

# 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**

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**AND 90%**  
**HOW YOU REACT TO IT**

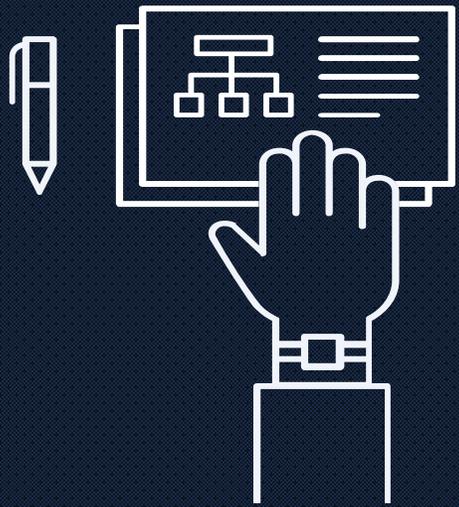


# Emotions are....

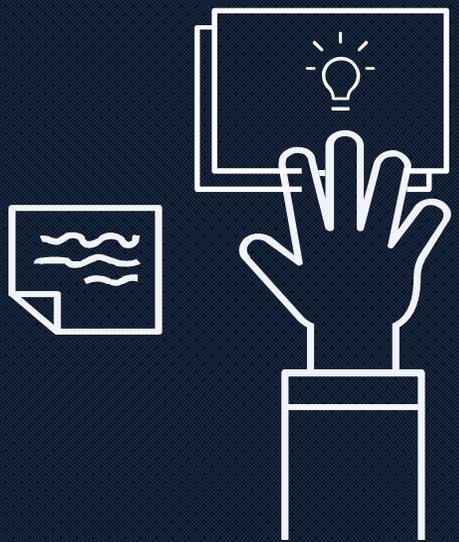
Data



Assets



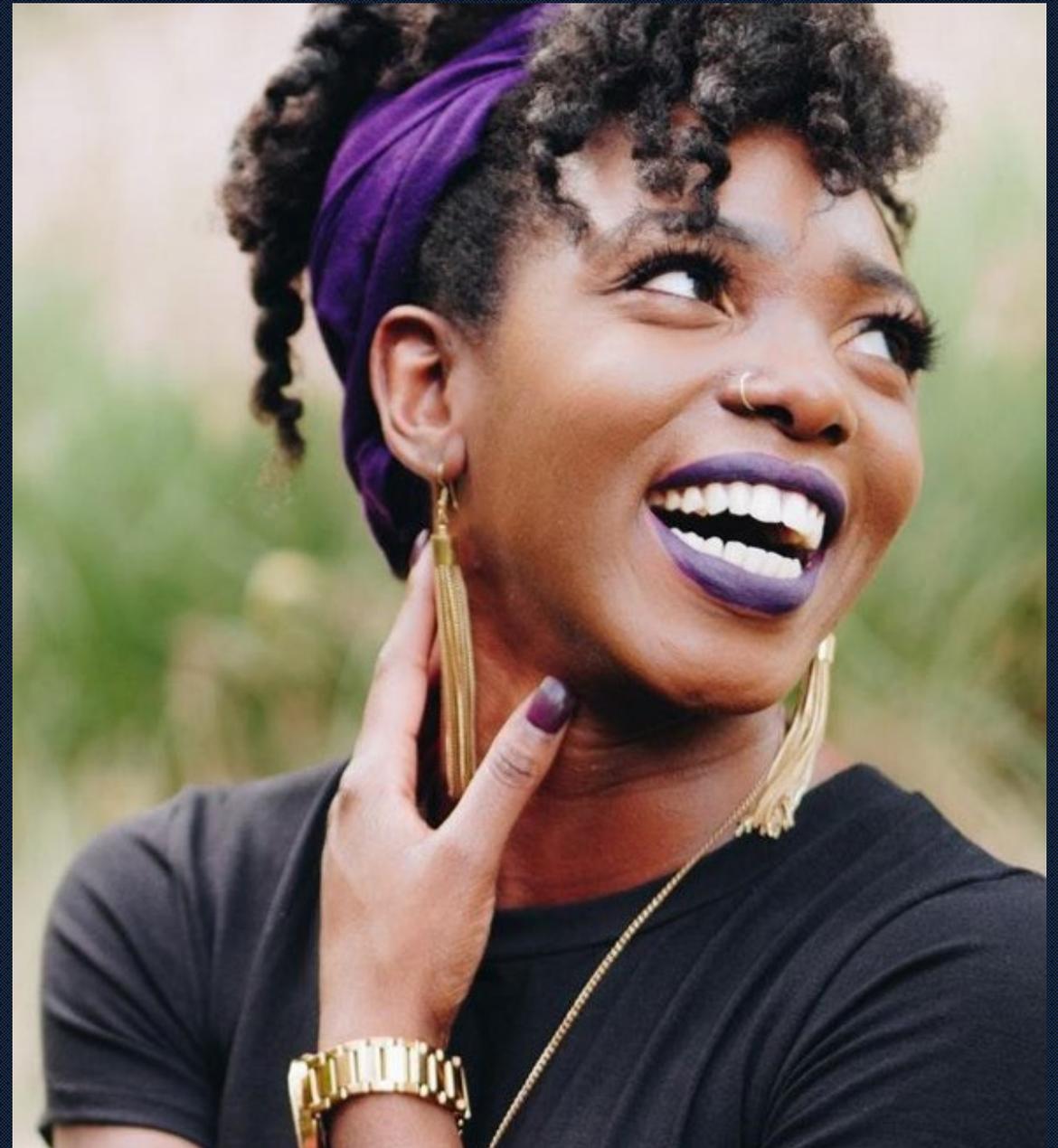
Manageable





“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

