

What does Emotional Intelligence Mean to you?

- Send a text to the number 22333 with the message **linessazunig967** to join the poll
- Once you receive confirmation you have joined, text in your answer



Developing Emotional Intelligence in Your Trainees



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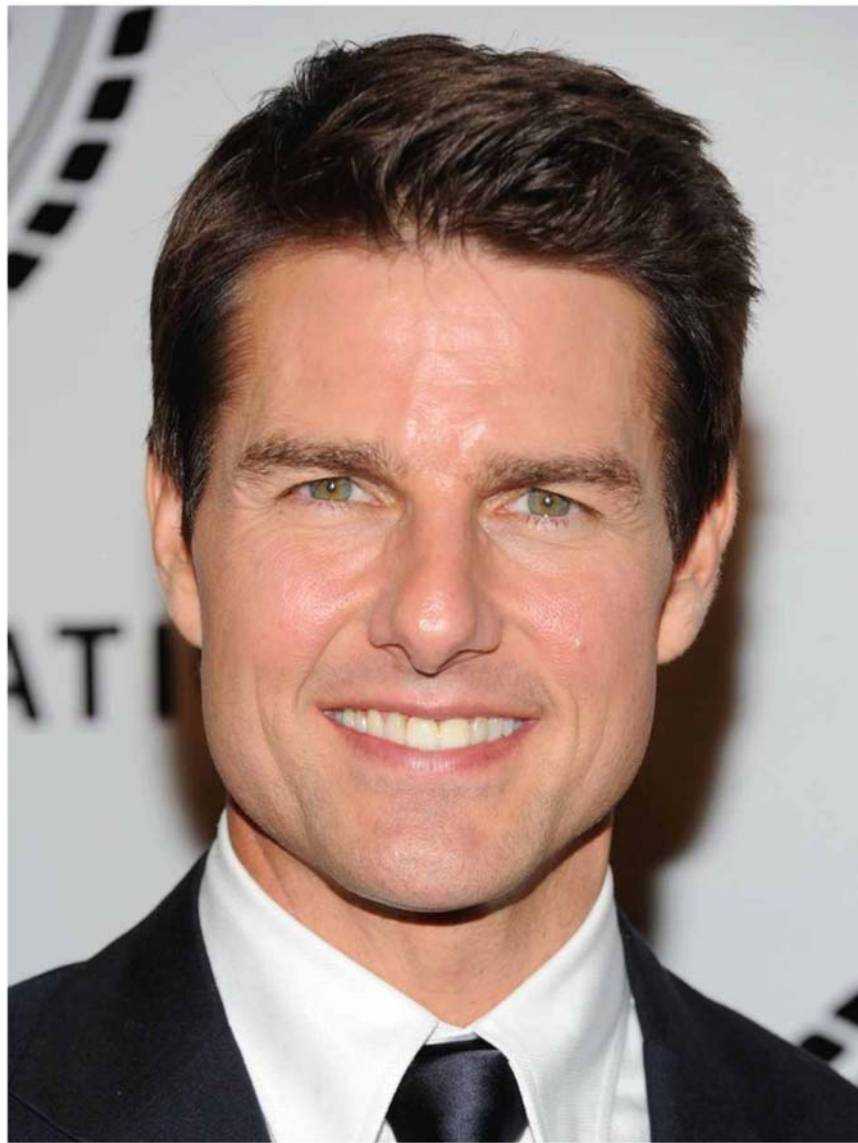
Objectives

1. Describe the components and basic measures of EI.
2. Practice facilitating trainee incorporation of emotional intelligence skills into common clinical and professional situations.
3. Develop strategies to integrate components of emotional intelligence into program recruitment and educational curriculum.

Who has Emotional Intelligence?





