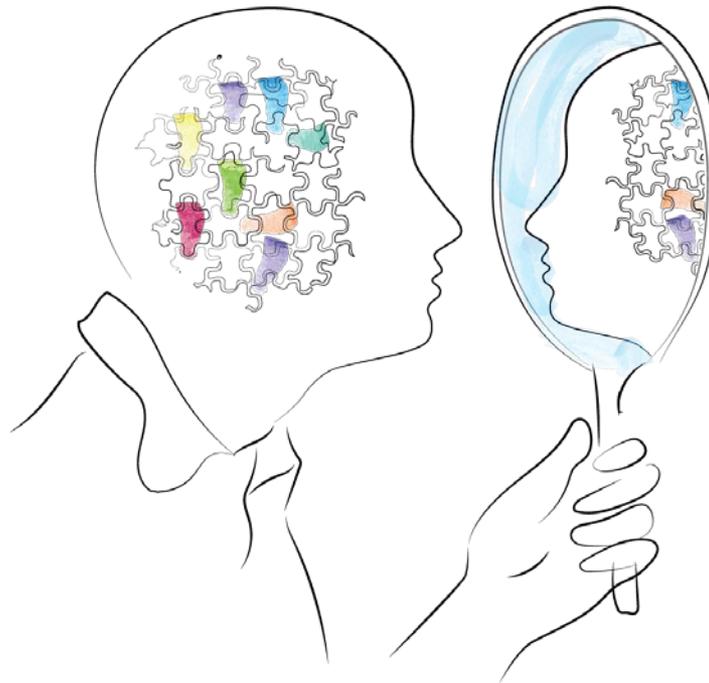


Emotional Intelligence Education Program

Self-Awareness

May 11, 2022 • 12:00–1:00 pm ET

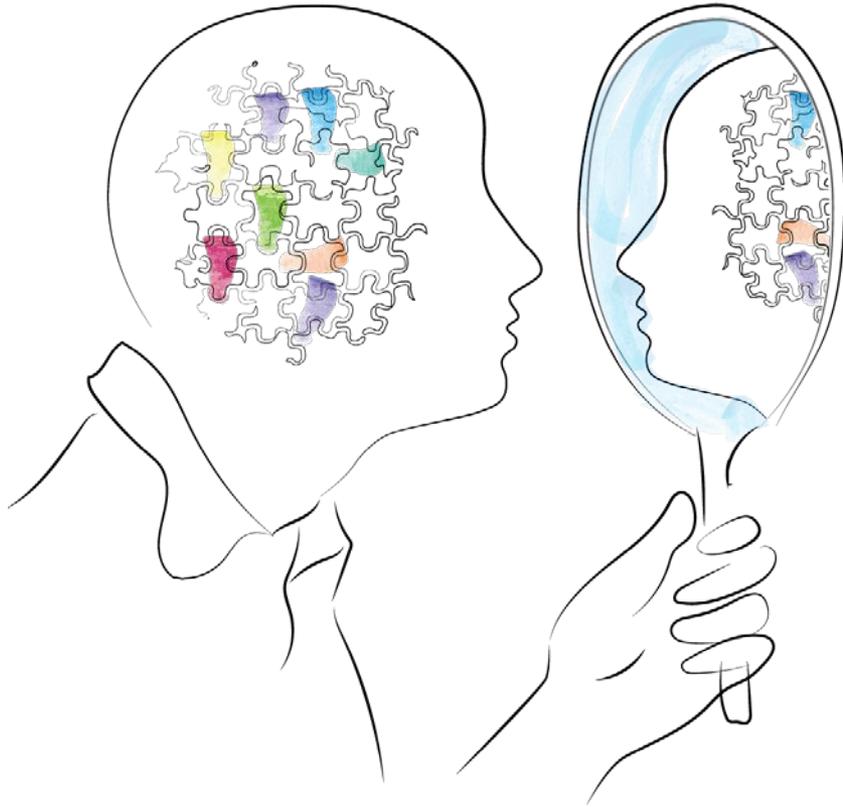


Land Acknowledgement



We recognize with humility and gratitude that Canada is located in the traditional, historical and ceded and unceded Lands of First Nation, Inuit and Metis Peoples. On behalf of us all, we acknowledge and pay respect to the Indigenous peoples past, present and future who continue to work, educate and contribute to the strength of this country.

