

IMPORTANT LEARNING POINTS HUMAN KINDNESS SESSION 2

- 1. The 4 components of emotional intelligence are self-awareness; other awareness; self-management of emotions; relationship management.**
- 2. Techniques for managing your own emotions in a difficult clinical situation include recognizing it is a difficult situation; taking a breath; slowing your emotional reaction by counting to ten; being curious about patient's perspective and emotional state; avoiding becoming defensive; taking a minute to brainstorm with a colleague**
- 3. General principles for managing a difficult clinical encounter are fostering an alliance with the patient/helping patient feel you are on the same side, not opponents; focusing on the patient's viewpoint; expressing empathy; finishing with a plan**
- 4. Patient factors that contribute to difficult encounters include higher number of somatic complaints; more severe symptoms, worse clinical outcomes; lower functional status; higher utilization of healthcare; psychiatric illness.**
- 5. Physician factors that contribute to difficult encounters include low tolerance for psychosocial problems; less clinical experience; low tolerance for intense emotions, such as patient anger; limited training in counseling patients; low job satisfaction; high personal distress; burnout.**
- 6. Physicians may react negatively in a high stress situation when they feel threatened, criticized, or manipulated.**