

CANADIAN HOME CARE ASSOCIATION



Emotional Intelligence Learning Program

## MODULE PREVIEW: Emotional Intelligence Modules

### INTRODUCTION

#### Goals and Objectives

Welcome to the Canadian Home Care Association's emotional intelligence learning modules.

This learning program is designed to help health care providers learn about and develop emotional intelligence (EI) competencies.

These practical EI skills will make you more resilient so that you can help patients and their caregivers respond positively to difficult situations and cope with unexpected challenges—providing true patient- and family-centered care.

Through this program, you will learn to:

- Perceive emotions and become more self-aware;
- Understand patients' and caregivers' changing emotions and how they affect care;
- Manage emotions and adapt to new situations, and
- Use emotions in decision-making and care planning.

After completing this preview, you should be able to:

- Understand the purpose and scope of the emotional intelligence learning program;
- Describe the emotional cycle of change and its connection to caregivers' experiences;
- Be able to define the term emotional intelligence and its importance in empowering caregivers;
- Recognize the difference between emotions and feelings; and
- Identify and describe the four domains of emotional intelligence

#### Terms and Definitions

These are the terms introduced in this module. You can also download a PDF that includes all the terms used in the EI Learning Modules.

#### Understanding Caregivers' Experiences

Providing care for a loved-one, friend, or family member can be challenging. Caregivers' unique experiences are shaped by their head, heart, and hands.

The head represents what caregivers think: their knowledge, familiarity, and understanding.  
The heard represents what caregivers feel: their emotions, reactions, and feelings.  
The hands represent what caregivers do: their roles, tasks, and responsibilities.  
To learn more about how caregivers think, feel, and do, hover over the hotspots on the photo.

## Caregivers' Experiences and the Emotional Cycle of Change

Caregivers go through a series of changes as they adjust to their new role and circumstance. These changes impact every aspect of their life and influence their caregiving experience—what they think, feel and do.

It is important that health care providers recognize and understand the emotional cycle of change that patients and caregivers are experiencing.

Understanding this cycle will help you to:

- Respond better to caregivers' concerns and questions;
- Recognize what caregivers are experiencing—thinking, feeling, and doing—and how to respond to their needs;
- Support caregivers to adapt to new and changing situations; and
- Advance care goals and meet desired patient outcomes.

The Emotional Cycle of Change, developed by researchers Don Kelley and Daryl Conner, shows how individuals go through a predictable cycle of emotions when they are faced with a change.

There are five stages in this cycle.

**Stage 1** is “Uninformed Optimism.” This stage is the excitement and positive feelings you have before you fully understand the change you are facing.

**Stage 2** is “Informed Pessimism.” This stage is the doubt and other negative feelings you develop when you learn more about the change and how difficult it might be.

**Stage 3** is “Hopeful Realism.” This stage represents a move beyond doubt and back to positive thinking, but with a realistic understanding of the change you are facing.

**Stage 4** is “Informed Optimism.” This stage is the confident outlook you develop based on your full understanding of the change and its challenges.

And finally, **Stage 5** is “Completion and Success.” When a change is completed, you will usually experience feelings of satisfaction.

This cycle can be applied to caregivers' experiences when supporting a loved-one receiving home care, a situation that includes multiple changes over time.

In the exhibit below, caregivers' emotional responses across time are shown in relation to this emotional cycle of change. In each stage, caregivers' experiences are influenced by what they think, feel, and do in different proportions—this is reflected in each bar on the graph. The line graph illustrates the rise and fall of emotions during this cycle and the care journey.

To learn more about how the different stages can impact what caregivers think, feel and do, take hover over the hotspots on the exhibit.

# EMOTIONAL INTELLIGENCE

## What Is Emotional Intelligence?

Emotions are part of being human. They connect us to others.

They influence how we feel, think and act.

Emotions are a constant presence in our lives.

So, what is emotional intelligence?

Emotional intelligence is the ability to understand, manage and use your own, and other people's emotions to recognize and react in helpful ways to make a positive difference.