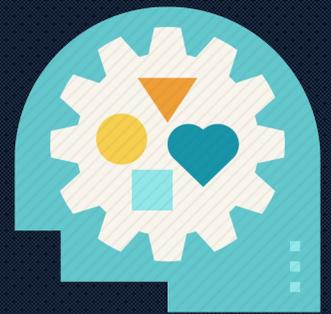




# EQ Model



Self-  
Awareness



Self-  
Management

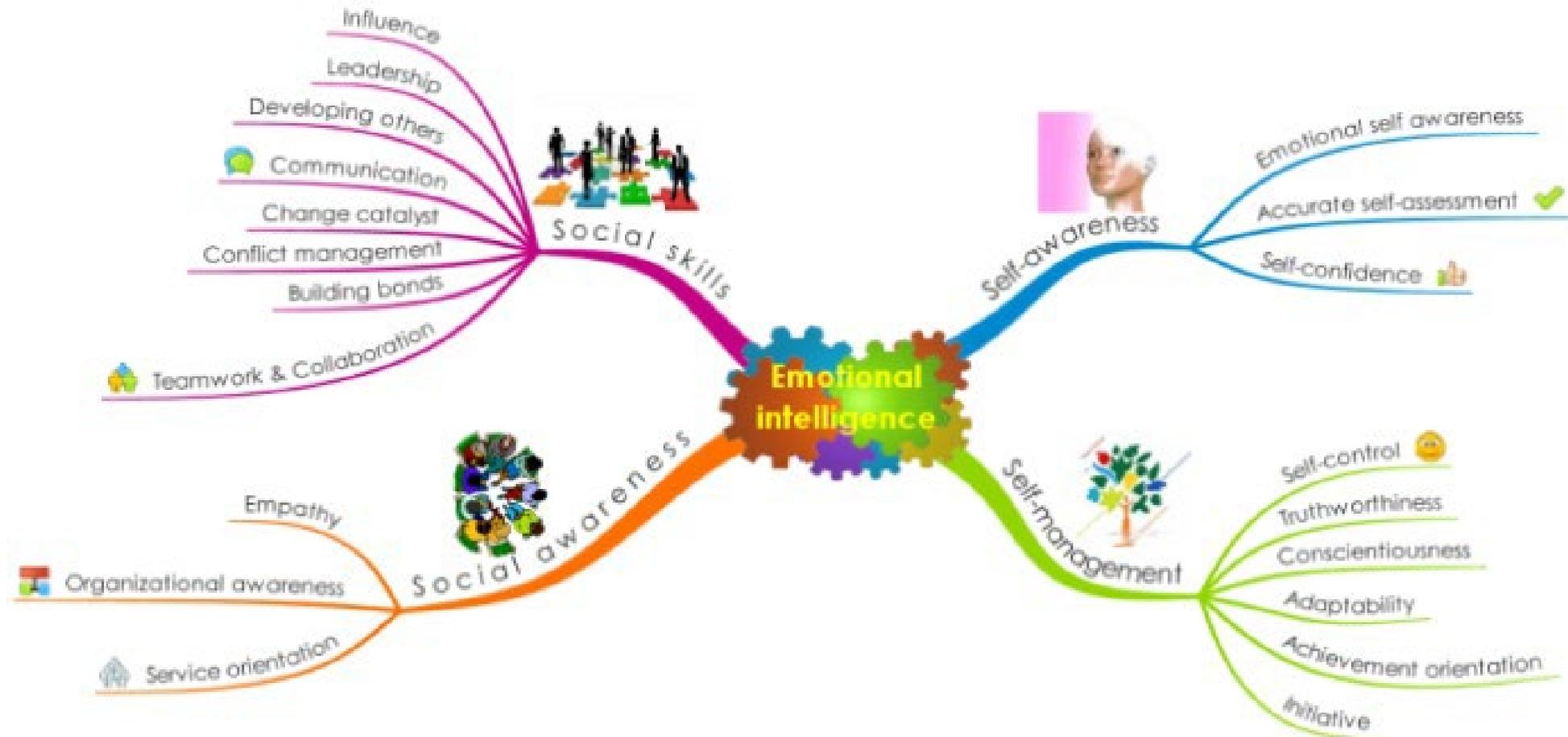


Social-  
Awareness

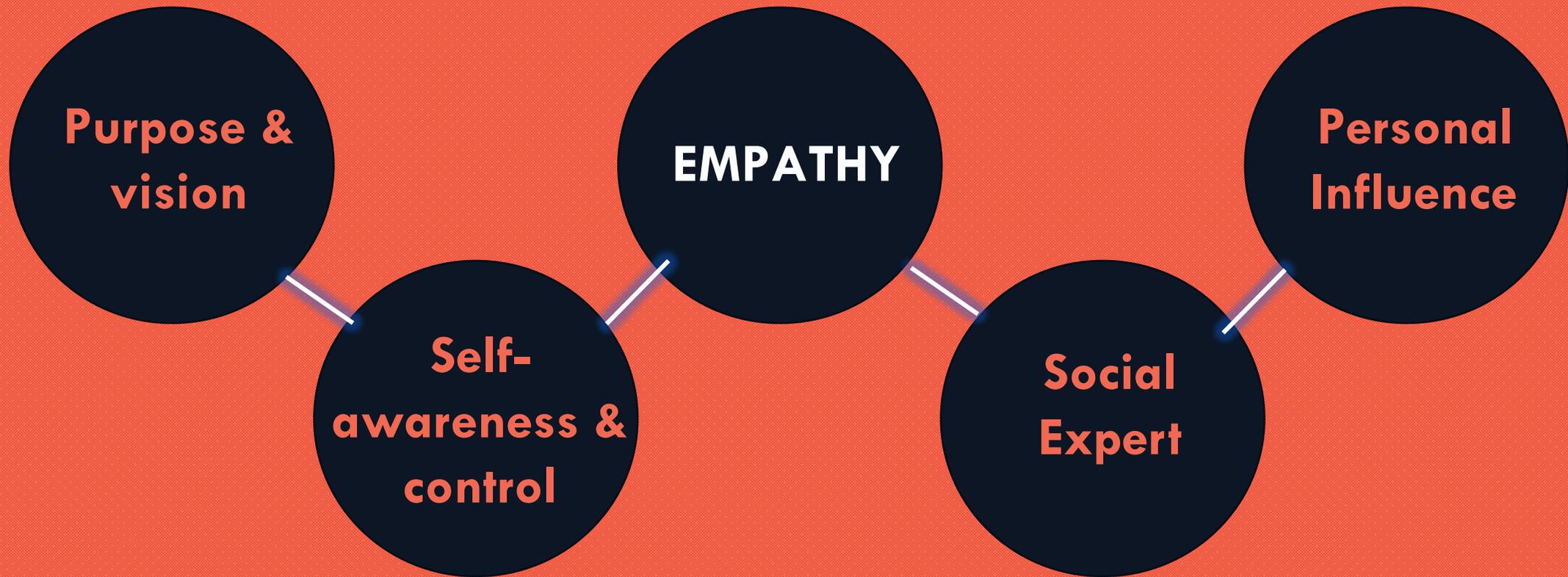


Social  
Skills

# 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**

<b>UNITED STATES</b>
CONFIRMED CASES <b>97,479</b>
