

Emotional Intelligence: An Effective Strategy for Doctor's Well-beingD. Balaji ¹, Dr. P. Karthikeyan ²¹ Full Time Ph.D. Research Scholar, Faculty of Management Sciences, Department of Management Studies, Velalar College of Engineering and Technology, Thindal, Erode – 638012, Tamil Nadu, India.² Associate Professor, Department of Management Studies, Velalar College of Engineering and Technology, Thindal, Erode – 638012, Tamil Nadu, India.Corresponding Author: balablooms@gmail.com

Abstract: The concept of EI has gained a great deal of popularity within the health care industry. The acknowledgement of the rich and palpable nature as well as the practical and applicable intent of EI has stimulated new conversations about the concept of quality of care. This seems appropriate considering EI recognizes the impact of human relationships and emotions on the delivery of services. Doctors are prone to relationships handling to the maximum, which really have an influence in their personal and also in professional life. Invariably, this has an effect in their unconscious mind, knowingly or unknowingly due to this process of exposure of the above mentioned relationship handling, extensively, for the doctors who does not maintain a regulated management system both within and with others, to personal associates and with professional associations. The concept of EI proposed by Daniel Goleman, is highly recommended by this paper for the wellness of the doctors to excel in their personal and n their professional environment. The doctors largely have association to the family members and to his friends away from his professional environments, and most importantly to himself on the sector of personal relationships. The other on the environments concerning his professional environments with his superiors, his peers and the lower orders executives but the significant one goes for the patients. Thus, EI will be the right phenomena to get deployed for having better personal and professional life of Doctors.

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1. Introduction:

The tendency and the culture of animal race are to live in groups for personal and common goals and accomplishments. Thus is the human race on this planet as same as the other species of animals. Communication among them becomes inevitable while living in groups for better understanding towards working together, thus enabling flow of information, opinions from inside to others and also from others to oneself. The art of living together becomes a pleasant and joyful atmosphere when the understanding among others is comprehensive and this can be maintained only with communication. These communications are verbal and non – verbal, within one and with others. In this technologically developed era of mankind, his social and personal life needs intelligence to make himself in being pleasant and also maintain others also, mutually beneficial, towards undertaking relationships. Working with people becomes mandatory in the social forum and every person is with emotions and thus working with people is working with emotions. Then in this regard it becomes obvious that emotionally a person should be intelligent to have better environment within him and also with others, towards accomplishments of needful jobs. In the focus of professional

environment, individuals predominantly working with people are rightly termed as emotional labors. These emotional labors working with people should be intelligence for the accomplishments and thus emotional intelligence comes into play. The health care industry, while in its current stage of reform, has a prime opportunity to reflect upon its original mission to care for and possibly cure those with health challenges. The industry has attained monumental accomplishments in the scientific, biological, and technological arenas. The element of EI at each level of the health care organization, especially amongst its direct care providers, is critical if quality of care and sustainability is the industry's intention. Health care must focus on and seek to resolve difficulties associated with the management of patient care, which includes addressing patient and provider emotions, ensuring seamless systems of care and efficiency. Lanser, provided an example of how EI influences quality patient care in her recount of a regional health system which cancelled its strategic initiative focused on a new service line because the organization's key players were unable to manage their feelings and their working relationships. The concept of EI has gained a great deal of popularity within the health care industry. The

acknowledgement of the rich and palpable nature as well as the practical and applicable intent of EI has stimulated new conversations about the concept of quality of care. This seems appropriate considering EI recognizes the impact of human relationships and emotions on the delivery of services.

