

Crisis Response Training

*Providing Support for Health Care Staff
in Crisis Situations*

Topic: Emotional Intelligence

Emotional Intelligence



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NYC
HEALTH +
HOSPITALS

Emotional Intelligence in Times of Stress & Crisis



LIFE IS 10%
WHAT HAPPENS TO YOU

AND 90%
HOW YOU REACT TO IT

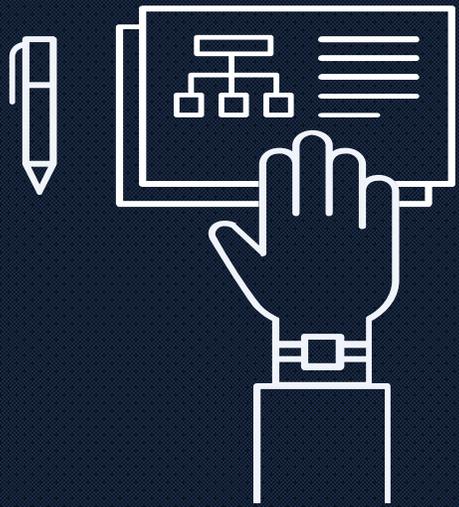


Emotions are....

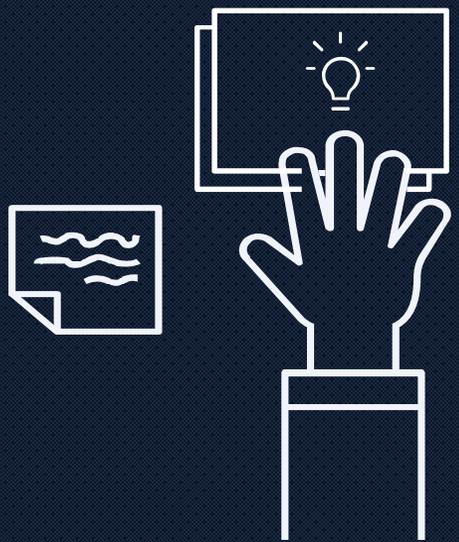
Data



Assets



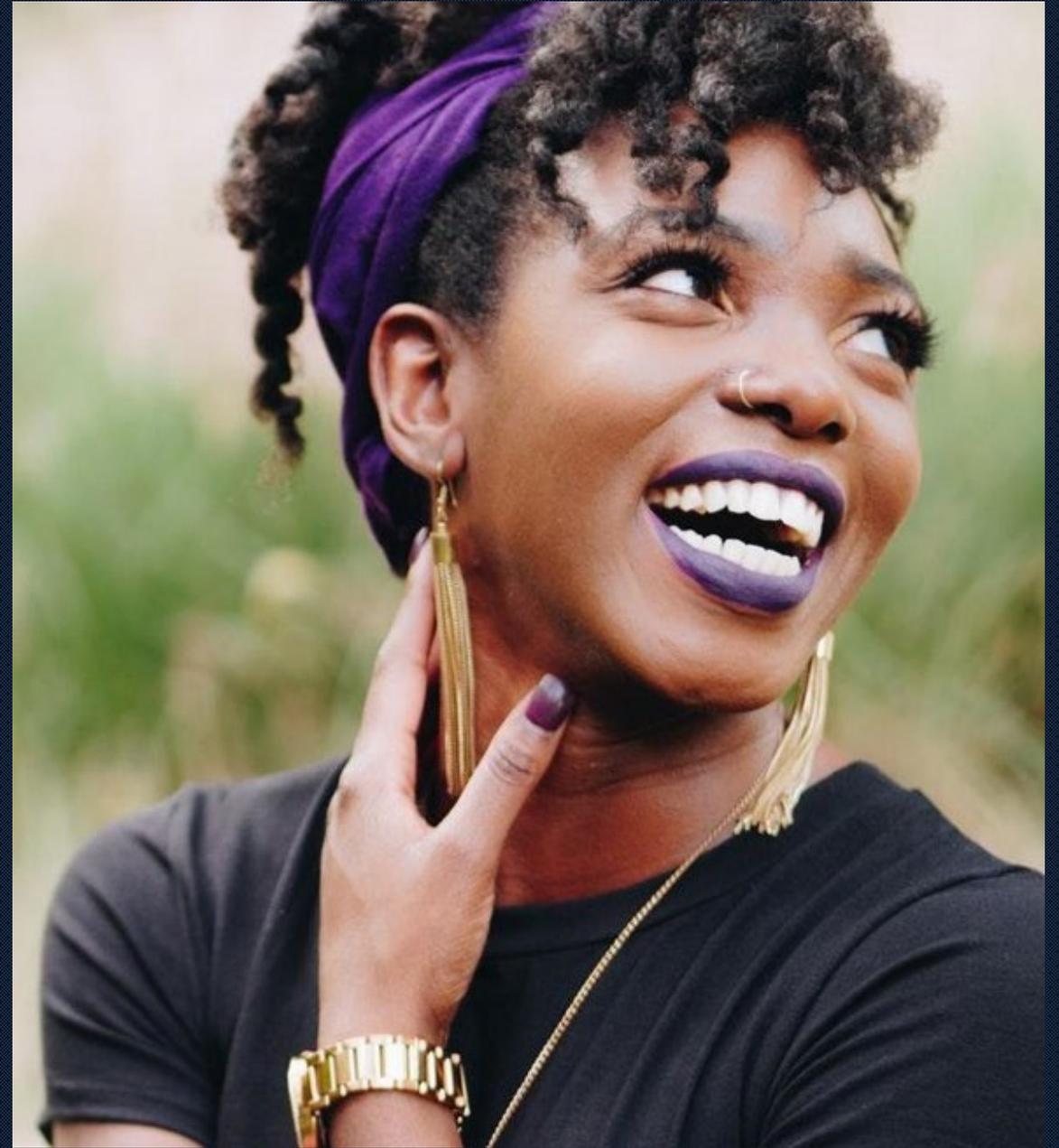
Manageable



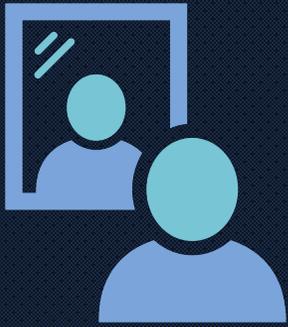


“EQ is defined as the ability to identify, assess, and control one’s own emotions, the emotions of others, and that of groups”

