



RELIAS | LEARNING

Stock photos used

RELIAS | LEARNING



Relias Spotlight Series

February 2022

Hello Providers,

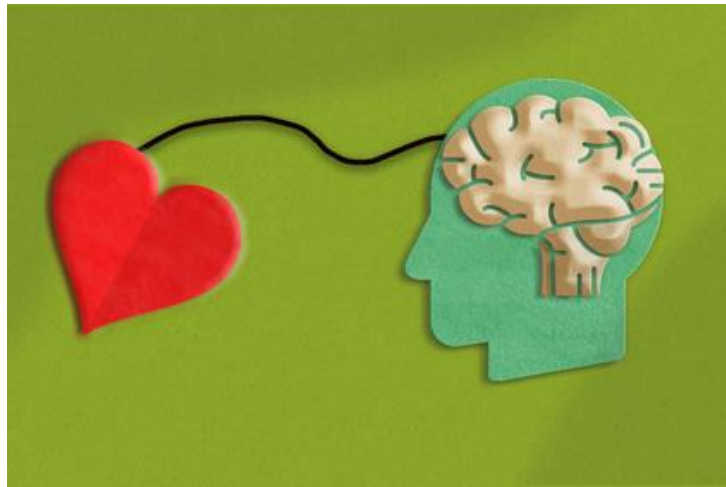
Welcome to the Optum Idaho February Relias Spotlight Series — a series devoted to offering you access to free, accessible and continuing education unit-eligible online education about topics that are important to behavioral health providers.

This month we are focusing on emotional intelligence, otherwise referred to as EQ. Why is it important to establish EQ? Why are companies looking to hire more people whom possess traits of EQ? Let's start with identifying what key elements exist within EQ.

Five Key Elements to EQ:

1. Self-Awareness: You know what you are feeling and why and how it helps or hurts what you are trying to do.
2. Self-Regulation: Self-regulation is concerned with how you control and manage yourself and your emotions, inner resources and abilities.

3. Motivation: Self-motivation includes our personal drive to improve and achieve; commitment to our goals, initiative or readiness to act on opportunities; and optimism and resilience.
4. Empathy: Empathy is the ability to “feel with” someone.
5. Social Skills: The skills needed to handle and influence other people's emotions effectively.



Research shows that people with high EQ are better equipped to manage behavior and navigate conflict better. High EQ individuals can relate better to people who are different than them and are open to being vulnerable in their communications (ability to receive feedback, growth mindset).

Is this something that, as providers, you think are important traits? Your clients come to you with various backgrounds and experiences, therefore, as clinicians, the ability to adapt and read other people to communicate with them well is important and will impact the culture of your practice.



If you would like to improve your EQ, then practice it in your settings, have conversations about it and focus on the behaviors you want to see in yourself, your teammates and your clients. Be willing

to embrace change and continue your professional development in this area. To assist you with this, Relias offers FREE continuing education unit courses specifically geared towards your needs.

If you would like more information and education about the topic of emotional intelligence, we encourage you to log into Relias and search for the following modules:

Class Name:	Course code:	Time to take	Audience:	Summary of Module
Employee Wellness - Emotional Intelligence: Awareness	REL-ALL-0-EINTEL-V2	15 mins	Appropriate for all	Presents information about feelings and how to handle emotions to not have them overcome responses when interacting with others. Reviews basics of how brain science and how brain chemistry creates feelings and physical responses. Interactive course that teaches how to integrate your "emotional brain" and "thinking brain" to regulate your emotions and responses to feelings. Introduces skills, such as journaling, meditation, and moving, walking, and reflecting.
Employee Wellness - Emotional Intelligence: Feeling & Thinking	REL-ALL-0-EINTELFT-V2	15 mins	Appropriate for all	Introduction to concept of emotional intelligence, Describes self-awareness and how to better express your emotions to others. Also developing awareness of other's emotions to help in understanding and connecting in efforts to resolve conflict or problems. Interactive throughout course with a vignette describing conflict between two people and how they can utilize emotional intelligence.
The Emotionally Intelligent Leader	REL-ALL-SS-THCL	20 min	Directed towards those in leadership roles, but can apply to anyone	Course is an interactive vignette/situation in which learner has to make a decision in how to resolve a conflict with a colleague. Course provides an exercise in presenting information leading up to the problem situation and opportunity to decide how to work towards resolution with emotional intelligence

Thank you, again, for the work that you do each day with our members so that Idaho can continue to improve access to behavioral health services. Optum Idaho is excited to offer these resources to you.

Sincerely,

The Optum Education and Training Team