Self-Awareness and Mindfulness

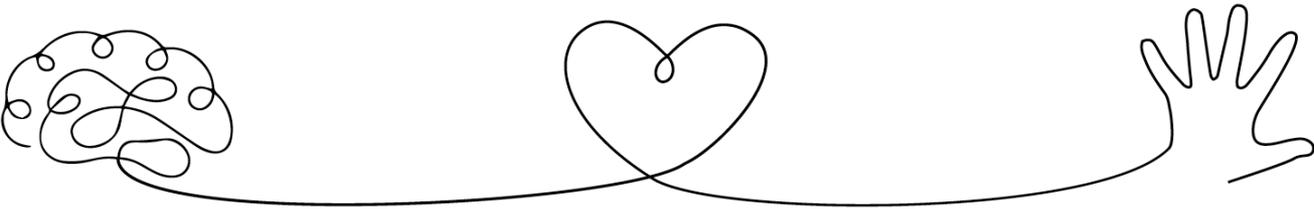


Objectives for the webinar:

- Using the Head-Heart-Hands lens to understand caregivers' experiences as they go through emotional cycles of change
- Self-awareness and its role in emotional intelligence
- How to recognize different emotions, emotional intensities, and emotional triggers
- Developing self-awareness through mindfulness
- Techniques for practicing mindfulness everyday



Head, Heart, Hands: The Caregiver's Experience



HEAD

+

HEART

+

HANDS

What they know

Knowledge
Familiarity
Understanding

What they feel

Emotions
Reactions
Feelings

What they do

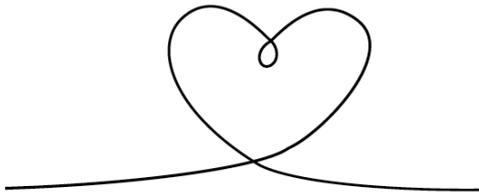
Roles
Tasks
Responsibilities

HEAD refers to an individual's knowledge and understanding of new situations and their new role.

Knowing what, how, who, when, and why is an ongoing challenge for caregivers throughout the care journey. Examples of questions caregivers may have include the following:

- What information do I need?
- What do I need to do?
- How do I feel confident?
- What can I expect?
- Do I understand the diagnosis and prognosis?
- What is the plan of care, what can I anticipate?

HEART refers to an individual's emotions, feelings, and motivation.



HEART

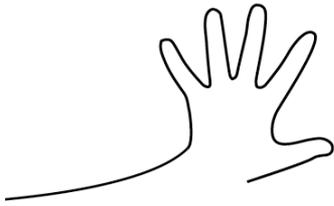
What they feel

Emotions
Reactions
Feelings

Through our conversations with caregivers, we gain a better understand of their feelings and emotions. Some examples include:

- Dealing with mixed feelings and reactions related to their new role and transitions in care
 - “I am nervous because I don’t know what to expect.”
- Feeling tired and overwhelmed but at the same time determined and committed
 - “I am exhausted, but I just have to do it.”
- Feeling appreciative and hopeful but also anxious and concerned
 - “I am happy to have dad at home, but it is very emotional and tiring.”

HANDS refers to what an individual does, their skills to perform tasks, and what actions they take on in their new role.