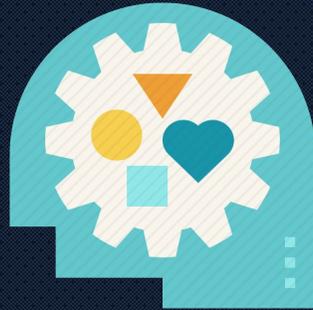
Daniel Goleman



EQ Model



Self-
Awareness



Self-
Management



Social-
Awareness

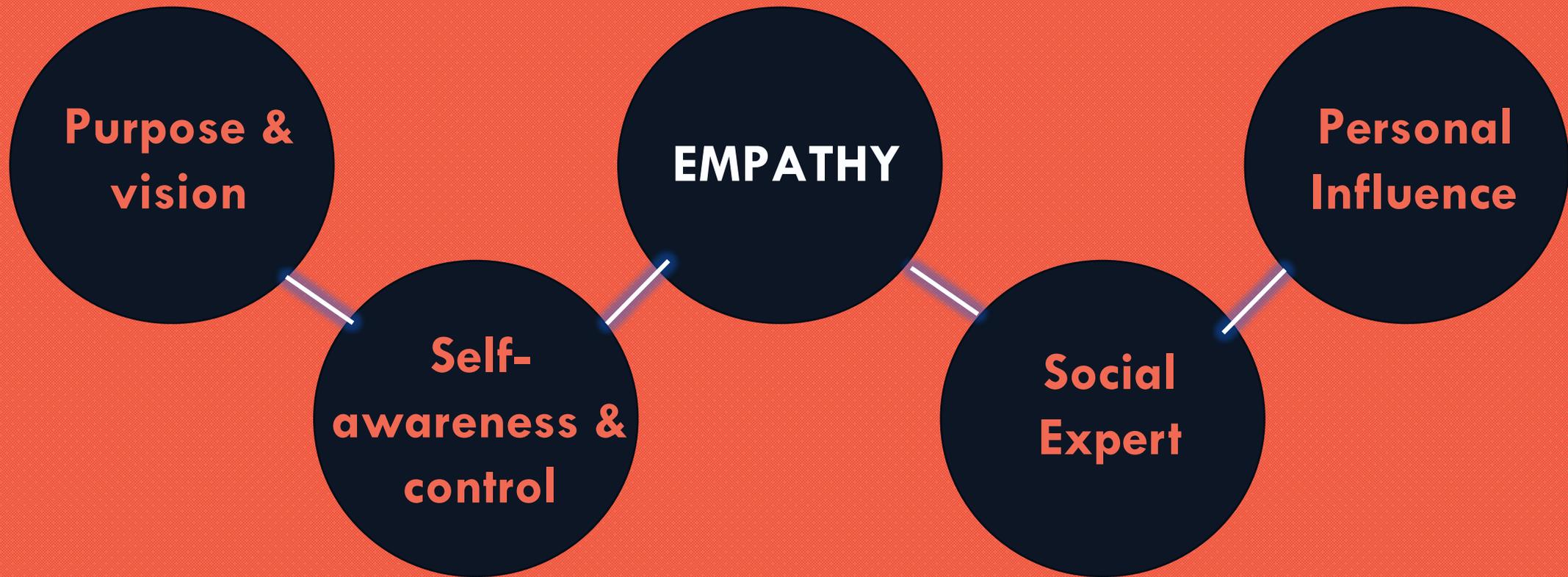


Social
Skills

Emotional Intelligence Goleman model



Five Components of EI



Humans.....

- Social by nature
- Rely on cooperation to survive
- Thrive on collaboration
- Need social interaction & support
- Depend on one another

Human Connection



Emotions - Our Current State

CORONAVIRUS PANDEMIC

UNITED STATES	
CONFIRMED CASES	97,479
DEATHS	1,488

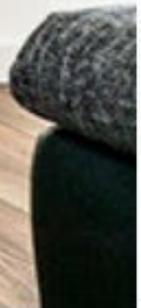
GLOBAL	
CONFIRMED CASES	544,440
DEATHS	24,233

SOURCE: JOHNS HOPKINS / NBC NEWS
UPDATED MAR 27 2020 4:26PM ET

LIVE BLOG:
[NBCNEWS.COM/CORONAVIRUS](https://www.nbcnews.com/coronavirus)

