

Emotional Intelligence

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Stress Solution Strategist & EQ Consultant



Today's Objectives

- Assess your EQ B2blueprint
- Introduce Emotional Intelligence
- Discuss the impact EQ has on Stress
- Explore ways to increase your EQ

Wendy Garvin Mayo, APRN, ANP-BC



- Stress Solution Strategist
- Emotional Intelligence Consultant
- CEO of The Stress Blueprint
- International Speaker
- Certified Trainer and Coach
- Creator of Stress Solution Series
- Host of Nurse Wellness Podcast



WHAT IS YOUR EQ?

Always-5 Usally-4 Sometimes-3 Seldom-2 Almost Never-1

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8. I constantly challenge my habitual responses, and am willing to consider alternatives.
- 9. I live in the present, learn from experiences, and do do not carry negative feelings forward.**



Emotional Intelligence

Dr. David
Rockwell
Ph.D.



WHAT EMOTIONAL INTELLIGENCE?

Emotional intelligence is learning to be more aware of your own **thoughts**, **emotions**, and **behaviors** for better self-control

WHAT EMOTIONAL INTELLIGENCE?

Emotional intelligence is learning to be more aware of your own **thoughts**, **emotions**, and **behaviors** for better self-control as well as learning to be more aware of other people's **thoughts**, **emotions**, and **behaviors** for better social effectiveness.

