

Emotional Intelligence: An Unmet Competence for Infection Prevention and Control Practitioners?

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Learning Objectives

- To understand the central tenets of Emotional Intelligence
- To evaluate their relevance to the IPC practitioner
- To reflect on how Emotional Intelligence could be enhanced in the IPC workplace.

IPC Competency Framework

- Clinical Practice
- Quality Improvement and Research
- Education
- Leadership and Management.

ICP Job Summary - Band 7

- Implement Policy and Regulatory Requirements
- Provide Expert Knowledge and Advice
- Deliver Surveillance Activities
- Drive Improvements through Audit.

Emotional Intelligence (EI)

Recognise, understand and manage our own emotions

Recognise, understand and influence the emotions of others

People with EI know what to say during conversations, and they know when, why and how, or how not, to engage with others.

Characteristics of EI

People with Low EI	People with High EI
Often feel misunderstood	Understand the link between their emotions and how they behave
Get easily upset	Remain calm and composed during stressful situations
Become overwhelmed by emotions	Able to influence others towards a common goal
Have problems being assertive	Handle difficult people with tact and diplomacy.

Conflict

A disagreement among groups or individuals characterized by antagonism and hostility. This is usually fuelled by the opposition of one party to another, in an attempt to reach an objective different from that of the other party. The elements involved in the conflict have varied sets of principles and values, thus allowing such a conflict to arise.

“Conflict is inevitable, but combat is optional.”

Max Lucade

Risk Factors and HCAI: A Contested Area?

Intrinsic Factors

Extrinsic Factors

Organisational Factors

Behavioural Factors.

Conflict and the IPC Team

- Bad news service
- Increases workload and adds complexity
- Policing service
- Promotes an idealised view of practice
- Challenges the authority of the clinical team.

Types of Conflict

- **Interpersonal conflict**

Typically refers to a conflict between two individuals

- **Intergroup conflict**

Typically takes place among different teams

- **Intragroup conflict**

Typically happens among individuals within a team

- **Intrapersonal conflict**

Typically takes place in the mind of the individual.

Conflict Management Styles

- **Accommodating (obliging)**

One party sacrifices their goals

- **Competing (dominating)**

One party pursues their goal at the expense of others

- **Avoiding**

Sacrificing both parties goals

- **Compromise**

Partial achievement of both parties goals

- **Collaborating (integrating)**

A mutual achievement of goals.

EI and the IPC Professional

- The interview is a high stakes experience
- Excitement, Panic, Doubt, Desperation, Frustration, Stress, Embarrassment, Impatience, Relief, Agitation, Nervousness, Pride, Joy
- A person with high EI is more likely to manage emotion appropriately and proportionately.

EI Questions at Interview

- Have you ever received feedback you didn't agree with? What did you do?
- Tell me about a mistake you made at work. How did you handle the situation?
- Describe a time when you and a colleague disagreed on something? How did you handle it?
- Tell me a time when your mood altered your performance, positively or negatively?
- Has there been a time at work when you felt you needed to change your behaviour? How did you do it?

Psychology Today

Emotional Intelligence Test

146 questions

PROGRESS STATUS:

0%

		Completely true	Mostly true	Somewhat true or false	Mostly false	Completely false
1.	I adjust my behavior depending on who I am interacting with (e.g. calm and friendly with a child, serious and professional with my boss, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	I tend to postpone or avoid discussing touchy topics.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	I find myself feeling nervous about situations or events, and I don't even know why.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	If asked to list my top three strengths, I would have a hard time coming up with them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	I have certain compulsive habits that I just can't seem to stop (e.g. overeating).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	Once a pessimistic thought pops into my head, it's like a floodgate opens - my thoughts get more and more negative.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	I like learning new things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Psych Tests

Review the image below and answer the questions that follow.



1. What do you think Ellen was most likely feeling at the moment this picture was taken? (Ellen is the woman in the pink shirt) (Please select "Cannot be determined..." if you think that what the person is feeling is not obvious. Select "I don't know" if you don't know what the correct option is).

- Bored
- Hopeful
- Stressed
- Terrified
- Shocked
- Cannot be determined/none of the above
- I don't know

Reflection

- As part of its re-validation requirements the NMC encourages a culture of reflection
- It goes on to state that reflecting in groups:
- “Is an excellent way to develop ideas and actions that can improve practice”
- “Learning with others builds collective wisdom and increases the likelihood that meaningful and positive change will happen”.

Conclusion

- IPC Professionals operate in complex, busy, often chaotic, conflicted environments.
- EI, the ability to understand and influence emotion in self and others, can reduce workplace tension and enhance productivity.
- IPC leaders should consider the EI of its team and explore ways to develop it as a competence.

(FREE Teleclass)

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