BREAKING NEWS
NYC DOCTORS DESCRIBE "WAR" AS VIRUS CASES SURGE

MSNBC



Constant Information Streams



Federal



State

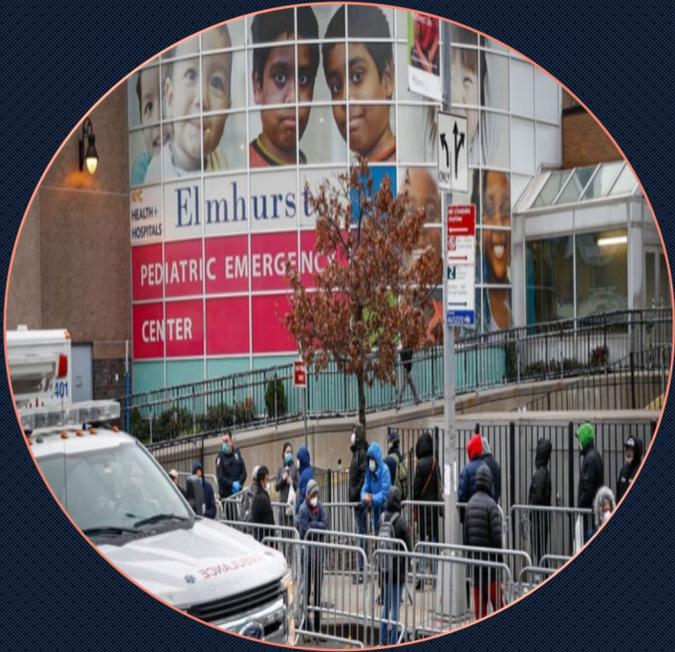


City



System

All Across Our System





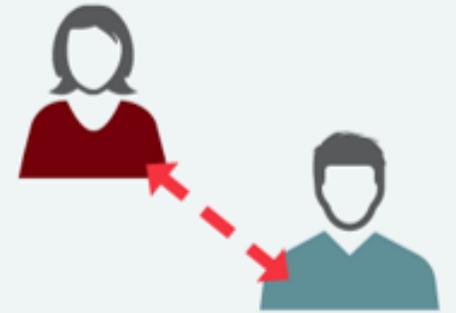
Common Moods



Social Distancing



**NO HANDSHAKES
OR HUGS**



**KEEP YOUR
DISTANCE**
(about 6 feet)



**AVOID
CROWDS**



**STAY
AT HOME**

*When not at work



Emotional Intelligence in Times of Crisis



Emotional Intelligence Toolkit



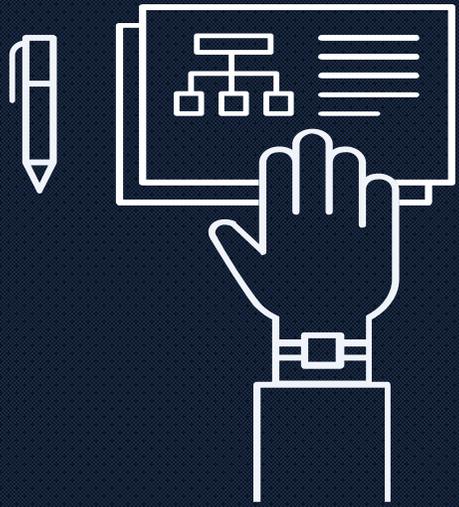


Using Emotional Intelligence

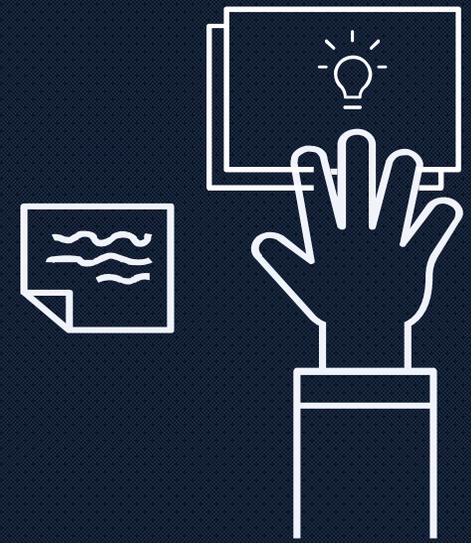
Data: **Identify**



Assets: **Cope**



Manageable: **Learn**





Self-Awareness

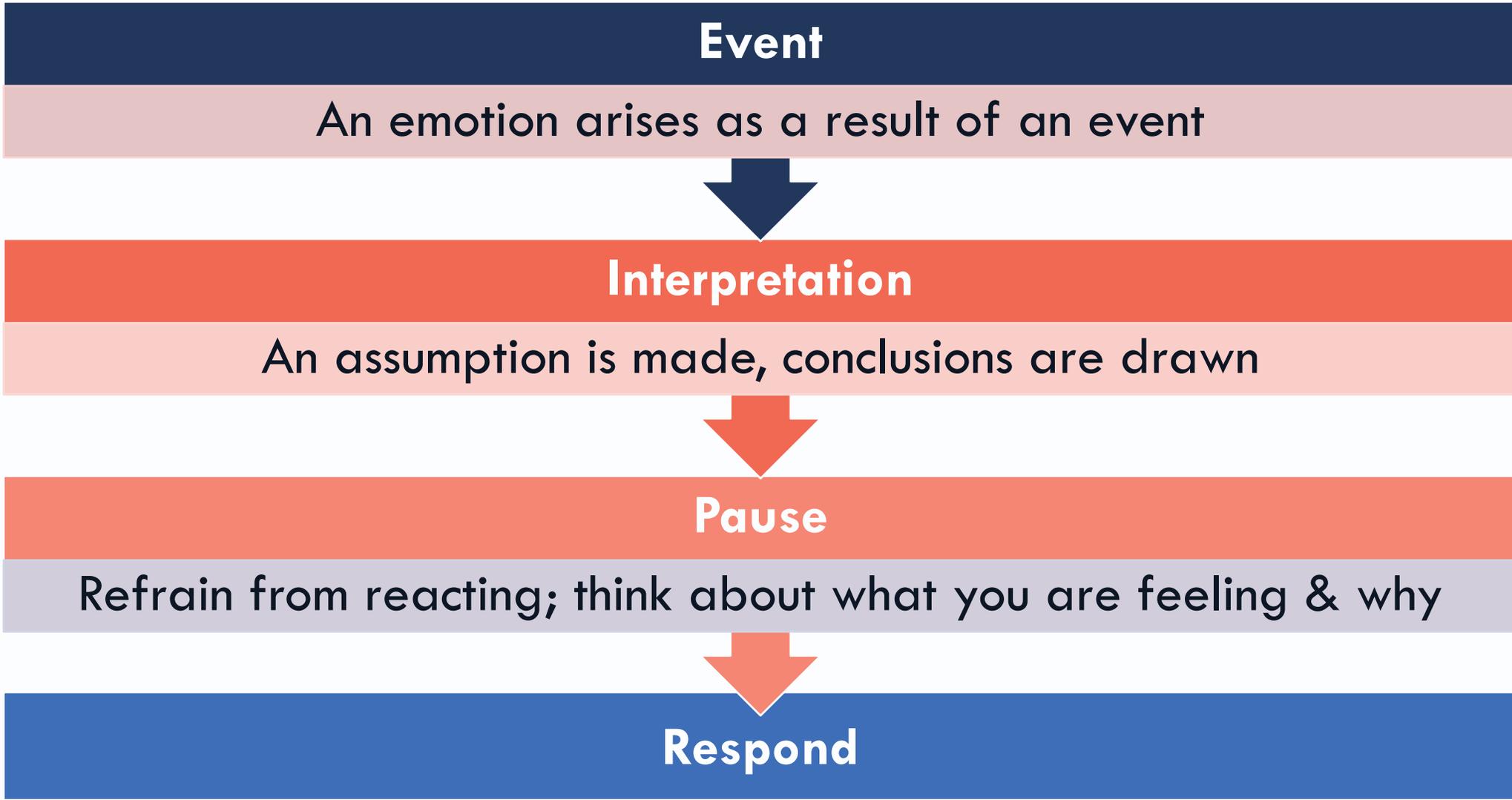
Be Aware of
your emotions

Why am I
feeling/reacting
this way?

Reality vs.
Fear



Awareness





Stop, Think, Respond



Stop



Triggering Event & Interpretation



- An emotion arises as a result of an event



- An assumption is made, conclusions are drawn





Think



Yield/ Pause

- Refrain from reacting
- Think about what you are feeling and why





Respond



Respond

- Ask yourself key questions
- What do you want to achieve?
- What is the best emotion?



Scenario

Stop, Think, Respond

D

Decide

- Are you the best person to help?
- Is the person reasoning/ receptive to your help?

E

Ensure Safety

- Choose your words carefully
- Provide adequate personal space, be mindful of body language

F

