

# HOW EMOTIONAL INTELLIGENCE CAN MAKE A DIFFERENCE IN HEALTHCARE

**Emotional intelligence (EQ)** has been an important topic in business and organizational leadership for decades. It is equally important in the business of health care. Healthcare administrators can develop their own EQ skills and promote EQ in their organizations through employee training. These industry leaders will discover that EQ enables better relationships between colleagues and patients while improving organizational performance overall.



## WHY EMOTIONAL INTELLIGENCE IS CRUCIAL IN HEALTHCARE



### What Is Emotional Intelligence?

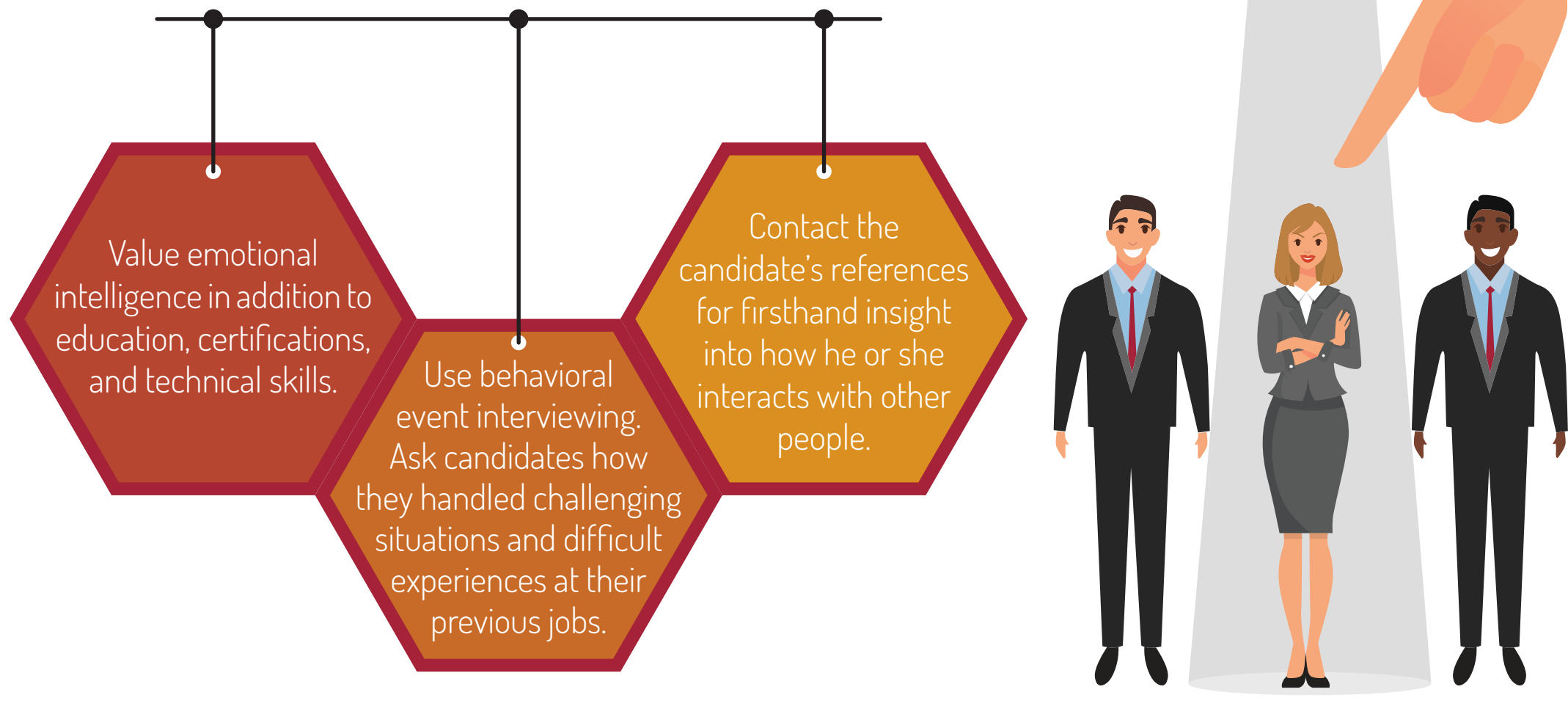
In 1990, psychology professors **John D. Mayer** and **Peter Salovey** coined the term "emotional intelligence," defining it as "the ability to accurately perceive your own and others' emotions; to understand the signals that emotions send about relationships; and to manage your own and others' emotions."