HANDS

What they do

Roles

Tasks

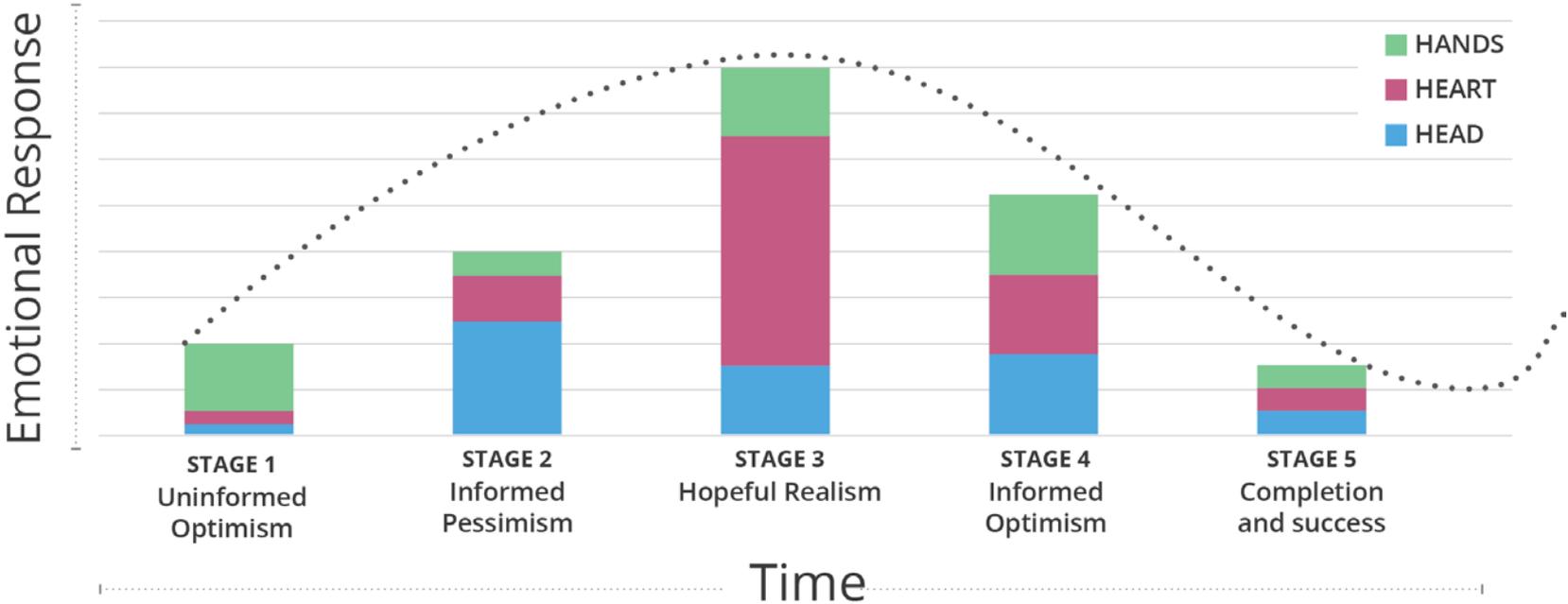
Responsibilities

Through conversations with caregivers, they shared some of their questions and tasks they took on.

- How do I advocate for my loved one? Can I ask for more care?
- What is my role in communicating with the care team? Will anyone listen to me?
- Am I doing this transfer right? I have never done this before. I am not sure what to do.
- Who should coordinate all the services? What do I do in an emergency? What happens at night?

Emotional Cycle of Change

Caregiver Experiences & Cycles of Change



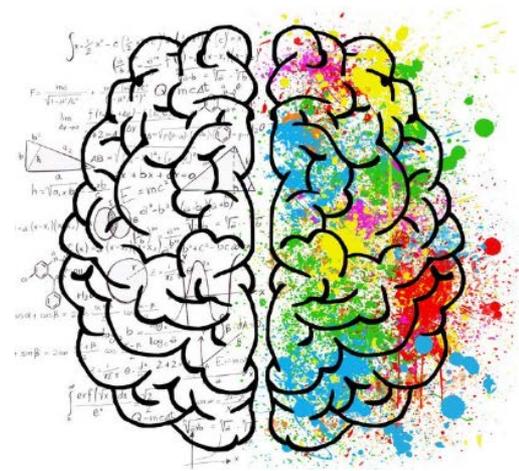
What is Emotional Intelligence?

“Emotional intelligence is a set of emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use emotional information in an effective and meaningful way.”

[Daniel Goleman’s (1995) Emotional Intelligence: Why It Can Matter More than IQ]

The Institute for Health and Human Potential defines EI or EQ as the ability to:

- Recognize, understand and manage our own emotions
- Recognize, understand and influence the emotions of others



Why does Emotional Intelligence Matter?