Form & Preserve Relationships

- Build trust, ask how you can help
- Identify someone else who can help in case things escalate further

U

Utilize Emotional Intelligence

- Don't match anger with aggression
- Validate feelings, be reassuring

S

Set Limits

- Offer options, let others make their own choices
- Model the behavior that you want others to display

E

Evaluate

- Did you display empathy in your communication
- Debrief on what went well and what can be improved upon



Self-Management

**Remain
calm**

**Identify
triggers**

**Have
resources
available**

**Use your
senses**



Get moving! Exercise and body movements helps us relax

Squeeze a stress ball, pet a puppy or mold shapes with play dough

Cook your favorite meal or pick up food from your favorite local restaurant



Look for photos, paintings images that trigger happy thoughts and memories

Listen to your favorite music or guided relaxation recordings

Light a scented candle or buy your favorite flowers to fragrance your room



What Attitude Do You Bring to Work?

Hostile

- Silent
- Cynical
- Angry

Positive

- Team player
- Approachable
- Results oriented

Complainer

- Overly critical
- Never pleased
- Passive Aggressive

Neutral

- Observer
- Silent
- No comment



Empathy During a Crisis



Low Emotional Intelligence

**Aggressive, Demanding, Egotistical,
Bossy, Confrontational**

**Easily Distracted, Glib, Poor
Listener, Selfish, Impulsive**

