

Importance of Emotional Intelligence in Medical Imaging leaders at Workplace

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Abstract

The emerging theory of Emotional Intelligence in academia and profession has changed the future dimensions of leadership skills in the workplace and strengthen its role in the students' performance and achievements. Emotional Intelligence is considered a concept that occupies ability, capacity, skills or a self perceived aptitude to recognize, appraise and deal with emotions of one's self , others and of groups. Emotional Intelligence has been recognized a very important personality trait which is strongly recommended to develop in medical imaging students and professionals. The present article highlights the importance of Emotional Intelligence as a significant area of professional growth and its vital role for the successful and effective practices in the field of Medical Imaging.

Key Words: Emotional Intelligence, Medical Imaging Leaders, Workplace

Introduction

During this time when relationships between student's academic achievement in learning institutes and their performance at the workplace is getting more and more multifaceted, it is not sufficient to have an exceptional IQ. It has been shown in many studies that there are some other factors which contribute generally in achievements of a healthcare professional. The success at the workplace depends on the ability to use another personality trait: emotional intelligence. [1] EI has been defined by Peter Salovey and John Mayor as 'the ability to monitor one's own and other people's emotions, to discriminate between different emotions and label them appropriately, and to use emotional information to guide thinking and behavior'(p.189) [2]. However the new and emerging research is illuminating the fact that IQ alone cannot be considered as a consistent forecaster of student's academic achievements as they progress through their degree qualification and into the clinical practice. According to the Low and Nelson (2006), Emotional intelligence is a crucial component to a student's personal health and academic success. [3] Those who have better EI skills; they use better their cognitive capacities and deal with the situation in any context accordingly in their learning environment. They develop their strong clinical skills and the healthcare services are more successful and productive if they are emotionally intelligent. [2] Many researches revealed that Emotional Intelligence is more important than analytical and technical skills at the workplace. Professional growth and career development is veiled inside this area. Emotional Intelligence determines leadership role and to be an effective leader in the workplace. [1]

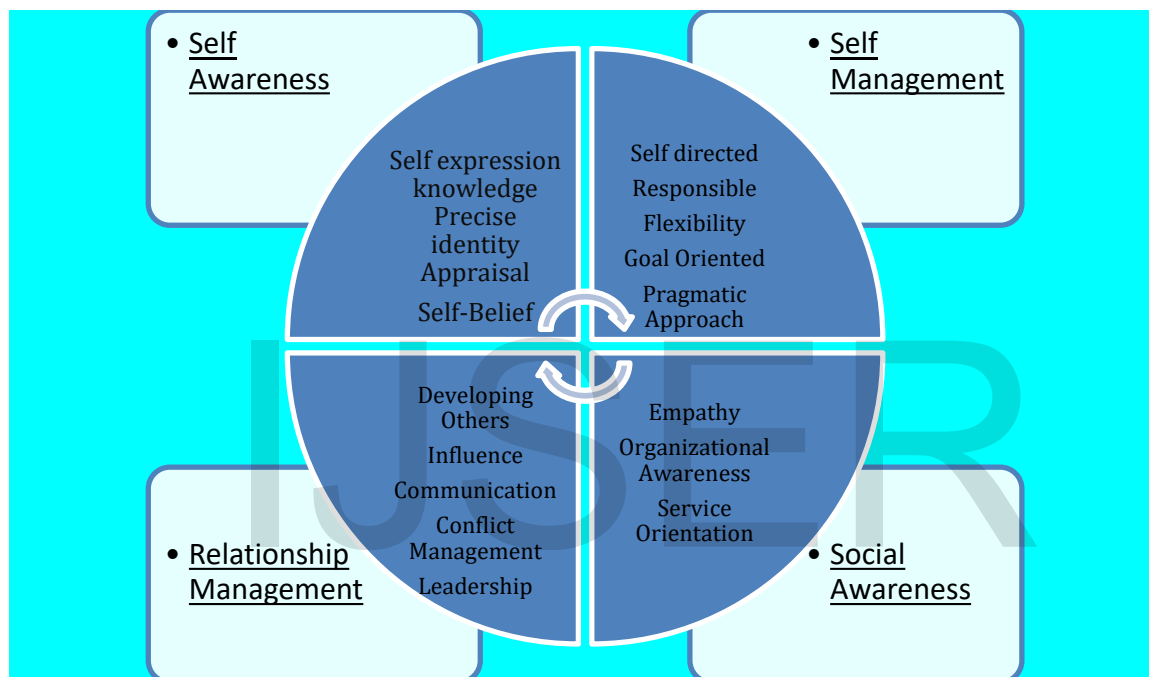
Medical Imaging Professionals either in perspective of radiology section, educational institute or a certified organization face any promising state and rapid revolution in technology. They are committed to deliver medical imaging services efficiently according to their role along with multiple changes in organization. Professional dynamics require a strong leadership role in such situations. It has been shown from the evidence in research that people having greater EI are better able to accomplish targets, keep well-built interactions and have greater performance and social management. [2] One of the important requirements for leadership in medical imaging profession is emotional intelligence linked to self administration, community understanding and social skills. Many studies are evident for a relationship between Emotional Intelligence and job performance as it supports to develop innovational creativity which helps in improving work at site. [4]

Why do Medical Imaging leaders need to develop Emotional Intelligence?

