

EMPATHY UNLEASHED: THE POWER OF EMOTIONAL INTELLIGENCE IN NURSING

Abstract

This article explores the multifaceted realm of emotional intelligence (EI) with a specific focus on its historical evolution, core models, and profound significance in the field of nursing. Tracing the roots of EI from its early conceptualization to its contemporary understanding, the article delves into the key theoretical frameworks that have shaped the discourse around emotional intelligence. It investigates prominent models, such as Daniel Goleman's five components and Peter Salovey and John Mayer's ability model, offering a comprehensive overview of the dimensions that constitute emotional intelligence.

Furthermore, the article highlights the critical role of emotional intelligence in the nursing profession. Recognizing the nuanced and emotionally charged nature of healthcare interactions, it underscores how EI skills contribute to enhanced communication, empathetic patient care, and effective teamwork among healthcare professionals. Drawing on empirical evidence and case studies, the article illuminates the tangible benefits of incorporating emotional intelligence into nursing education and practice.

As the nursing field continues to evolve, the imperative for healthcare professionals to navigate complex emotional landscapes becomes increasingly evident. This article posits that cultivating emotional intelligence is not merely a theoretical construct but an essential competency for nursing professionals, ultimately fostering a more compassionate and patient-centered healthcare environment. Through an exploration of historical foundations, comprehensive models, and practical applications, this article seeks to underscore the enduring importance of emotional intelligence in the dynamic landscape of nursing practice.

Keywords: emotional intelligence, conceptualization, patient-centered healthcare environment

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I. INTRODUCTION

Emotional intelligence, the intangible tapestry of the soul, is a symphony of self – awareness and empathy that dances within us. It is the art of understanding our emotions, recognizing their whispers, and embracing their complexities without being enslaved by their whims. Like skilled conductors, emotionally intelligent individuals wield their emotions, harmonizing them with reason and compassion to create beautiful melodies in the orchestra of life. With delicate finesse, they attune their heart to the unspoken emotions of others, nurturing bonds that transcend barriers. In this journey of emotional intelligence, they traverse the labyrinth of feelings, mastering the art of connection, and weaving a legacy of understanding love.

What are Emotions?

Emotions are complex psychological and physiological responses that arise in response to internal and external stimuli. They play a fundamental role in human experience and influence our thoughts, behaviors, and overall well – being. Emotions are an integral part of what makes a human, and they are expressed through a range of feelings and sensations.(1)

In our daily lives, the word "emotions" is used frequently. When people encounter the real world through their sense impressions - seeing, hearing, smelling, tasting, and touching - and imagination, they show feelings. The word "emotion" is originated in the Latin phrase "emovere," and it refers to everything that has the power to affect us emotionally, whether in a good or bad way. Emotion, according to Lazarus & Lazarus (1994), is a "complex psychophysiological process" that develops on its own without any conscious effort. Emotion is seen by a person as a feeling of upheaval and by an observer from the outside as disturbed glandular and muscle activity (Woodworth, 1945). Emotions are mental and physiological responses that are sparked by linear changes and successful experiences. (Crow, and Crow, 1973)

1. Types of Emotional Intelligence: Mangal & Mangal (2015) claim that emotions frequently include both our cognition and body at once. They are the result of how we think about and interpret the things, actions, and circumstances around us. In essence, emotions can be considered in every situation as the byproduct or the end result of a logical assessment of the likelihood that a certain thing, event, or situation will have an impact on our bodily and psychological well-being. The perception or realistic analysis of the likelihood is what determines whether a certain emotion is favorable or negative. Thus, Depending on the anticipated change it would bring about, there are two different types of feelings.(2)

- **Positive Emotions:** Positive emotions, such as love, affection, curiosity, happiness, and joy, positively impact one's physical and psychological well-being. They foster friendliness, kindness, and a sense of belonging, fostering team relationships and improving judgment and conflict resolution.
- **Negative Emotions:** Negative emotions, such as fear, anger, outrage, and sadness, negatively impact a person's wellbeing. Fear leads to suspicion and negative

relationships, while sadness isolates individuals from social interaction and depression. Grief can help resolve conflicts, while anger affects comprehension and focus on a perceived goal.

- 2. Definition of Emotional Intelligence:** The area of cognitive capacity that supports interpersonal conduct is known as emotional intelligence (EI). In his book Emotional Intelligence, psychologist and behavioral science writer Dr. Daniel Goleman popularized the phrase emotional intelligence in 1995.

Emotional intelligence, according to Dr. Goleman, is the ability to control one's emotions and express them in a healthy and productive way. The most significant indicator of success in the job, in Goleman's opinion, is emotional intelligence.(3)

In sum up of all, emotional intelligence refers to the ability to perceive, control, and evaluate emotions. It has been suggested that EQ, the 'emotion quotient' or measure of emotional intelligence is given more important than the somewhat less controversial 'intelligence quotient' or IQ.

