

EMOTIONAL INTELLIGENCE EDUCATION PROGRAM

Head-Heart-Hand: Reflection Quiz

Our unique experiences are shaped by our head, heart, and hands.



HEAD
THINKING
(what & why)



HEART
FEELING
(motivation)



HANDS
DOING
(actions & skills)



Take a few minutes to reflect on your day? Think about an experience you had (maybe a client visit, meeting with colleagues, new training, etc) and consider your experience from each viewpoint:

- **HEAD** – reflecting on your experience, what is one thing you're **thinking**?
- **HEART** – reflecting on your experience, what is one thing you're **feeling**?
- **HANDS** – reflecting on your experience, what is one new thing you want to **get done**?



Practice with intent

Use this lens when you are talking with your patients and their caregivers. Take into account, their experiences are impacted by:

- **HEAD** – what they understanding and know, how they think – what and why?
- **HEART** – how they feel, what they desire – motivation
- **HANDS** – what they do – actions and skills