In 1998, psychologist **Daniel Goleman** noted the connection between EQ and business leadership, citing five key components:



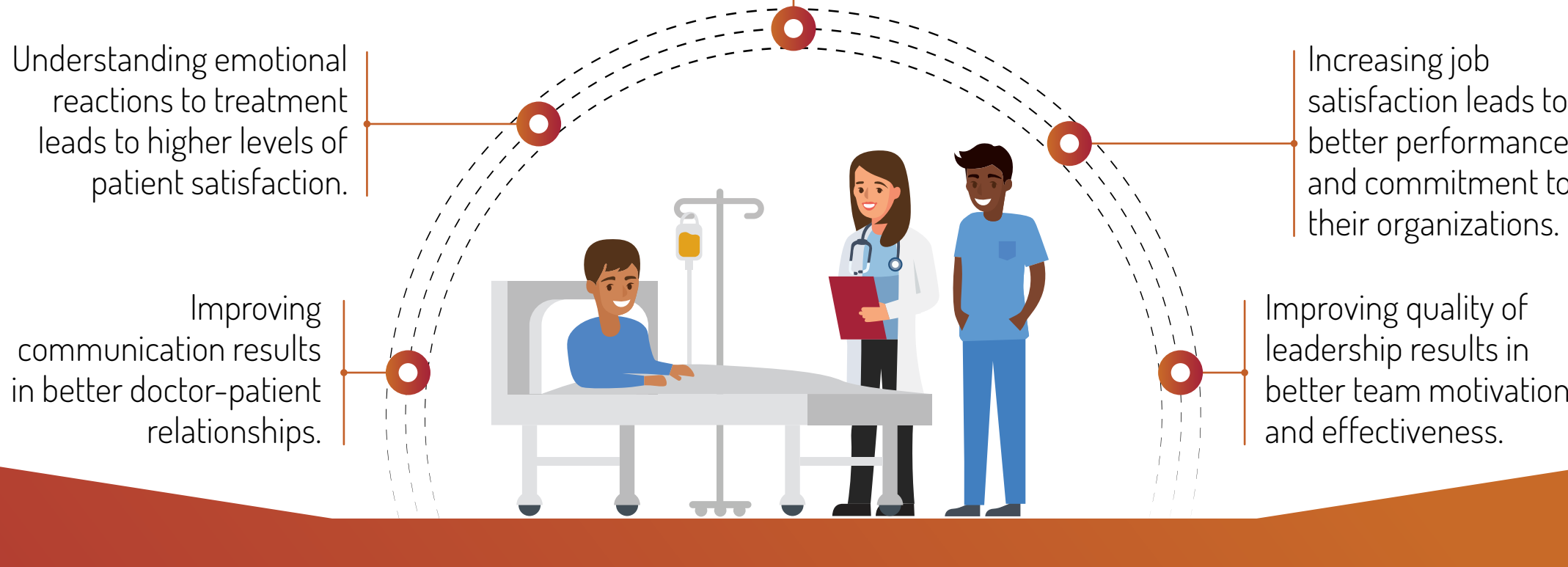
In 2013, **Goleman** used neuroscience research to show how leaders can build each element of emotional intelligence by learning better ways to focus their attention.

### How Healthcare Administrators Hire People with EQ



### How EQ Benefits Healthcare Professionals

EQ reduces stress and burnout of healthcare professionals.



## THE KEY SKILLS ADMINISTRATORS NEED TO DEVELOP

### How Administrators Can Develop EQ to Become Better Leaders

Emotional intelligence skills fall into two areas: **personal competence** and **social competence**.