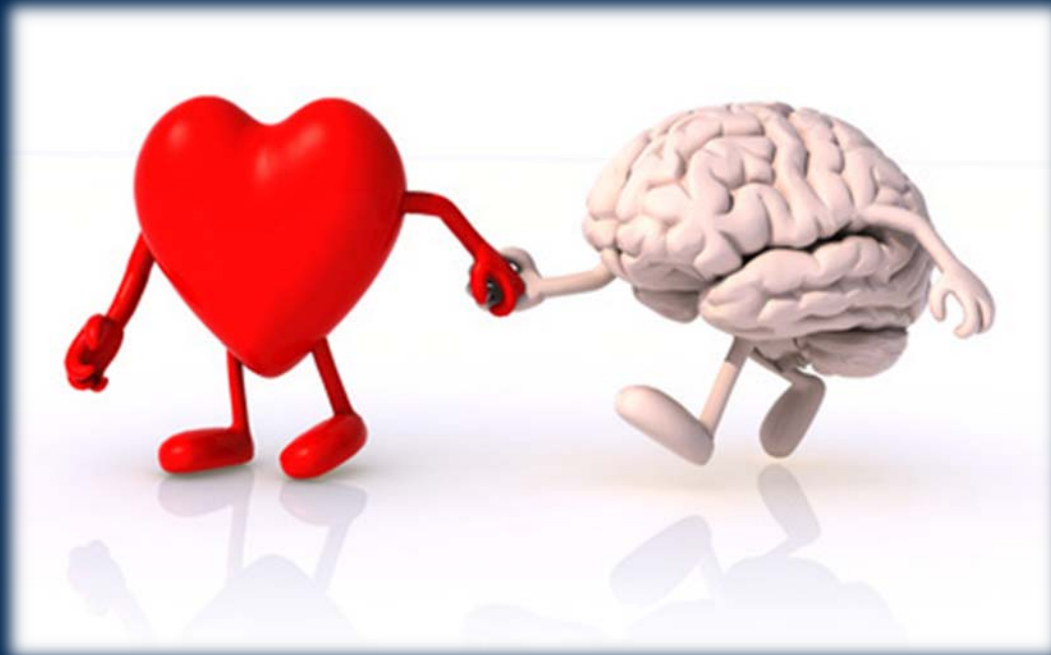






Emotional Intelligence

- The ability to monitor one's own and others' emotions, to discriminate among them, and to use this information to guide one's thinking and actions



Domains of Emotional Intelligence

Self Awareness

Self Management

Social Awareness

Relationship Management

Self-
awareness



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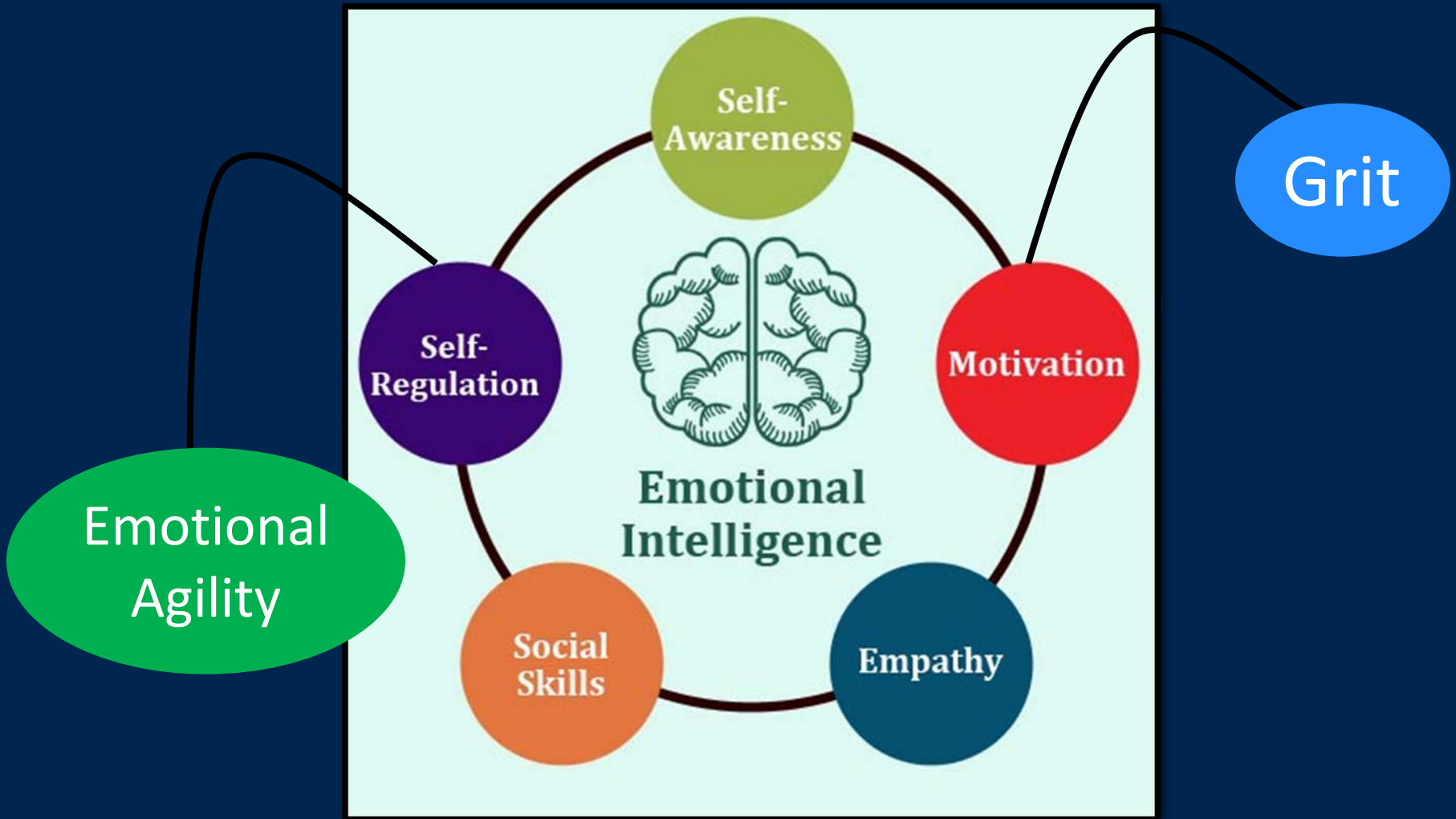
Motivation

