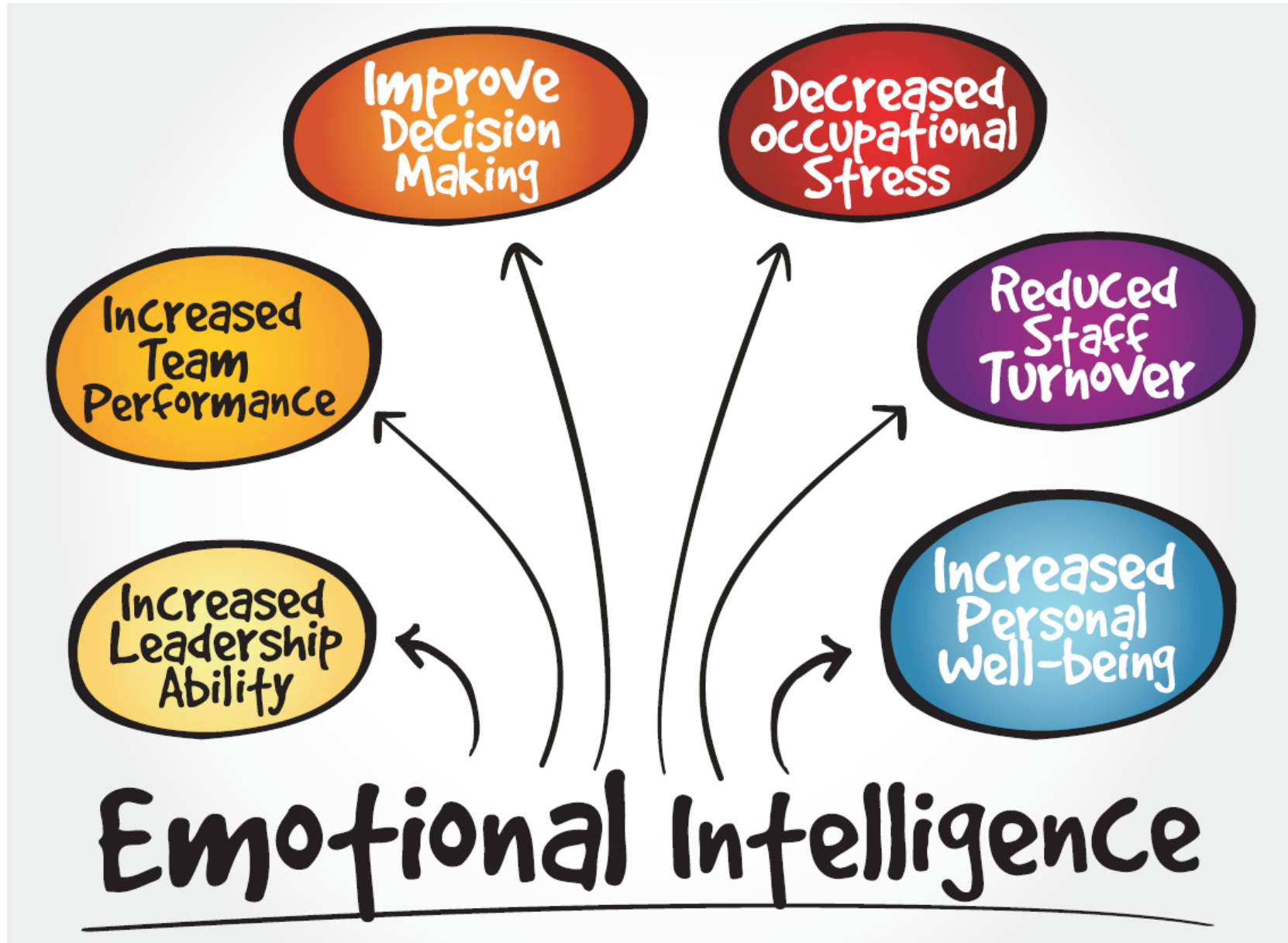
# Examples of Emotional Intelligence



- Lack empathy
- Inability to understand feelings of another
- Struggle managing own emotions
- May perceive emotion not present
- Defensiveness



