

CAHL 2020 Virtual Series

Emotional Intelligence in Healthcare

AUGUST 13, 2020



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CONGRESS 2020

Welcome

CAHL 2020 Virtual Series

8 Panel Discussions + 2 Learning From Leaders

Annual Awards Celebration

July 30th – November 12th

Participants will be muted throughout

Please submit your questions via chat to the host

Today: 1.5 Qualifying Education credits



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<http://ache-cahl.org/congress>

Upcoming Virtual Events

- Aug. 27 Proactively Managing Your Career
- Sept. 10 Effective Management of Morale
- Sept. 17 Learning from a Leader: Michael Felder
- Sept. 24 CAHL Annual Awards Ceremony
- Oct. 1 Learning from a Leader: Delvecchio Finley
- Oct. 8 Sustainability of Healthcare Organizations: A Plan of Action
- Oct. 22 Strategies to Support Resiliency and Well-being for Healthcare Professionals
- Nov. 5 Bending the Execution Curve: Successful Implementation of Change
- Nov. 12 Equity of Care



Healthcare
Administration and
Interprofessional
Leadership



Special thanks to our Platinum
Sponsors

Who Do You #MaskUp For?



#MaskUp to Stop the Spread of COVID-19



#MaskUp to Stop the Spread of COVID-19

#MaskUp #CAHL



Protect Each Other and Our Loved Ones

Moderator

Kim Brown Sims, MBA, RN, FACHE
Chief Executive Officer,
Business & Executive Success
Advisor, Lean Black Belt in
Healthcare
KBS Leadership Consulting



A Moment to Pause

Come into the
moment and be
present in order
to enrich
ourselves so that
we may enrich the
lives of those we
serve