DEATHS <b>1,488</b>

<b>GLOBAL</b>
CONFIRMED CASES <b>544,440</b>
DEATHS <b>24,233</b>

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

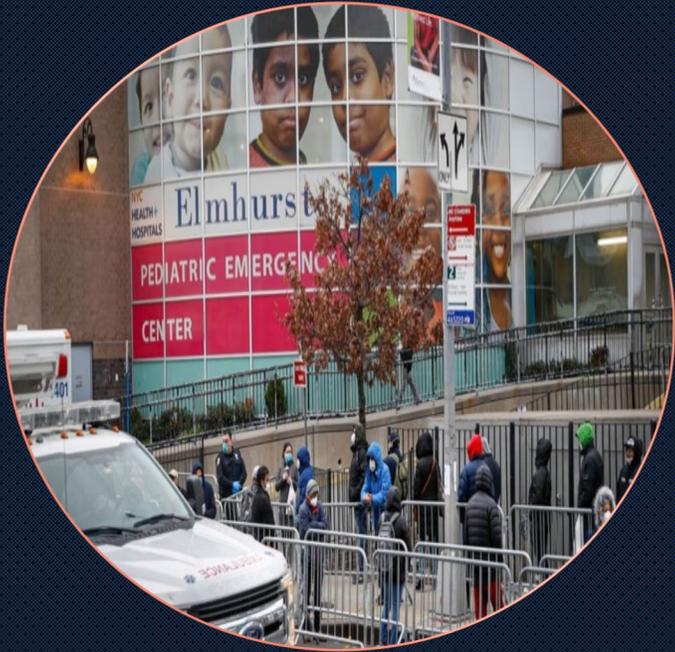


City



System

# All Across Our System





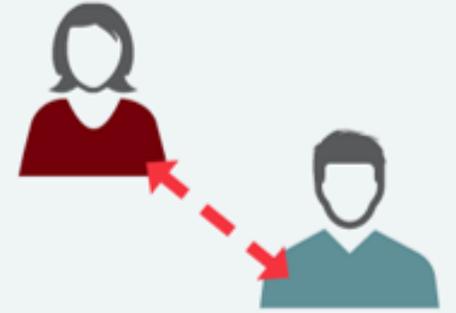
# Common Moods



# 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



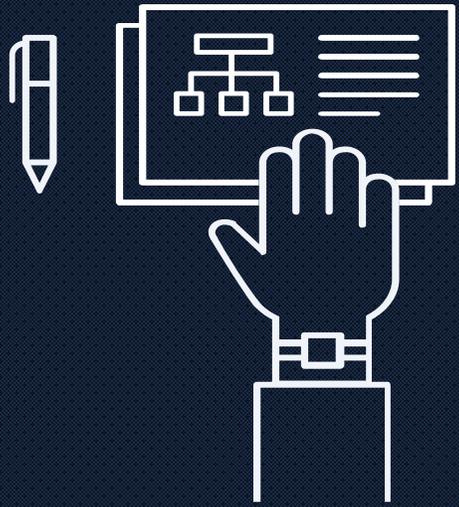


