

CMU College of Medicine Faculty Development Lunch & Learn Series

Emotional Intelligence: It's Importance in Learning and Patient Outcomes

Course Overview / Description

This CME educational presentation explains “emotional Intelligence (EI),” what it is, how it is demonstrated when working with other individuals, as well as outcomes associated with patients and students. A sample self-assessment and resources for the development of EI will be shared.

Learning Objectives

At the end of this presentation, attendees will be able to:

1. Define the constructs of emotional intelligence.
2. Explain how emotional intelligence is demonstrated when working with others.
3. Examine emotional intelligence of self.
4. Identify opportunities for increased positive outcomes for students with application of emotional intelligence regarding instruction.
5. Identify potential for supporting emotional intelligence for students.

Speaker



Robin Benson

Manager of Educational Services, MyMichigan Health.

Ms. Benson has a Bachelor's degree in education from Spring Arbor University, a Master of Education degree from the University of Phoenix, and will complete a Ph.D. in Leadership from the University of the Cumberlands in May 2024. Her dissertation research focuses on leadership, emotional intelligence, and employee engagement. Prior to working for MyMichigan Health, she was a principal for a charter school and director of a regional Great Start to Quality Resource Center. She currently also serves as the coordinator of a local council of Children Trust Michigan of DHHS, focusing on the prevention of child abuse and neglect.

Course Planner / Activity Director**John E. Lowry, PhD**

Dr. John Lowry is the Director of Faculty Development at Central Michigan University College of Medicine. He is also the assistant director of the CMU Academy of Medical Educators. He has a bachelor's degree in sports medicine from Brigham Young University, a master's degree in exercise science from the University of Oregon, and a Ph.D. in higher, adult, and lifelong education from Michigan State University. Prior to coming to CMU, he was an Associate Professor of Kinesiology at Saginaw Valley State University. His research centers on medical education, faculty development, and physician /resident wellness.

Target Audience: Physicians, Nurses, PAs, Advanced Clinical Practitioners, ,and all healthcare professionals

Disclosure: Speaker and Planners have no relevant financial relationships with ineligible companies.

Cost: None

Accreditation

Central Michigan University College of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education to physicians.

Central Michigan University College of Medicine designates this enduring material for a maximum of 1.0 *AMA PRA Category 1 Credit*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

The Michigan Board of Nursing, American Nurses Credentialing Center (ANCC), American Academy of Nurse Practitioners (AANP) and the National Commission on Certification of Physician Assistants (NCCPA) accept *AMA PRA Category 1 Credits*[™] from organizations accredited by the ACCME.

Documentation Sources & References

- Webb A.R., Young R.A., and Baumer J.G. (2010) Emotional Intelligence and the ACGME Competencies. J Grad Med Educ; 2 (4): 508–512. doi: <https://doi.org/10.4300/JGME-D-10-00080.1>
 - Wagner, P. J., Moseley, G. C., Grant, M. M., Gore, J. R., & Owens, C. (2002). Physicians' emotional intelligence and patient satisfaction. FAMILY MEDICINE-KANSAS CITY-, 34(10), 750-754.
 - Coskun, O., Ulutas, I., Budakoglu, I. I., Ugurlu, M., & Ustu, Y. (2018). Emotional intelligence and leadership traits among family physicians. Postgraduate medicine, 130(7), 644-649.
 - Pagnini, F., Manzoni, G. M., & Castelnovo, G. (2009). Emotional intelligence training and evaluation in physicians. JAMA, 301(6), 600-601.
 - Mintz, L.J. & Stoller, J.K. (2014) A Systematic Review of Physician Leadership and Emotional Intelligence. J Grad Med Educ; 6 (1): 21–31. doi: <https://doi.org/10.4300/JGME-D-13-00012.1>
-

Disclosure Policy

It is the policy of CMU College of Medicine to adhere to Accreditation Council for Continuing Medical Education (ACCME) policies and Standards in order to ensure fair balance, independence, objectivity, and scientific rigor in all its accredited activities. Planners and speakers are expected to disclose any relevant financial relationships with commercial interests as well as any discussion of off-label or investigational uses of FDA approved commercial products or devices, or products or devices not yet approved in the United States.

Disclaimer

The information provided in this educational activity is for general medical education purposes only and is not meant to substitute for the independent medical judgment of a physician relative to diagnostic and treatment options of a specific patient's medical condition. The viewpoints expressed in this CME activity are those of the authors/faculty. They do not represent an endorsement by Central Michigan University College of Medicine. In no event will Central Michigan University College of Medicine be liable for any decision made or action taken in reliance upon the information provided through this CME activity.

Post-Test and Claiming Credit Directions

- You must complete the post-test to obtain *AMA PRA Category 1 Credit™*
- 75% of the questions must be answered correctly
- Once you have completed viewing the video, close the video window tab to proceed to the Post Test
- Upon passing the Post Test, you will automatically be taken to the evaluation
- Complete the evaluation and receive your credit
- You can either print your CME certificate, save it to your files as a pdf, or the Office of Continuing Medical Education can email it to you

**For any questions regarding content, the post-test, CE credit
or matters involving continuing education in the health professions,
please contact:**

**Office of Continuing Medical Education
Central Michigan University College of Medicine
1632 Stone Street, Suite 2200, Saginaw, Michigan 48602
Website: med.cmich.edu/cme Email: CMEDCME@cmich.edu
Office: 989-746-7602 CME Administrator: 989-746-7555 or 989-259-4036**

***Thank you for utilizing CMU College of Medicine's eLearning materials.
Let us know your opinion of this session and
what you would like to see us provide in the future by
going to:***

[COMMENTS & SUGGESTIONS](#)