#### PERSONAL COMPETENCE

The ability to understand and express oneself requires:

- » Emotional self-awareness
- » Respecting and accepting oneself
- » Commitment to self-improvement
- » Assertive self-expression of emotions
- » Managing stress and staying optimistic
- » Adapting behavior and emotions to unforeseen circumstances
- » Controlling impulses

#### SOCIAL COMPETENCE

The ability to manage relationships requires:

- » Empathy
- » Effective and compassionate communication
- » Social and organizational awareness
- » Managing conflicts
- » Inspiring and motivating through leadership
- » Being a coach and mentor
- » Social responsibility

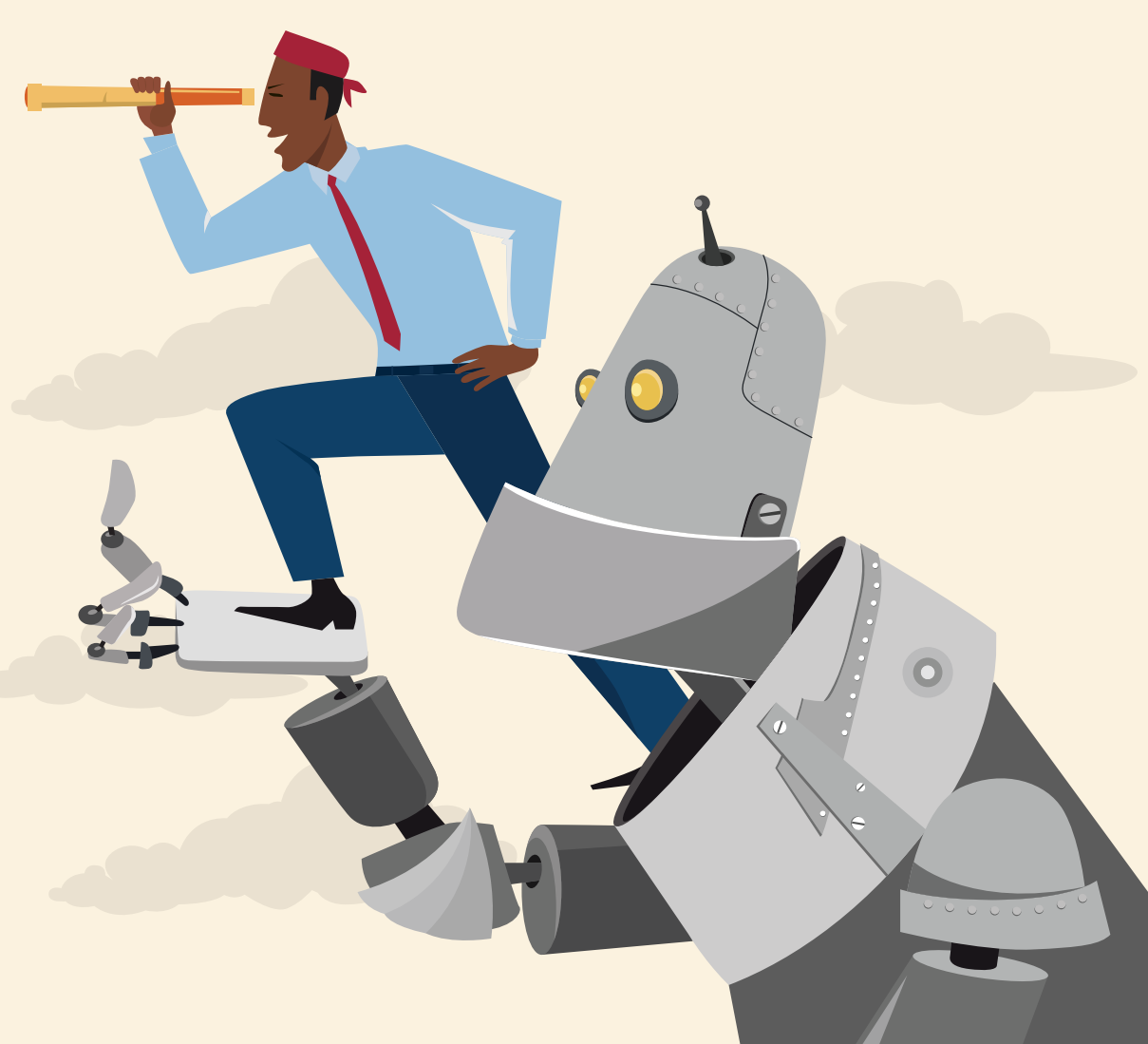


## CONCLUSION

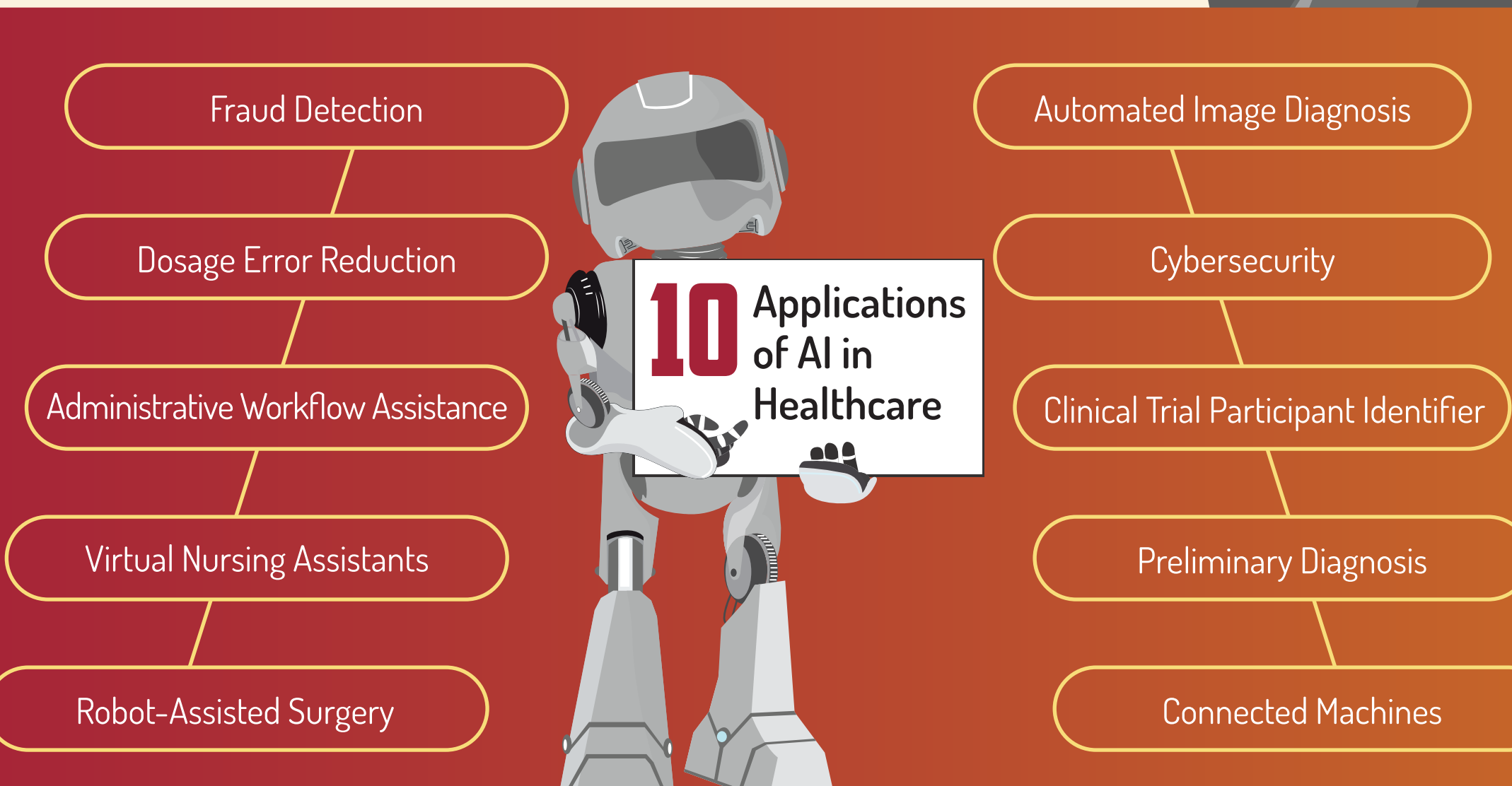