**Resistant to Change, Passive,
Un-Responsive, Slow, Stubborn**

**Critical, Picky, Fussy, Hard to
Please, Perfectionistic**



High Emotional Intelligence

**Assertive, Ambitious, Driving,
Strong-willed, Decisive**

**Warm, Enthusiastic, Sociable,
Charming, Persuasive**

**Patient, Stable, Predictable,
Consistent, Good Listener**

**Detailed, Careful, Meticulous,
Systematic, Neat**



**We are all in this
together!**



Our Values & Who We Are



Staying Connected @ Work

Outlook
WebEx
Cisco Jabber
“The Insider”





Free Apps to Keep you Connected



FaceTime
Google DUO
WhatsApp
Zoom
HouseParty

A black tablet with a red screen displaying a list of five communication and video conferencing apps in white text.

Miss movies?
Netflix Party
Watch2gether

A white tablet with a red screen displaying a list of three entertainment and streaming apps in dark blue text.



“ In every crisis, doubt or confusion – take the higher path, the path of compassion, courage, understanding and LOVE ”

Amit Ray

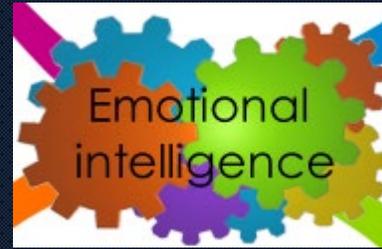


“I've learned that people will forget what you've said, people will forget what you did but people will never forget how you made them feel”



Maya Angelou

EI Components by Daniel Goleman



Self Regulation



Motivation



Empathy



Need to
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- <https://www.elon.edu/u/coronavirus/posters-social-media-graphics/>



Thank You

Questions ?

Send email to MyLearning@nychhc.org

