

EMOTIONAL INTELLIGENCE EDUCATION PROGRAM  
**Head-Heart-Hand: Reflection Quiz**

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



**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

The Canadian Home Care Association (CHCA) is a national non-profit association dedicated to strengthening integrated community-based care. Through our diverse membership, the CHCA represents public and private organizations that fund, administer and provide health care services in the home and community care sector. Partners in Restorative Care is an innovative capacity-building project to enhance home care providers' abilities to recognize, understand and address both the physical and emotional challenges experienced by caregivers through Emotional Intelligence training.

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