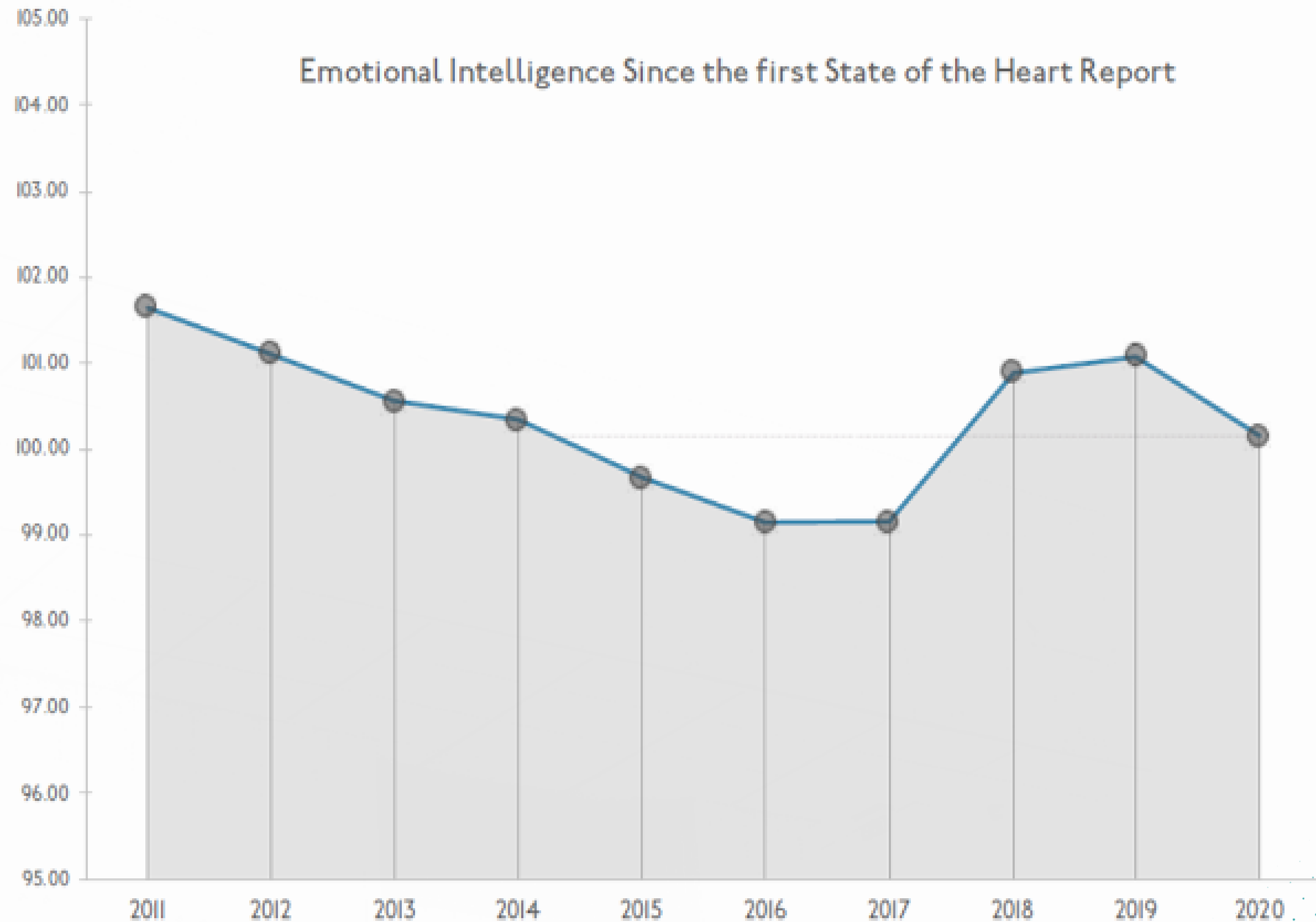
STATE OF THE HEART 2021

TRENDS IN EMOTIONAL INTELLIGENCE

GLOBAL REPORT

What's happening with
emotional intelligence
(EQ) in the world?