- 3. Historical Timeline of Emotional Intelligence :** Emotional intelligence didn't become popular as a term until around 1990 and interest has grown tremendously over the last 30 years. As early as the 1930s, psychologist Edward Thorndike described the concept of "social intelligence" as the ability to get along with other people. During the 1940s, psychologist David Wechsler proposed that different component of intelligence could play an important role in how successful people are in life.

The 1950s saw the rise of humanistic psychology with the like of Abraham Maslow focusing on the different ways that people could build emotional strength. In the mid – 1970s, Howard Gardner introduced the idea that intelligence was more than just a single, general ability. (4)

Table 1: Historical background of Emotional Intelligence

Year	Events
1930s	Edward Thorndike introduce the term social intelligence – the ability to get along with other people
1940s	David Wechsler suggests that effective components of intelligence may be essential to success in life.
1950s	Humanistic psychologist Abraham Maslow describes how people can build emotional strength.
1975	Howard Gardner introduce the concept of Multiple intelligence in his book "The Shattered Mind"
1985	The word "Emotional Intelligence" was first used in doctoral dissertation by Wayne Payne
1987	The use of term Emotional Quotient by Keith Beasley in Mensa Magazine
1990	Psychologist peter Salovey & John Mayer published their landmark article, 'Emotional Intelligence', in the journal "Imagination, Cognition, & personality".

1995	The concept of Emotional Intelligence was popularized after the publication of Daniel Goleman’s book ‘Emotional Intelligence; why it can matter more than IQ’
1996	Consortium for research on Emotional Intelligence in organization conduct research to identify emotional and social factors that are important in job success.
2016	Mayer, Salovey and Caruso revised the model of Emotional Intelligence

II. THEORIES OF EMOTIONAL INTELLIGENCE

1. Mayer & Salovey’s integrative EI Model (1997): Mayer & Salovey’s integrative EI Model, introduced in 1997, is a pioneering framework that laid the foundation for the scientific study of emotional intelligence. The model is developed by Peter Salovey and John D. Mayer, and the model encompasses four interconnected branches, focusing on different aspects of emotional intelligence. (2)

- **Perceiving emotions:** the first branch of the model emphasizes the ability to accurately perceive and recognize emotions, both in one and others. It involves identifying emotions expressed through facial expression, body language, and vocal cues. Individuals high in this aspect of EI can quickly discern subtle emotional cues, which facilitate more effective communication and understanding in interpersonal interactions.
- **Facilitating emotions:** the second branch centers on the capacity to generate and harness emotions to facilitate thinking and problem solving. This branch recognizes that emotions can play a constructive role in decision-making and reasoning.
- **Understanding emotions:** the third branch emphasizes the ability to comprehend and interpret complex emotional experiences. Individuals with well-developed emotional understanding can accurately grasp the cues and consequences of emotions, both in themselves and others. This aspect of EI enables empathetic understanding, allowing individuals to connect emotionally with others’ experiences.
- **Managing emotions:** the fourth branch of the model focuses on effectively managing emotions in one and others. This involves the regulation of emotions to adapt to changing circumstances, maintaining emotional balance, and appropriately expressing emotions in various social situations. High emotional management leads to greater emotional resilience and the ability to cope with stress.

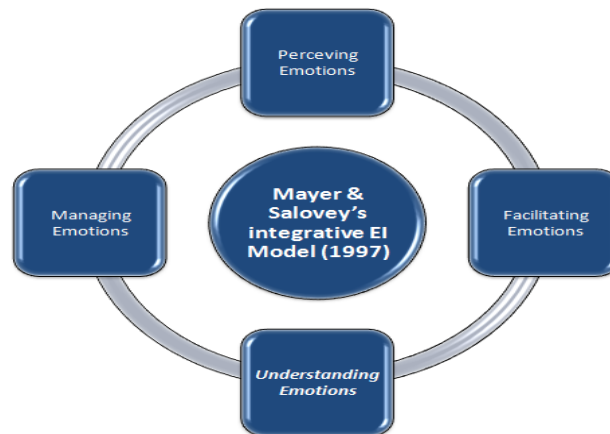


Figure1: Component of Emotional Intelligence according to Mayer & Salovey's Integrative EI Model (1997)

The integrative EI model postulates that these four branches of emotional intelligence interact dynamically, contributing to overall emotional intelligence competence. This holistic approach acknowledges the interconnectedness of emotional abilities and their collective impact on personal and social functioning.

The Mayer and Salovey's integrative EI Model laid the groundwork for further research and practical applications of emotional intelligence. Their framework has inspired the development of assessment tools and interventions aimed at enhancing emotional intelligence skills in individuals, fostering personal growth, improved interpersonal relationships, and better decision making capabilities in various spheres of life. This model continues to be influential in shaping our understanding of emotional intelligence and its significance in both academic and real world contexts.

