

# **2011 ICHP/MSHP Spring Meeting**

## ***Adding to Your Emotional Intelligence Skills***

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## ***Building Your Vocabulary of Feelings***

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### **STRONG INTENSITY**

<b>Happy</b>	<b>Caring</b>	<b>Depressed</b>	<b>Inadequate</b>	<b>Fearful</b>
Thrilled On cloud nine Overjoyed Excited elated Sensational Exhilarated Fantastic Terrific On-top-of-the-world Turned on Euphoric Delighted Marvelous Great	Tenderness toward Affection for Captivated by Attached to Devoted to Adoration Loving Infatuated Enamored Cherish Idolize Worship	Desolate Dejected Hopeless Alienated Depressed Gloomy Dismal Bleak In despair Empty Barren Grieved Grief Despairing Grim	Worthless Good-for-nothing Powerless Helpless Impotent Crippled Inferior Emasculated Useless Finished Like a failure	Terrified Frightened Intimidated Horrified Desperate Panicky Terror-stricken Stage fright Dread Vulnerable Paralyzed

<b>Confused</b>	<b>Hurt</b>	<b>Angry</b>	<b>Lonely</b>	<b>Guilt-Shame</b>
Bewildered Puzzled Baffled Perplexed Trapped Confounded In a dilemma Befuddled In a quandary Full of questions Confused	Crushed Destroyed Degraded Pained Wounded Devastated Tortured Disgraced Humiliated Anguished At the mercy of Forsaken Rejected Discarded Maligned Debased	Furious Enraged Seething Outraged Infuriated Burned up Fighting mad Nauseated Violent Indignant Hatred Bitter Galled Vengeful Hateful Vicious	Isolated Abandoned All alone Cut off Forsaken	Sick at heart Unforgivable Humiliated Degraded Horrible Mortified Exposed

**MODERATE INTENSITY**

<b>Happy</b>	<b>Caring</b>	<b>Depressed</b>	<b>Inadequate</b>	<b>Fearful</b>
Cheerful Light-hearted Happy Serene Wonderful Up Aglow Glowing In high spirits Riding high Elevated Neat	Caring Fond of Regards, respectful Admiration Concern for Hold dear Prize Taken with Turned on Trust Close	Distressed Upset Downcast Sorrowful Demoralized Discourage Miserable Pessimistic Tearful Weepy Rotten Awful Horrible Terrible Blue Lost Melancholy	Inadequate Whipped Defeated Incompetent Inept Overwhelmed Ineffective Lacking Deficient Unable Incapable Small Unimportant Incomplete No good Immobilized	Afraid Scared Fearful Apprehensive Jumpy Threatened Distrustful Risky Alarmed Butterflies Awkward Defensive

<b>Confused</b>	<b>Hurt</b>	<b>Angry</b>	<b>Lonely</b>	<b>Guilt-Shame</b>
Mixed-up Disorganized Foggy Troubled Adrift Lost At loose ends Going around in circles Disconnected Frustrated Flustered In a bind Ambivalent Disturbed Helpless Embroided	Hurt Belittled Shot down Overlooked Abused Depreciated Criticized Defamed Censured Discredited Disparaged Laughed at Mistreated Ridiculed Scorned Devalued Mocked Scoffed at Used Exploited	Resentful Irritated Hostile Annoyed Upset with Agitated Mad Aggravated Offended Antagonistic Exasperated Belligerent Mean Vexed Spiteful Vindictive	Lonely Alienated Estranged Remote Alone Apart from others Insulated	Ashamed Guilty Remorseful Crummy To blame Lost face Demeaned

	Slammed Slandered Impugned Cheapened			
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**MILD INTENSITY**

<b>Happy</b>	<b>Caring</b>	<b>Depressed</b>	<b>Inadequate</b>	<b>Fearful</b>
Glad Good Contented Satisfied Gratified Pleasant Pleased Fine	Warm toward Friendly Like Positive toward	Unhappy Down Low Bad Blah Disappointed Flat Sad Glum	Lacking confidence Unsure Uncertain Weak Inefficient Ineffective	Nervous Anxious Hesitant Timid Shy Worried Uneasy Bashful Embarrassed Ill at ease Doubtful Jittery On edge Self- conscious

<b>Confused</b>	<b>Hurt</b>	<b>Angry</b>	<b>Lonely</b>	<b>Guilt-Shame</b>
Uncertain Unsure Bothered Uncomfortable Undecided	Put down Neglected Overlooked Minimized Let down Unappreciated Taken for granted	Uptight Disgusted Bugged Turned off Put out Miffed Irrked Perturbed Ticked off Teed off Chagrined Cross Dismayed Impatient	Left out Excluded Lonesome Distant Aloof	Regretful Wrong Embarrassed At fault In error Culpable Responsible for Blew it Goofed Lament

## ***Tuning In To Your Emotions***

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**INSTRUCTIONS** This exercise is about **talking** about your emotions. Briefly jot responses to the questions below. Working with a Learning Partner, discuss your responses to these questions.