STATE of THE HEART 2021



which emotional
intelligence (EQ)
skills were the

**LOWEST
SCORING?**
for 2020



- #3 Imagination
- #2 Risk Tolerance
- #1 Collaboration

6sec.org/soh



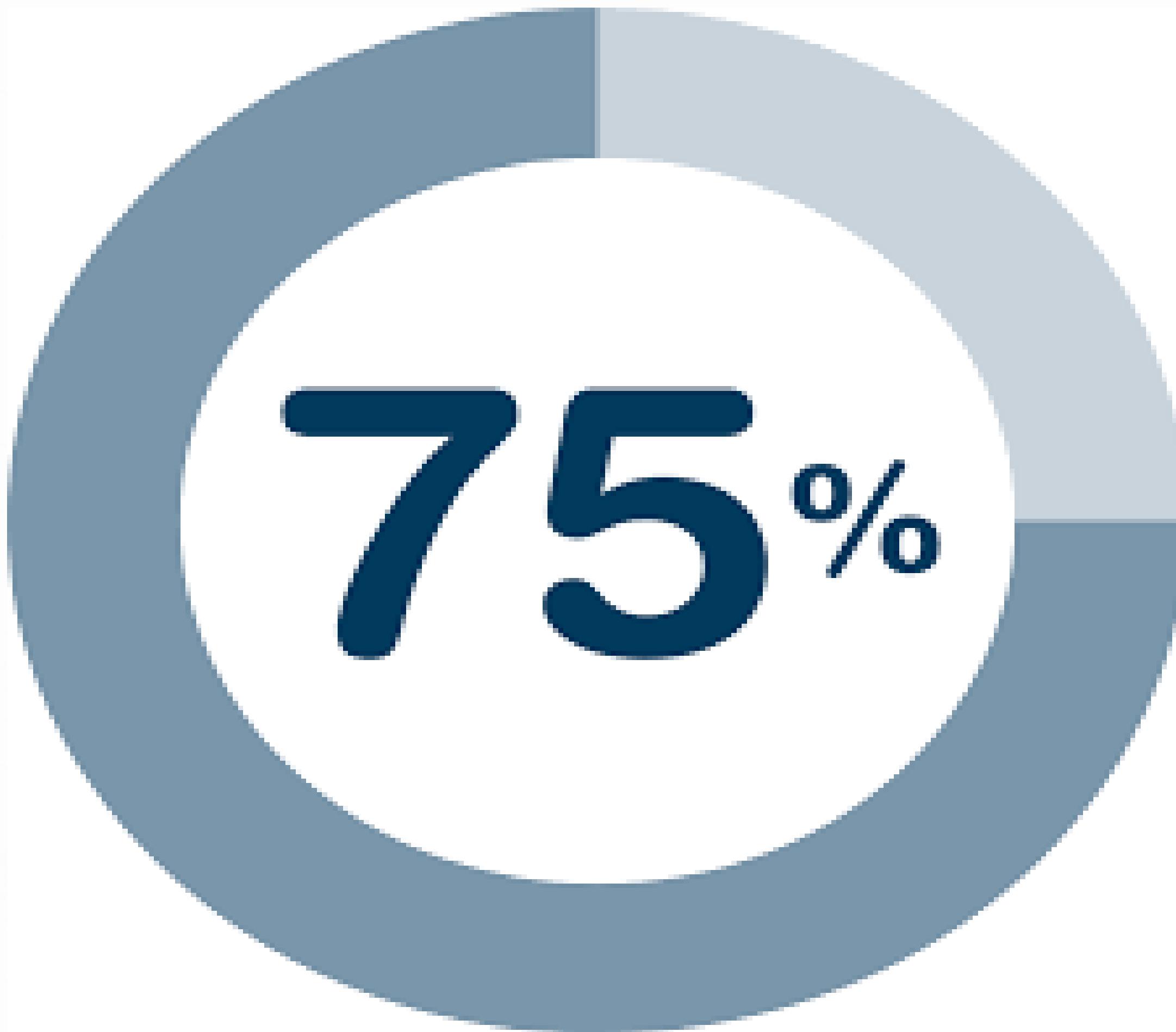
