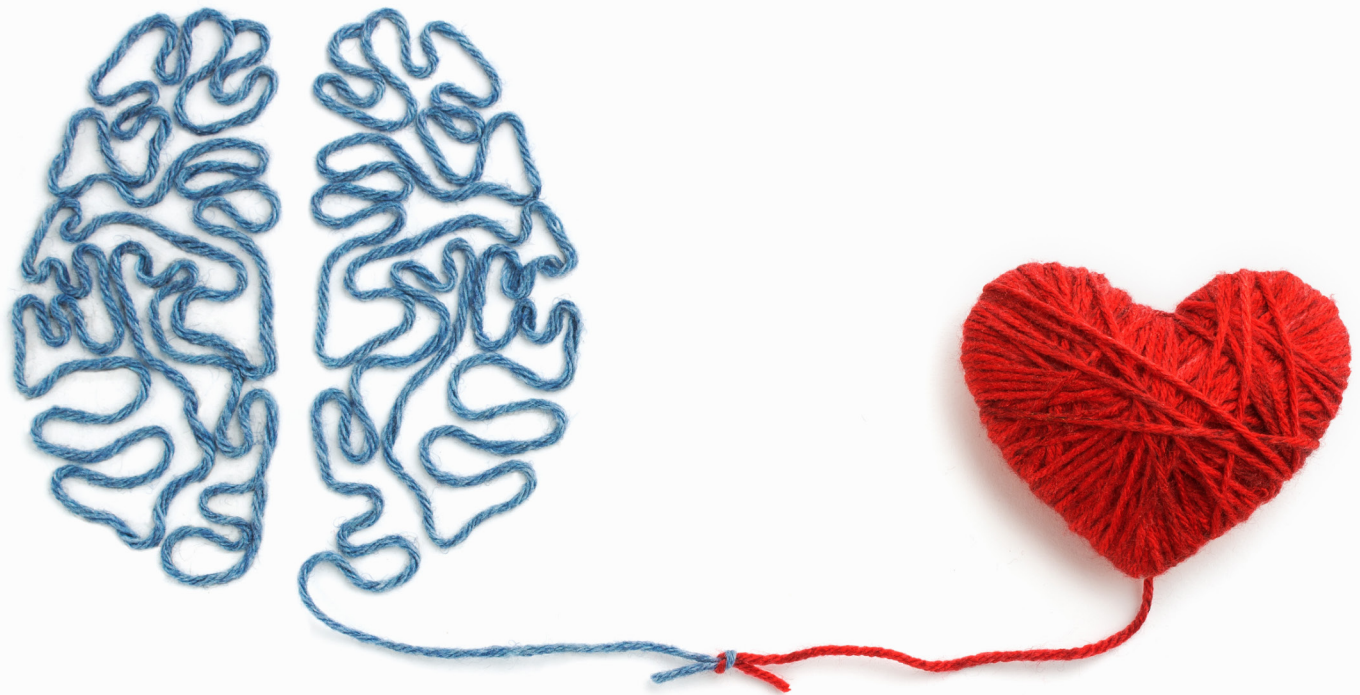


EMOTIONAL INTELLIGENCE

for Healthcare Practitioners

AGENDA

4th and 11th September 2021



Target Audience: Allied health professionals, Physicians, Nurses, Others (Healthcare Administration)
Activity code: HGI-03-P85
Venue: Aspetar, West Expansion, 3rd floor, Let's Play Room
Time: 8:45am to 03:00pm (4 Sep and 11 Sep 2021)

Overall Learning Objectives:

On completion of this activity, participants will be able to:

1. Define emotions, intelligence, and emotional intelligence and its role in effectively interacting with patients and colleagues.
2. Describe the competencies of emotional intelligence and its impact on patients' satisfaction and foster working relationships.
3. Demonstrate understanding of self and others using Personality Assessment Report to become aware of how your individual personality type preferences impact on the style of care you give.
4. Explain the impact of emotional intelligence on healthcare work environment and patient provider relationship.
5. Recognize the role of emotional intelligence in professional and personal decision making to improve human interaction.
6. Develop Personal Emotional Intelligence Development Plan for each competency to improve cooperation with patients and colleagues, release work related stress and enhance communication.

"This activity is an Accredited Group Learning Activity (Category 1) as defined by the Ministry of Public Health's Department of Healthcare Professions - Accreditation Section and is approved for a maximum of 10 hours."



