



Do You Have the Emotional Intelligence to be Resilient?

Fostering a Culture of Resilience in Medicine.

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Today's Agenda



Introduction

Industry Landscape and Associated Challenges

Understanding Emotional IQ

Does Resilience = Emotional Intelligence?

Solutions

VITAL WorkLife Resources

Learning Objectives



At the end of this session, participants will be able to:

- Articulate the components of Emotional Intelligence
- Understand the consequences of not having a strategy for developing and cultivating Emotional Intelligence
- Describe how Emotional Intelligence and resilience are related
- Develop strategies for fostering Emotional Intelligence within your life and organization

A large, stylized graphic of an eye, where the iris is a blue circle containing a white silhouette of a person with arms raised in a 'V' shape, set against a dark blue background with vertical stripes.

INDUSTRY LANDSCAPE

Industry Landscape: VITAL WorkLife Assessment



88% moderately to severely stressed



46% severely stressed



*VITAL WorkLife 2015 Stress & Burnout Survey

Industry Landscape: Challenges for Physicians



PHYSICIANS

Recent Mayo Clinic study with 6,880 physician respondents reported 54% burnout rate – HALF of clinical physicians are burned out*

*REFERENCE PROVIDED AT END OF PRESENTATION

Additionally:

- **40%** of surgeons burned out with **30%** depressed
- **50%** primary care physicians stressed **27%** burned out
- **300-400** physician suicides/year
- **50%** medical students burned out **11%** experience suicidal ideation
- **21%** medical students depression
- **1 in 16** contemplate suicide and only **26%** of those seek help

PHYSICIAN CHALLENGES

Physician Challenges: Finding Balance



- Finding balance between work and life is challenging.
- Striking the balance as providers is challenging.
- Adding just one challenge can throw off a physician's balance at home or at work.



Personal Attributes of Physicians



Many physicians share similar personality attributes, sometimes called “Type A” characteristics

- **Obsessive-compulsive behavior patterns**
often leading to feelings of perfectionism, doubt, guilt and self-criticism
- **Introversion**
- **Social isolation**
- **Competitive**
- **Preoccupation with order and control**
- **Exaggerated sense of responsibility**



What Does This Lead To?



Anger

Social Isolation

Musculoskeletal Problems

Fatigue

Risky Behaviors

Obesity/poor health

Laziness

Poor Relationships

Suicide

Depression

Lack of Confidence

Cynicism

Alcohol and Drug Abuse

Eating Disorders

For An Organization



- Those who are burned out have outcomes associated with poorer quality
- Increased absenteeism of workers
- Costs associated with recruitment (physician turnover has been associated with costs from \$250,000 to \$500,000)
- Negative work culture for everyone

employer health absenteeism
SICK feels **STRESS** mental
obligations affect endanger
policies life impact

UNDERSTANDING EMOTIONAL INTELLIGENCE

Leading Physicians Through Transition



How do you
motivate yourself?



How do you
motivate others?

IQ vs. **EQ**

Emotional Intelligence Is:



Self awareness

ability to identify one's thoughts, emotions, behaviors and patterns that may be counterproductive

Self regulation

ability to regulate impulses, thinking, emotions and behaviors to achieve goals, as well as the ability to appropriately express emotions

Internal motivation

ability to achieve separate from external motivators like money and status, optimism towards accomplishing goals with a willingness to try new strategies

Empathy

ability to understand perspectives of others and reasonably consider those perspectives when interacting with them (not necessarily compassion)

Connection and social skills

ability to form and sustain relationships, find common ground and rapport

Resilience Is:



- The ability to persist in the face of challenges
- The ability to absorb the moment, reassess the environment, adjust in a positive way and sustain in the new environment
- The skill and capacity to be robust under conditions of enormous stress and change
- A staunch acceptance of reality, deep belief that life is meaningful and an uncanny ability to improvise
- Neither ethically good nor bad



How does resilience relate to EI?



Resilience and EI both:

- Are neither ethically good nor bad
- Allow one to survive and possibly thrive in challenging or turbulent circumstances
- Can be taught
- Can be intuitive for some
- Reduce physical and emotional strain of burnout and associated consequences of burnout
- Can be genetic AND taught



More than education, more than experience, more than training, a person's level of resilience will determine who succeeds and who fails. That's true in the cancer ward, it's true in the Olympics, and it's true in the boardroom.

*-Dean Becker, President and CEO
of Adaptiv Learning Systems*

Emotional Intelligence



SELF AWARENESS

The ability to know one's emotions, strengths, weaknesses, drives, values and goals and to recognize their impact on others while using that knowledge to guide decisions.

Emotional Intelligence



SELF REGULATION

Controlling or redirecting one's disruptive emotions and impulses and adapting to changing circumstances.





EMPATHY

Considering other people's feelings, especially when making a decision.

MOTIVATION

Driven to achieve for the sake of achievement.



Emotional Intelligence



CONNECTION Ability to form and sustain relationships



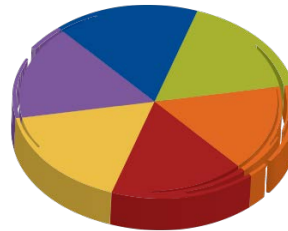
SOLUTIONS

Approach Well Being Holistically



VITAL WorkLife Wheel of Well Being

- A holistic approach
- Evaluate six key dimensions of well being
- Identify dimensions for improvement to positively impact overall well being



- Professional
- Physical
- Relational
- Financial/Legal
- Spiritual
- Emotional

*By creating a more balanced life,
we're more likely to secure a more complete sense of well being*

Individual



It's important that this is NOT just one more thing for the "to-do" list

- Reframe
- Appreciation and Gratitude
- Learn Something New
- Self-Care
- Family Support



Individual



- Limit Workloads
- Serve
- Physical Activity
- Remember Purpose
- Build Community
- Acknowledge Reality
- Ritualized Ingenuity






Building Self-Awareness and Self-Regulation



- When was the last time you failed to regulate yourself?
- What happened?
- What was the outcome?
- What could you do differently the next time?
- How can you better recognize when that situation is happening so you can approach it differently next time?