- Empathetic to others
- Recognizes and manages influence of own feelings
- Ability to remain relatively calm/as emotional as the situation calls for
- Refrains from displaying negative mannerisms
- Listens to understand





# Impact of EI on Health Information Professionals

## **Communication**

Understand and interact with internal and external stakeholders without emotional charge

## **Conflict Resolution**

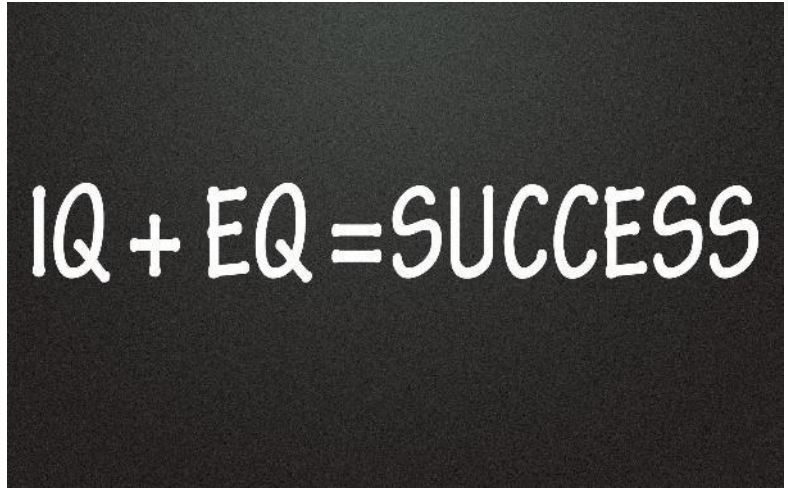
Recognize when perceived feelings hinder communication or collaboration and address them

## **Team Elevation**

Build a team of emotionally intelligent staff

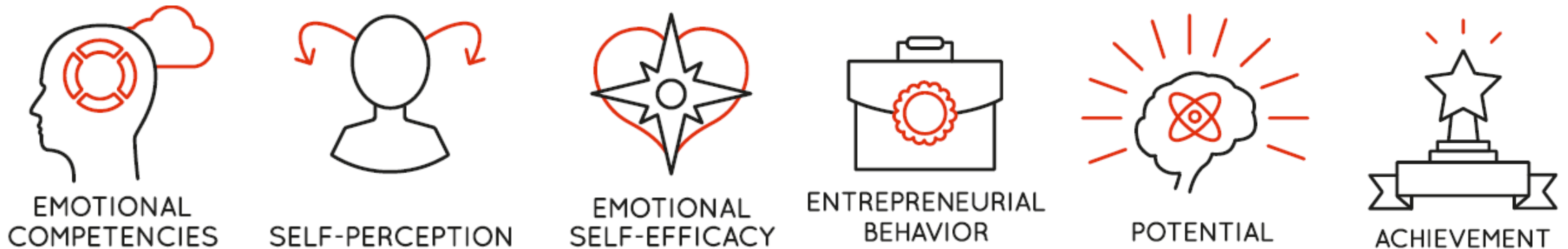
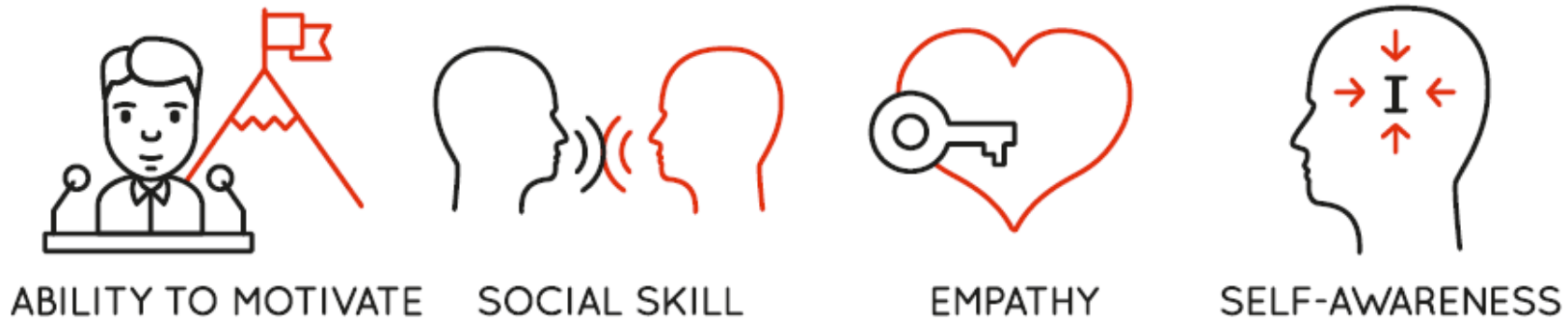
## **Career Success**

