



The Role of Emotional Intelligence in Physician and Organizational Success

Our Panel



- **Alan H. Rosenstein, MD, MBA**, Internist, educator and consultant in healthcare management



- **Michael J. Garren, MD**, Clinical Professor of Surgery, Division of General Surgery, Department of Surgery, University of Wisconsin School of Medicine and Public Health



- **Ted Kinney, Ph.D.**, Director of Research and Development, Select International

Agenda



- New Challenges
- What is Emotional Intelligence?
- The role of emotional intelligence in healthcare, and in physician performance?
- How can we take advantage of it?

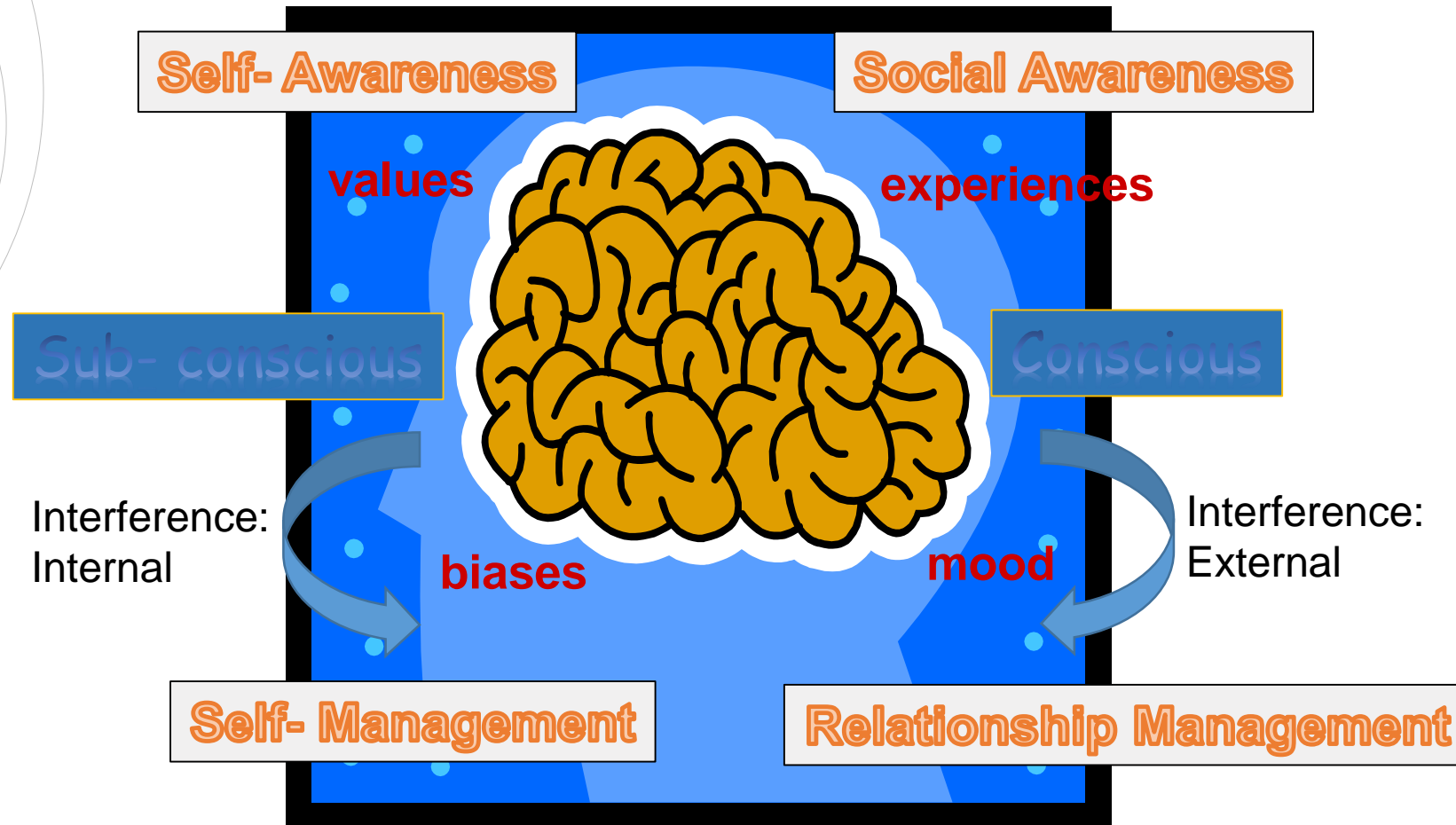
New Expectations



Emotional Intelligence



- Ability to perceive, evaluate, understand, respond to, and influence emotions ...
- Social intelligence/ Mindfulness/ Empathy



Why is it Important?



- Market complexity/ accountability
 - Objectives
 - Expectations
 - Roles & responsibilities
 - Task completion: Communication/ Collaboration/ Coordination
 - ➔ Understanding of attitudes and behaviors
- Requirements:
 - Receptivity/ Motivation/ Willingness to change
 - Self inquiry/ know yourself (unconscious)
 - Know others/ openness to new perspectives
 - Read the signs
 - Adjust behaviors
 - Accept feedback

What are the Barriers?



- Internal:
 - Generation/ Gender/ Culture/ Life experiences
 - Personality
- External:
 - Training
 - Environment
 - Stress and burnout
- Need to change
- Willingness to change
- Motivation for change

What are the Solutions?



- Education
- Emotional Intelligence training
- Diversity training/ Customer service
- Stress management/ Conflict management
- Communication skills training
- Team collaboration training
- Staff support
 - Administrative
 - Clinical
 - Behavioral
- Staff engagement

Measuring EQ



- EQ is a “meta-construct” – not a unitary intelligence
- Understanding healthcare-specific EQ
 - Healthcare/Physician-specific measurement
- Drive outcomes via situational awareness
 - Not trying to change the person
 - But we can adjust behaviors that drive favorable outcomes

Practical Implications



- A growing physician awareness of these concepts and their impact on:
 - Patient outcomes
 - Organizational initiatives
 - Physician leadership

Panel Discussion



- Can we address these behavioral issues in medical school/training?
- What can individual physicians do to develop these skills?
- How to move physicians from a traditional, authoritative approach to a collaborative, team-based approach?
- How to incorporate these concepts into into training and development in a practical and meaningful way?

Panel Discussion



- The role in physician career success?
- What role do EQ and other behavioral competencies play in disruptive behavior?
- Are these skills more important now that more physicians are becoming employees?



THANK YOU!

For more information, please visit
Select International Healthcare Solutions
www.hiringinhealthcare.com