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## Agenda

# Emotional Intelligence for Healthcare Practitioners Workshop

12<sup>th</sup> and 19<sup>th</sup> April 2025

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**Agenda**  
**Emotional Intelligence for Healthcare Practitioners**  
**12 and 19 April 2025**

**Target Audience: Allied Health Practitioners, Physicians, Nurses, Healthcare Administration**

**Activity code: HGI-03-P157**

**Venue: Aspetar, West Expansion, 3rd floor, Let's Playroom**

**Time: 08:45 to 15:00**

**Overall Learning Objectives:**

This Emotional Intelligence for Healthcare Practitioners course is designed to support healthcare professionals and healthcare administration to foster a healthy, empathetic, and compassionate work environment that contributes to improved patient outcomes.

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 patient satisfaction and foster working relationships.
3. Demonstrate understanding of self and others using the Personality Assessment Report to become aware of how your individual personality type preferences impact your care style.
4. Explain the impact of emotional intelligence on the healthcare work environment and the patient-provider relationship.
5. Recognize the role of emotional intelligence in professional and personal decision-making to improve human interaction.
6. Develop a 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 10.0 hours.**

Date	Topic	Session Learning Objectives By the end of this session, participants will be able to:	Speaker
<b>Day 1 12 April 2025</b>	<b>Discover emotional intelligence essentials</b>		
8:45 – 9:00	Registration		
9:00 – 9:15	Meet your colleagues		
9:15 – 10:45	Introduction to the evolution of humans and emotions	<ul style="list-style-type: none"> <li>• Define emotions, intelligence, and Emotional Intelligence (EI)</li> <li>• Describe the background of EI related to self-awareness, self-management, social awareness, and social skills</li> <li>• Explain the brain's function of stimulating emotions in simple terms.</li> <li>• Outline the simple six seconds model of Emotional Intelligence</li> <li>• Explore EI Competencies</li> <li>• Classify emotions and their effect on human behaviour and physiological reactions</li> </ul>	Mrs. Ayesha Masood, (Speaker 2: TBD)
10:45 – 11:00	Coffee Break and Prayers		
11:00 – 12:30	Know yourself and build self-management skills to better take responsibility for your own behaviour and wellbeing. (Interactive Session)	<ul style="list-style-type: none"> <li>• Outline what you feel and do. Emotions are data; these competencies allow you to accurately collect that information</li> <li>• Define the self-management skills and their purpose for improved well-being</li> <li>• Describe MBTI and participants' self-assessment of their personality</li> </ul>	Mrs. Ayesha Masood
12:30 – 13:00	Coffee Break and Prayers		
13:00 – 15:00	Know yourself and build self-management skills to better take responsibility for your own behaviour and wellbeing. (Interactive session)	<ul style="list-style-type: none"> <li>• Explain the MBTI Report to improve self-awareness in the areas of how we think, make decisions, and manage relationships</li> <li>• Outline self-management competencies required to improve behaviour</li> <li>• Discuss emotional literacy and its role in expressing one's emotional state and communicating one's feelings</li> <li>• Distinguish self-management patterns</li> <li>• List and explain self-management strategies and their role in identifying natural strengths and maximising productivity to efficiently achieve goals</li> </ul>	Mrs. Ayesha Masood

Date	Topic	Session Learning Objectives By the end of this session, participants will be able to:	Speaker
<b>Day 2 19 April 2025</b>	<b>Discuss emotional intelligence advanced with MBTI assessment</b>		
8:45 – 9:00	Registration		
9:00 – 9:15	Meet your colleagues		
9:15 – 11:15	Choose yourself and build self-management to become your most productive self. (Interactive session)	<ul style="list-style-type: none"> <li>• Utilise self-management competencies to switch from “autopilot reactions” to “proactive responds”</li> <li>• Apply the competencies required to self-manage</li> <li>• Apply consequential thinking to improve decision-making</li> <li>• Analyse emotions to better manage lifestyle choices and work towards a better quality of life</li> <li>• Engage intrinsic motivation in daily routine to be energised and driven by personal values and commitments rather than by external forces</li> <li>• Build optimism to handle stressful situations better</li> <li>• List and explain self-management strategies to maintain consciousness of thoughts, desires and feelings</li> </ul>	Mrs. Ayesha Masood, (Speaker 2: TBD) (Speaker 3: TBD)
11:15 – 11:30	Coffee Break and Prayers		
11:30 – 12:30	Discover mindfulness to enhance overall wellness.	<ul style="list-style-type: none"> <li>• Develop mindfulness techniques to enhance emotional intelligence skills to live in the present moment.</li> </ul>	Mrs. Ayesha Masood, (Speaker 2: TBD)
12:30 – 13:00	Coffee Break and Prayers		

13:00 – 15:00	Give yourself and build social awareness to maximise relationships and improve social and emotional wellbeing. (Interactive session)	<ul style="list-style-type: none"> <li>• Apply social awareness competencies daily to lead on purpose and with full integrity</li> <li>• Define social awareness and its purpose in empathising with others</li> <li>• Discover the competencies required to achieve effective relationship management</li> <li>• Develop empathy to understand and share another person's feelings and emotions</li> <li>• Give yourself - adapt to feeling an emotion completely, without trying to control it</li> <li>• Pursue noble goals – choose to connect daily choices with one's overarching sense of purpose</li> <li>• List and explain the social-awareness strategies to better understand and respond to the needs of others</li> <li>• Review Self Development Action Plan to stay on track and commit to further self-development</li> <li>• Develop one-on-one meeting arrangements for each participant to explain their reports, one week after the workshop</li> <li>• Apply mindfulness- group practical activity</li> </ul>	Mrs. Ayesha Masood, (Speaker 3: TBD)
15:00 – 15:05	Closing	Closing remarks	Mrs. Ayesha Masood

**Scientific Planning Committee:**

**Khalid Ali Al-Mawlawi (Chair), Abdulrahman Al-Mulla, Ayesha Masood, Dr. Liesel Gertma, 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.**

**CPD Coordinator: Sultan Almudahka has nothing to disclose.**

**CME/CPD Unit Staff have nothing to disclose.**

**Overall time: 600 min.**

**Lecture: 150 min.**

**Interactive: 450 min (75%)**