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EMOTIONAL INTELLIGENCE APPLIED

INTIMATE ENEMIES

- Marriage troubles:
 - Emotional gender gap
 - Harsh criticism
 - Toxic thoughts
 - Frequent emotional distress
 - Parallel lives



INTIMATE ENEMIES

- Marriage Troubles: Potential Solutions
 - Problems need to be vented out in the open
 - Men to focus on the feelings
 - Women to not attack the character.
 - Settle disagreements effectively
 - Calm down
 - Detoxifying self-talk
 - Non defensive listening and speaking
 - Empathy
 - “Mirroring”
 - Offer solutions
 - Respect



MANAGING WITH HEART

- Rigid work hierarchy broke down in the 80s
 - Globalization
 - Information technology
- Leadership
 - Not domination
 - Art of persuading people to work toward a common goal
- Three fields where EQ helps
 - Grievances handled as critiques
 - Diversity as a source of value
 - Networking



CRITIQUE

- Feedback is an art
 - Need to avoid perception of a personal attack
- Artful critique, the giver
 - Focus on what has been done and can be done better
 - Be specific
 - Offer a solution
 - Be present
 - Be sensitive
- Artful critique, the recipient
 - Valuable information
 - Avoid being defensive



DIVERSITY

- Brings collective creativity
- More consistent with a global market
- Prejudice
 - It is more practical to suppress the expression of bias than eliminate the attitude itself



NETWORKING

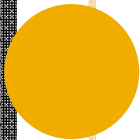
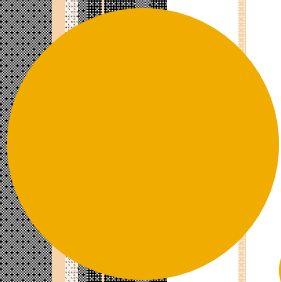
- Teams are now the work units
 - DM, CHF, Asthma
- Social harmony is critical for teams' success
 - Need to avoid domineering or deadweights
- Individuals with high EQ's were best at networking with key people.
 - Who talks to whom
 - Thrust
 - Expertise



MIND AND MEDICINE

- Chronic anxiety and depression affect overall health
 - Patients can learn to tone down these emotions
 - Optimistic attitude
 - Socialize
 - Relaxation training
- Medical care professionals are often insensitive to patients emotions.
 - Disease vs. illness
 - Emotional intervention should be a standard part of medical care
 - Relationship centered care





END