Emotionally Intelligent Global Health

Unite For Sight: 14th GH&I Conference
April 22 & 23, 2017

David Bouslough, MD, MPH, FACEP
Director, Div. of International Emergency Medicine
Brown University, Rhode Island
Why Are We .......... Struggling?
Who Do I Need to BE?

What Do I Need to Study?

Physician
Engineer
Health Educator
Epidemiologist
Health Policy
Statistician
Nurse
Nurse Practitioner
Physician Assistant
Dietician
Pilot

?
“I NEED TO BECOME…..”

a Leader

Culturally Intelligent

an Influencer

Emotionally Intelligent

Servant

an Agent of Change
“I NEED TO BECOME…..”

a Leader

Culturally Intelligent

an Influencer

Emotionally Intelligent

Servant

an Agent of Change
Emotional Intelligence
Spinal Cord —> Limbic System —> Frontal Lobe

Happy
Sad
Angry
Afraid
Ashamed

36% Aware
“Your ability to recognize and understand emotions and your skill in using this awareness to manage yourself and in relationships with others.”
58%
Four Fundamental Capabilities

Self Awareness

Self Management

Social Awareness

Relationship Management
Personal Competence: Ability to stay aware of your emotions and manage your behavior and tendencies
Self Awareness

• Self confidence

• Awareness of your emotional state

• Recognizing how your behavior impacts others

• Paying attention to how others influence your emotional state
EQ Case 1: “Master Manipulator”
Improving Self Awareness

• Lean into your discomfort

• Know who and what pushes your buttons

• Visit your values

• Spot your emotions in books/movies/music
• Getting along well with others

• Handling conflict effectively

• Clearly expressing ideas and information

• Using empathy to manage interactions successfully
EQ Case 2: “The Unhappy Director”
Improving Self Management

- Breathe right
- Count to ten/sleep on it
- Take control of your self-talk
- Clean up your sleep hygiene
- Seek counsel in someone NOT invested in the problem
Social Competence: ability to understand other people’s moods, behavior and motives in order to improve the quality of your relationships.
Social Awareness

- Picking up on the mood in the room
- Caring what others are going through
- Hearing what the other person is “really saying”
EQ Case 3: “The Lazy Doctor”
Improving Social Awareness

- Greet people by name
- Watch body language
- Watch EQ at the movies
- Understand the rules of the Culture Game
- Catch the mood of the room
• Getting along well with others
• Handling conflict effectively
• Clearly expressing ideas or information
• Using empathy to manage interactions successfully
EQ Case 4: “Major Adverse Cardiac Event”
Improving Relationship Management

- Be open and curious
- Take feedback well
- Build trust
- Explain your decisions
- Align your *intention* with your *impact*
Emotional Intelligence Model
Emotional intelligence is an essential part of the whole person.
BECOME

BECOME
The “Informal Curriculum”: Becoming a better YOU
Contact

David Bouslough, MD, MPH, FACEP

david_bouslough@brown.edu