

The Power Of Emotional Intelligence In Leadership And Healthcare

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Part I: Dimension of Emotional Intelligence

For competent leadership, emotional intelligence is an indispensable element that supersedes the conventional focus and significance of cognitive intelligence or intelligence quotient. Daniel Goleman formulated the notion of emotional intelligence, which comprises crucial conditions, including self-awareness, self-management, social awareness, and relationship management to perceive, understand, express, and manage emotions (Channell, 2021). The present research examines the various facets of emotional intelligence and explores the scenario between a respiratory therapist, Christiana Robledo, and two nurses, Faith Olson and Anna Jiang, in the Vila Health simulation, which would also assess the importance of emotional intelligence in effective leadership. The evaluation of how both nurses exhibit the conditions of emotional intelligence in the given scenario in their interactions with Christiana to investigate the leaders cultivating abilities of emotional intelligence, their contribution to encouraging teamwork, and their impact on relationship efficacy. Moreover, this paper also aims to evaluate the appraisal of my personal emotional intelligence, discern the precise components contemplating my efficiency in understanding the emotions of other people around me, and regulate my own personal emotions during interpersonal exchanges that humans perceive as their assets.

Key Elements Demonstrating Emotional Intelligence in the Given Scenario

In the scenario presented in the assessment related to Vila Health Simulation, professional respiratory therapist Christiana Robledo engages in a dialogue with Faith Olson and Anna Jiang, two nurses who exhibited emotional intelligence during their interactions with the professional in respiratory therapy. The communicative discourse of both nurses and Christiana involves the execution of a specific course and plan of action, particularly pertaining to raising patient beds as an integral unit of the ventilator-associated pneumonia (VAP) bundle. During the discourse, both nurses demonstrated the aspects of their self-awareness and self-management by acknowledging and grasping Christiana's anxiety and their efforts to understand her perspective. The individuals demonstrated self-awareness and self-management, as Faith Olson acknowledged that she had the necessary knowledge and perused the "bed elevation protocol," while Anna Jiang accepted her lack of self-awareness regarding the protocol. Faith also admitted that she was not aware of the verdict to execute the "bed elevation protocol," while Anna admitted her awareness of the protocol and displayed an inquisitive attitude

towards its execution.

The emotional intelligence that both nurses displayed during their discourse with Christiana duly acknowledged the potential consequences of the implementation of the protocol as well as the important aspect of patient care. Moreover, both nurses displayed their social awareness while they actively listened to Christiana's apprehensions regarding "bed elevation protocol" and also exhibited empathy by acknowledging Christiana's viewpoints. The nurses in question also actively participated in the conversation while reconciling the need to acquire additional information for established protocols and assigned procedures. During the dialogue with Christiana, the individuals demonstrated emotional regulation and self-management while they exhibited their active listening skills, refrained from being engaged in defensive or confrontational behaviour with the therapist, presented their thoughtful responses, and exhibited their willingness to determine shared viewpoints. Moreover, Faith Olson and Anna Jiang displayed a composed appearance and expression despite instances where the therapist employed sarcasm in varied contexts.

Elements of Key Intelligence Lacking from the Scenario

The scenario presented in the given assessment exhibited certain deficiencies pertaining to emotional intelligence and relationship management. Anna Jiang and Faith Olson, during the discourse, presented a subtle tension, frustration, and disagreement while conversing with Christiana as individuals involved in the dialogue failed to resolve the conflict regarding the "bed elevation protocol" and its execution. They could not reach a satisfactory resolution mutually to the root cause of the issue because, at certain points, nurses prioritized adherence to established protocols rather than exploring the therapist's suggestions fully.