1. Build your physiological awareness. Practice describing the emotions you experience at work, explaining **where in your body** you experience them.

Anxiety Fear Worry Uneasiness Contentment Happiness Pride Joy

Anger Irritation Annoyance Displeasure Boredom Apathy Depression

[add your own] \_\_\_\_\_

2. Describe the emotions you experienced during **three different significant events** in your health-system pharmacy environment:

*When I \_\_\_\_\_, I felt \_\_\_\_\_.*

*When someone \_\_\_\_\_, I felt \_\_\_\_\_.*

*When my coworkers \_\_\_\_\_, I felt \_\_\_\_\_.*

3. To gain insights into how you react emotionally to situations, mentally review a distressing one as follows:

- Bring the distressing situation into focus. Try to reconstruct the setting as clearly as you can. Clarity will help you get better in touch with your emotions.

- Try to reconstruct the conversation.

- Try to re-experience the emotions you felt during that encounter.

- Ask yourself if your emotions seemed “appropriate.” Talk about how you might have handled the situation with more emotional intelligence.

## ***Taking Charge of the Wake You Leave***

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Every action you take or don't take sends a message. Recall the last 10 e-mails, phone calls, or verbal instructions that you sent to any of your colleagues in the pharmacy or in the whole facility. In the left hand column, jot down the message and **its intent**.

Using your imagination, what messages could someone have gotten that would be different from your intention? **Think about how the messages might have made someone feel.** Write your answers in the second column.

<b>Message/Intention</b>	<b>Possible Meanings</b>
<p><i>Action: Sent e-mail reminding John about safety meeting.</i></p>	<ul style="list-style-type: none"> <li>- <i>I don't trust him to remember.</i></li> <li>- <i>He doesn't have to be responsible for his own calendar.</i></li> <li>- <i>Safety is important.</i></li> <li>- <i>I'm being helpful and trying to ease his burden.</i></li> <li>- <i>I think he's in the early stages of Alzheimer's.</i></li> </ul>

## ***Assessing the Strength Of Your Relationships***

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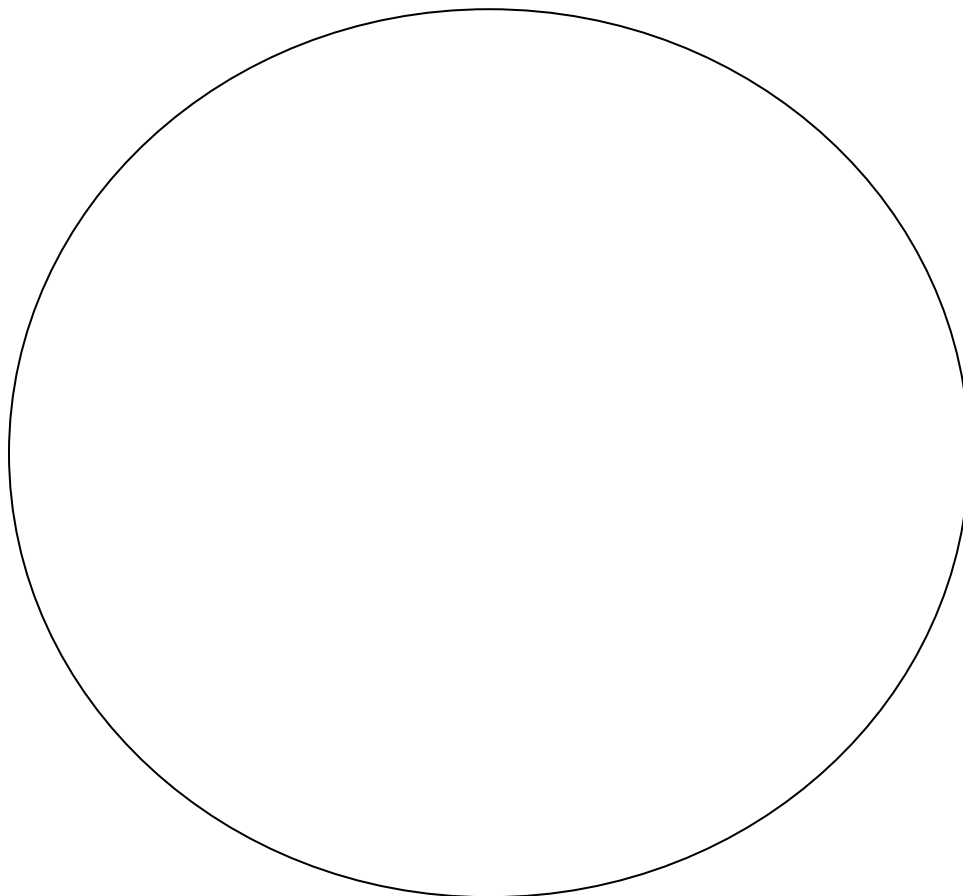
### **Trust: Key Measure Of Relationships Strength**

Trust is the foundation of all your relationships in the health-system pharmacy environment. If people trust you, they are more likely to follow you. If they don't, they will only follow your lead when it's convenient for them to do so.

