
Learning Objectives

MedBridge
SurThriveLeadership: Increasing Emotional Intelligence
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Course Objectives:

Upon completion of this course, learners will be able to:

- Evaluate the four domains of EQ regarding their importance in a leadership role
- Describe how emotions drive behavior and frame perspective
- Assess EQ skills and specific actions for building EQ
- Discuss critical thinking framework for decision making using EQ skills
- Critique the process for coaching others in development of EQ

Chapter 1: The Two Sides of Personality

Emotional intelligence is a key component of leadership and provides the best chance of personal and professional growth. This chapter will discuss the four domains and why each is important to self-development and building relationships with others.

Chapter 2: Why Emotions Drive Behavior

Have you ever said something you wish you could take back? We all have at some point. Why does that happen? What drives this behavior and how can one improve the response? This chapter will discuss the science behind behavioral response, emotional hijacking, and what one can do to improve.

Chapter 3: Building EQ Skills

The first step for improving EQ is identifying where you are today. A self-assessment is the catalyst for growth. This chapter will offer a self-assessment of EQ along with key actions that can be taken to build EQ.

Chapter 4: Critical Thinking Framework

Decision-making is an essential skill for leaders. Some decisions are small and seemingly insignificant; others are more important and can have a broad impact on both employees and customers. This chapter offers a framework for decision-making that relies on an evidenced-based model and reduces bias in the process.

Chapter 5: Coaching Others in EQ

Leaders play a key role in the coaching and development of employees. This chapter will discuss a framework for coaching employees in emotional intelligence. Specific actions for helping others in building emotional intelligence will be discussed.