Salovey and Mayer (1990) identified five domains of Emotional Intelligence, namely: self awareness, managing emotions, motivating one, empathy and handling relationships, which help to understand emotional learning personally. The details of five characteristics for having high EI are as below;

- **Self – awareness** : knowing and recognizing one's emotion;
- **Mood management** : managing one's feelings to the present situation and reacting accordingly;
- **Self – motivation**: directing oneself towards a goal, despite of having self – doubt, inertia and impulsiveness;
- **Empathy** : recognizing other's feelings and turning them into their verbal and non – verbal cues;
- **Managing relationships**: managing interpersonal interaction and successful negotiations.

2. Measures of EI

- **Personal Competence** : Self – awareness – recognizing and understanding one’s emotion in the moment as well as the tendencies across time and situation
Self management – using awareness of emotions to manage response to different situations and people
- **Social Competence**: Social awareness – understanding the perspectives of other people including their motivations, their emotions, and the meaning of what they do and say;
Relationship management – using awareness of one’s own emotions and the emotions of others to manage relationships to a successful outcome.

3. **Daniel Goleman’s theory of EQ**: Daniel Goleman’s theory of Emotional Intelligence is a groundbreaking concept that focuses on the importance of emotional competencies in human behavior and success. According to Goleman, EQ is a collection of emotional and social skill that influence how individuals perceive, understand, manage, and use emotions effectively in themselves and others. He highlights the main five components of Emotional Intelligence includes;

- **Self Awareness**: the ability to recognize and understand one’s emotions, strengths, weaknesses and values. It involves being in tune with one’s feelings and understanding how emotions influence thoughts and behaviors.
- **Self Regulation**: the capacity to manage and control emotional reactions, impulses, and behavior. Self – regulated individuals can stay calm in challenging situations and think before acting, avoiding impulsive decisions.
- **Motivations**: intrinsic motivation and the ability to set and pursue goals with enthusiasm and perseverance emotionally intelligent individuals are driven by a sense of purpose and are resilient in the face of setbacks.
- **Empathy**: the capacity to understand and share the feelings and perspectives of others. Empathetic individuals are attuned to others emotions and can respond with compassion and sensitivity.
- **Social Skill**: the ability to establish and maintain positive relationships, communicates effectively, and works well in teams. People with strong social skills can resolve conflicts, collaborate, and build supportive network.

Goleman’s theory of EQ has had a profound impact in various fields, including education, business, leadership, and mental health. It emphasizes the importance of emotional intelligence in personal and professional success and highlights that emotional competencies can be developed and cultivated over time. By focusing on the five components of EQ, individuals can enhance their emotional intelligence, leading to improved relationships, higher resilience and overall well – being.

4. **Bar – On’s Model of Social & Emotional Intelligence**: Reuven Bar – On’s model of social and emotional intelligence, known as the Bar – On Emotional Quotient Inventory (EQ - i), is a comprehensive framework that assesses various aspects of emotional and social competence. Bar – On proposed that emotional intelligence consists of interrelated components that contributes to one’s ability to understand and manage emotions

effectively. The model includes five main components of social and emotional intelligence;

- **Intrapersonal emotional intelligence:** This component focuses on self – awareness, self – regard, emotional self –awareness, assertiveness, independence, and self actualization. It involves understanding one’s emotions, being confident, and having a positive self – image.
- **Interpersonal Emotional Intelligence:** This aspect relates to empathy, social responsibility, and interpersonal relationships. It involves being empathetic, understanding others emotions, and maintaining positive relationships with others.
- **Adaptability:** this component refers to flexibility, problem – solving and reality testing. Emotionally intelligent individuals can adapt to changing situations, solve problems effectively, and have a realistic view of the world.
- **Stress management:** this aspect encompasses stress tolerance and impulse control. Emotionally intelligent individuals can manage stress, remain calm under pressure, and control their impulses.
- **General Mood:** This component includes optimism and happiness. Emotionally intelligent individuals tend to have a positive outlook on life and experience a sense of contentment.

Bar – On’s model of social and emotional intelligence emphasizes the holistic nature of emotional intelligence, acknowledging the interconnections between various components. It recognizes that emotional intelligence involves both intrapersonal and interpersonal competencies, which collectively contribute to an individual’s overall emotional well – being and social effectiveness.

The Bar – On Emotional Quotient Inventory is widely used as an assessment tool to measure emotional and social intelligence in individuals and has provided valuable insights into the role of emotional intelligence in personal development, mental health and interpersonal relationship.

