Emotional Intelligence: Be Awesome!

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Financial Disclosure

I have the following financial interests or relationships to disclose:

Maureen Waddle, MBA, is a Principal and Senior Consultant at BSM Consulting and Licensed Practitioner of Insights® Discovery.

BSM Consulting provides practice management solutions to specialty care providers, including the online resource BSM Connection® for Ophthalmology.

Rob Melendez – none related to this presentation
Objectives

1. Define Emotional Intelligence
2. Understand how EQ positively impacts management, staff dynamics, and your practice performance.
3. Apply EQ strategies to improve quality of care and the patient experience.
4. Obtain concrete tools and action steps for incorporating EQ into your practice culture and rallying staff around your leadership vision.
What is Emotional Intelligence?

- Recognize, understand and manage your own emotions
- Recognize, understand and influence the emotions of others
- EQ = Emotional Quotient
What is Emotional Intelligence?
5 Components

Effectiveness Leadership

- Social Skills
- Motivation
- Empathy
- Self-Regulate
- Self-Awareness
“What Makes a Leader?”

“IQ and technical skills are important, but emotional intelligence is the sine qua non of leadership.”

- Daniel Goleman

“What Makes a Leader?”

“When I compared star performers with average ones in senior leadership positions, nearly 90% of the difference in their profiles was attributable to emotional intelligence factors rather than cognitive abilities.”

When would I need to manage my Emotional Intelligence?

- Giving and receiving feedback
- Meeting tight deadlines
- Dealing with challenging relationships
- Not having enough resources
- Dealing with change
- Dealing with setbacks and failure
How can lack of emotional intelligence disrupt your business?

Communication Breakdowns

1. Inconsistent Work Culture
2. Frustrated Staff
3. Costly Turnover

You are only as good as the people around you.
How does a good work culture improve patient care?

What examples do you have of how emotional intelligence?

- Smoothed communication
- Improved efficiency
Understand
Think about a boss or mentor you’ve had that you characterize as a great leader.

What are the characteristics that led you to identify that person as a great leader?
Leadership Characteristics

- Charisma
- Confidence
- Decisiveness
- Intelligent
- Creative
- Strategic
- Goal-oriented
- Articulate
- Inquisitive
- Loyal
- Decisiveness
- Calm
- Positive
- Energetic
- Thoughtful
- Analytical
- Integrity
- Ordered
- Motivational
- Positive
- Organized
- Thoughtful
- Adaptable
- Determined
- Works Hard
- Outgoing
- Invasive
- Positive
- Conscientious
- Consensus Builder
- Aptitude
- Determined
- Detail Oriented
- Caring
- Calm
- Responsible
- Attractive
- Expressive
- Consistent
- Optimistic
- Determined
- Positive
-Organized
- Motivational
- Positive
- Outgoing
- Expressive
Researchers found a high correlation between emotional intelligence and measurable improvement in business results.
Apply EQ Strategies
It Starts With You!
Self Awareness
Personality/Behavior Styles: Your Color Energy Mix

Cool Blue
- Stuffy
- Indecisive
- Suspicious
- Cold
- Reserved

Fiery Red
- Aggressive
- Controlling
- Driving
- Overbearing
- Intolerant

Earth Green
- Docile
- Bland
- Plodding
- Reliant
- Stubborn

Sunshine Yellow
- Excitable
- Frantic
- Indiscreet
- Flamboyant
- Hasty

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What is your “J” Factor?

What have you discovered increases the likelihood of “jerky” behavior?
Tactics to Prevent Stress

- Avoid Hangry
- Get Sleep
- Meditate
- Exercise
- Others
What is your “A” Factor?

What can you do to become Awesome?
Tactics to be **Awesome!**

- Make Eye Contact
- Be Present
- Observe Body Language
- Acknowledge
Tools
Self Awareness

- Personality Profile
- 360 reviews
- Articles
- Journaling
- Ask and accept feedback from others
Coaching

“Tell them what they did right. Tell them what to do next.”
Coaching

Demonstrate

Teach

Practice the Techniques (Role Play)
Resources

- Emotional Intelligence in Leadership – Mind Tools
- Insights® Discovery
- Talking to Crazy: How to Deal with Irrational and Impossible People in Your Life
Movie Clip: The Doctor
Summary

IQ is Only the Entry Level

EQ Differentiates Great Leaders
Thank you!

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