EQ IN THE FUTURE

WORLD ECONOMIC FORUM

**8 of the top 10 skills
needed for 2025 are in
Emotional Intelligence**

Workplace Stress & Emotional Intelligence



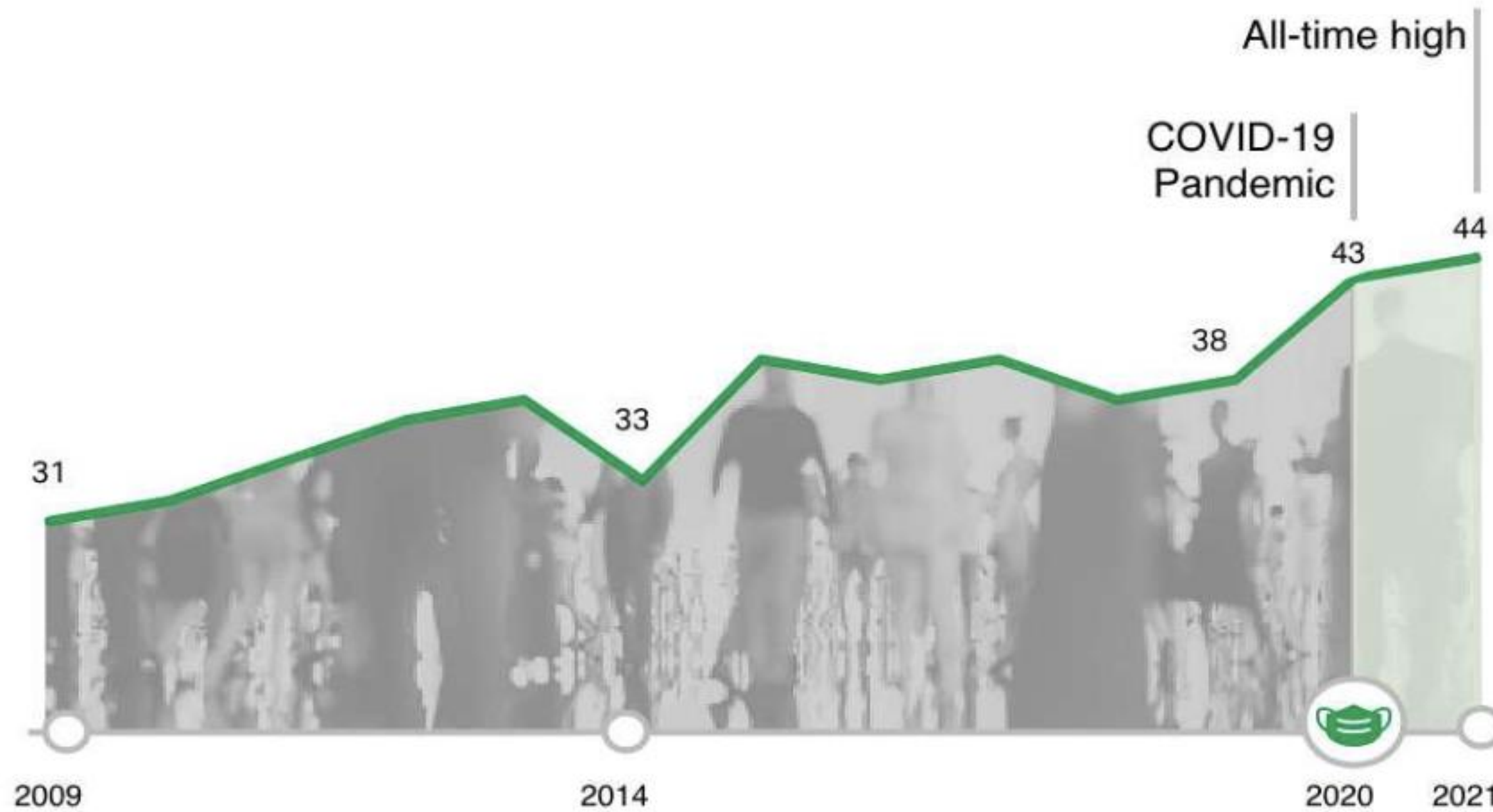


What is STRESS?