### **Circles Of Trust**

When you earn high trust, people feel emotional closeness to you. When there is no trust, they feel isolated, alienated, and distant from you. What is your level of trust with others? How close or how distant are they from you?

**INSTRUCTIONS** Starting at the **center**, which represents **high trust**, plot the location of the following constituencies in terms of their trust distance from you: senior managers, peers, medical staffers, patients:



## ***Doing A Trust Survey***

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When you're serious about increasing trust in your work group, one good place to start is with a questionnaire which you and your team members honestly complete and compare. Start there, and ways to build trust become clear.

**INSTRUCTIONS** Below are 21 aspects of trust. Pinpoint an individual with whom you work closely. Place a (+) if the person meets each criterion and a (-) if the person does not.

1. \_\_\_\_\_ I have a good idea how my team member will act; he/she is consistent.
2. \_\_\_\_\_ I believe my team member is dependable; he/she keeps agreements, commitments, and promises.
3. \_\_\_\_\_ I believe my team member would not intentionally hurt me in any way; he/she demonstrates caring for others.
4. \_\_\_\_\_ I have faith that my team member will act in my best interest even if I am not present; we share common values and goals.
5. \_\_\_\_\_ I know my team member can do the work we have identified; he/she does high quality work.
6. \_\_\_\_\_ I think my team member's words are true; he/she is honest.
7. \_\_\_\_\_ I hear my team member's words as authentic; he/she says what he/she means.
8. \_\_\_\_\_ I know my team member will admit mistakes and fears; he/she is open.
9. \_\_\_\_\_ I can share my crazy ideas and deep feelings with this person; he/she is non-judgmental.
10. \_\_\_\_\_ I am comfortable with the investment (social, emotional, psychological) I have made in this relationship. My team member respects this relationship too.
11. \_\_\_\_\_ I am not afraid of uncertainty in the future. My team member and I can figure out almost anything.
12. \_\_\_\_\_ I don't mind asking my team member for help in understanding a new process, new equation, or anything else. He/she is a good



coach.

13. \_\_\_\_\_ I openly receive feedback from this person. The feedback is direct, specific, and non-punishing.
14. \_\_\_\_\_ I am willing to suspend my position to understand my team member's point of view since I believe he/she can make a valuable contribution.
15. \_\_\_\_\_ I know my team member suspends his/her position to understand me. He/she believes I can make a valuable contribution.
16. \_\_\_\_\_ I can freely disagree with this person. He/she is equally committed to uncovering the truth and the best solution.
17. \_\_\_\_\_ I listen to criticism from my team member; he/she has my best interests at heart and offers criticism constructively.
18. \_\_\_\_\_ I feel confirmed by this person; he/she accepts me as I am, and does not demand that I play a particular role.
19. \_\_\_\_\_ I enjoy free-flowing dialogue with my team member; we blend our thoughts well together for better understanding.
20. \_\_\_\_\_ I have fun with this person. We share a common spirit.
21. \_\_\_\_\_ My fellow team member has told me that I can trust him/her.
22. \_\_\_\_\_ Other (please describe your own criterion).

## ***Building and Maintaining Trust***

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Now that you have a clearer awareness of the ways to build and maintain trust, it's time to design your action strategies.

**INSTRUCTIONS** Jot brief answers to the question below. Share your proposed actions with a Spotter to see if they make operational sense.

What **specific steps** can I take to earn greater trust with the following constituencies?

My peers?

Health-system senior management?

Direct reports?

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Post Test Questions:

1. **Feelings** are:
  - a) The conscious awareness of an emotional response.
  - b) To be avoided in a health-system pharmacy at all costs.
  - c) Inappropriate for the health-system environment.
  - d) Nobody's business.
  
2. A key component of being **trustworthy** is:
  - a) Never to admit your mistakes.
  - b) Never to ask for help so others won't think you're incapable of doing your job.
  - c) Always to know what you are talking about--or keep quiet.
  - d) To do what you have committed to doing; to be dependable.
  
3. You can use the **Scale of One to Ten Technique** to:
  - a) Keep yourself calm by counting, which moves you into the left brain and calms you down.
  - b) Determine the "appropriateness" of your emotional response.
  - c) Know when to take strong action.
  - d) Know when you are going to lose the battle.
  
4. **Declaring your intent** is helpful because:
  - a) You maintain conversational control when you are talking rather than listening.
  - b) You increase your self awareness by knowing what you really want.
  - c) People will understand your motives rather than guessing at them.
  - d) You will always prevail.
  
5. **Taking charge of your wake** means:
  - a) Nobody can accuse you of sleeping on the job.
  - b) You always obey the rules.
  - c) Your sole focus is on getting what you want.
  - d) You assume responsibility for the impression you leave when you have gone.