

Developing Effective Dental Employees Through Emotional Intelligence

The key to a thriving dental practice is not just great protocols and systems but **the right team that can use emotions intelligently to effectively communicate** with each other in implementing these systems. When there is team synergy, all stakeholders win – the business, the team and the patients.

Emotional Intelligence (EQ or EI) is the ability to identify, understand, use and manage emotions in positive ways to enable effective communication with others. EQLevels' focus and passion is in the **EQ Employee Impact activities**, designed to provide the tools that strengthen the use of Emotional Intelligence in individuals and dental teams.

While a dental team members IQ, subject matter expertise and skills are usually seen as the driving factor of success, their ability to communicate, provide feedback, **stay motivated** and on task, collaborate, and manage stress is also critically important.

A high level of emotional intelligence enhances **a team member's ability to interact effectively** with others, be attuned to and respond appropriately to their needs.



85%

of competencies that differentiate top performers from others are in the domain of Emotional Intelligence

B Cardenas, 2022 -What Is Emotional Intelligence and Why Is It Essential For Business?



75%

of careers are derailed for reasons related to emotional competencies, including the inability to handle interpersonal problems or conflict



Toastmasters.org/leadership-central/featured-article/december-2019

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How Does Emotional Intelligence In Key Employees Affect An Organisation's Functionality and Profitability?

Having employees with low emotional intelligence is costly for the business.

Satisfaction

- Lower EQ individuals might find it challenging to adapt to changes in the workplace, leading to lower job satisfaction when faced with unfamiliar situations or evolving work environments.
- Difficulty in managing emotions can result in increased stress levels at work, leading to decreased job satisfaction and overall dissatisfaction with the work environment.

Performance

- Lower EQ individuals may struggle with effective communication, impacting their ability to convey ideas, understand others, and collaborate effectively with co-workers.
- Poor emotional awareness and regulation can lead to impulsive decision-making or difficulty in considering emotions when making choices, affecting the quality of decisions made at work.

Retention

- A lower EQ may result in difficulties in managing workplace conflicts or dealing with stress, leading to higher turnover rates struggling to cope with job-related challenges.
- This may contribute to higher levels of burnout, reduced job satisfaction and increased likelihood of leaving a job.



A Dental Employee Program Built With You in Mind



EQ Employee Impact Objectives

EQ Employee Impact is an opportunity for individual EQ development using the self assessed EQ-i 2.0 Workplace assessment and self-paced modular training via the EQLevels learning portal. The learning objectives:

- What is emotional intelligence and how to read the EQ-i 2.0 Workplace Report
- The impact of emotional intelligence in areas of self perception, self expression, relationships, decision making, stress management, optimism and well-being
- Understand emotional Intelligence and the positive impact at work
- How to apply emotional intelligence to dental job roles and responsibilities
- Leave with an action plan to leverage strengths and work on opportunities for growth

OVERVIEW OF EQ RESULTS



What is the value of the EQ-i 2.0 Workplace Report?

- User friendly design, language and instruction
- Scientifically validated research using a sample population of 4000
- Identifies strengths and areas to develop to enhance workplace skills
- Personalised interpretation of suggested actions to increase each of the 15 areas of emotional intelligence
- Strategies for happiness, optimism and well-being

Impact Benefits:



- ✓ Based on scientifically validated workplace research
- ✓ Dental industry job role focused
- ✓ A road map for greater motivation, job satisfaction and performance
- ✓ Enrich relationships with colleagues and patients
- ✓ Create a personal and workplace action plan

What is Included ?



- ✓ Pre-EQ assessment online values and roles questionnaire
- ✓ Online EQ-i 2.0 workplace self-assessment
- ✓ EQ-i 2.0 report debrief coaching session (60 mins) - 3 per practice
- ✓ Self-paced EQ skills online learning modules
- ✓ Access to customised EQLevels action plan platform

EQ Employee Impact Details:

- EQ Employee Impact is not a workshop and has been designed an opportunity for individual team member EQ development. The focus is on the self assessed EQ-i 2.0 Workplace assessment and self-paced modular training via the EQLevels learning portal.
- For team members including front office, dental assistants and clinicians.

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TRANSFORMING THOUGHT, SPEECH & ACTION

