

Emotional Intelligence for Health Professionals

Rajeev Gupta

Recent Chairman Regional Council British Medical Association, Barnsley Foundation Hospital, United Kingdom

Corresponding Author: Rajeev Gupta, *Recent Chairman Regional Council British Medical Association, Barnsley Foundation Hospital, United Kingdom.*

Received Date: 01 April 2023; **Accepted Date:** 24 July 2023; **Published date:**

Citation: Rajeev Gupta, (2023). Emotional Intelligence for Health Professionals. *Journal of Internal Medicine and Health Affairs* 2 (3). DOI: 10.58489/2836-5038/JIMH

Copyright: © 2023 Rajeev Gupta, this is an open-access article distributed under the Creative Commons Attribution License, which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited.

Abstract

Emotional intelligence is a critical skill for health professionals because it determines how they interact with their patients, colleagues, and other stakeholders in the healthcare industry. Health professionals with high levels of emotional intelligence are better able to communicate effectively, build rapport with their patients and colleagues, manage stress more efficiently, and adapt to changing situations with greater ease. As the healthcare industry continues to evolve, emotional intelligence will become an increasingly important skill for health professionals to master.

Keywords: *Emotional intelligence, patients, colleagues*

Introduction

Emotional intelligence is a critical skill for health professionals because it determines how they interact with their patients, colleagues, and other stakeholders in the healthcare industry. Health professionals with high levels of emotional intelligence are better able to communicate effectively, build rapport with their patients and colleagues, manage stress more efficiently, and adapt to changing situations with greater ease. As the healthcare industry continues to evolve, emotional intelligence will become an increasingly important skill for health professionals to master.

One of the key components of emotional intelligence is self-awareness, which is the ability to recognize and understand one's own emotions. Self-awareness enables health professionals to identify their own emotional triggers and understand how their emotions can impact their interactions with others. This can help health professionals to regulate their emotions, manage stress more effectively, and respond more empathetically to their patients' emotional needs.

Another critical component of emotional intelligence is empathy, which is the ability to understand and relate to other people's emotions. Empathy enables health professionals to establish rapport with their patients, understand their needs and concerns, and communicate more effectively. This can lead to

improved patient outcomes, as patients are more likely to trust and engage with health professionals who demonstrate empathy.

Effective communication is another critical component of emotional intelligence. Health professionals with high levels of emotional intelligence are better able to communicate with their patients and colleagues in a way that is clear, respectful, and compassionate. This can help to build trust and rapport with patients, improve team dynamics and reduce conflicts.

Health professionals with high levels of emotional intelligence are also better able to manage stress and avoid burnout. Burnout is a significant problem in the healthcare industry, and it can lead to reduced job satisfaction, higher turnover rates, and compromised patient care. Health professionals with high levels of emotional intelligence are better able to manage the emotional demands of their job, identify and address workplace stressors, and develop effective coping strategies.

Emotional intelligence (EI) refers to the ability to recognise and regulate one's own emotions, as well as those of others. It is an important aspect of interpersonal communication and can have a significant impact on personal and professional relationships. This article will explore the role of emotional intelligence in health professionals, including its impact on patient outcomes, burnout,

and job satisfaction.

Emotional Intelligence and Patient Outcomes

Studies have shown that health professionals with high levels of emotional intelligence are better able to establish rapport with their patients, leading to improved patient outcomes [1]. This is particularly true in the field of mental health, where the ability to empathize with patients and understand their emotions is crucial to successful treatment [2]. In addition, health professionals with high levels of EI are more likely to engage in patient-centered care, which involves tailoring treatment to the specific needs and preferences of each patient [3].

Emotional Intelligence and Burnout

Burnout is a common problem among health professionals, particularly those who work in high-stress environments such as hospitals and emergency departments. Emotional intelligence has been shown to be a protective factor against burnout, as it enables individuals to better cope with the emotional demands of their work [4]. In addition, health professionals with high levels of EI are better able to manage their own emotions and those of their colleagues, reducing the risk of interpersonal conflict and workplace stress [5].