Empathy

Emotional Intelligence Domains and Competencies

SELF-AWARENESS	SELF-MANAGEMENT	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT
Emotional self-awareness	Emotional self-control	Empathy	Influence
	Adaptability		Coach and mentor
	Achievement orientation		Conflict management
	Positive outlook	Organizational awareness	Teamwork
			Inspirational leadership

Emotional Intelligence

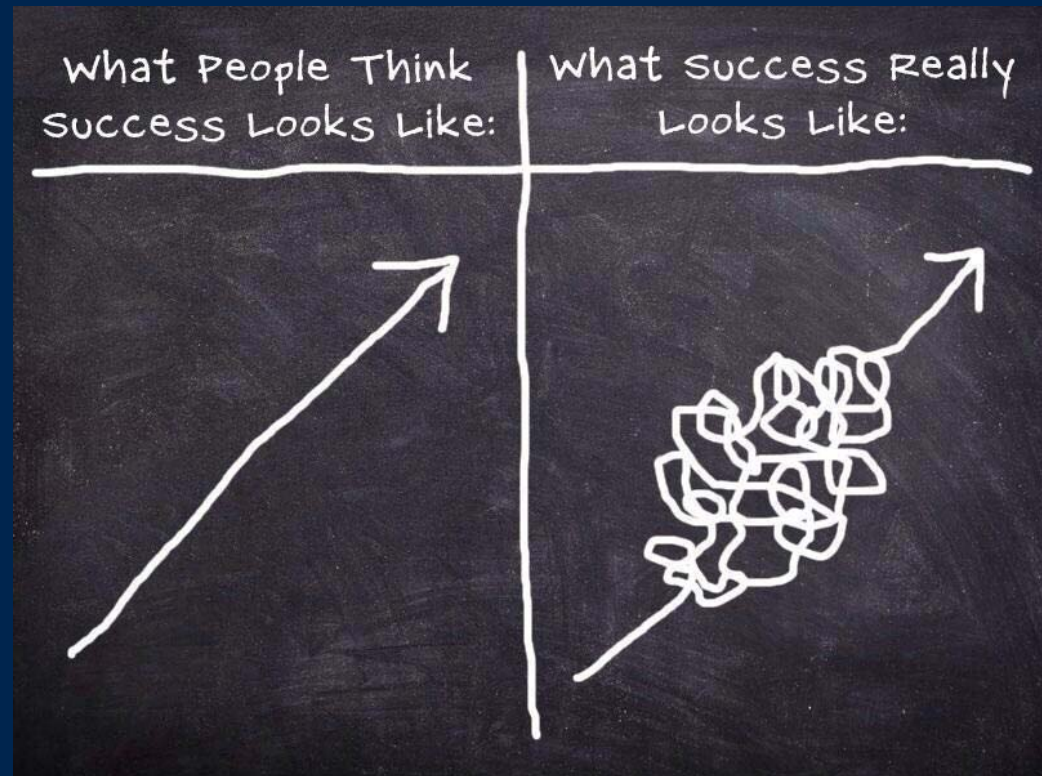


Emotional Agility

- The ability to navigate our inner world – our thoughts, emotions, and self-stories
- Coaching emotional agility
 - Recognize your patterns
 - Label your thoughts and emotions
 - Accept them
 - Act on your values

