Emotional Intelligence: The Real Antidote to Incivility

FALL 2016 AORN NELS FOLLOW UP WEBINAR

THURSDAY, FEBRUARY 23, 2017
12 PM ET/11 AM CT/10 AM MT/9 AM PT
Speaker
Dr. Phyllis Quinlan, PhD, RN-BC
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Dr. Phyllis Quinlan, PhD, RN-BC

Dr. Phyllis is a successful nurse entrepreneur, Legal Nurse Consultant, and personal and career coach; she has been the career coach for AORN for the past 4 years and was named to the outstanding coaches list serving the AHA. She specializes in the unique needs of nurses and other professionals struggling with the emotional impact of compassion fatigue, the challenges of career transition, and those trying to maintain their joy in being a nurse.

Dr. Phyllis is very active on social media (Caring for the Caregiver blog, Twitter, Facebook, Tumblr and Instagram) and has authored 2 books, *Rediscovering the Joy of Being a Nurse: A Holistic Approach to Recovery from Compassion Fatigue* and *The Delicate Balance: A Mindful Approach to Self-Care for Caregivers.*
Objective

• Discuss the four competencies, including the associated interpersonal skills, related to emotional intelligence.
Emotional Intelligence

“The capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships. Emotional intelligence describes abilities distinct from, but complementary to, academic intelligence.”

Daniel Goleman (1998)
Emotional Intelligence
The Real Antidote to Incivility

Knowledge and Skills are no longer enough
Emotional Intelligence
The Real Antidote to Incivility

Emotional Intelligence
New Competency

Healthy Work Environment
New Benchmark for Performance
Emotional Intelligence
The Real Antidote to Incivility

20% IQ + 80% EI

Success in both life and career
Emotional Intelligence is a set of competencies

Self-Awareness
Self-Management
Social Awareness
Social Skills
Self-Awareness

• To accurately sense and identify personal feelings, along with the ability to understand and evaluate them

• Not being in touch with your own feelings to a sufficient degree can handicap your overall effectiveness
Self-Management

The ability to use your feelings to reason well and *act intentionally*
Social Awareness

• How people handle their relationships and awareness of others’ feelings, needs, and concerns

• Ability to recognize and appropriately respond to the emotions and feelings of others
Social Skills

*Social Skills* refers to a proficiency at obtaining desirable responses in others

Fundamental of Transformational leadership
Open Discussion: Experiences with EI Skill Development
Thank you for your attendance and continued support of AORN’s Nurse Executive Leadership Seminar!

We hope to see you in Boston @ Expo, April 1-5 and at the 2017 Spring NELS.

Please check the AORN website (www.aorn.org) for more information and the 2017 Spring NELS dates & cities!