EQ exists on different levels

- Interaction between healthcare staff, patient and caregivers
- Delivering difficult news to patients and caregivers
- Managing stress and building resilience
- Working together as a team
- Avoiding mistakes and burn-outs

Better
understanding of
behavioural
tendencies



Work on and
adopt specific
behaviours

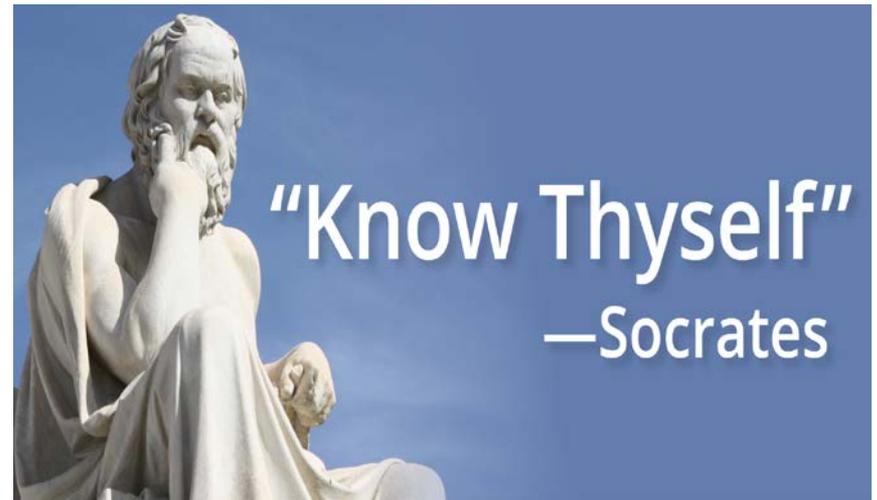


Improved
interactions with
patients, caregivers
and colleagues

What Is Self-Awareness?

Self-awareness is our ability to be aware of and understand our feelings and behaviours, and the impact they have on others.

- It means that we know why we are thinking and acting in a certain way.
- Self-awareness helps us understand how we are influencing the emotions and actions of others.



Think about a “feeling” word that describes how you are feeling right now.

What are the reasons you feel this way today?

How might this feeling be impacting your work?



Why Is Self-Awareness Important?

The ability to perceive emotions and to be self-aware are the foundation on which all emotional intelligence skills are built.

With a strong sense of self-awareness:

- We recognize when we feel out of sorts, anxious, sad or frustrated.
- We understand how our feelings affect our behaviour and have an impact on others.
- We are aware of our strengths and our weaknesses—and the impact our thoughts and actions can have.

Developing Self-Awareness

- Developing your self-awareness is an ongoing process.
- You will need to continually evaluate yourself and make a conscious effort to improve.
- By being aware of your self—both your strengths and your weaknesses—you can become aware of the impact your thoughts and actions have on others.
- Having high self-awareness means:
 - You know what emotions you are feeling at any given time, and why
 - You understand the links between your emotions, your thoughts and actions
 - You recognize how your feelings can affect your performance
 - Your actions are guided by your personal values

ACTIVITY

1.1: Self-Awareness Assessment

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
I can describe my emotions in the moment I experience them.				
I am good at understanding where others are coming from when they are really upset.				
I'm aware of what might trigger my emotions or reactions.				
I can easily tell the difference between similar emotions, such as fear, apprehension, and concern.				
I'm aware of the effect what I do or say has on others.				
I can usually pinpoint exactly why I reacted a certain way.				
I'm comfortable speaking to others about their emotions and feelings.				

Adapted from the Workplace Strategies for Mental Health EI Assessment Tool

<https://www.workplacestrategiesformentalhealth.com/resources/emotional-intelligence-methodology>

Four Basic Emotions



HAPPY



SAD



ANGRY



AFRAID

Being able to name and describe emotions gives us the capacity to understand ourselves and our reactions.

This is critical to developing self-awareness and emotional intelligence.

Emotional Intensity

An emotion can be experienced at a high, medium, or low intensity.

Being able to express ourselves with a broader emotional vocabulary helps increase our self-awareness.