2. Review of Literature:

It was Charles Darwin, to propose the work on "The Expression of Emotion in Man and Animals" explored the significance of emotional expression for the survival of the animal and also for its adaptation. Following this the concept of intelligence was termed for the cognitive abilities of memory and problem-solving. Then, following this "Social Intelligence" was termed by E.L. Thorndike, in the year 1920, to illustrate the understanding ability or skill and the ways to manage other individuals. It was in the year 1966; Leuner used word "Emotional Intelligence" in his research article. Wayne Payne, for the first time used the term "Emotional Intelligence" in his doctoral thesis, framed as "A Study of Emotion: Developing Emotional Intelligence" in the year 1985. An EI model was proposed by Stanley Greenspan, in the year 1989, followed by Mayer and Salovey in the year 1990, and then was Daniel Goleman, in the year 1995. It was in the year 2000, the distinction between Ability model and Trait model of Emotional Intelligence. The conception of Emotional Intelligence, made by Salovey and Mayer refined their understanding as the ability to perceive emotion, integrate emotion to facilitate thought, understand emotions and to regulate emotions to promote personal growth. He believed to extract the useful source of information from one's emotions to enhance social judgments and decision making, along with adaptive behaviors. It included the four main types of abilities such as, perceiving emotions, using emotions, understanding emotions, and managing emotions. But, this was criticized for its lacuna on the predictive validity in the workplaces. The theory conception made by Daniel Goleman and the one proposed by Bar on, constitute the mixed model. Goleman, proposed his concept by 1995, then his theory of ECI (Emotional Competency Inventory) and then developed to ESCI (Emotional and Social Competency Inventory). Bar on emphasized on the self report to elucidate the EI, which also becomes its limitation, as there raises issues on its credibility. Konstantin Vasily Petrides, a psychologist of Britain, made many publications to prove a constellation of emotional self-perceptions located at the lower levels of personality and referring emotional intelligence to the self perception of individuals and abilities of it, which has to be investigated within a personality framework. This concept includes both the

contribution made by Goleman and Bar on which are under mixed models.

3. Lifestyle of Doctors:

Every person has a life personal to himself and the part of life made in relationship with others. The relationship with others shall also be classified into personal and professional by large. The relationships in professional life sometimes get affected by the life personal and sometimes vice versa. This all happens due to lack of self management etiquettes. This becomes in major if the person is an emotional labor, who is predominantly exposed to human relation alone all round the clock, on everyday, of one's life. Doctors are one such individual, who are the right example of emotional labors, who are prone to people with mental or physical problems. They spend most of the time on a day, with people particularly on patients, then with sub-ordinates, then with peers in addition to their family. They are prone to relationships handling to the maximum, which really have an influence in their personal and also in professional life. Invariably, this has an effect in their unconscious mind, knowingly or unknowingly due to this process of exposure of the above mentioned relationship handling, extensively, for the doctors who does not maintain a regulated management system both within and with others, to personal associates and with professional associations. The below mentioned are the two kinds of relationships, in major.

3.1 Intra – Personal Relationships:

The kind of conceiving a thought, asses of its evaluation, regulation, manipulation and the process of decision making, happening within oneself, termed as intra-personal relationship, which is predominantly within oneself. Every single person has a relationship to his own mind and heart, which is comprehensively personal to him, rightly called an intra-personal relationship. Every input of message gets into a person through sense organs and processed to become a thought or might also be a decision. The intra-personal life of doctors is really complicated. The kind of relationship that they manage is really extensive, the personal factors with family member, then to their friends, then to their professional relationships, but the major is with their patients. Here, the point which should be noted that each patient is unique with a problem, that has to be solved. The management that a doctor has to deploy is very unique, as all his day has a role and a type of relationship, which has high value, and each doctor is seen with high value and thus his words have immense credibility. As even doctors being a human being, there are high chances for placing them in situation to have through awareness, on what they deal with, the way to regulate to each and every

person to whom he engages and the kind of management they enhance, by and large within oneself. Every person has a face very personal to oneself, and every person has to spend time to discuss things within for decision making in a number of ways on every single phenomenon. Every doctor will be in a position to answer him, for each and every action that he has dealt with respect to various phenomena. There a number of characteristics that any single person needs to establish oneself, alike, self-access, self-awareness, self-regulation, self-confidence to manage oneself, both in personal relationships and also to professional relationships, which really values prominent.

3.2 Inter – Personal Relationships:

The lifestyle of doctors with respect to relationships, is extensively prone to intra-personal, which has association to personal relationships and also with professional relationship, by large. The personal relationships are with the family members, relatives and with their friends, known apart from the professional endeavors and hence the professional relationships are with higher officials, peers, subordinates and with patients, extensively. The inter-personal relationships are with their family members, to take care of them spend time for them, to discuss the family matters, to their children and also to spend time to their family functions to meet their family relatives, additionally the very high value for the doctors, are with relationship they engage with their higher authorities, peers, sub ordinates, with their executives, then in major to their patients. May be the association with professional executives could be managed as they don't have major changes, but the high focus is on the patients, as each one has a concern on their wellbeing and the solution should be decided, assisted and managed for the recovery measures for the patients. Every patient is with a concern on his health or mental well being, then following they come with the belief that the doctor will be the credible person to solve their problem, and then the credibility on the doctors' increases, thus a pressure for the doctor, shoots up. The relationship concerning with the patients are really complicated, just because of the variety of problems they sustain. Thus the inter-personal part of relationship the doctors engage is really complicated, for which a perfect management has to be deployed, for both the well being of the doctors and also for the satisfaction for the patients.