It is very critical to all Medical imaging leaders to develop strong EI skills for the effective social communication in the practice of Radiology. A key liaison between emotional intelligence and educational success is shown in many studies. Everyone from a student stage to the higher level in profession should have the ability to recognize and deal with emotions in a very positive way. The characteristics of EI comprise; self awareness, self management, Social awareness and Social management. The integration of these skills for the thriving radiology practices can build very strong professional relationships in the workplace leading to successful interaction of radiology team (Radiologists, Technologists) with patients and their families (Perry Gerard et al). By practicing EI skills in the department either in learning institute as a student or in healthcare facility as a professional, one can improve interpersonal as well as intrapersonal relationships which lead towards the ultimate goal of patient satisfaction and provision of best quality services. For medical imaging students, emotional intelligence in various researches has been established to be linked with their educational and clinical presentation of expertise. Emotional intelligence has an essential position in experiencing best communication skills, occupation satisfaction, alleviating stress, burnout and a good doctor-patient relationship. [5]

A professional leadership role in medical imaging is highly dependent on different domains of emotional intelligence. Leadership development in medical imaging requires various behavioral traits along with the technical/clinical skills. As mentioned in a report (2016) on 'strategies for Allied Health leadership development' presented by Prof. Lynette Joubert, that in addition to clinical skills, leaders must have to be expert in communication, collaborative team work skills, decision making and problem solving skills. Researches strongly support the concept that a leader requires high level of EI to carry out the goals of organization. [6] So the Medical Imaging leaders vigorously need to develop leadership skills by integrating all the domains of emotional intelligence to become a true professional.

Our educational system is mostly focused to improve the student's cognitive and intellectual capacities. Not only is the emotional aspect, many other traits of personality are neglected in every context of educational environment. Modern theories and researches in EI show that emotional insensitivity and be deficient in handling the emotions of self as well others in the workplace can be a major flaw of a highly educated but barely attentive[1] imaging specialist and professional.



Emotional Intelligence conceptual framework at workplace

Discussion

Emotional intelligence implies the ability to know about, control and express one's feelings and to deal with rational associations compassionately. In today's era where we despite of having a time full of technology and ease, everyone is dealing with some sort of mental disturbance in their personal lives and profession as well. To produce a competent generation in the field of medical imaging, there is an immense need to build EI skills at the basic level in undergraduate studies which can lead to an effective leadership role in the profession. A considerable and encouraging affiliation between EI and academic performance was seen and recommendations were made by Hammed (2010) that student achievements should be improved with the exercise of emotional intelligence trainings and workshops. [7] Svetlana (2007) emphasized at the more fundamental stage that there is a

requirement to integrate emotional intelligence training into secondary education curricula, due to an extensive association between emotional intelligence and academic success. [8]

Taking into account that emotional Intelligence manages abilities to be created than just character qualities. Clinical Imaging experts should be trained that emotional intelligence occupies interpersonal skills and the capability to handle the behaviors and emotions of others in the workplace. According to a study by Jill yielder (2006), the notion of professional leadership in medical imaging to incorporate leadership place in medical, educational and professional body framework. [9] To accomplish passionate insight, numerous variables with respect to one's self should be examined. Self-Awareness, Self Motivation, and Self Regulation are all key components of emotional intelligence and essential for the effective professional leadership. In order to be self aware, all medical imaging professionals should be capable to recognize their individual passion, self strong and weak points, as well as requirements of the department. Self-administration involves that a professional should be competent to adjust according to any change, and have strength of will. Self-motivation appears at one's skill to accomplish the organizational goals, and covers enthusiasm for what they achieve for their workplace.

Emotional intelligence comprises five main components; Self awareness, self regulation, motivation, empathy and social skills. [10] When it comes to a workplace some say that EI plays major role than IQ. One cannot just enter the office or any workplace while leaving their emotions at the door. Professionalism is something you carry with yourself only when you know how to train your mind and get a better use of your intelligence and thoughts. Because professionalism is not 'you do the job', it is 'how you do the job'.

Conclusion

Emotional Intelligence is a powerful weapon which helps a Medical Imaging professional to be self aware. They can know their strengths and weaknesses and their reaction towards the people, events and situations are more organized and harmless. They might be an efficient leader in the workplace. By self regulating thoughts, they can normalize their passion and maintain them in test out necessarily. With high self motivation they can carry a healthy personality that can influence and help others. If medical Imaging leaders have empathy and good social skills at workplace, they are more successful at connecting with people and earn more respect.

Questions on Discussion

1. *How can curriculum be improved by the incorporation of emotional intelligence skills to well-built ethical imaging professionals?*
2. *How can Emotional Intelligence competencies be developed in medical imaging specialists and professionals?*

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