

# Emotional Intelligence

Building the muscle needed for effective  
leadership in residency education

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## Objectives

- By the end of this section you will be able to:
  - Recognize your reactions to various personalities and particular events
  - Identify tools to help manage emotions
  - Use self-awareness, self-management, and social awareness to develop empathetic leadership and relationships that enhance teamwork

## What is Emotional Intelligence (EI)?

- Essentially having EI means
  - Understanding Yourself
  - Managing and Leading Others
  - Understanding Others
  - Managing Your Relationships with Others

# The 4 Domains of Emotional Intelligence

## **Self-Awareness**

- Emotional self-awareness
- Accurate self-awareness
- Self-confidence

## **Self-Management**

- Emotional self-control
- Transparency
- Adaptability
- Achievement
- Initiative
- Optimism

## **Social Awareness**

- Empathy
- Organization awareness
- Self orientation

## **Relationship Management**

- Developing others
- Inspirational leadership
- Influence
- Change catalyst
- Conflict management
- Teamwork and collaboration

# Why Emotional Intelligence?

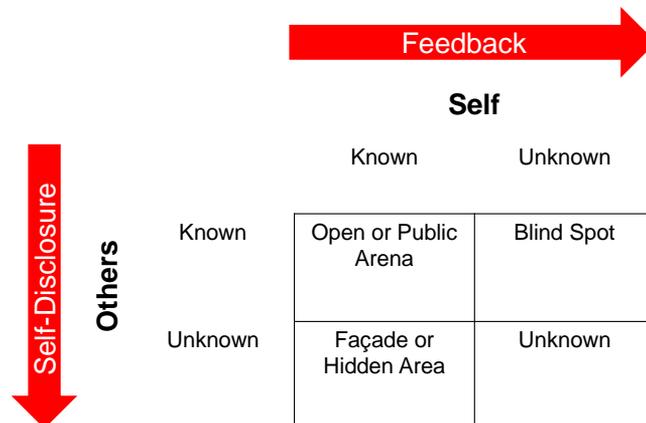
“ Emotional intelligence and its concomitant skills are the most essential competencies for leaders to succeed in academic institution.”

Lobas JG. AJM 2006

# Emotional Intelligence Exercise

- Exercise # 1

## Johari Window



## Self Disclosure: Basic Feelings

Happy	Sad	Angry	Afraid
Excited Relieved Glad	Depressed Hurt Disappointed	Furious Upset Irritated	Terrified Insecure Anxious

## Giving Feedback

- Do it early
- Avoid shaming
- Focus on behavior
- Stay on your side of the net
- Be generous
- State your intent
- Practice

Carole Robin, Stanford GSB

# Self-Disclosure and Feedback

## Exercise # 2

## Wrap-Up

- Discussed Emotional Intelligence and why it's important
- Performed an emotional intelligence self-assessment
- Practiced self-disclosure and giving feedback

## During the break...

- Discuss / think about how you might implement the information you just heard.
- Fill out a session evaluation.

## Comments? Questions?



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