Social and emotional competence is foundational for professional success



**IQ + EQ = SUCCESS**

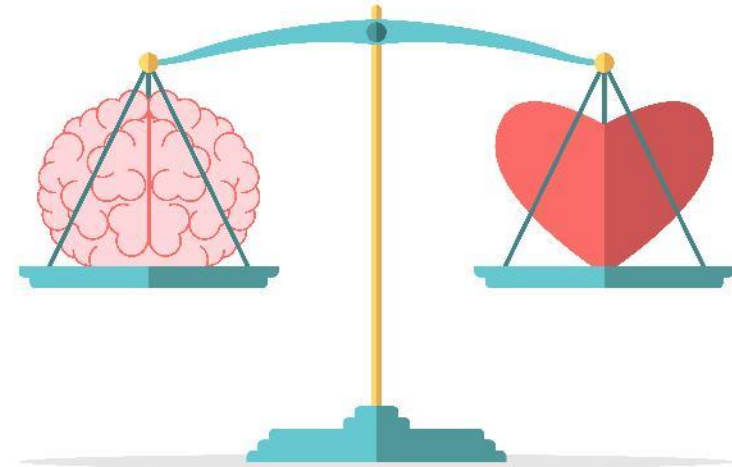
# EI Success and the HI Professional?



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# Goals for EI & Health Information Professionals

- Empathic to those we encounter
- Understanding those we work with
- Improves work performance



# Practicing EI: Leaders & Employees

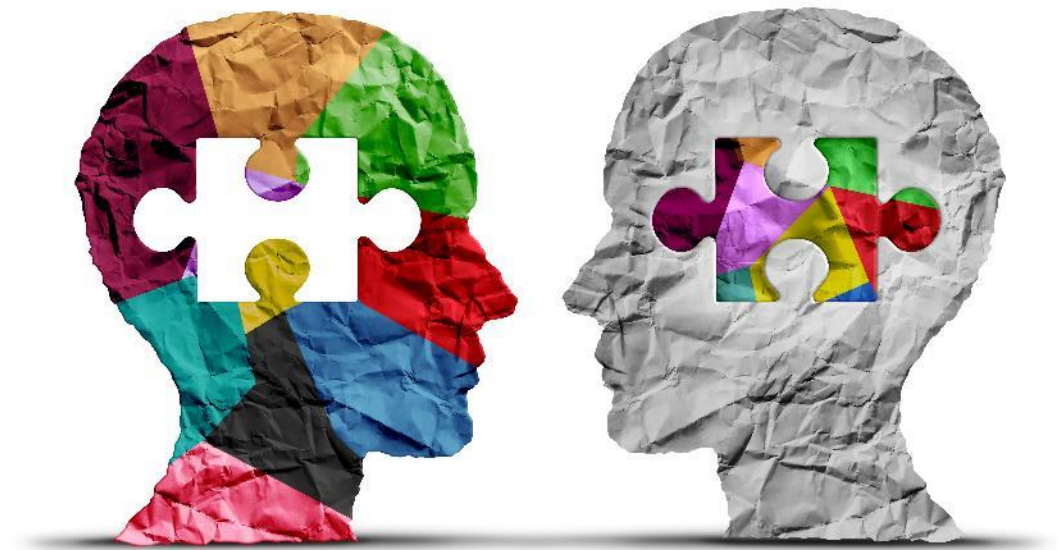
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- Communicate
- Listen
- Trust



# Strengthening Your Emotional Intelligence

- Know yourself
- Become socially aware
- Communicate
- Treat people fairly
- Manners





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