WORDS TO DESCRIBE EMOTION INTENSITY				
Intensity of feelings	HAPPY	SAD	ANGRY	AFRAID
HIGH or STRONG	Excited	Depressed	Furious	Shocked
	Thrilled	Alone	Outraged	Frantic
	Overjoyed	Hurt	Irate	Horrified
	Ecstatic	Hopeless	Seething	Petrified
	Passionate	Miserable	Livid	Panicky
MEDIUM or MODERATE	Relieved	Heartbroken	Troubled	Uneasy
	Satisfied	Lost	Frustrated	Apprehensive
	Cheerful	Distressed	Agitated	Insecure
	Grateful	Let down	Disgusted	Threatened
	Glowing	Melancholy	Incensed	Intimidated
LOW or Mild	Pleased	Disappointed	Perturbed	Concerned
	Contented	Dissatisfied	Annoyed	Cautious
	Pleasant	Upset	Resistant	Nervous
	Surprised	Moddy	Irritated	Unsure
	Mellow	Blue	Touchy	Anxious

MOOD METER

Build Emotional Intelligence to Last a Lifetime



A gift of self awareness for yourself, and for others. Based on decades of research from Yale. Tell your Mood Meter mobile app how you feel and build emotional intelligence that lasts a lifetime.

Expand your emotional vocabulary
Discover the nuances in your feelings.

Gain insights about your inner life
Learn what's causing your feelings over time.

Regulate your feelings
Use strategies to regulate your feelings: enhance how you manage your life.

Remember to check in with yourself
Use reminders to check-in on your feelings throughout the day.

View your report
Learn how your feelings are affecting your decisions, relationships, and performance.



Emotional Triggers

Triggers are events that tap into our vulnerable spots. When they are poked, negative emotions are released.

Common situations that can trigger intense emotions:

- Rejection
- Unjust treatment
- Beliefs being challenged
- Helplessness or loss of control
- Disapproval or criticism
- Insecurity
- Being excluded or ignored
- Demeaning comment

Self-awareness helps us to recognize our emotional triggers so that we can better control our response.

A key to recognizing these triggers is paying attention when a strong emotional response happens.

Q: What circumstances are emotional triggers for you?

- ⇒ Why do they trigger you?
- ⇒ How do you feel or act?
- ⇒ What could you do to feel or act differently?

Q: What types of people are emotional triggers for you?

- ⇒ What do they do or say?
- ⇒ How do you feel or act?
- ⇒ Is it reasonable? What could be different?

Q: What topics of conversation trigger you?

- ⇒ Why do such conversations trigger you?
- ⇒ How do you feel or act?
- ⇒ What could be different?

What is Mindfulness?

Mindfulness is being consciously aware of our inner thoughts, feelings, and surroundings.

Mindfulness is one's capacity to avoid distraction from the present moment.



Mind full, or mindful?

Mindfulness can be defined as “paying attention, in a particular way, on purpose, in the present moment, and non-judgmentally.”

Benefits of being Mindful

Mindfulness can have a positive influence on what we think, feel, and do.

