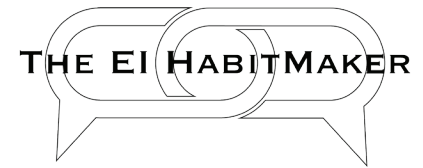


Emotional Intelligent Habits that Build and Sustain a Constructive Culture



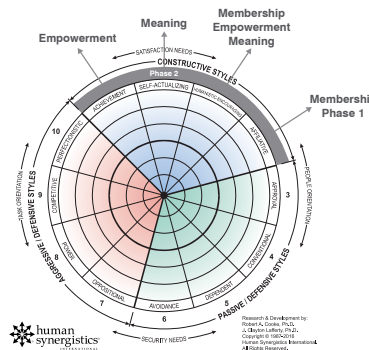
Challenge	Solution	Outcomes
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Healthcare organizations are facing rapid change, while still trying to keep the “Care” in healthcare. Often the demands of administration, work and time pressures negatively impact the culture and cause organizational and professional stress that leads to a defensive culture.

1. 80% of medical errors involve miscommunication
2. Inability to address the emotional needs of patients and caregivers
3. Need to tear down silos and build relationship servant care
4. Low HCAHPS scores (patient perception of care) decrease reimbursement

- Measure culture and effectiveness impact using the OCI and OEI
- Introduce the SEMCO (Systemic Empowered Communities) small group forum to nurse leaders
- Teach 10 emotional intelligent habits
- Teach a positive group and dialogue communication process
- Link three biogenetic needs to constructive culture

Three biogenetic needs and Circumplex alignment



- Put down the “sword of ego protection” and embrace vulnerability
- Execution of 8 improvement plans specific to one’s job, department, or well-being
- Higher emotional rapport between departments, patients, and nursing staff and physicians increasing HCAHPS reimbursements

What is emotional intelligence?
 “EI is the intelligent use of emotions by intentionally using them to guide your behavior and thinking in ways that positively enhance one’s performance and relationships. Simply put, EI is the awareness and management of your emotions to bring out the best in others and yourself.”
 Cynthia Kivland, 2017

THE TEN EI HABITS

Proactive Habits (Practice Daily)

- How to Be a Good Listener
- How to Be a Great Listener
- How to Make Friends, Staff, and Family Feel Great About Themselves
- How to Make Everyone Feel Great About Themselves
- Developing Mindful Happiness

Interactive Habits (Situational Practice)

- Providing Inspirational Feedback
- Civil Conflict Resolution
- The Artful Apology
- Dealing with Anger
- Avoiding Advice

“Emotional intelligence and positive communication habits convey “care”—whether with a patient, physician, peer or caregiver.”

Cynthia Kivland

Emotional Intelligent Habits that Build and Sustain a Constructive Culture

Poster Session Presenters



Cynthia Kivland

Cynthia is CEO Smart2Smarter and has served as Chief Learning Officer for the past seven years at The Liautaud Institute. She is a Master Career Counselor, Board Certified Coach, Certified Leadership and Talent Management Coach, Member EmoNet (international experts on emotions in the workplace), selected to the Forbes Coaches Council, and author of *Smart2Smarter, Seven Smarter Skills Every Employer Wants*. Cynthia is primary author EI HabitMaker System and SEMCO group program and is accredited in EQ-1 2.0, Hay ESC 360, LI- ESC 360, *Organizational Culture Inventory*[®], and *Organizational Effectiveness Inventory*[®].



Joe Balistreri

Joe is the CEO of The Liautaud Institute. A firm believer in Servant Leadership, Joe serves all his employees and partners ensuring they have the tools, knowledge, and skills needed for their success, and guides all short- and long-term plans and innovations. Joe is accredited in *Management/Impact*[®], *Leadership/Impact*[®], and Hay ESC, and was the champion who shaped the SEMCO process with CEO, YPO, and multiple organizations.

About The Liautaud Institute (currently DBA EI Leadership Institute)



The Liautaud Institute was founded by Jim Liautaud in 2006 as an evidence-based positive psychology research and teaching institute to develop more emotionally smart and resonant leaders—in a small group forum using social learning methods. The Institute has been ranked as one of the top 40 Executive Education programs along Northwestern, MIT, Columbia, Stanford, University of Chicago, Georgetown, and Penn. Their SEMCO program was ranked as one of the Top 5 programs for Organizational Development by Lead/HR.com in 2016. They have been cover storied by *Leadership Excellence* (Jan 2015) and featured in *ILA* (2016), *Research on Emotions in Organizations* (2016), *Forbes* (2015), *Inc.* (2015) and *Time* (2014).