Outcomes If Lacking Elements Had Been Demonstrated

The situation that led to the subtle disagreement among individuals in the presented scenario could have been altered if the nurses in question had comprehended Christiana's apprehensions, which would also have helped nurses develop superior relationship management capabilities. Moreover, the situation's outcome could be changed by examining the diverse viewpoints of the therapist as well as nurses to establish a more efficient execution of the "bed elevation protocol" while acknowledging the importance of Christiana's contributions to the discourse. The individuals could also reach a mutually agreeable solution while establishing a collaborative environment under the leadership of Christiana Robledo to enhance the quality of healthcare provided to the patients. Besides, the collaborative environment and efforts could facilitate mutual dedication and the establishment of a more robust professional rapport despite disagreements and tensions.

Part II: Emotional Intelligence Self-Evaluation

Although emotional intelligence is hard to measure, it is the ability of an individual to perceive, understand, use, handle, and manage their emotions in a certain way in certain situations. However, it can be comprehended and measured through an individual's different capabilities, such as tone, expression, non-verbal cues, and body language. This part of the assessment demonstrates self-evaluation of my own emotional intelligence while interacting with others in particular situations.

Identifying and Understanding Others' Emotions

The notion of emotional intelligence refers to the ability to identify and regulate our own emotions, use abilities to communicate effectively, recognize the emotions of other people, build healthy and productive social relationships with other individuals, and feel empathy towards people. This ability of emotional intelligence perceives and interprets verbal as well as non-verbal cues that are used in the discourse, such as body language, voice tone, and facial expressions. Such cues exhibit crucial aspects of one's attentiveness towards others and their understanding of the emotional state of people around them (Dangmei, 2016). This ability helps me develop awareness of myself as well as the condition in my immediate environment, which enables me to develop empathy towards individuals. Due to empathy and emotional intelligence, I can react accordingly to the affective condition of people around me. For instance, when my colleagues seem stressed, I often try to offer my support and empathize with them.

Self-Control of My Emotions While Dealing with Others

I self-evaluate myself often and found out that I can generally control my emotions towards others despite contemptuous instances. The adversaries I often witness people around me going through have made me a humble and composed individual who can maintain deliberate measures even when confronted with difficult situations. However, there may be circumstances where my affective responses and composure could override my rational side due to high stress levels. This may occur when I face a contentious condition or when someone targets me due to interpersonal discord. Nevertheless, I always uphold a composed and calm demeanour, even in such circumstances, to maintain my emotional stability and acknowledge my self-management abilities.

Strongest Elements of Emotional Intelligence in Myself

I am proficient in areas including emotional intelligence, empathy, self-management, and self-awareness, as my interest lies in acknowledging diverse viewpoints to emotional states, which empower me to maintain and regulate my effective behaviour in the discourse. The potential influence of acknowledging diverse viewpoints helps me forge important connections with people and

facilitates me in developing significant rapport.

Elements of Emotional Intelligence that Need Improvement

As I continue evaluating my abilities and emotional intelligence, the areas that I need improvement in include conflict resolution and emotional regulation despite the fact I have exhibited development of many facets of emotional intelligence. Upon reflection, I understand that certain domains which I have to improve to enhance my emotional intelligence level are when I am confronted with serious conflicts or critical feedback during meetings. I realized this when I experienced myself reacting defensively to critical feedback in a recent meeting. This enabled me to realize that I should react more flexibly so that my reaction can lead me to potential solutions rather than pushing me into a contentious situation.

Illustration of Self-Assessment

Based on my self-assessment, I posit that my capacity to comprehend specific conditions and empathize with individuals enables me to navigate interpersonal relationships with people, cultivate robust connections, and establish favourable associations, which would enhance my proficiency in relationship management. In addition, I can proactively strive to enhance my persuasion and motivation, which will help me improve my capacity to direct and inspire people towards a common objective in both personal and occupational contexts. My proficiency in relationship management and emotional intelligence will help my interpersonal and interprofessional engagements while cultivating a sense of mutual cooperation and collective effort in myself.

