



EMOTIONAL INTELLIGENCE FOR NURSES

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People will forget what you said
People will forget what you did
But people will never forget how you made them feel.

- Maya Angelou

Introduction

Nurses have distinct intellectual qualities that they use to adapt to patient needs. Nurses are bright, critical thinkers and assertive decision makers. Yet, there is a quality that launches a good nurse into a great one. It is a quality that is sometimes hard to put a finger on. It is called Emotional Intelligence.

What is Emotional Intelligence (E.I)

Emotional intelligence is the ability to identify, use, understand, and manage emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges, and defuse conflict.

Components of Emotional Intelligence

- **Self-Awareness:** The ability to read our own emotions and recognize their impact while using feelings to guide decisions.
- **Self-Management:** The ability to control our own emotions and impulses and adapt to changing circumstances.
- **Social Awareness:** The ability to sense, understand and react to others' emotions.
- **Relationship Management:** The ability to inspire, influence and develop others while managing conflict.

The Emotions Nurses Daily Deals

There are variety of emotions that ensures face and feels daily ranging from happiness, excitement, tender feeling, angry, sad, scared, discouragement, emotional exhaustion, empathetic fatigue & even powerlessness.

Emotional Intelligence Helps Nurse

Recognizing and processing our own as well as other's emotions impact positively on job satisfaction, performance and Advances opportunities

- Getting insight into one's own emotion improves the communication ,enhances the clinical competency of a nurse and simultaneously improve nurse's recognition.
- Assessing and discriminating patient's emotions could have an impact on the quality and accuracy of history taking and diagnosis .
- Ability to manage and read emotions of patients seems to enhance patient centered care, improve the quality of nurse patient relationship & increases the patients level of satisfaction with care .
- Understanding one's own emotion lead the nurse to enhance control & power and promotes positive work climate in the working area
- Emotional intelligent in a nurse enhance job satisfaction which in turn retains the qualified staff.
- Nurses who knows to handle others emotion participates in decision making.
- A wider approach to this area examines the organizational culture in which health care is delivered and organizations operate in an emotionally intelligent way to reduce stress and burnout.

Emotional Intelligence in Nursing Profession

I. E.I and Patient Care

Emotional intelligence is a relevant concept in health care, it is considered important for nurses to understand patients' perspectives and for nursing leaders to engage in relationships that will facilitate successful management.

- Anne (2004), by a literature review concludes that the modern day demands of nursing depend on the skills of emotional intelligence to achieve a patient centered care.
- There is no doubt that Emotional intelligence in nursing leads to more positive attitudes, greater adaptability, improved relationships and increased orientation towards positive values (Kristin and Elisabeth, 2007).
- Linda Gerits et.al, 2004 revealed that emotional intelligence in nursing reduces nurse burnout

II. E.I and Leadership

E.I is a key leader ship skill. Nurse leaders need high Emotional quotient because they represent the organization to the public, they interact with the highest number of people within and outside the health care agency and they set the tone for employee morale.ANA also identifies E.I as one of nine frameworks for administrative practices



- Multiple studies conclude that Nurse Managers who are emotionally intelligent have higher performance ratings (Goleman,1995,1998, 2001)
- Successful healthcare leaders are those who lead with heart and possess what have come to be known as the “soft skill” (Kerfoot, 2000)
- The managers High on EQ were low on burnout implying that they can cope up better with Stress. (Prof N K Chadha, Psychology Dept, Delhi University)
- Leaders who guide with both head and heart will create a happier, more confident and well motivated team, taking pride in delivering the highest standard of care and performance. (McQuire & Kennerly, 2006)

III. E.I and Nursing Recruitment

When we interview & recruit a candidate, without realizing we are measuring their responses, mannerisms and how well they put themselves across. What we are really doing is assessing their emotional intelligence. A survey conducted by CareerBuilder among the hospitals in U.S surprisingly signifies that EQ trumps IQ for job seekers.

- 34 % of hiring managers are placing greater emphasis on emotional intelligence when hiring and promoting employees post-recession
- 71% value emotional intelligence in an employee more than IQ
- 59% of employers would not hire someone who has a high IQ but low EI
- For workers being considered for a promotion, the high EI candidate will beat out the high IQ candidate in 75 % of the time. The statistics clearly show emotional intelligence (EI) is highly valued

Why the emotional intelligence is very important, the reason is simple,

- Those with high EI excelled at staying calm under pressure, resolving conflict effectively, behaving with empathy and leading by example, according to respondents.
- Emotional intelligent nurse is an individual who can work in harmony with his / her thoughts and feelings
- Emotional intelligence are better predisposed to cope with the environmental demands
- The emotional intelligence is positively associated with health and negatively associated with stress

The Key Skills to Build E.I

EQ Skill 1: Rapidly Reduce Stress in the Moment by realize when you're stressed, identify your stress response & discover the stress-busting techniques that work for you.

EQ Skill 2: Beat Relationship Stress with Emotional Awareness

- Experience feelings that flow encountering one emotion after another as your experiences change from moment to moment
- Emotions accompanied by physical sensations that you experience in places like your stomach or chest
- Experiencing discrete feelings & emotions, such as anger, sadness, fear, joy, which is evident in subtle facial expressions
- Experiencing intense feelings that are strong enough to capture both our attention and that of others
- Paying attention to our emotions and their factor into your decision making

EQ Skill 3: Use Nonverbal Communication i.e Focus on other person, Make eye contact & Pay attention to nonverbal cues.

EQ Skill 4: Use Humor and Play to Deal with Challenges

- Humor, laughter, and play are natural antidotes to life's difficulties; they lighten your burdens and help you keep things in perspective. A good hearty laugh reduces stress, elevates mood, and brings your nervous system back into balance.
- Playful communication such as joking, playing with children & outgoing persons, and laughing broadens the emotional intelligence and helps to Take hardships in stride, Smooth over differences, Simultaneously relax and energize yourself and Become more creative.

EQ Skill 5: Resolve Conflict Positively by Stay focused in the present. , Choose your arguments, Forgive & end conflicts that can't be resolved.

Conclusion

When it comes to happiness and success in life, emotional intelligence (EQ) matters just as much as intellectual ability (IQ). Emotional intelligence helps you build stronger relationships, succeed at work, and achieve your career and personal goals.

References

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