

Mastering Emotional Intelligence in the Workplace and at Home

*Annabella Salvador-Kelly MD, FACEP
Associate CMO, VP Medical Staff Affairs
Northwell Health*

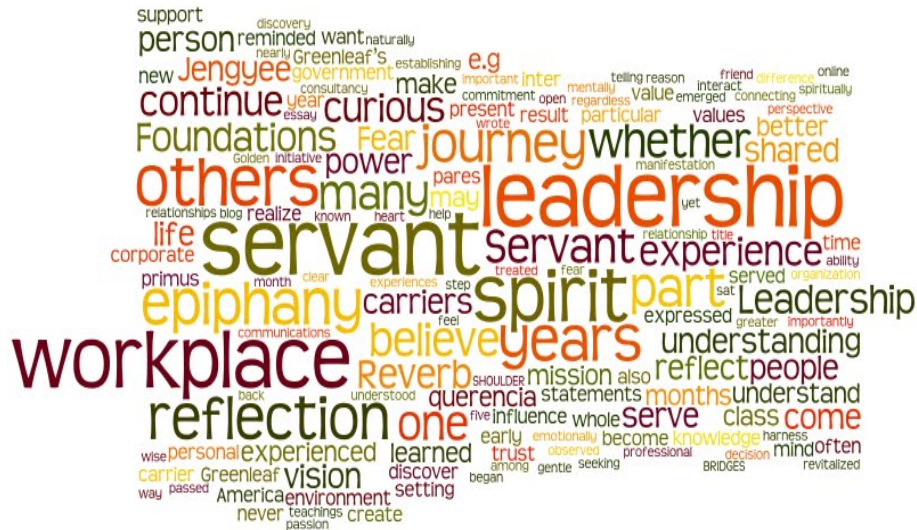
*Associate Professor
Donald and Barbara Zucker School of Medicine at
Hofstra/Northwell*

SWIMC May 16, 2019



A Great Leader and a Toxic Boss

Words to describe a great leader and a toxic boss



Michael Dowling CEO

“For those who think they don’t have enough time to invest in their people, I have two questions.

1. What are you really doing with your time?
2. What could possibly be more important than your people?

If you can’t find time to be with your employees who do all the work and deliver the care, then what the hell are we doing as leaders?”