Grit

- Firmness of mind or spirit: unyielding courage in the face of hardship or danger
- Perseverance and passion for long-term goals
 - Angela Duckworth



Grit Characteristics

- Courage – ability to manage fear of failure
- Conscientiousness: Achievement oriented vs Dependable
- Long term goals and endurance: Follow through
- Resilience: Optimism, Confidence, & Creativity
- Excellence vs Perfection

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CASES

Case 1- Frustrated Family

- You are the chief resident of a pediatric residency program. A senior resident on the inpatient wards approaches you for advice. His/Her intern has reached out to the senior resident several times to “deal with an angry family.” After speaking with the intern the senior resident realized that the family may be frustrated due to different doctors telling them differing diagnoses and treatment plans. The resident suspects that the family is simply confused and that it is manifesting as anger. Your senior resident asks you to provide some guidance so she can then guide the intern to a successful patient encounter.
- What approaches would you suggest? What elements of EI would you encourage the senior resident to employ?

Case 2- Team Dynamics

- You are the attending on a busy hospital medicine service. Your team consists of 2 interns, an upper level, and a fellow. You notice that one of the interns is always taking more patients than the other intern but the other intern seems overwhelmed with the few patients he/she has. The upper level seems aloof and distracted and is not taking any initiative to lead the team. He/she regularly leaves on time while both interns usually stay for several hours after they sign out. The fellow complains to you that rounds are running too long and the team just doesn't seem to be working well together.
- How would you counsel the fellow on supporting the team and improving their dynamics? What elements of EI would you encourage the fellow to employ?

Case 3- Professionalism

- You are the program director for a small- medium size internal medicine residency. You pride yourself on how close all the residents are and how comfortable they feel coming to you when issues arise. An upper level resident comes to your office and states that he/she noticed an intern was posting statements on social media regarding the LGBTQ community that he disagreed with. The upper level felt very uncomfortable but didn't say anything to the intern.
- How would you advise the upper level? What elements of EI would you encourage the upper level to employ?

Role Modeling

Active awareness of role modeling and being explicit in their process of thinking

Challenge: Think Pair Share

- Think of a scenario that you positively role modeled EI to your trainee
- Think of a scenario that you negatively role modeled EI to your trainee

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SCENARIOS

Case 1 – How to interview for EI

- As you reflect on the trainees from the previous cases, you wonder if you could have gained better insight into their EI from their residency applications and interviews.
- Is it possible to assess the EI of residency candidates during the *traditional* interview (an interview without a script, scenario, or cases such as in the Multiple Mini Interview)? Which domains of EI are important to your program? Develop questions that would assess these domains.

Case 2 – EI and the difficult learner

- You are the PD of an IM residency program. Several members of the health care team, including nurses, pharmacists, co-residents, and faculty have expressed concerns about one of the residents. Some of the concerns include tardiness, not being prepared, and being rude to other members of the team. There is also concern about his medical knowledge. His 360 evaluations are vague but fairly consistent with this. However, the patient evaluations are extremely favorable. His continuity clinic faculty report he has excellent continuity with his patients because they like him and want to return to remain under his care.
- What elements of EI does this resident have, if any? What elements of EI does he need to improve and how could you help him accomplish this?

Case 3 – EI as part of the curriculum

- You are the program director for a small general surgery residency program. About 50% of your graduating residents remain within the same hospital system either as faculty or fellows in a surgical sub-specialty. During a recent meeting with the hospital leadership reviewing patient satisfaction scores, the hospital CEO made a comment about “these new grads” not having the ability to make connections with their patients and being responsible for low satisfaction scores. Because you recently attended a workshop on emotional intelligence, you decide to implement EI as part of your curriculum.
- How could you integrate EI in your residency curriculum? What are some of the methods/ examples you could implement? What are some of the perceived barriers to implementation?

Self assessment tools

- Grit: <https://angeladuckworth.com/grit-scale/>
- Emotional Intelligence:
<https://www.mindtools.com/pages/article/ei-quiz.htm>
- Personality types:
<https://www.16personalities.com/free-personality-test>

Take Home Messages

- Pending workshop completion.