

Emotional Intelligence coaching for physicians

Recent shifts in healthcare have required physicians to adjust to being both effective team leaders and medical team members. This shift from an autonomous to a collaborative practice model has resulted in physicians, more than ever, needing to be competent in emotional and social intelligence – the practice of being emotionally and socially aware and effectively managing those emotions and relationships within their medical teams. These teaming skills may be just as important in practicing medicine as their clinical skills given that ineffective interpersonal and inter-professional skills have been shown to negatively impact communication, working relationships, morale, and ultimately patient care.

The emotionally intelligent physician is competent in:

Self-awareness: aware and understanding of their emotions and the implications of those emotions; in tune with their strengths and weaknesses; open to feedback

Self-management: ability to effectively manage their emotions and behaviors, in particular under stress; stay poised and positive, even in difficult moments

Social awareness: attentive and empathetic to team members; ability to read others' cues and respond effectively; able to bring out the best in others

Relationship management: addresses conflict effectively and works well in teams; promotes collaborative climate; understands the values and culture of their work group and organization

Emotional intelligence can be learned. Through assessment and individual coaching, the process works by first assisting individuals in raising their awareness and then engages them in intentional efforts to improve in identified deficit areas. The anonymous, 360 degree feedback process allows each individual to better understand how they are perceived by others and provides important, relevant information that supports the individual in their self-improvement efforts. The 360 degree process can play a key role in improving the emotional intelligence of individuals with discrepancies between self-perception and the perception of team members. Each participant receives an individualized *Feedback Report* which is used as a coaching tool throughout the process.

The coaching package includes:

- **Emotional and Social Competency Inventory (ESCI)** – raters are selected by the participant and/or key stakeholders; participants are also asked to complete the ESCI on themselves
- **Review of the Feedback Report** – the coach and participant review self-assessment feedback and the feedback from the identified raters; strengths and development areas are used to identify personal and professional development related goals focused on the ESCI core competency areas
- **Coaching** – weekly or bi-weekly sessions focused on identified competency based objectives and agreed upon homework are reviewed to promote personal and professional growth; 6-8 session model to include ongoing phone and email support between sessions; sessions can be provided face-to-face, via telephone or video-conferencing

Package price - \$2250



Matt is the Owner/Lead Consultant of Resolve Training and Consulting in Arvada, CO. He has over 25 years of experience working collaboratively with individuals and organizations in business, healthcare, mental health, employee assistance, and education settings. He has served in a variety of administrative and clinical roles during the course of his career. He is a Licensed Mental Health Professional. He is also a Professional Coach certified to administer the Emotional and Social Competency Inventory (ESCI) which he uses in his work with both individuals and teams.

In his past, Matt served as the vice-president charged with overseeing training and consulting for a national employee assistance and behavioral health consulting firm focused in part on supporting healthcare organizations, administrators and individual physicians. In this role, Matt co-developed the program and consulted regularly with CMOs, CEOs, and HR Directors around healthcare specific issues including conflict, effective teaming, change, professional boundaries, and problem behaviors.

As a consultant, coach, trainer and facilitator, Matt has provided professional services across a variety of healthcare settings at various organizational levels including executives, physicians and front-line staff. Matt is passionate about assisting organizations in maximizing employee's potential through awareness raising, education, accountability partnering, and skill building.

Publications

- *"Peer Coaching and Mentoring: Programs to Improve Staff Performance and Satisfaction"*; HR Pulse, Winter 2013.
- *"Conflicts Between Colleagues"*; Med Monthly, June 2013

Professional Presentations:

- *"Understanding and addressing physician stress and burnout and the fallout from it"*, Colorado Rural Health Center Spring Conference, April 9, 2015
- *"The Emotionally Intelligent Leader: Effectively Leading Others"*, Metropolitan State University Leadership Conference, March 7, 2015
- *"Physician Wellness: Understanding and addressing provider stress and the fallout from it"*, Colorado Healthcare Association for Human Resource Management Fall Conference, October 17, 2014
- *"Resolving and Managing Conflict Effectively"*, Mayo Eau Claire Physician Leadership Workshop, April 17, 2013

Certifications/Licensure:

Licensed Clinical Social Worker – State of Colorado
Licensed Independent Clinical Social Worker – State of Minnesota
Certified Professional Coach – Certified Coaches Federations

Affiliations:

Employee Assistance Professionals Association, Colorado state chapter
Behavior at Work Collaborative
Coalition for Physician Well-being

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