# Using Emotional Intelligence

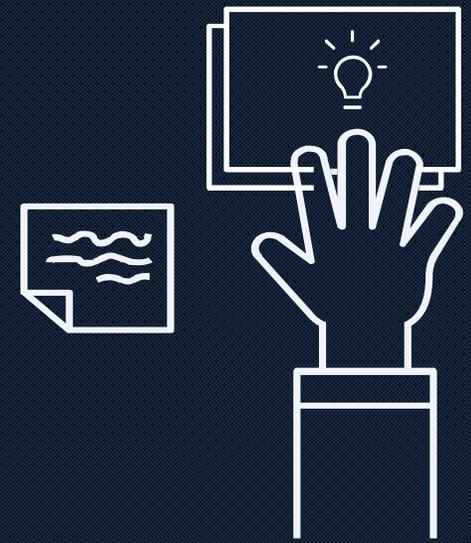
Data: **Identify**



Assets: **Cope**



Manageable: **Learn**





# Self-Awareness

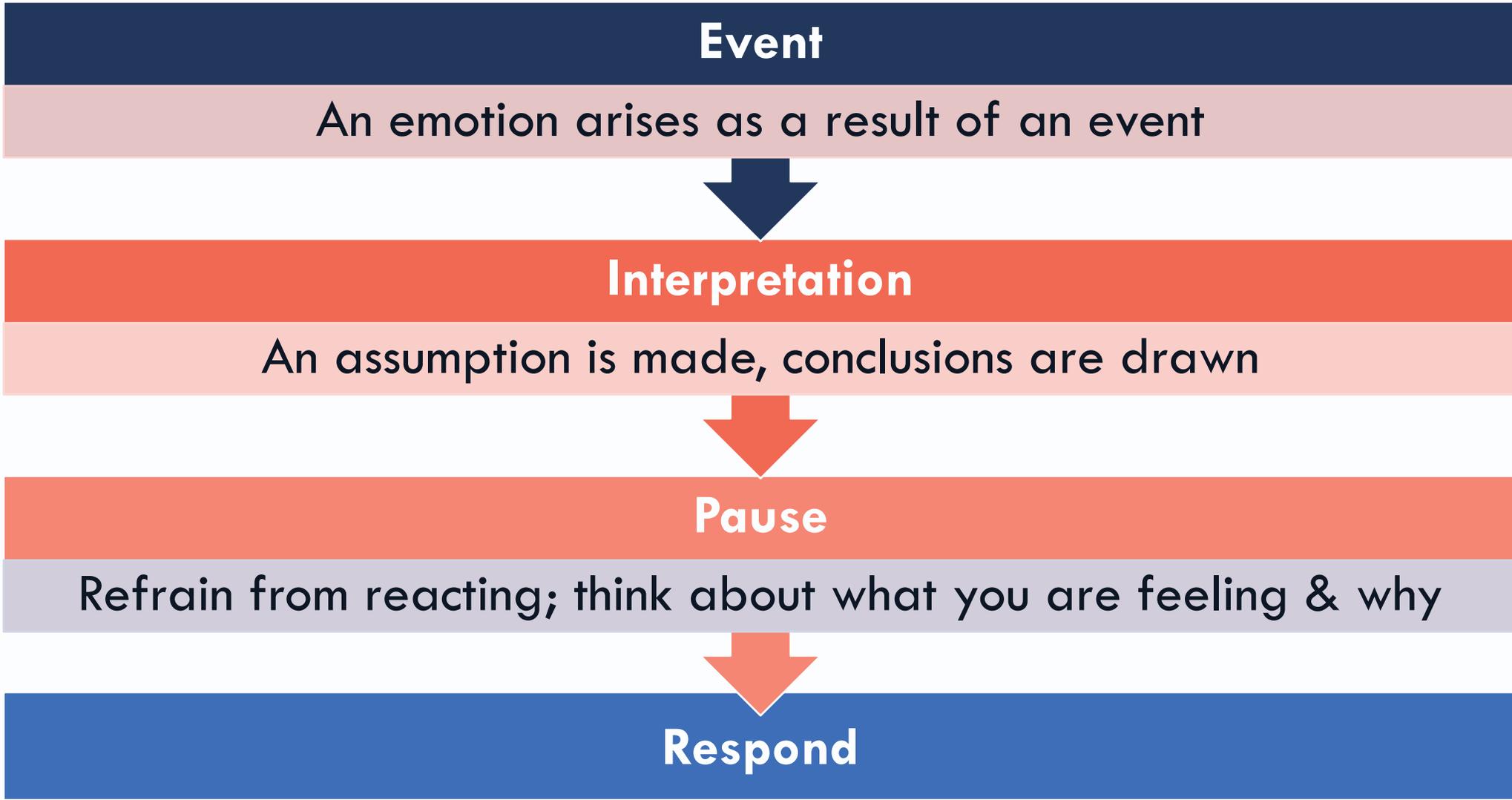
Be Aware of  
your emotions

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**

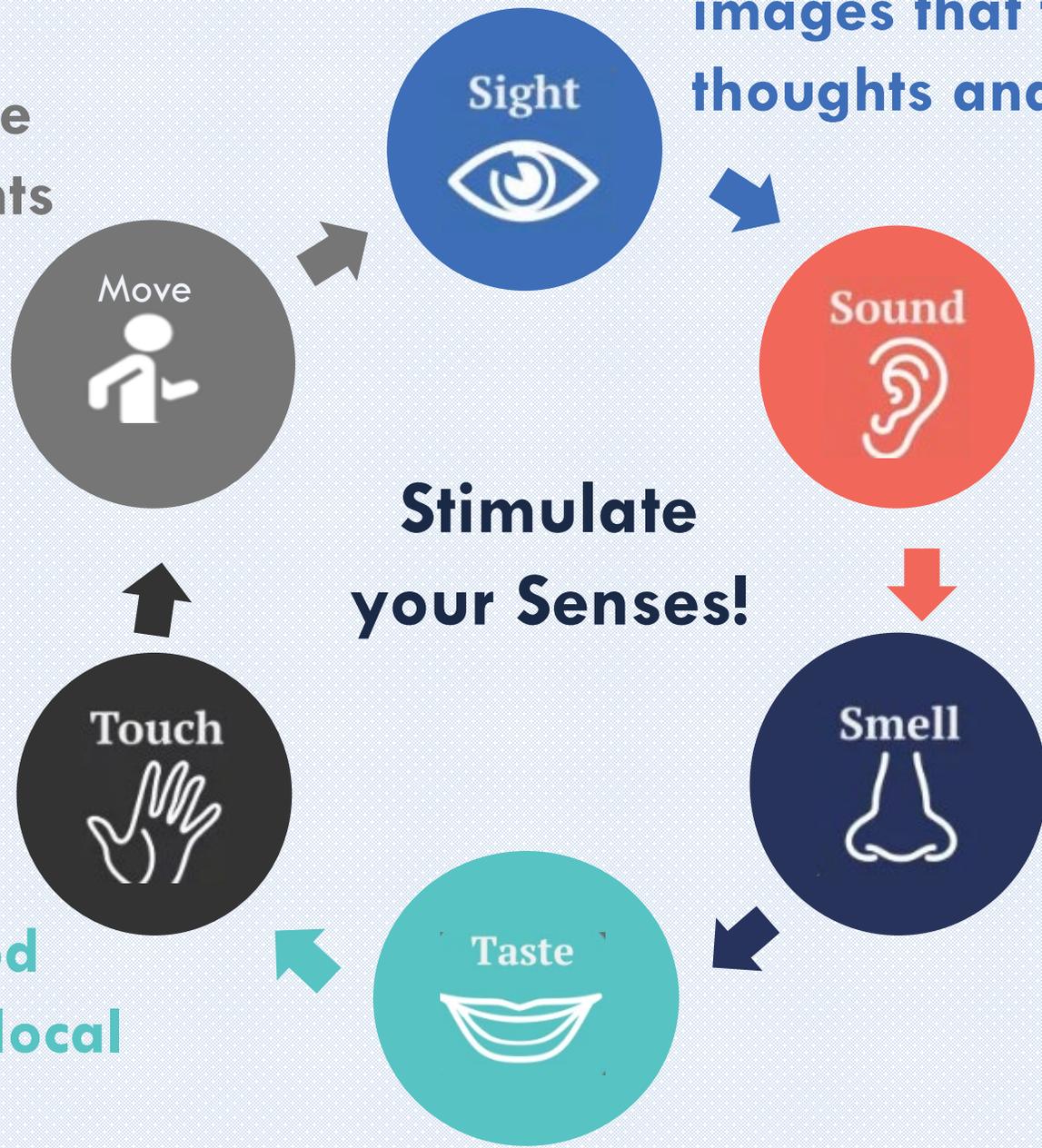