Date	Topic	Session Learning Objectives	Speaker
Day 1 - 4 Sep 2021			
8:45 – 9:00	Registration		
9:00 – 9:15	Meet your colleagues; networking		Moderator: Ayesha Masood
9:15–10:45	Introduction to evolution of humans and emotions	<ul style="list-style-type: none">• Define emotions, intelligence, and Emotional Intelligence (EI)• Describe the background of EI related to self-awareness, self-management, social awareness, and social skills• Explain the brain's function of stimulating emotions in simple terms• Outline the simple six seconds model of Emotional Intelligence• Explore EI competencies• Classify emotions and their effect on human behaviour and physiological reactions	Ayesha Masood, Mr. Khalid Al Mawlawi

10:45–11:00 Coffee Break and Prayers			
11:00–12:30	Know yourself and build self-management skills to better take responsibility for own behaviour and well-being (Interactive session)	<ul style="list-style-type: none"> • Outline what you feel and do. Emotions are data, and these competencies allow you to accurately collect that information • Define self-management skill and its purpose to improved wellbeing • Describe MBTI and participants' self-assessment of their personality 	Ayesha Masood Mr. Khalid Al Mawlawi
12:30–13:00 Coffee Break and Prayers			
13:00–15:00	Know yourself and build self-management skills to better take responsibility for own behaviour and well-being (Interactive session)	<ul style="list-style-type: none"> • Explain the MBTI Report to improve self-awareness in the areas of how we think, make decisions, and manage relationships • Outline self-management competencies required to improve behaviour • Discuss emotional literacy and its role in the ability to express one's emotional state and communicate one's feelings • Distinguish self-management patterns • List and explain self-management strategies and their role in identifying natural strengths, maximizing productivity to efficiently achieve goals 	Ayesha Masood
Day 2 - 11 Sep 2021			
8:45–9:00	Registration		
9:00–9:15	Meet your colleagues; networking		Moderator: Ayesha Masood
9:15–11:15	Choose yourself and build self-management to be your most productive self. (Interactive session)	<ul style="list-style-type: none"> • Utilize self-management competencies to switch from “autopilot reactions” to “proactive responds”. • Apply the competencies required to self-manage • Apply consequential thinking to improve decision making • Analyse emotions to better manage lifestyle choices and work towards better quality of life • Engage intrinsic motivation in daily routine to be energized and driven by personal values and commitments rather than by external forces • Build optimism to handle stressful situations better • List and explain self-management strategies to maintain consciousness of thoughts, desires, and feelings 	Ayesha Masood Mr. Khalid Al Mawlawi
11:15–11:30 Coffee Break and Prayers			
11:30–12:30	Discover mindfulness to enhance overall wellness	<ul style="list-style-type: none"> • Develop mindfulness techniques to enhance emotional intelligence skills to live in the present moment 	
12:30– 13:00 Coffee Break and Prayers			

13:00–15:00	Give yourself and build social awareness to maximize relationships, improve social and emotional wellbeing (Interactive session)	<ul style="list-style-type: none"> • Apply social awareness competencies daily to lead on purpose and with full integrity. • Define social awareness and its purpose in empathizing with others • Discover the competencies required to achieve effective relationship management • Develop empathy to understand and share another person's feelings and emotions • Give yourself - adapt to feel an emotion completely, without trying to control it • Pursue noble goals - choose to connect daily choices with one's overarching sense of purpose • List and explain the social awareness strategies to better understand and respond to the needs of others. • Review Self Development Action Plan to stay on track and commit to further self-development • Develop One on One meeting arrangements for each participant to explain their reports, one week after the workshop. • Apply mindfulness - group practical activity 	Ayesha Masood Mr. Khalid Al Mawlawi
15:00– 15:05	Closing	• Closing remarks	Ayesha Masood

Scientific Planning Committee:

Khalid Ali Al-Mawlawi (Chair), Abdulrahman Al-Mulla, Ayesha Masood, Dr. Liesel Geertsema, Michael Saretsky, Sean McCrudden

The Scientific Planning Committee has reviewed all disclosed financial relationships of speakers, moderators, facilitators and/or authors in advance of the CPD activity and has implemented procedures to manage any potential or real conflicts of interest.

Overall time:

day 1: 300 min presentation: 90 min
interactive: 210 min

day 2: 300 min presentation: 60 min
interactive: 240 min

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