Module Four Week Four

Emotional Intelligence Habits & Nursing Information Technology

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According to Dr. Travis Bradberry's book Emotional Intelligence Habits, Emotional Intelligence is the ability to recognize and understand emotions in yourself and others and to use this awareness to manage your behavior and relationships. It affects how you navigate social complexities and make personal decisions that achieve positive results. And most of us are not good at it.

Interesting point. Research has shown that cognitive intelligence, or IQ, is responsible for only about 20% of one's life performance. Much of the rest comes down to emotional intelligence, which is responsible for 58% of performance in all types of jobs.

Since starting this program, all of my courses have made me more aware of some of the critical aspects of my job and allowed me to examine the policies and procedures, rules, and regulations the staff must follow. As I have described in many of my papers, my job is to review the medication book and the medication of all five houses' residents.

Why do I think that an awareness of and improvement in emotional intelligence is something that may be needed in the clinical setting where I work? After reading about personal competence, self-awareness, self-management, social competence, social awareness, and relationship management. I better understand how my co-workers perceive me at the residential programs.

Self-awareness is your ability to accurately perceive your emotions in the moment and understand your tendencies across situations. Self-awareness includes staying on top of your typical reactions to specific events, challenges, and people. Example of a problem: When I encounter a medication error, I know that according to policy and procedure, I have to write a report and notify my supervisor; however, in doing so, the staff's reaction toward me is if I did something wrong. I think all the staff could use training on what Emotional Intelligence is all about, self-awareness, awareness that they made the error, not me, and self-management, which happens when you act or don’t act. It is dependent on your self-awareness and is the other major part of personal competence. Self-management is your ability to use your awareness of your emotions to stay flexible and to direct your behavior positively.

Social-awareness is your ability to accurately pickup on emotions in other people and understand what’s really going on with them. This often means perceiving what other people are thinking and feeling. Social awareness ensures that you stay focused and understand yourself, social awareness is about looking outward to learn about and appreciate others.

Relationship management is your ability to use your awareness of your own emotions and those of others simultaneously to manage interactions successfully. Relationship management is also the bond you build with others over time. Solid relationships should be sought and cherished. I have a friend whose relationship I cherish. We have been friends for many years. However, she is an undocumented person from one of the islands who is now experiencing increased stress due to the election of Trump, who has vowed to deport all undocumented people; in conversation with her a few days ago, she expressed her fear of being deported. I said to her don’t worry, it will never happen, and if it does, it will probably only be those who have criminal records or some contact with the law or a family member who has a criminal record. Don’t worry, but I realized that I was not being empathic with her. I immediately apologized to her because I stopped to think of what it feels like to live in fear that you can be picked up from your home at any time during the day or night or grabbed off the streets or in a supermarket and put in a holding cell and, you are on a plain back to your original country, leaving your family, friends, and job behind. In the video The Power of Empathy by Helen Riess, she stated, “All of us want to be seen and heard, and to have our needs responded to is the essence of empathy.” I apologized to let her know that I empathized with her.

My overall emotional intelligence score was 96%. I think of myself as a very nice person. I am always willing to help others in all types of situations. My kids often remind me that I can't help every person and to be careful with who I trust.

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| My lowest score was 91% for self-awareness, which states my ability to accurately perceive my emotions and stay aware of them as they happen. This includes monitoring how I tend to respond to specific situations and confident people. The four strategies I would implement would be social awareness, personal awareness, self-management, and relationship management. My high score of 100% on relationship management is my ability to use awareness of my emotions and the emotions of others to manage interactions successfully. Allowing emotional awareness to guide clear communication and effective handling of conflict. A score of 99% on self-management   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Your ability to use awareness of your emotions to stay flexible and positively direct your behavior. This means managing your emotional reactions to all situations and people. My highest score of 100% was on relationship management states that I have the ability to use awareness of my emotions and the emotions of others to manage interactions successfully. Letting emotional awareness guide clear communication and effective handling of conflict.  How Technology is Impacting Nursing and Patient Relationship  I graduated from Boston City Hospital School of Practical Nursing in 1981 and from Laboure College School of Nursing in 1985. Years before, computers were implemented as a tool in the healthcare industry. Our form of communication, or should I say giving a report, was verbally sitting down to report your patient's condition to the nurse who was going to relieve you of your duties and sitting down for approximately two hours after your shift ended to write your progress report, or your note on your patients.  Nursing technology is tremendously beneficial to the nursing profession. Modern healthcare technology is paving the way for nurses to spend more time with their patients and make fewer medication errors; nurses don’t have to use the dose on hand and the dose available to give the patient the correct IM injections, and we don’t have to struggle to read doctors hand-writing and second guessing what he or she wrote, technology has improved accessibility to patient old medical records, allowing the doctors and nurses to access previous hospitalization information.  The invention of telehealth and the cell phone allows patients and family members to communicate with the nurse or doctor daily if needed. As hospitals merge due to the closing of some hospitals, the IT team can easily transfer patients' information from one hospital to another hospital server, and the patients' information is on hand to be reviewed.  Challenges of Nursing Technology. Every aspect of our existence will be challenged due to the emotional intelligence habits of people in our society. Smart people. Computer hackers always look for ways to invade big corporations' servers, including hospitals.  .   |  |  | | --- | --- | |  | | |  | | |  | | |  |     REFERENCES  Bradberry, T. & Greaves, J. (2009) Emotional Intelligence 2.0 San Diego, CA  Bradberry TR, Su LD. Ability-versus skill-based assessment of emotional intelligence. Psicothema. 2006;18 Suppl:59-66. PMID: 17295959.  [www.TalentSmartEQ.com/HabitsTest](http://www.TalentSmartEQ.com/HabitsTest)  How Technology is Impacting Nursing Practice in 2003   |  |  | | --- | --- | |  | | |  | | |  |  |  |  | | --- | --- | |  |  |  |  | | --- | |  | | |  |  | | --- | --- | |  | | |  | | |  |  | | |