**Use your  
senses**



**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”

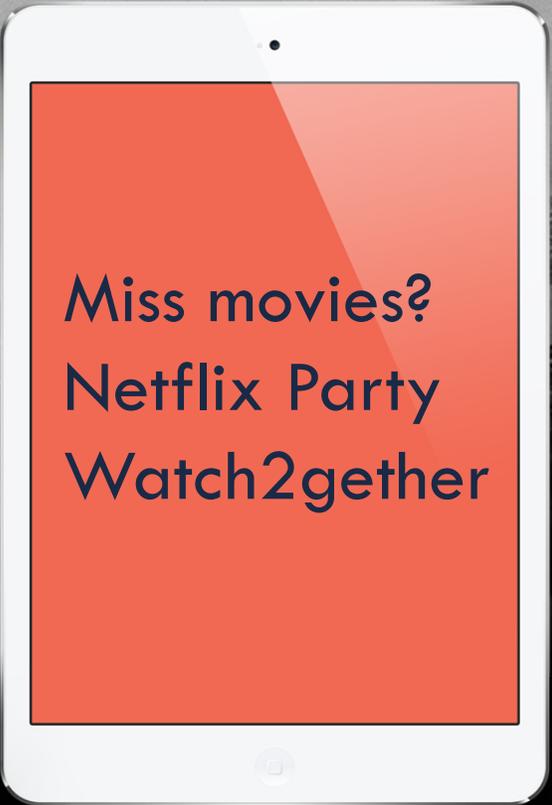




# Free Apps to Keep you Connected



FaceTime  
Google DUO  
WhatsApp  
Zoom  
HouseParty

A black tablet with a red screen displaying a list of communication and video conferencing apps. The text is white and centered on the screen.

Miss movies?  
Netflix Party  
Watch2gether

A white tablet with a red screen displaying a list of entertainment and streaming apps. The text is dark blue and centered on the screen.



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

Amit Ray

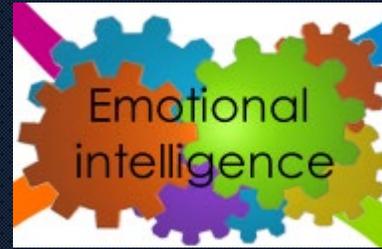


“I've learned that people will forget what you've said, people will forget what you did but people will never forget how you made them feel”



Maya Angelou

# EI Components by Daniel Goleman



**Self Regulation**



**Motivation**



**Empathy**



**Need to  
Contact Us**



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



# Thank You

Questions ?



Send email to [MyLearning@nychhc.org](mailto:MyLearning@nychhc.org)