### HOW TECHNOLOGY CAN HELP

#### Artificial Intelligence in Healthcare Statistics

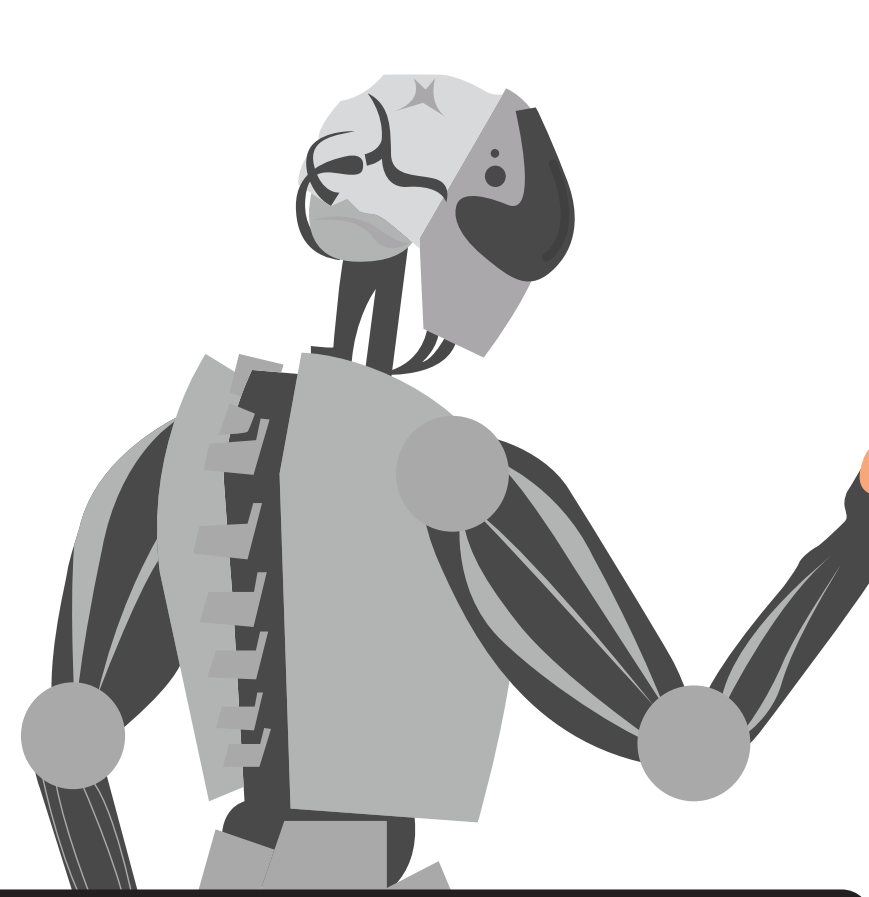
The healthcare AI market will rise from **\$663.8 MILLION** in 2014 to a projected **\$6.66 BILLION** in 2021.



The U.S. health care economy will potentially save **\$150 BILLION** annually because of the AI applications in healthcare by 2026.