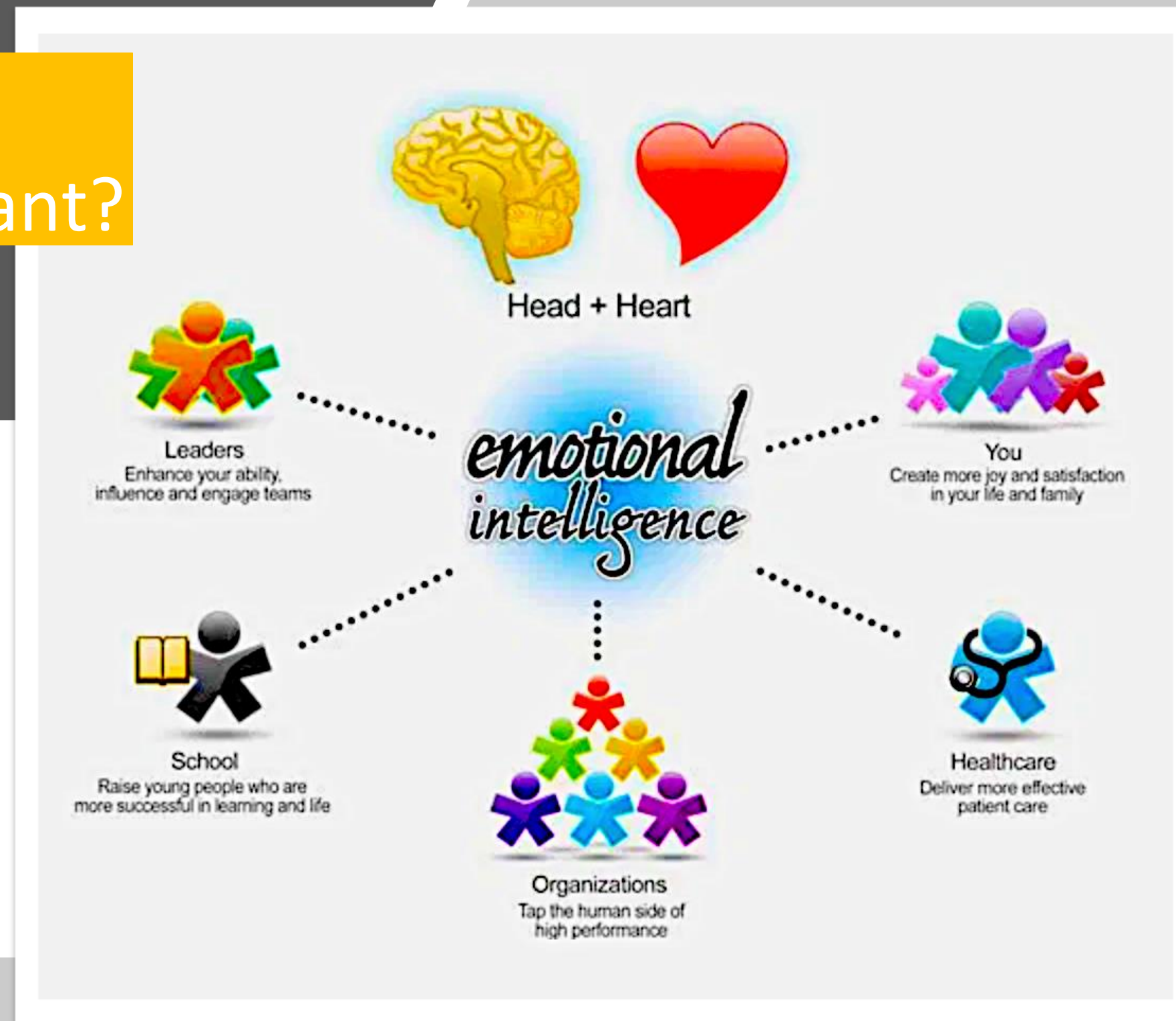


EI

Why is it Important?

Studies have found that 67% of all competencies deemed essential for high performance were related to emotional intelligence. ²

One study tested 186 executives on EI and compared their scores with their company's profitability; leaders who scored higher in EI were more likely to be profitable. ¹