Building Empathy



-  When was the last time your empathy made a difference in someone's life?
-  Can you remember?
-  If not, what steps will you try to take to consider others perspectives?

Building Internal Motivation



-  When was the last time you saw motivation or experienced it?
-  Take a moment to remember – it can be work/school/family related.
-  Why were you motivated?
-  How can that be applied to a tough situation you are facing now?

Building Connection



What is the other person's perspective? How do you know that?



What do you have in common with this person?



How can you draw on your similar commonality to let him/her know you understand where he/she is coming from?

Resources



The Big Five Personality Test



<http://personality-testing.info/printable/big-five-personality-test.pdf>

14 Free Tests To Help You Figure Yourself Out



<https://www.themuse.com/advice/14-free-personality-tests-thatll-help-you-figure-yourself-out>

7 Interview Questions for Measuring Emotional Intelligence



<http://www.fastcompany.com/3057294/work-smart/7-interview-questions-for-measuring-emotional-intelligence>

Build the strategy – Organization



- Shift thinking from “fighting fires” to proactive planning
- When appropriate, consider short testimonial statements from patients:
“It was such a relief not getting those pounding headaches. Now I wake up fully rested every morning.”
- Consider ritualized regularity of thanking or complimenting employees/co-workers



Build the strategy – Organization



- Remember to approach this like a beehive – we’re all in this together
- Allow for entrepreneurial approaches to your unique barriers/obstacles, complaints and difficulties
- Promote and reward self-care



Key Take Aways



- Emotional Intelligence and Resiliency are linked
- You can't do this by yourself
- Emotional Intelligence can be learned
- Practice, Practice, Practice

You can change the world!



VITAL WORKLIFE SOLUTIONS

Physician Solutions: Overview



Physician and Provider Wellness Resources helps physicians and providers deal with work and life challenges and prevent problems by addressing issues at their earliest stages:

- **Peer Coaching**
- **WorkLife Assistant**
- **VITAL WorkLife Mobile App**

**Subscription based solution*



Physician Solutions: Physician Intervention

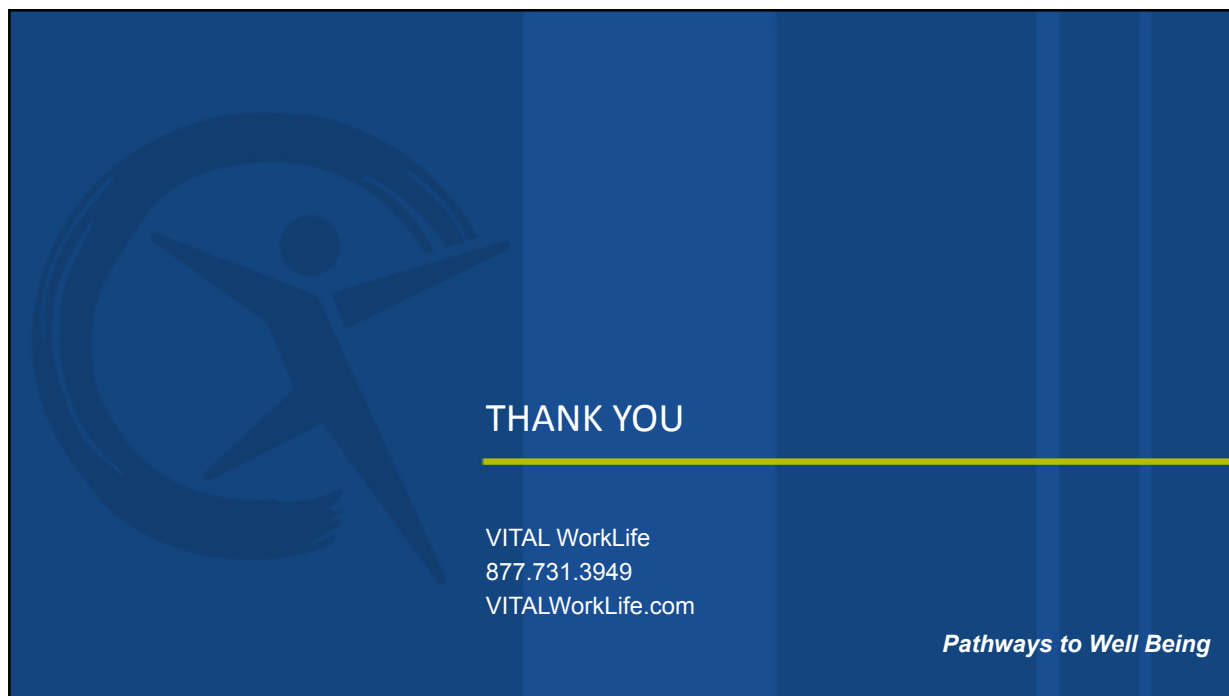


Our **Physician Intervention** Services offer a research-based, step-by-step approach to confronting disruptive behaviors and performance:


- **Objective Situation Analysis**
- **Determining An Appropriate Level of Intervention**
- **Monitoring and Follow Up**

**Fee Based Solution*





References



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