Becker’s Hospital Review Leadership and Management 4/26/19



Learning Objectives

Master Key EI Concepts to use at work and at home

Understanding the rationale for using EI

Review EI Strategies

Set EI goals for yourself



Expectations

Share experiences and thoughts-be open and candid

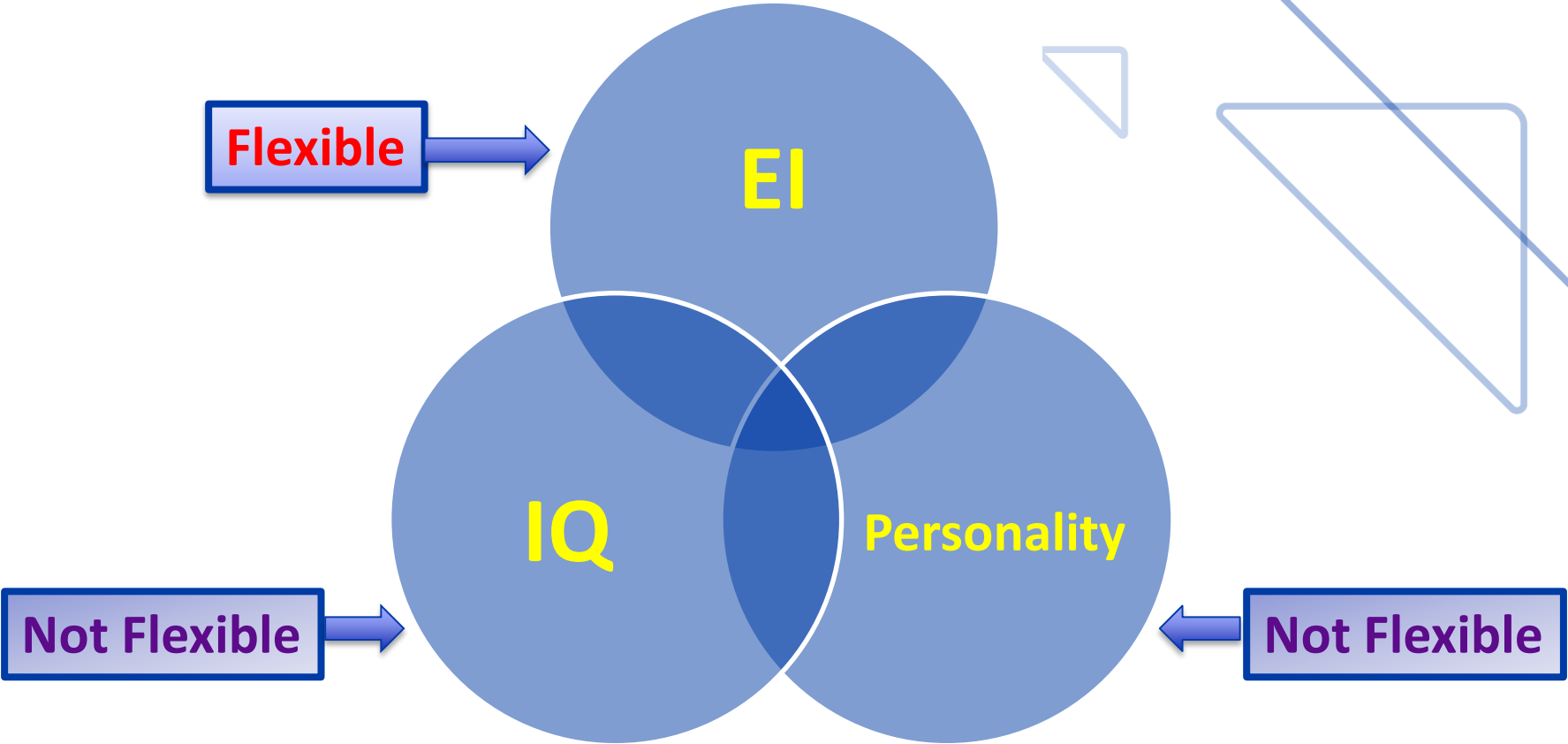
Respect confidentiality

Lean into your discomforts by trying a new strategy