4. Concept of Emotional Intelligence:

The ability of a person both on his personal environment and also in the professional environment depends widely on his emotional management, which shall be framed as emotional intelligent, proposed by many thinkers and this article selects his concept of

EI, is valued for the implementation for enhancing the relationship of people by and large. Hence, Emotional Intelligence becomes the core component for an organization and so for the people associated with it, valued more than the technical skill. The emotional management of the people constituted directly affects the organization directly and immensely. Thus, this becomes the topic for many researchers, in association for the performance of the employees of organization. The main factors of EI are: to distinguish and identify accurately on the expressed emotions, to admit them to facilitate the same, to better understand for the right application at the right place and situation with proper regulation as needed at any instant with two perspective one with personal view point and another socially. This concept was defined by the American psychologist Daniel Goleman in the year 1995, in a more better and enhanced way and through his concept this theory is presented, as below.

4.1 Self – Awareness:

The event of recognizing one's own emotions with respect to the situation, then assessing those emotions managing them for acquiring confidence on the situation, is profoundly known as self – awareness. Only with this self – assessment the a person shall indulge in event of assessing one's own strength and weakness. A person shall end up with self confident only when is possibly with high self assessment. This event becomes the most basic nature for any status of the self. Every successful person has had good assessment of themselves and hence they managed to become as they expected with proper regulations. People oriented with people driven jobs are expected to have high self awareness which itself becomes the dire need to know their status of working with emotions of others for accomplishing the selected aims. This step has Emotional self awareness and then followed by self assessment, then building self confident from the above; all these steps put together gives self awareness.

4.2 Self – Regulation:

The ability to control potentially disruptive emotions and impulses is known as self-regulation. Daniel Goleman identified self-regulation as one of the five dimensions of emotional intelligence. Self-regulation is the ability to behave in a way that is consistent with an individual's values and goals. It's the ability to remain in control of emotions when in stressful situations and the capability to stay upbeat when success is not being achieved. In the workplace, potentially disruptive emotions can result in the feeling a manager is not yet ready to be a leader in an organization. Leaders exhibiting characteristics consistent with self-regulation, or self-

control, are considered by peers to be trustworthy, conscientious, and able to adjust to changing situations. Self-regulation is also characterized by a readiness to seize opportunity, and a drive for excellence.

4.3 Self– Motivation:

A passion to work for internal reasons that go beyond money and status -which are external rewards, - such as an inner vision of what is important in life, a joy in doing something, curiosity in learning, a flow that comes with being immersed in an activity, which is a propensity to pursue goals enabling energy with persistence. Hallmarks include a strong drive to achieve, optimism even in the face of failure, and organizational commitment. The principle of motivation represents the will to achieve — eagerness, drive, ambition — regardless of obstacles, and is another theme consistently reinforced by the profiled leaders. Two particular qualities of motivated leaders are that “they are forever raising the performance bar, and they like to keep score”. They are competitive — with themselves and with peers alike. They set goals and employ methods of measurement to quantify how well they have met those goals, if at all. It is not difficult to imagine how easily this trait, if unchecked or insufficiently balanced with other characteristics such as self-awareness and self-regulation, could undermine one’s leadership profile. But Goleman contends that a potential leader will not materialize into an actual one without ample motivation: “If there is one trait that virtually all leaders have, it is motivation”. Leaders work their way into leadership roles through a relentless sense of pursuit, a need to constantly produce results. Problem-solving is a critical hallmark of motivation, and Goleman uses a term that I discuss in depth later in this article: optimism. The strongest leader sees opportunities where others may not and assumes that all issues are resolvable, and, importantly, is motivated to seize those opportunities and find the resolution.

4.4 Empathy:

Empathy has a clear and concrete professional purpose, proposed by Daniel Goleman and it doesn’t mean adopting other people’s emotions as one’s own and trying to please everybody. It describes the leader’s intuitive understanding of staff’s non-technical needs and the ability to communicate that understanding effectively. As I discuss later, the importance of staff satisfaction, by way of feeling respected and heard, cannot be underestimated. Staff morale and job satisfaction have enormous impact on how others in the organization feel about their jobs and how the entirety of the organization performs. Demonstrating the value of empathy in an increasingly cross-cultural global market, Goleman

observes, “Empathy is an antidote. People who have it are attuned to subtleties in body language; they can hear the message beneath the words being spoken. Beyond that, they have a deep understanding of the existence and importance of cultural and ethnic differences”. Empathy also enhances the leader’s ability to make staff feel respected so they can, in turn, respect one another, strengthening the constant efforts toward retention. This type of leader can thus develop strong teams who work together effectively to affirm one another and successfully carry out the mission of the organization.