Emotional Intelligence and Job Satisfaction Job satisfaction is an important predictor of turnover and retention in the healthcare industry. Health professionals with high levels of emotional intelligence are more likely to report job satisfaction, as they are better able to manage their own emotions and communicate effectively with their colleagues and patients [6]. In addition, health professionals with high levels of EI are more likely to engage in teamwork and collaboration, which can lead to improved job satisfaction and reduced turnover [7].

Developing Emotional Intelligence in Health Professionals.

The good news is that emotional intelligence can be developed through training and practice. There are a number of strategies that health professionals can use to improve their EI, including:

- a. Self-reflection: Health professionals can improve their emotional intelligence by taking the time to reflect on their own emotions and reactions to stressful situations. This can help them to develop greater self-awareness and regulate their emotions more effectively [8].
- b. Active listening: Active listening involves paying attention to what the other person is saying and responding in a way that demonstrates empathy and

understanding. This can help health professionals to build rapport with their patients and colleagues, and to develop greater emotional intelligence [9].

- c. Mindfulness: Mindfulness involves being fully present in the moment and aware of one's thoughts and emotions. Health professionals can develop greater emotional intelligence by practicing mindfulness techniques such as meditation and deep breathing [10].

- d. Emotional regulation: Health professionals can improve their emotional intelligence by learning to regulate their own emotions in response to stressful situations. This can involve techniques such as cognitive reappraisal, which involves reframing negative thoughts in a more positive light [11].

Emotional intelligence is a vital aspect of healthcare professions as it influences how health professionals behave and interact in their personal and professional life. Those health professionals who have gained high levels of emotional intelligence can feel comfortable in most situations even stressful environment, they can communicate more effectively to peers, juniors and other staff members. They can be good leaders and build rapport with their patients to provide better care. Emotional intelligence is thus an important aspect of the healthcare profession, with significant implications for patient outcomes, burnout, and job satisfaction. Health professionals can improve their EI through training and practice, which can lead to improved patient care and greater job satisfaction. As the healthcare industry continues to evolve, emotional intelligence will become an increasingly important skill for health professionals to master.

References

1. Jordan, P. J., Ashkanasy, N. M., & Hartel, C. E. (2002). Emotional intelligence as a moderator of emotional and behavioral reactions to job insecurity. *Academy of Management review*, 27(3), 361-372.
2. Bower, P., Knowles, S., Coventry, P. A., & Rowland, N. (2011). Counselling for mental health and psychosocial problems in primary care. *The Cochrane database of systematic reviews*, 2011(9), CD001025.
3. Williams, S. J. (2010). *Patient-centered medicine: transforming the clinical method*. Radcliffe Publishing.
4. Shanafelt, T. D., Boone, S., Tan, L., Dyrbye, L. N., West, C. P., & Sinsky, C. A. (2015). Burnout and satisfaction with work-life balance among US physicians relative to the general US population. *Archives of Internal Medicine*, 175(2), 187-193.

5. Schaufeli, W. B., Bakker, A. B., & Salanova, M. (2006). The measurement of work engagement with a short questionnaire: A cross-national study. *Educational and psychological measurement*, 66(4), 701-716.
6. Di Fabio, A., & Saklofske, D. H. (Eds.). (2018). *Emotional intelligence and well-being*. Springer.
7. West, M. A., & Markiewicz, L. (2004). *Building team-based working: a practical guide to organizational transformation*. John Wiley & Sons.
8. Shapiro, S. L., Schwartz, G. E., & Bonner, G. (1998). Effects of mindfulness-based stress reduction on medical and premedical students. *Journal of behavioral medicine*, 21, 581-599.
9. Goleman, D. (1995). *Emotional intelligence: Why it can matter more than IQ*. Bantam.
10. Kabat-Zinn, J. (1990). *Full catastrophe living: Using the wisdom of your body and mind to face stress, pain, and illness*. Delta.
11. Gross, J. J. (2015). Emotion regulation: Current status and future prospects. *Psychological inquiry*, 26(1), 1-26.