### EQ and AI: What's the Difference?



#### ARTIFICIAL INTELLIGENCE (AI)

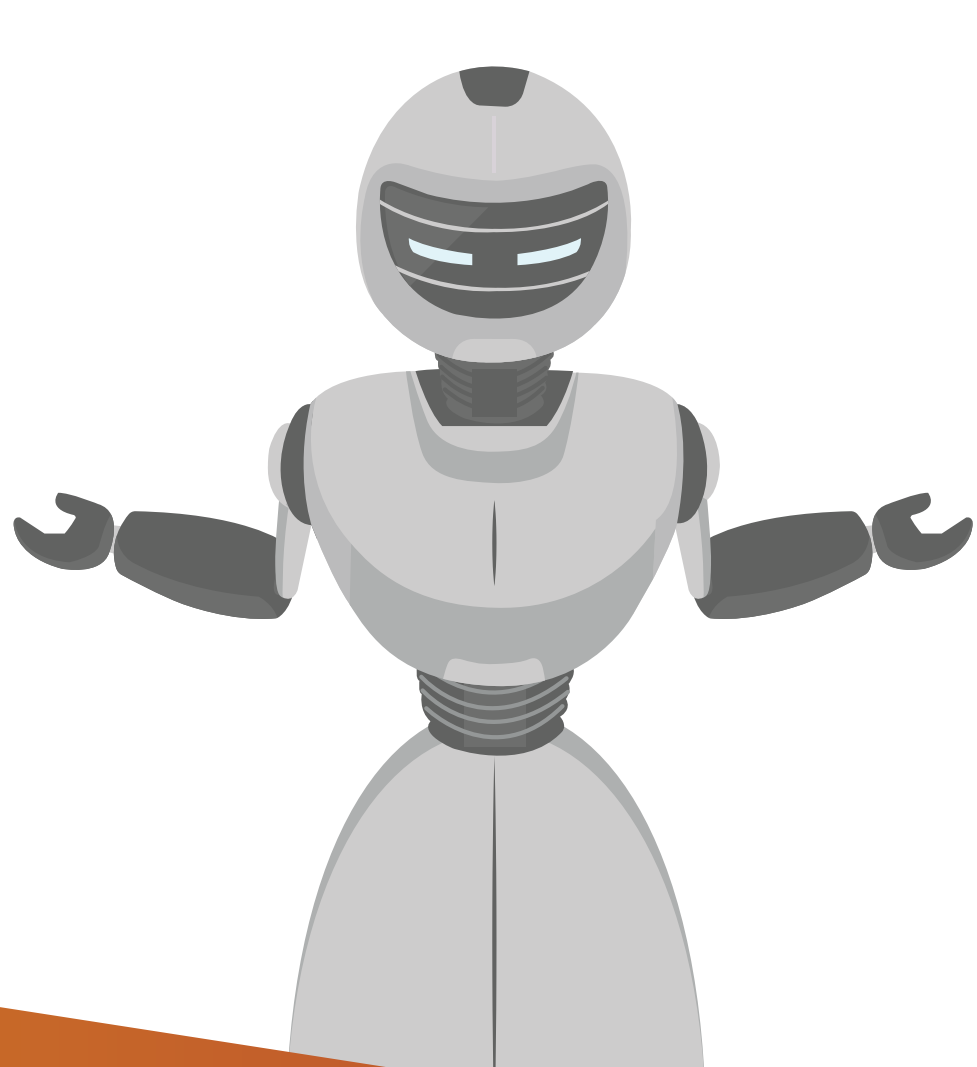
A branch of computer science that focuses on enabling machines to solve problems and perform tasks associated with human intelligence.

#### EMOTIONAL INTELLIGENCE (EQ)

Understanding one's own emotions and the emotions of others to foster personal and professional relationships.

### The Potential of AI Technologies and Emotional Intelligence in Healthcare

- » Assessing a patient's moods and feelings through speech cues, inflections, and gestures.
- » Detecting depression and emotional wellness through vocal tone.
- » Easing the stress of clinical trials on patients by enabling real-time feedback to physicians and drug companies through natural language processing tools.
- » Creating a better customer experience by automating intake and discharge processes.
- » IBM's Watson is an AI system that can potentially match cancer patients with available clinical trials, medical therapies, surgeries, radiation, and supportive care, which can free up physicians to spend more time providing care to patients.



The relationship between EQ and leadership will continue to be a valuable asset for the success of healthcare organizations. Leaders and employees at all levels stand to benefit from adding EQ to their repertoire of professional skills.



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