4.5 Social Skills:

Social skill, the fifth component of emotional intelligence, is, like empathy, reflective of a leader’s interactions with the world, in contrast to the first three factors, which highlight more internal characteristics. It is the ability to leverage relationships toward the ideas and ideals a leader wants to promote, through likeability, trust and respect. But just as the line blurs between self-awareness, self-regulation, motivation and empathy, social skill also represents shades of the other four. Without social skill, the other four components of emotional intelligence may fall flat.

5. Quality of Doctors with EI:

Emotional intelligence is again the facilitator for any persona to excel in his personal and also in his professional endeavors. The competency of the personal factors and those of the professional factors affect the performance of the person to make the relationship much wonderful and enhanced. The life of Doctors is full of relationship management all round the clock, the right one to investigate among the emotional labors. Thus, the strategy for improvisation of the quality of life among doctors is very much anticipated and accessed, globally. There were many thinkers and psychologists along with a number of management specialists, attempted to have concepts for the theory of EI. With the above concept of EI proposed by Daniel Goleman, is highly recommended by this paper for the wellness of the doctors to excel in their personal and in their professional environment. The doctors largely have association to the family members and to his friends away from his professional environments, and most importantly to himself on the sector of personal relationships. The other on the environments concerning his professional environments with his superiors, his peers and the lower orders executives but the significant one goes for the patients. As the patients are not standard which continuously changing, on every treatment, the doctors need to get altered, changed and managed for the treatment for them excellently and completely for the satisfaction of both the patient and for the doctors also. Thus,

here it is clear the doctors have aspects personal to him and on the relationship with others, to manage his relationships. The personal competencies given by Daniel Goleman, will provide doctors the ability to regulate themselves for the different environments and relationships to which they engage. By and large, the doctors should be a good family man for the family members; a good friend for his close associates personally, then a good statesman for the country apart from his profession. There is a life much personal to doctors too which has key elements for his performance as doctors in hospitals. Only when the personal entities are perfectly managed then his life in the professional environments are deeply aligned and taken care for excellent performance, invariably. In relation to his profession, the doctors have high link to the sub ordinates to enhance the treatment for every patient. Doctors needs to facilitate the treatment through the sub ordinates, thus the importance for the relationship management arises here. The other main component of EI is in the phenomena, is for the relationship with the patient, first the doctors needs to develop a rapport, with the patient, then making them feel empathized to reveal their challenges both physically and mentally, to first understand their focus then to identify its causes then conceptualize the medication for their recovery. For any sector of their relationship, EI plays an important part for the performance of the doctors to accomplish their personal and as well as professional factors, for the remedy completely. Hence, by and large the relation management that the doctors need to deploy in their relationship is better done through the maintenance of emotional intelligence. The quality of their performance becomes more profound, enhanced, defined, customized for better results both in their personal life and as well as in their professional life.

6. Conclusion:

The concept of Emotional intelligence is well analyses in the perspective, of Daniel Goleman and the parameters of it were detail explained with respect to intra personal and inter personal relationship and management. Any individual in this contemporary period of business and employment is expected to acquire this ability of mastering this emotional intelligence for better living in personal and professional environments. Doctors, with personal and professional environment undergo relationship management extensively all around the day. For the wellbeing of doctors, after analyzing their way of life and relationship, this article recommends to deploy Daniel Goleman's principle of emotional intelligence, into their life to have a pleasing personal and professional environments and relationship, leading to satisfaction for the activities

they undergo. The wellbeing of personal life has its association with professional life and the performance of the professional life has its dependence with personal life, when these both the entities go balanced the performance of Doctors will be very effective and efficient. Thus, this manuscript recommends emotional intelligence strategy for the wellbeing of the doctors, by and large.

Corresponding Author:

Balaji. D

Full Time PhD Research Scholar
Department of Management Studies
Velalar College of Engineering and Technology,
Thindal, Erode - 638012, Tamil Nadu, India
Email: balablooms@gmail.com

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