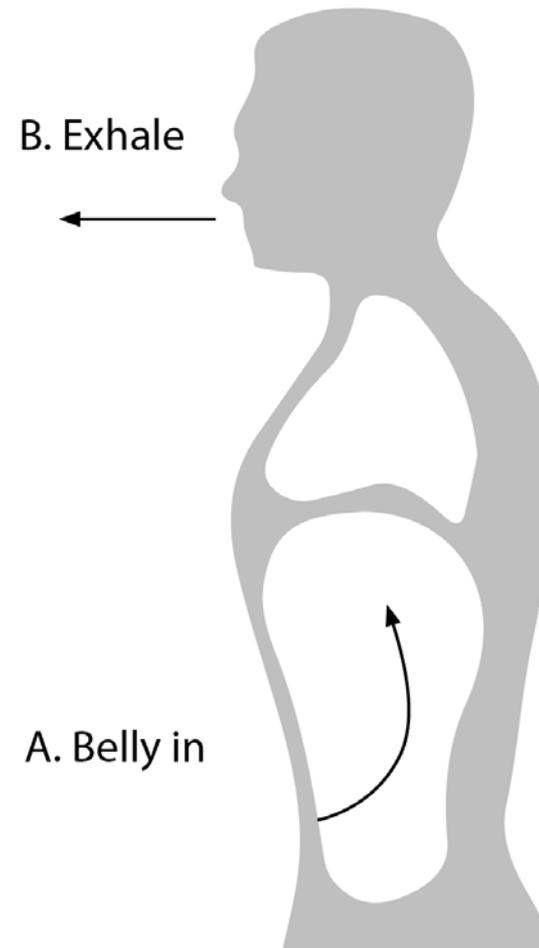
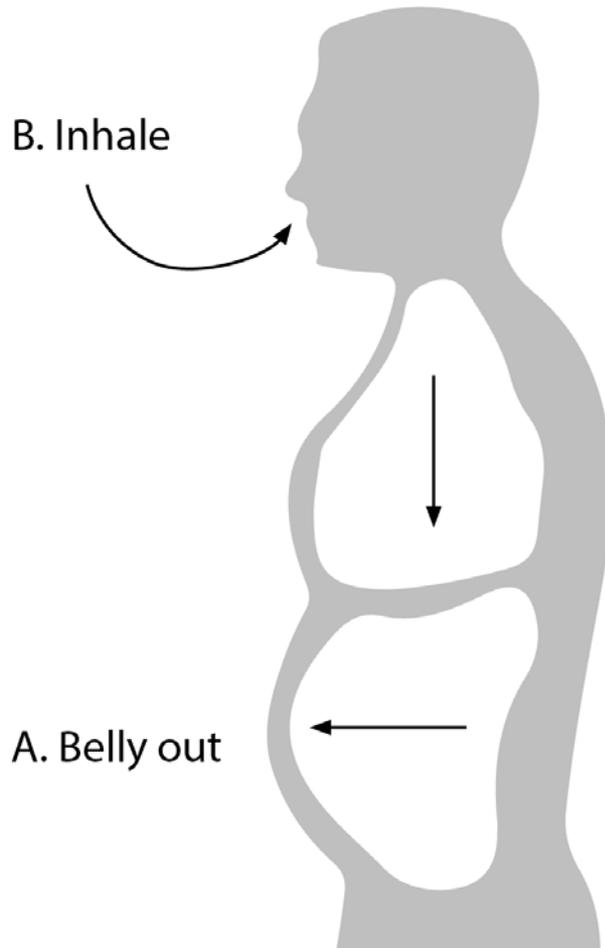
Mindfulness benefits include:

- Stress reduction
- Reduced overthinking
- Decreased negative affect (for example, depression, anxiety)
- Improved working memory
- Increased focus
- More cognitive flexibility
- Less emotional reactivity/more effective emotion regulation

Mindfulness helps us develop our self-awareness and understand, tolerate, and deal with our emotions in healthy ways.

ACTIVITY

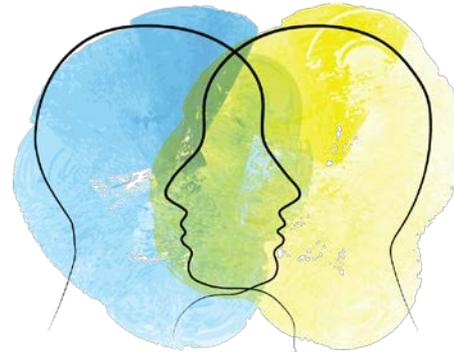
1.5: Mindful Breathing Exercise



Key Takeaways

- Self-awareness is the ability to be aware of and understand our emotions and how they influence our actions and those of others.
- The four basic emotions are happy, sad, angry, afraid and are experienced at different levels of intensity (high, medium, and low).
- Self-awareness helps you know your emotional triggers, so you can understand them and control your responses.
- Mindfulness is a state of mind where you are fully conscious and present in the moment and helps you recognize your emotions and balance the intensity of your feelings.
- Being more self-aware and practicing mindfulness helps health care providers better understand and respond to caregivers' experiences (what they think, feel and do) as they go through the emotions cycles of change.

Next EI Webinar
– EMPATHY June 15



Full EI modules available on:
www.learn.cdnhomecare.ca
You must register to access.

We appreciate you taking the time to complete
the short survey which follows this webinar.