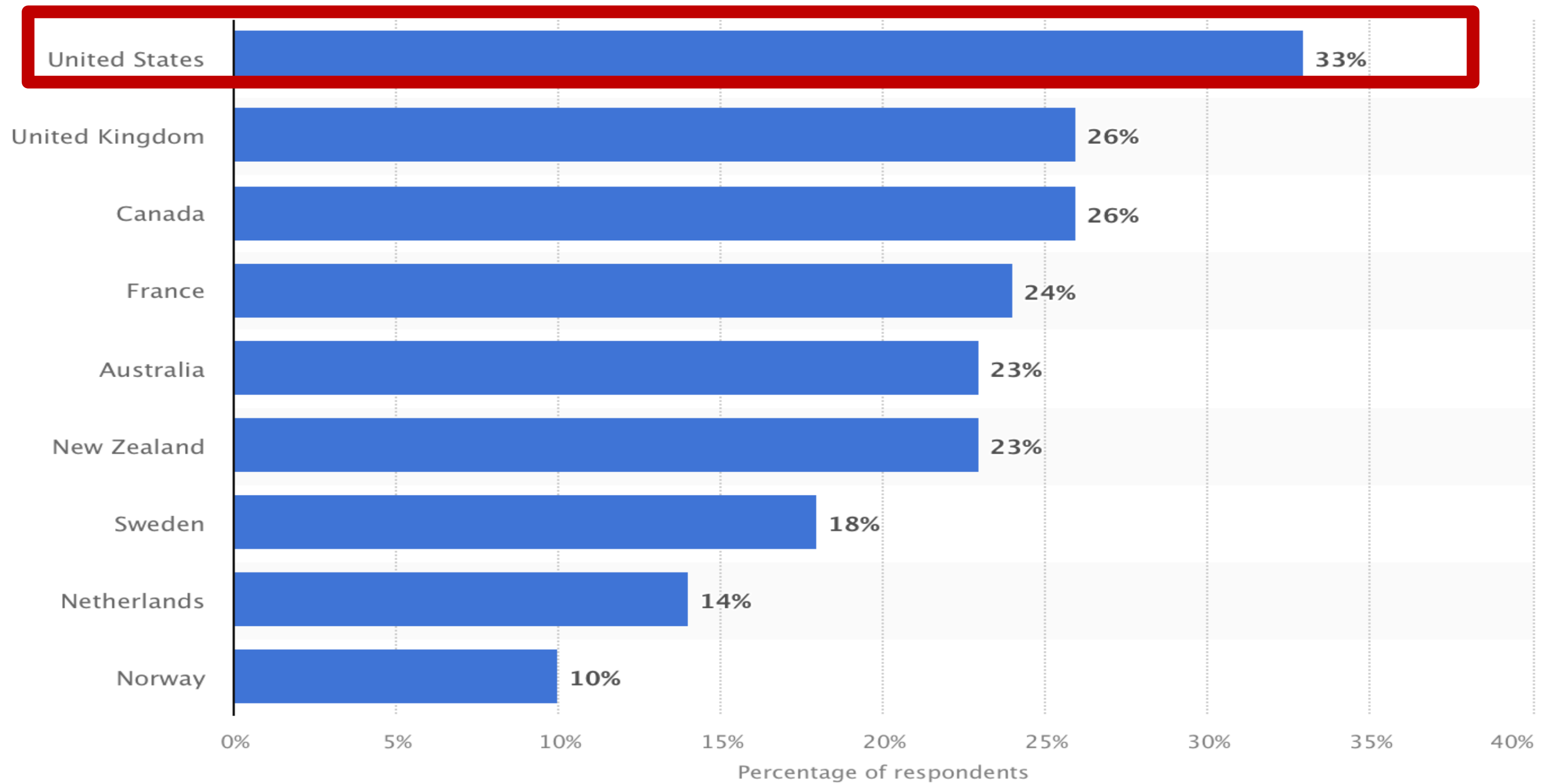
$$S=P>R$$

Stress occurs when **P**ressure is
greater than **R**esource

Workplace Stress is on a Rise



Adults who reported stress, anxiety, or sadness since the COVID-19 outbreak





- **83%** of US workers suffer from work-related stress, with **25%** saying their job is the number one stressor in their lives.
- About **one million** Americans miss work each day because of stress.
- **76%** of US workers report that workplace stress affects their personal relationships.
- More than **50%** of workers are not engaged at work as a result of stress, leading to a loss of productivity.
- Companies spend around **75%** of a worker's annual salary to cover lost productivity or to replace workers.