Emotional intelligence is also a set of emotional and social skills that influence how you perceive and express yourself, develop and maintain social relationships, cope with challenges, and use emotional information in an effective way.

And emotional intelligence is key to relating well to others, confidently facing challenges, and managing stressful situations.

You build and maintain good relationships with others through emotional intelligence. And creating successful relationships with your colleagues and members of the care team, and with your patients and their caregivers, ensures patient outcomes are achieved.

Emotional intelligence influences how you perceive and express yourself; cope with challenges, develop and maintain social relationships; and use emotional information in an effective way.

## Why Emotional Intelligence Matters

Why does emotional intelligence matter?

Because improving your emotional intelligence will help you understand and manage your emotions.

You'll be able to think clearly and creatively, manage stress and challenges, communicate well with others and display trust, empathy and confidence.

By understanding your emotions and how to manage them, you can build stronger relationships both in your personal life and at work.

Emotional intelligence helps you to:

- Think clearly and creatively;
- Manage stress and challenges;
- Communicate better with others;
- Display trust, empathy and confidence;
- Build stronger relationships;
- Be more resilient; and
- Provide person-and family-centred care.

Health care providers with high emotional intelligence know how to manage, apply, and adapt their emotions to be more resilient in providing true person- and family-centred care.

Emotional intelligence can be improved and developed through your life, if you make a commitment to enhancing your skills in this area.

By taking the time and devoting your efforts to becoming more emotionally aware and in control, you can build your emotional muscle.

## The Difference Between Feelings and Emotions

Emotions are part of being human. They connect us to others. They make us feel, think and act in different ways in different situations. Whether we're aware of them or not, emotions are a constant presence in our lives, influencing everything we do.

But what's the difference between emotions and feelings?

These two words are often used to mean the same thing, but there are specific differences.

Think of them as two sides of the same coin—very closely related, but different.

Emotions are responses that occur in the subcortical regions of the brain, specifically the amygdala, which is part of the limbic system. The amygdala plays a key role in emotional arousal.

Emotions come before feelings, and are physical and instinctual. We can measure these physical reactions through blood flow, brain activity, facial expressions and body language.

Feelings are the conscious experience of emotional reactions.

Feelings originate in the neocortical regions of the brain. They're sparked by emotions and shaped by personal experiences, beliefs, memories and thoughts linked to a particular emotion.

While emotions are temporary, the feelings they arouse can persist and grow.

Your emotions and feelings are crucial in how you experience and interact with others. They're the driving force for many of your behaviours, both helpful and unhelpful.

Review the table for a comparison of feelings and emotions.

# CHECK YOUR UNDERSTANDING 1

## Check Your Understanding

To check your understanding so far, take a moment to answer these questions about emotional intelligence. If you don't get the correct answers, you can go back and review the content again before going to the next section.

## EMOTIONAL INTELLIGENCE DOMAINS

### The Four Domains of Emotional Intelligence

What are the four domains of emotional intelligence?

The first domain of emotional intelligence is to *perceive emotions*.

This means accurately recognizing your own emotions and those of others.

To perceive emotions, we must be emotionally self-aware and answer the questions: "How do I feel?" and "How does the other person feel?"

The next emotional intelligence domain is to *understand emotions*. This domain allows us to identify emotions as the underlying causes of physical feelings, thoughts, and behaviours.

Being aware of what, how, and why you and others experience certain emotions in certain situations.

The third emotional intelligence domain is to *manage emotions*.

This is the ability to regulate your emotions and respond appropriately.

Drawing on emotions to inform your thinking, reasoning and behaviour. Managing emotions to adapt to change solve problems and make better judgments.

The fourth emotional intelligence domain is to *use emotions*.

This is the ability to recognize and use changing emotions and moods to best fit the situation. We can use emotions to guide our thinking, prioritize, and solve problems while creating positive interactions with others.

To learn how the emotional intelligence domains impact you and your actions, hover over the hotspots on the illustration.

### The Five EI Learning Modules

The five modules in this learning program will focus on the four domains of emotional intelligence that are important for health care providers working in home care.