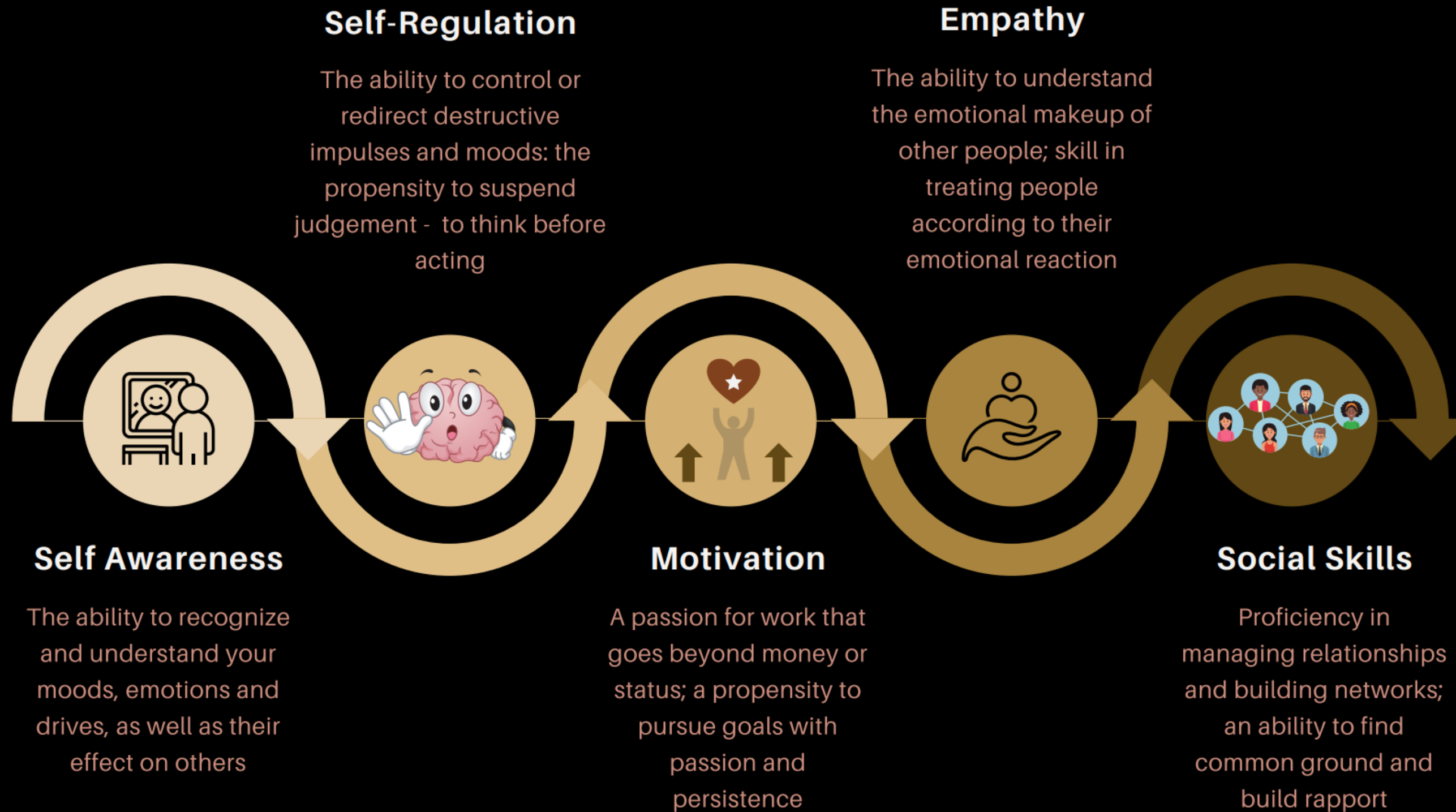


Another study found that when asked what traits set superior performance apart, emotional intelligent competencies were highlighted 44% of the time and cognitive intelligence only 19% of the time. ³

It was also discovered that emotional intelligence mattered twice as much as technical knowledge or IQ for high performance. ⁴

Source: (1) Stein, Steven & Papadogiannis, Peter & Yip, Jeremy & Sitarenios, Gill. (2009). Emotional Intelligence of Leaders: A Profile of Top Executives. Leadership & Organization Development Journal. 30, 87-101. Accessed 8/20/20 at <https://www.researchgate.net/publication/235264542>.
(2) 12min Team. (2019). Emotional Intelligence PDF Summary – Daniel Goleman. Accessed 8/20/20 at <https://blog.12min.com/emotional-intelligence-summary>.
(3) Goleman, D. (2000). An EI-based theory of performance. In D. Goleman, & C. Cherniss (eds.), The Emotionally Intelligent Workplace: How to Select for, Measure, and Improve Emotional Intelligence in Individuals, Groups, and Organizations. San Francisco, CA: Jossey-Bass. Accessed 8/20/20 at http://www.eiconsortium.org/reprints/ei_theory_performance.html.
(4) Goleman, D. (January 2004). What makes a Leader. Harvard Business Review. Accessed 8/20/20 at <https://hbr.org/2004/01/what-makes-a-leader>.

5 ELEMENTS OF EMOTIONAL INTELLIGENCE



Emotional Intelligence Behaviors

Low Emotional Intelligence

High Emotional Intelligence

Aggressive
Demanding
Egotistical
Bossy
Confrontational



Assertive
Ambitious
Driving
Strong-Willed
Decisive

Easily Distracted
Glib
Selfish
Poor Listener
Impulsive



Warm
Enthusiastic
Sociable
Charming
Persuasive

Resistant to Change
Passive
Un-Responsive
Slow
Stubborn



Patient
Stable
Predictable
Consistent
Good Listener

Critical
Picky
Fussy
Hard to Please
Perfectionistic



Detailed
Careful
Meticulous
Systematic
Neat

Emotionally Intelligent Habits




9 Habits of Emotionally Intelligent People



Focus on Positivity & Gratitude



Stay Present in the Moment



Practice Self-Care



Lifelong Learning



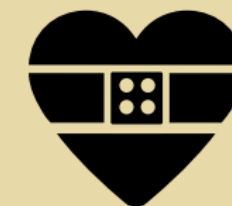
Search for Meaning in Life



Solve Disputes without Anger



Develop Strong Communities



Fix Problems Not the Blame



Work for Passion & Purpose

Leading with EI in Times of Crisis

Solution Focused Mindset

Flexible

Self Care

Authentic

Empathetic



Emotional Quotient Competencies adapted from Reuven BarOn and MHS Inc.

Audience Poll

Laura Perez Ehrheart

CEO & Executive Consultant,
Epiphany Consulting Solutions





Will Huen, MD

Clinical Professor of Medicine, UCSF

Associate Chief Medical Officer in Quality
and Lean,
Zuckerberg San Francisco General Hospital &
Trauma Center

Trish Rodriguez, MPH,
BSN Vice President – Area Manager
Kaiser Permanente,
South Sacramento & Elk Grove



Panel Discussion

Call to Action

Apply 2 tactics or strategies you learned today within the next 30 days.

#CAHLcon



2020 VIRTUAL SERIES

MANAGE YOUR PROFESSIONAL DEVELOPMENT & CAREER

August 27, 2020 5:30 - 7:00pm



Thank You