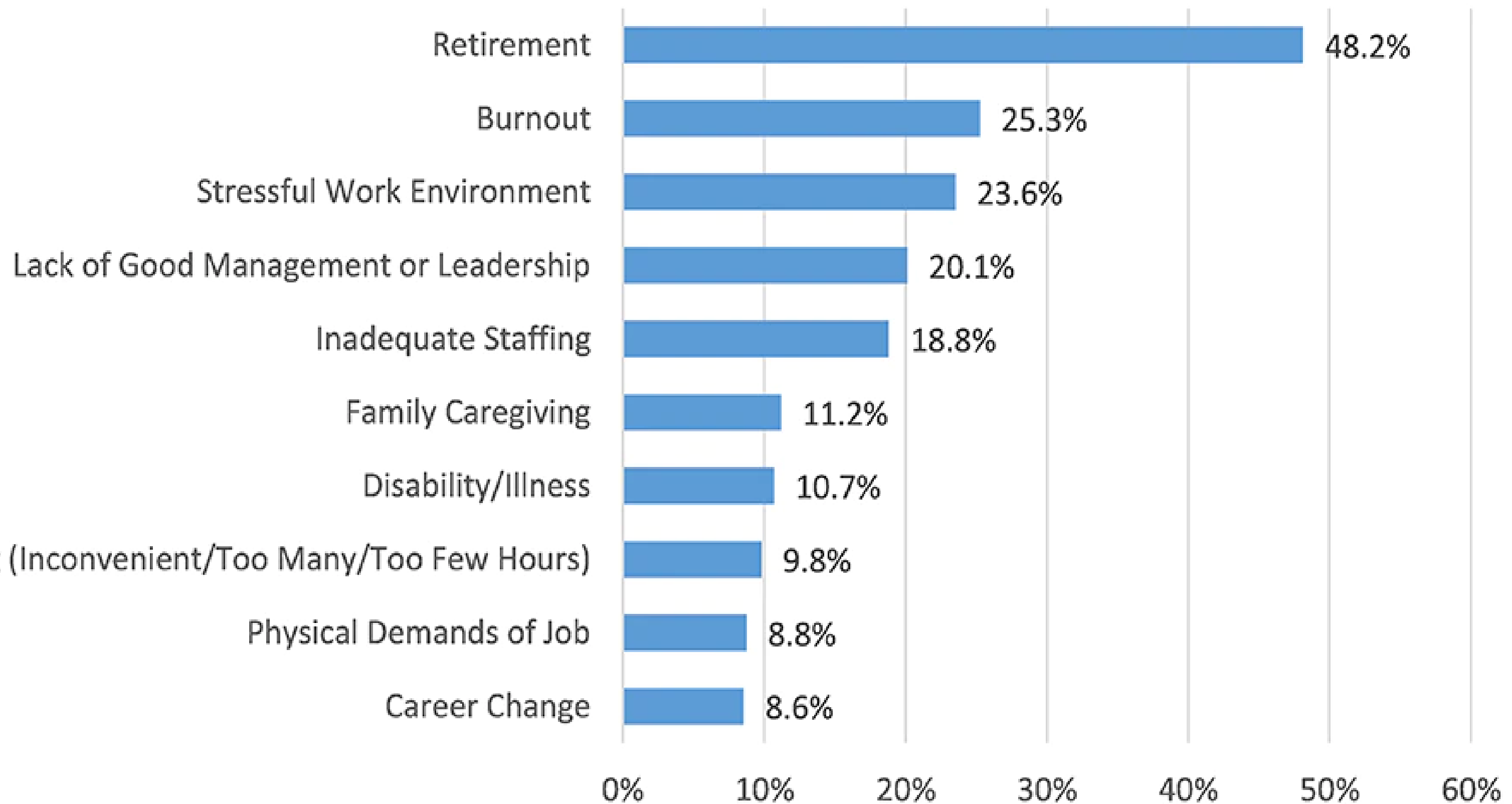
Causes of Workplace Stress



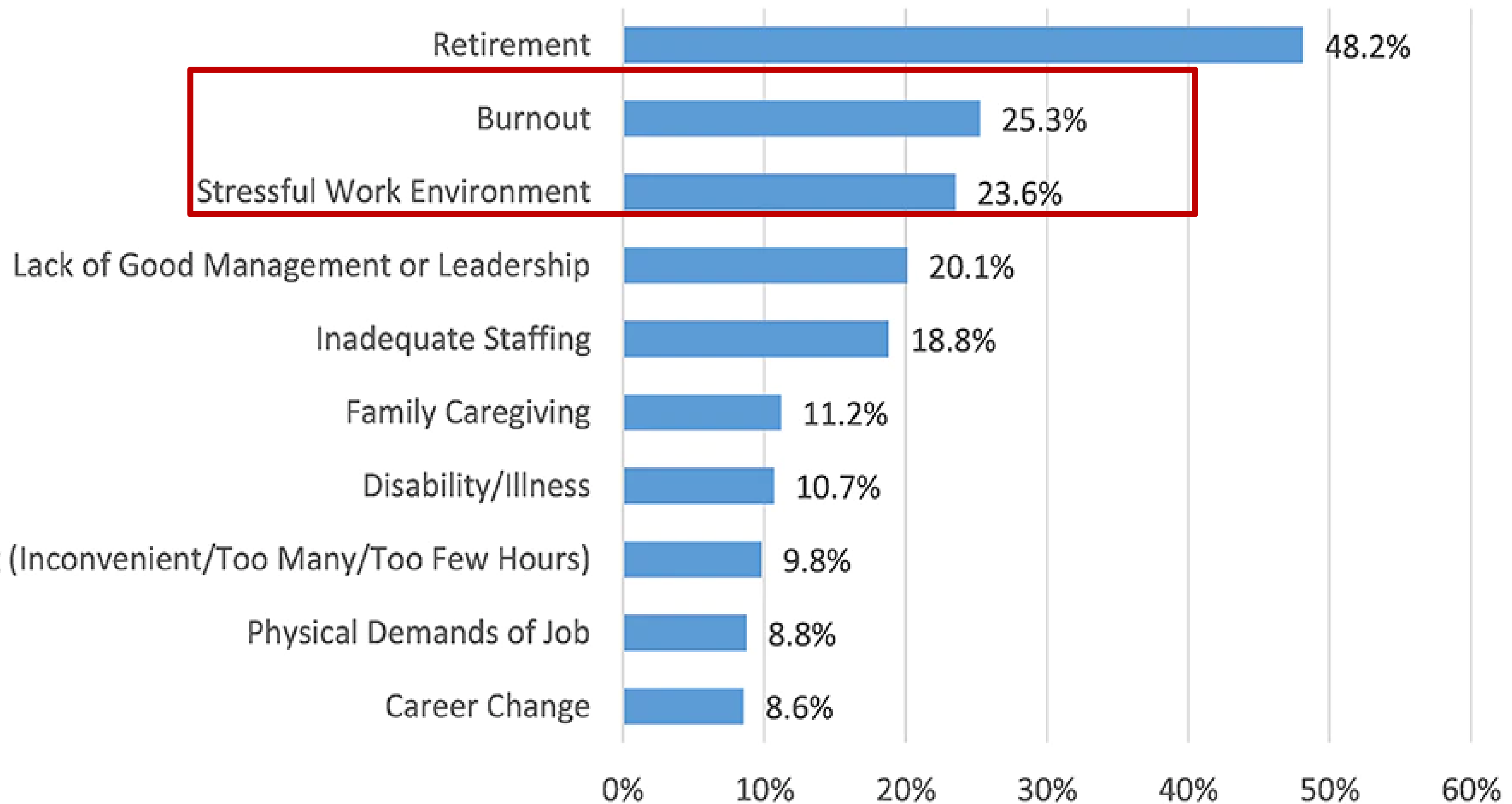
- **H**heavy workloads
- **P**hysical demands of nursing
- **R**elationships with colleagues
- **E**mootional connection to patients
- **D**ealing with aggressive patients
- **C**haotic environments