Practice, Practice, Practice



Who we are





EI is the foundation for critical skills

Daniel Goleman's EI model

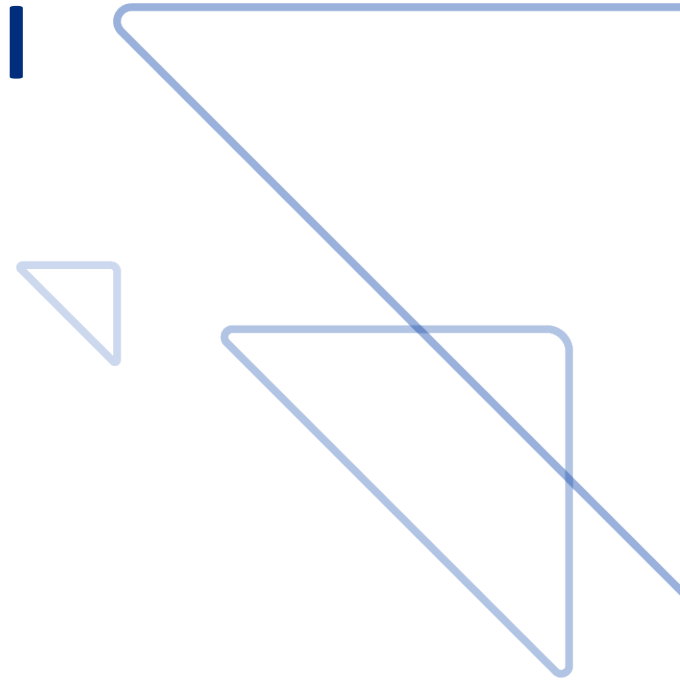
Self-Awareness

Self-Regulation

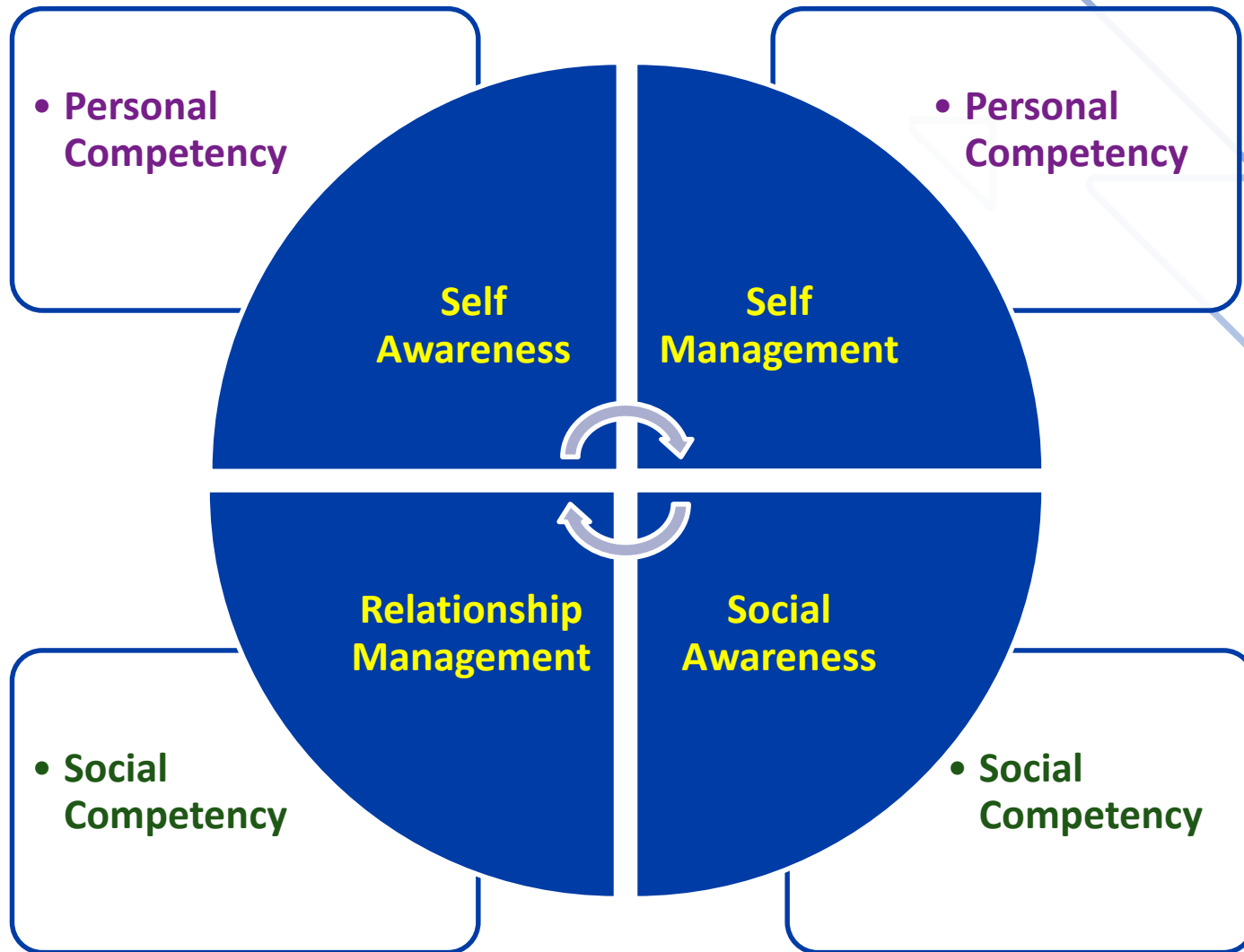
Social Skill

Empathy

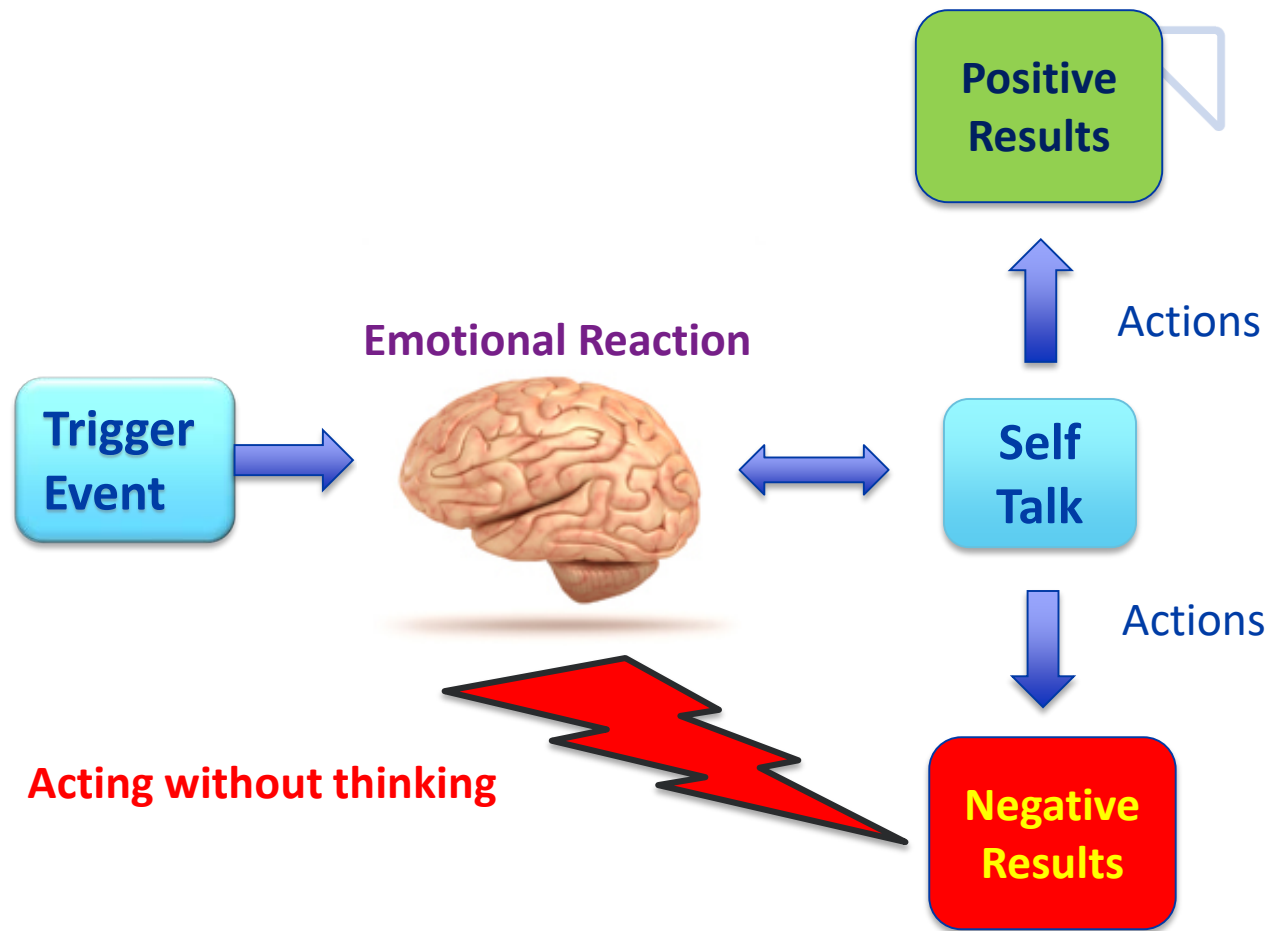
Motivation



The 4 Core EI skills



Trigger Model



EI Skills in Action



Developing EI skills and creating your plan

Focus not only on your strengths but also on your weaknesses.

Expect setbacks but don't give up

Listen to others/collect feedback

Practice everyday

Keep your strategies handy

Maya Angelou once said...

“People will forget what you said, people will forget what you did, but they will never forget how you made them feel.”

