

# Taking Another Look at Emotional Intelligence



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Emotional intelligence was introduced many years ago, but has not captured the widespread attention given to artificial intelligence. Artificial intelligence is used in many facets of society, such as education, business, and healthcare. If emotional intelligence had been embraced as widely, individuals would be more sensitive to the needs and feelings of others. Individuals must be emotionally aware of their own and others' feelings to connect with another person in a socially appropriate and considerate way. Understanding one's feelings and emotions and using this awareness to ensure everyone's needs are met is an invaluable skill defined as emotional intelligence. Psychologists Peter Salovey and John Mayer conceptualized and shared information about emotional intelligence in 1990 (Stoewen, 2024). The term includes self-awareness, self-management, social awareness, empathy, communication management, and stress tolerance (Khademi et al., 2021). Nurses and other healthcare providers would benefit from routine training and continuing professional development on emotional intelligence and its impact on interprofessional relationships within the workplace, patient satisfaction, and self-efficacy (Turjuman & Alilyyani, 2023). As nursing continues to play a pivotal role in promoting professionalism, advocacy,

and collaboration in healthcare, the profession must endorse and acknowledge the importance of emotional intelligence for personal well-being and interpersonal interactions.

Being aware of or mindful of one's thoughts and feelings and working through emotions helps one identify steps needed to adapt (Stoewen, 2024). In most situations, individuals adapt easily; however, assistance may be required when circumstances exceed their level of adaptability. Self-awareness during difficult situations or conversations requires the person to view things from various perspectives before responding. Sattar et al. (2024) state that various triggers evoke emotions. Therefore, knowing one's triggers is a part of self-awareness. Certain circumstances, environments, attitudes, and personalities may trigger and elicit unpleasant emotions in people. According to Stoewen (2024), a person's personality usually determines how well they deal with issues. Optimistic individuals will adapt quickly, while pessimists may not adapt as well (Stoewen, 2024). Taking time to evaluate one's feelings increases a person's ability to manage their response to a stressful situation and lowers their stress level (Stoewen, 2024).

Self-management enables one to maintain composure during trying situa-

tions. Instead of reacting to a matter that triggers an emotional alarm, Emotional Intelligence encourages people to be self-aware of their feelings and determine how to respond appropriately (Chung et al., 2023). Chung et al. (2023) share that self-management prevents offensive comments and actions, which could negatively impact interpersonal relationships. When challenges occur, Chung et al. (2023) recommend mentally processing the occurrence and afterward taking a break, talking to a peer, or listening to music to alter their emotional state. Clearing the stressful emotions allows the person to move to another task or interaction.

Being socially aware and empathetic allows individuals to look at others and place themselves in another's situation. Nurses are taught the significance of empathy when interacting with clients. Social awareness and empathy are needed in all relationships and are promoted through open communication, including active listening, eye contact, and genuine interest. Most people appreciate being respected and treated kindly. Even when angry, kindness will often cause the anger to lessen. Emotional Intelligence skills help decrease stress levels in everyone involved in the interaction. Rastegar (2023) shares that awareness of anger or frustration while considering others requires a person to pause and use techniques to regulate their emotions. Social awareness is an instrumental tool for leaders when promoting strong and productive teams and relationships (Rastegar, 2023). Everyone's thoughts and feelings are considered.

Developing productive work environments requires effective communication management. Communication management involves gathering and sharing information to identify thoughts and feelings. As with therapeutic communication,

nonverbal and verbal messages must be validated in communication management. Clear communication exchange should lead to resolutions when the other elements of emotional intelligence are used. Even when emotions run high, self-awareness, other-awareness, and empathy promote a controlled and professional communication process. Communication management requires not only a desire to understand others' feelings but also the ability to effectively express and verify an understanding of what the recipient shared (Nguyen et al., 2019).

Nguyen et al. (2019) endorse emotional intelligence to promote stress tolerance in long-term or ongoing situations, such as in toxic work settings. Stress tolerance allows individuals to handle difficult situations without becoming distraught or negative.

Emotional intelligence skills should be used consistently to reach a high self-regulation and stress tolerance level. Also, consistent use of emotional intelligence decreases unconscious avoidance of challenges and ineffective stress management, which can negatively impact relationships and work productivity.

Nurses and other healthcare providers would immensely benefit from using Emotional Intelligence in the workplace and personally. The six elements of self-awareness, self-management, social awareness, empathy, communication management, and stress tolerance facilitate therapeutic relationships and interactions with clients, coworkers, and others. These elements promote healthier lifestyles for individuals who develop personal and social awareness. Nurses often focus on the needs of others

and neglect their own, but must practice becoming self-conscious and other-conscious. As workplace relationships are enhanced, everything else should improve, including client outcomes, productivity, and job and personal satisfaction. Artificial intelligence is encouraged to make daily tasks easier, so emotional intelligence should be embraced to help promote personal and social skills. Schools, businesses, and healthcare organizations should develop and implement training and continuous personal and professional development to improve emotional and interpersonal wellness. ■

**References online:**  
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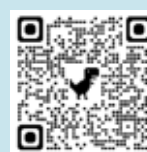
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