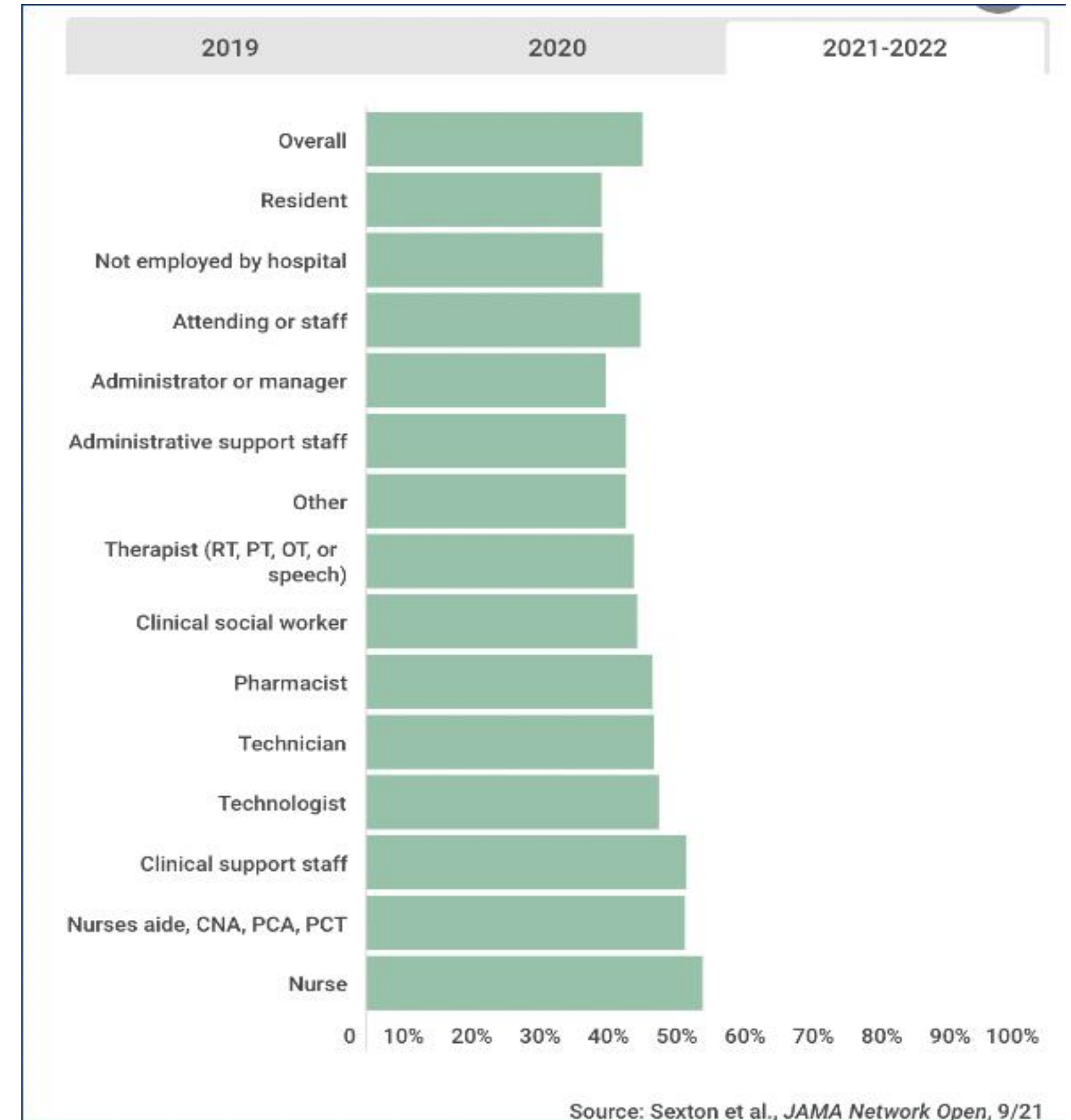
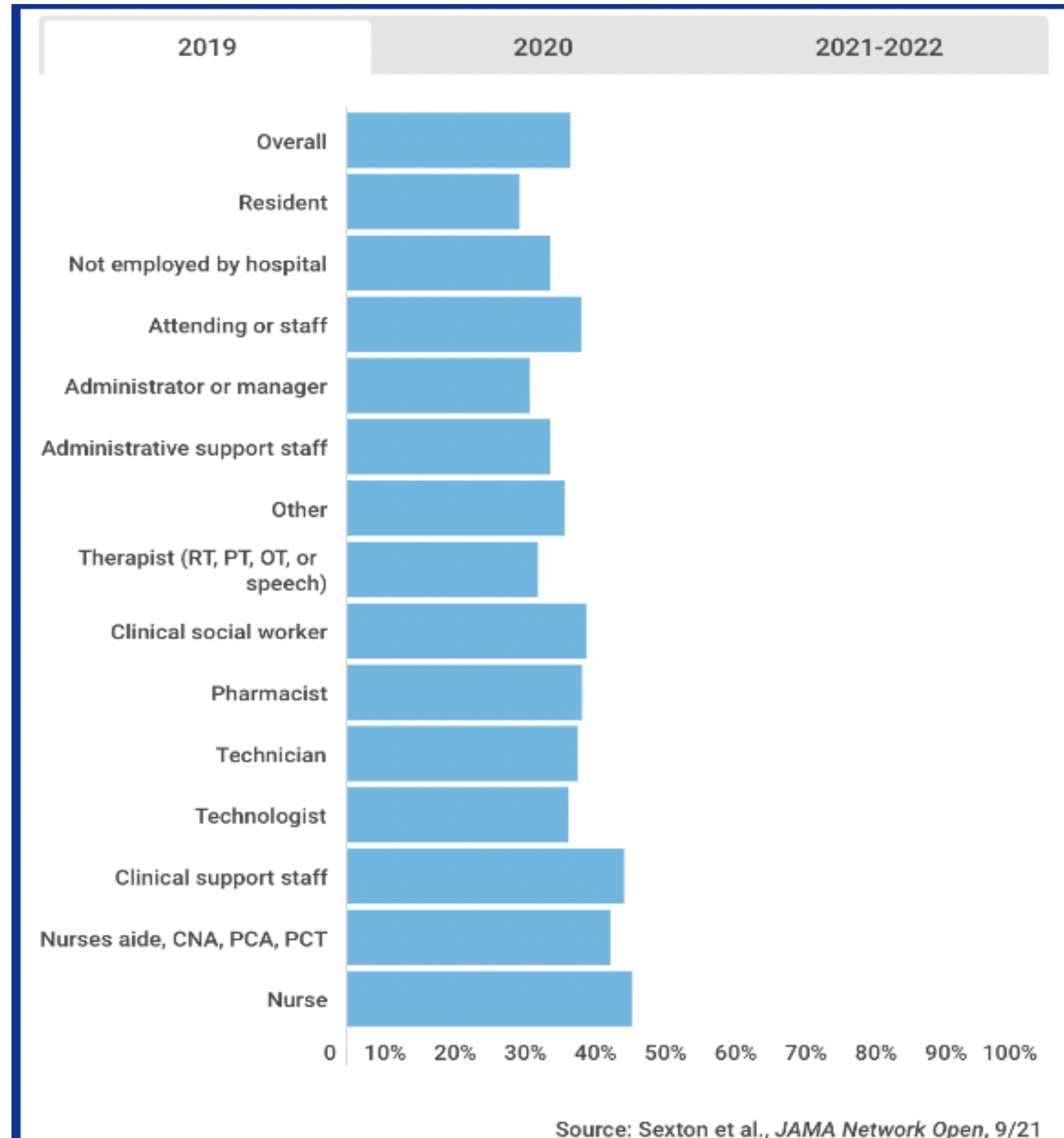
RNs No Longer Working in Nursing



