Is Emotional Intelligence an Important Concept for Nursing Practice?

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What makes a good nurse?

• What do you desire of a good nurse?

• What is being asked of our nurses in today’s healthcare landscape?

• Can Emotional Intelligence (EQ) facilitate this level of clinical performance?
What is Emotional Intelligence?

Broadly defined...
A characterization of someone who possesses the ability to recognize and regulate one's emotions, the capacity to understand and perceive emotions in others, and the ability to apply emotions to critical thought.

Three leading frameworks:
• Mayer & Salovey
• Goleman
• Bar-on

Why can EQ matter more than IQ?
Purpose of this Presentation

• Examine the concept of emotional intelligence
• Examine the implications that are relevant to the professional nurse
Leading Researchers

- The ability to monitor the emotions of one’s self and others, to discriminate between them, and the ability to apply this knowledge to their actions (Salovey & Mayer, 1990)

EQ is an ability that can be taught.
Leading Researchers

• Made of five components: self-awareness, self regulation, motivation, empathy, and social skills (Goleman, 1995)

• A set of non-cognitive capabilities, competencies, and skills that give the person the ability to cope with personal and professional demands in the presence of stress and other pressures (Bar-On, 2010)

EQ is an *ability*, but it also has a component of personality as an *inherent trait*. 
Four Branch Ability Model

• Concept from Salovey & Mayer
• Generally agreed upon by all major theorists
Applications to Nursing Practice

- Correctly identifying emotions in self and others
  - A matter of patient safety
  - Gathering a whole picture
  - Relating to patients and family
  - Interpersonal relationships and working as a team

(Mayer, Salovey, & Caruso, 2008)
Applications to Nursing Practice

• Using emotions to reason
  ▫ After recognizing emotions, let those emotions guide your critical thought
  ▫ “intuition” or “gut” feelings What could be going on that I (or they) are experiencing this emotion?

(Codier, 2012; Codier, Muneno, Franey, & Matsuura, 2010)
Applications to Nursing Practice

- Understanding emotions
  - Grieving process
  - End of life issues
  - Chronic illness and caregiver strain

(Karimi, et al., 2013)
Applications to Nursing Practice

- Managing emotions
  - Compassion and empathy
  - Teamwork and leadership
  - Managing stress
  - Reducing burnout

(Codier, Kamikawa, Kooker, & Shoultz, 2009; Gorgens-Ekermans, & Brand, 2012; Karimi, et al., 2013)
Enhancing EQ

• How is this developed?
  ▫ Role play
  ▫ Self-reflection
  ▫ Purposeful instruction
  ▫ Mentorship
  ▫ Clinical experiences

(Benson, et. al, 2012; Benson, Ploeg & Brown, 2012; McQueen, 2004; Montes-Berges & Augusto-Landa, 2014; Swanson, 2012)

Need for further study!
Summary

EQ is not a skill that is new to the practice of nursing, but rather a long standing ability of exceptional nurses to understand and manage the emotions of themselves and others. Is this concept something that should be highlighted and encouraged in nursing students or new graduates? Should it be developed in practicing nurses and nurse managers? How will we teach or attend to the non-cognitive skills that we desire of our practicing professionals?
Questions?

Thank you for your time!
References


References


References