Part III: Impact of Emotional Intelligence on Healthcare Leaders

The notion of emotional intelligence and its impacts on healthcare leaders is imperative to promote effective leadership style in all the domains of care practice. Evaluating and assessing the rationale behind the cultivation of the multiple facets of emotional intelligence among healthcare leaders generates favourable consequences for the individuals as well as the organizations involved. Leaders in the healthcare sector who uphold emotional intelligence, demonstrate empathy, exhibit self-awareness, and effectively manage their decision-making skills can make well-informed decisions with effective outcomes (Khalili, 2012). The rationale behind the cultivation of emotional intelligence and self-awareness in healthcare executives is that self-awareness and self-management entail reorganization, re-evaluation, and comprehension of emotions, motivations, values, and strengths of people so that they can react suitably and favourably to demanding situations (Kolzow, 2014). Moreover, self-awareness instils comprehension and confidence among constituents of the team in

the workforce as emotional intelligence guides individuals with ethical values and principles to behave in a certain way.

Healthcare leaders who possess social awareness and emotional intelligence can establish compassion towards patients as well as other people in society and tackle their problems proficiently while establishing robust connections and associations within their professional framework. Healthcare executives demonstrating attentiveness towards people, their emotions, and their apprehensions can establish a work environment where they can be compassionate, supportive, and empathetic towards each other. Leaders with robust self-care and self-management strategies can proficiently manage people's emotions, reactions, and behaviours while maintaining their own behaviour and reactions in high-stress circumstances (Storey, 2004). This can result in constructively managing issues and conflicts within a professional environment, enhanced patient satisfaction, the organization's profitability and reputation, and making sound judgements to retain staff engagement in the workforce.

Furthermore, healthcare executives who aim to foster a professional work environment with collaborative efforts and mutual cooperation exhibit resilience and self-regulation of their emotions so that they can improve care quality and serve as role models in their team networks. In this regard, relationship and self-management pertain to maintaining connections with people, encompassing effective communication skills, active listening skills, transparent assessments, cultivation of reliance, and staff motivation so that executives can settle their disputes productively. Thus, the impact of emotional intelligence on healthcare leaders, patients, personnel, and healthcare organizations is substantial, leading to communication effectiveness and relationship management in the team.

In the context of Vila Health Simulation, if I were to assume the role of a nurse assigned with the task of participating in a dialogue with Christiana Robledo, I would first acknowledge her emotional state, listen to her concerns, and express empathy towards Christiana's perspective throughout the discourse. Furthermore, my approach to communication with Christiana would entail the process of acknowledging and validating emotions in a constructive and collaborative way to establish a shared understanding of each other and identify potential solutions to resolve the conflict. This would promote an efficient and more favourable interaction with Christiana Robledo regarding the "bed elevation protocol" and ventilator-associated pneumonia (VAP) conflict in a constructive dialogue. Moreover, in relation to the organizational culture presented in the simulation, the culture of emotional intelligence benefits communication and relationships in healthcare organizations as the hierarchical structure of the culture exhibited in the simulation. Leaders who prioritize emotional intelligence culture and transparent communication channels within healthcare organizations acknowledge diverse viewpoints, foster psychological safety, enhance transparency in communication, and resolve conflicts through constructive dialogue.

Summary and Conclusion

Effective management of self-awareness, self-management, and emotional intelligence plays a significant role in the enhancement of collaboration, fostering harmonious relationships in teamwork, and transparent self-assessments that can ultimately lead to effective outcomes in favour of patients. The evaluation of one's emotional intelligence comprehends the emotions of other people and acknowledges the importance of discerning on the one hand as well as regulating one's emotions during interactions, whether at the personal or professional level on the other hand. The cultivation of multifaceted emotional intelligence is an essential and substantial aspect for healthcare executives to facilitate the process of making well-informed decisions and improve emotional intelligence abilities. The possession of self-awareness and self-management by the executives in the healthcare industry helps in navigating challenging situations effectively and also establishing positive relationships while constructively resolving conflicts posed to the healthcare domains. Fostering a culture of emotional intelligence in the healthcare organization caters to the requirements of the workforce, leaders, and patients by valuing varied cultural backgrounds while fostering empathy, effective communication, mutual respect, emotional well-being, and transparent communication which can help healthcare executives surmount cultural barriers in their respective workforce.

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