

Presentation on :

Emotional intelligence: Nurses and communication by Nurse Yelu 'Tunji on 26/01/2020

The presentation will be delivered using this guidelines:*

1. What is emotional intelligence
2. The significance of emotional intelligence in nursing
3. Nurses and communication
4. Types of communication
5. Barrier to effective communication
6. Communicating with patients
7. Emotional Intelligence and Its Impact on Communication in the Workplace
8. Questions and answers

What is Emotional intelligence?

Emotional intelligence (EI), emotional leadership (EL), emotional quotient (EQ) and emotional intelligence quotient (EIQ), is the capability of individuals to recognize their own emotions and those of others, discern between different feelings and label them appropriately, use emotional information to guide thinking and behavior, and manage and/or adjust emotions to adapt to environments or achieve one's goal(s).

According to Daniel Goleman : Emotional intelligence is "the capacity for recognizing our own

feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and our relationships.

Also, EQ, broadly refers to a person's capability to discern, evaluate, control and handle his/her own emotions and that of others in a positive manner.

Considering that nurses constantly interact with many different patients and colleagues in various situations, EQ is important in this profession.

Note this:

From the above definitions, it shows that:

Emotional intelligence is comprised of four attributes:

1. self awareness,
2. self-management,
3. Social awareness, and
4. Relationship management.

Now talking about:

The significance of emotional intelligence in nursing

Nursing, by definition, is to care for someone. However, it is not enough to simply provide quality medical care. While the practical and rational aspects of nursing is fulfilled, the emotional aspect – the patient's feelings – cannot be ignored. .

Nurses should seek to fulfill the emotional aspect as well, taking heed of the patient's psychological, emotional and social needs while respecting their choices and aims

Key to positive patient experiences

Research has shown that emotional intelligence is interlinked with positive patient experiences. Nurturing the emotional intelligence helps the nurse to have a more positive attitude, better relationships and increase adaptability. In the modern world, high emotional intelligence is vital to satisfy the demands of a patient-centric care in nursing.

Prevents the nurse from burning out

Increasing emotional intelligence not only benefits the patients, nurses themselves also stand to benefit in several ways

Maintaining empathy but avoiding emotional attachment*

In the nursing profession, emotional attachment is frowned upon and furiously prohibited. Due to the fine line between emotional attachment and empathy, some nurses may find it difficult to retain empathy without crossing over to become emotionally attached to their patients.

Having considerable skills and a good grasp of emotional intelligence, it helps the nurse to have a strong hold over his/her emotional attachments.

Allows for effective leadership

In today's world, emotional intelligence is considered a key characteristic to forge successful and effective nursing leadership.

Now to no the third point.

Nurses and Communication

Powerful communication skills enable us (nurses) to be more effective at work and especially in those situations of everyday life where better relationships can make all the difference.

Emotional intelligence is the key to effective communication and there is no denying the fact that the two are intricately intertwined. Emotional intelligence is the state of mind that balances the responses of human beings towards those stimuli that trigger an excessive flow of adrenalin.

As a nurse, It is very much responsible for the way we express our thoughts and interchange our ideas.

Nurses are critical in the delivery of essential health services and are core in strengthening the health system.

The quality of communication in interactions between nurses and patients has a major influence on patient outcomes.

Nurses usually act as first responders to complex humanitarian crises and disasters; protectors and advocates for the community, communicators and co-ordinators within teams.

Communication is a core component of sound relationships, collaboration and co-operation, which in turn are essential aspects of professional practice

Increases in nursing communication can lessen medical errors and make a difference in positive patient outcomes.

If you believe this respond with your favourite emoji)*

Clear communication means that information is conveyed effectively between people.

To be a successful nurse, excellent communication skills are required.

Nurses speak to people of varying educational, cultural and social backgrounds and must do so in an effective, caring and professional manner, especially when communicating with patients and their families.

Now,

Types of communications and Barriers

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Types of communication

1. Verbal communication: it is associated with spoken words and is vitally important in the healthcare context. Members of the multi-disciplinary healthcare team communicate verbally with one another and with patients as well as family members.

2. non-verbal communications. It is not reliant on words. It is sent through the use of one's body rather than through speech or writing non-verbal messages send stronger signals than verbal messages. Non-verbal communication is made up of: Accent, Bodily contact, Direction of gaze, Emotive tone in speech, Facial and gestural movements, Physical appearance, Posture and so on.

These are the two main types of communication used by human beings

Barriers

Language differences

Conflict

Medications

Noise and so on

[(6). Communicating with patients*

There are several points to be kept in mind when communicating with patients.

The first point is that you are there to provide care and support to the patient.

1. Be open, respectful and gracious in all your interactions with the patient and keep his/her cultural preferences in mind.
2. Answer nurses' bells promptly.
3. Make sure you have the patients' attention when communicating.
4. Use words that are non-threatening – explain what you would like to do and do not give orders to the patient.
5. Use simple, understandable phrases, not medical terms as most patients do not understand these terms.
6. Speak clearly and courteously.
7. Use a pleasant and normal tone of voice to the hard of hearing.
8. Always stand so that the patient can see the nurse's face when communicating, as lip reading is part of all normal hearing
9. Use body language that is appropriate.
10. Explain facts and procedures before donning a mask that covers the wearer's mouth and lower face.
11. Be alert to the patient's needs.

12. Allow time for answers to your requests and to answer patient's questions

Now,

Emotional Intelligence and Its Impact on Communication in the Workplace*

Communication is a core leadership skill, and there is a deep connection between one's ability to successfully communicate and EI. It's not surprising, then, that emotional intelligence, often referred to as EI or EQ, is a hot topic these days.

Developing your communication skills is essential, and one effective way to improve your communication skills is to strengthen emotional intelligence

Please note that: Emotional response impacts the way in which you communicate verbally and non-verbally, you will be better equipped to moderate how you respond in a variety of situations.

Example, you may recognize a tendency to speak faster when anxious during a last-minute of handing over especially when the nurse taking over has not come.

Since many emotional reactions happen subconsciously, you may think that they cannot be controlled. Not true. Through training and coaching, you can begin to recognize how to control – and better yet, leverage your emotions – to be more effective with your business and personal communication.

Ultimately, improving your emotional intelligence will allow you to be heard more accurately, inspire and motivate others, and augment your overall leadership skills.

In conclusion,

Managing your emotions – knowing and understanding your emotions, overcoming stress, increasing your ability to read social cues, understanding what triggers you emotionally, and controlling your reactions – are all measures of emotional intelligence.