Focusing on caregivers' experiences through the emotional cycles of change, these modules will enhance your emotional intelligence competencies and present new behaviours you can do daily to practice your new skills.

After you have completed the five modules, you will have the opportunity to reinforce and deepen your knowledge through collaborative group sessions facilitated by your educational team.

Module 1: Perceive Emotions and Self-Awareness covers knowing how to accurately be aware of one's own emotions and those of others. Developing the competency of self-awareness and practicing the behaviour of mindfulness will help you become more aware of the impact of your thoughts and actions.

Module 2: Understand Emotions and Empathy addresses the ability appreciate what, how and why patients and caregivers feel the way they do. Focusing on the competency of empathy and applying the behaviour of reframing you will learn how to recognize what caregivers think, feel, and do and respond appropriately.

Module 3: Manage Emotions and Flexibility presents ways to draw upon emotions to inform thinking, reasoning, and behaviour. Enhancing your competency of flexibility and practicing the behaviour of adapting helps you build strong relationships, solve problems and make better judgments in supporting patients and their caregivers.

Module 4: Use Emotions and Decision Making concentrates on the ability to realize and make use of changing emotions and moods to best fit the task at hand. By enhancing your decision-making competency and using the behaviour of collaborative thinking you can help patients and their caregivers to make better informed choices.

Module 5: Use Emotions and Coaching looks at how to use your own and others' emotions effectively. Enhancing the competency of coaching and trying the behaviour of guiding will help you empower caregivers to deal with new situations and adjust to their new roles and responsibilities.

## CHECK YOUR UNDERSTANDING 2

### Check Your Understanding

To check your understanding of the emotional intelligence domains, take a moment to complete the following match the columns activity. If you don't get the correct answers, you can go back and review the content again before going to the next section.

## SUMMARY

### Module Summary

The Emotional Intelligence Learning Modules are designed to help understand and use emotions to better support patients and their caregivers adapt to new situations and deal with change.

Caregivers' experiences are shaped by what they think, feel, and do. These experiences vary depending upon the stage of their motional cycle of change.

The emotional cycle of change shows how individuals go through a predictable cycle of emotions when they are faced with a change. The cycle of change has five stages: uninformed optimism, informed pessimism, hopeful realism, informed optimism, and completion and success.

Emotional intelligence is a set of emotional and social skills that help us perceive, understand, manage and use our own and other people's emotions to react in helpful ways to make a positive difference.

Emotional intelligence can be developed and improved through your life.

Emotional intelligence is important for health care providers because it is key to relating well to others, confidently facing challenges, and managing stressful situations.

Emotions and feelings are not the same. Emotions are a physical response in the brain. Feelings are the conscious experience of those responses.

The four domains of emotional intelligence are:

- Perceiving emotions;
- Understanding emotions;
- Managing emotions; and
- Using emotions.

You can enhance your emotional intelligence skills to become more resilient and better able to support what caregivers think, feel and do.

## Reflection

Consider what you have learned in this module and reflect on the following questions.

Think about your work with patients and caregivers. [pause]

Can you think of a time when emotions or feelings made it hard to support a caregiver? [pause]

What happened?

## What's Next?

In the next module, we will learn about the domain of perceiving emotions, the importance of self-awareness in emotional intelligence, and how we can use mindfulness to practice self-awareness.

The **Canadian Home Care Association (CHCA)** is a national non-profit association dedicated to strengthening integrated community-based care. Launched in 2021, the CHCA Learning Centre offers a range of flexible and well-designed courses for home and community care providers. Using a blended learning model that leverages technology and instructional design our micro-training courses maximize participant choice and engagement.

**Partners in Restorative Care (PiRC)** is an innovative capacity-building initiative for health care providers (regulated and non-regulated) to enhance their abilities to recognize, understand and address challenges experienced by caregivers when they are supporting a loved-one who is receiving care in their home.

**CHCA Emotional Intelligence Learning Program** increases health care providers emotional intelligence skills through a 3 step process: (1) self-directed e-learning modules, (2) facilitated group learning and (3) practical field application through a structured mentoring process.

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