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Burnout by Profession



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“Between stimulus and response lies a **space**. In that space is our **power** to choose our response. In our response lies our growth and our freedom.”

Viktor Frankel

WHAT EMOTIONAL INTELLIGENCE?

**SELF
AWARENESS**

**SELF
MANAGEMENT**

**SOCIAL
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**RELATIONSHIP
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WHAT EMOTIONAL INTELLIGENCE?



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What's Your EQ Score?

MASTERING EMOTIONAL INTELLIGENCE

40-45

35-39

27-35

9-26



What's Your EQ Score?

Scoring

40-45 = High level of emotional maturity, awesome, and control. You have a positive and inspiring impact on others.

35-39 = Highest than average level emotional intelligence. Concentrate on self-awareness and control, and developing increased empathy for others.

27-35 = You have a baseline awareness of what emotional intelligence is. Be alert for opportunities to increase levels of self-awareness and empathy toward others, and to refine responses.

9-26 –Now that you're aware of emotional intelligence, monitor your emotions and their impact on you and others. Notice how your behavior impacts others and get feedback on how to modify behavior which has negative affect.



MASTERING EMOTIONAL INTELLIGENCE?

- Mindset shift
- Develop goals
- Create gaps
- Self-exploration
- Understanding what you feel and why
- Knowing your triggers and hot buttons
- Using emotions to optimize your behaviors
- Learn how to navigate the emotions of others

Think About This.....

MASTERING EMOTIONAL INTELLIGENCE

What do people get when they get you?”

Bishop T.D. Jakes