Table 2: Comparison of components of theories of EI

Mayer & Salovey’s integrative EI Model (1997)	Daniel Goleman’s theory of EQ (2001)	Bar – On’s Model of Social & Emotional Intelligence (2006)
Perception & expression of emotion Using emotion to facilitate thought Understanding and analyzing emotions Reflecting regulation of emotions.	Knowing your emotions Managing emotions Motivating oneself Recognizing emotions in others Handling relationships	Self – regard Emotional awareness Assertiveness Empathy Interpersonal relationship Stress tolerance Impulse control Reality testing Flexibility Problem solving

III. EMOTIONAL INTELLIGENCE IN NURSING PRACTICE

The ability of a nurse to comprehend, use, and control their emotions in ways that support efficient communication, empathy for others, conflict resolution, and stress reduction is known as emotional intelligence in nursing. Although some academics contend that emotional intelligence is a trait that may be learned, the majority of researchers hold that emotional intelligence is a skill that can be developed.

Emotional intelligence (EI) supports APNs' emotional well-being in the context of advanced nursing practice and improves their capacity to use their competences in a way that will benefit patients, patients' families, colleagues, and themselves as working professionals and as persons. In the end, EI encourages much more than merely being aware of emotions; it also gives nurses the tools they need to better care for and support their patients, their families, and their coworkers. Despite the misunderstanding and ambiguity surrounding the idea of EI, it is certain that the capacity to identify and comprehend EI will continue to play a crucial role in nursing practice in the future.(5)

Emotional intelligence training for nurses can be beneficial on a number of levels. Although you must master the skill of self-reflection and be willing to work on yourself, the advantages are too many to list.(6)Nurses with higher emotional intelligence (EI) can work more effectively in various ways:

- **Patient-Centered Care:** Nurses with high EI can empathize with patients, understanding their emotional needs and providing compassionate, patient-centered care.
- **Effective Communication:** EI enables nurses to communicate with patients, families, and colleagues with greater sensitivity, fostering better understanding and collaboration.
- **Conflict Resolution:** Nurses with strong EI can handle conflicts and difficult situations more calmly and diplomatically, promoting a positive work environment.
- **Stress Management:** High EI helps nurses manage stress and emotional challenges, preventing emotional burnout and promoting overall well-being.
- **Teamwork:** EI enhances teamwork as emotionally intelligent nurses can work harmoniously with colleagues, contributing to better patient outcomes.
- **Building Rapport:** Nurses with EI can quickly establish rapport with patients, building trust and enhancing the nurse-patient relationship.
- **Adaptability:** EI allows nurses to adapt to changing situations and patient needs, ensuring they can provide personalized care.
- **Emotional Support:** Emotionally intelligent nurses can provide emotional support to patients and their families during challenging times.
- **Recognizing Emotional Distress:** Nurses with high EI can identify emotional distress in patients, enabling early intervention and appropriate support.
- **Patient Education:** EI helps nurses communicate complex medical information to patients in a clear, empathetic manner, promoting better patient understanding and compliance.
- **Resolving Ethical Dilemmas:** EI assists nurses in navigating ethical dilemmas, making decisions with empathy and ethical sensitivity.

- **Handling Grief and Loss:** Nurses with high EI can cope with the emotional toll of caring for patients during end-of-life situations with greater resilience.
- **Cultural Competence:** EI fosters cultural sensitivity, allowing nurses to understand and respect diverse emotional expressions and beliefs.
- **De-escalating Aggressive Behavior:** EI enables nurses to handle aggressive behavior from patients or family members calmly and professionally.
- **Patient Advocacy:** Emotionally intelligent nurses can effectively advocate for their patients' needs and rights.

Overall, nurses with higher emotional intelligence can create a more positive and supportive healthcare environment, contributing to improved patient care and overall job satisfaction among the nursing team.

1. Ways to improve Emotional Intelligence for nurses: Improving emotional intelligence (EI) among nurses can enhance patient care and create a more positive work environment. Here are some ways to foster emotional intelligence among nurses:

- **Self-Reflection:** Encourage nurses to engage in regular self-reflection to identify their emotions, triggers, and areas for personal growth.
- **Emotional Awareness Training:** Provide workshops or training sessions that focus on increasing emotional awareness and recognizing emotions in oneself and others.
- **Empathy Training:** Offer empathy-building exercises to help nurses develop a deeper understanding of patients' emotions and perspectives.
- **Active Listening Skills:** Train nurses in active listening techniques to better understand patients' concerns and emotions.
- **Stress Management Workshops:** Conduct workshops on stress management to help nurses cope with workplace stress and emotional challenges.
- **Conflict Resolution Training:** Effective conflict management depends heavily on abilities needing a high level of emotional intelligence, such as problem-solving, interpersonal communication, and stress management. In order for nurses to manage conflicts among themselves, which are unavoidable in healthcare institutions, there is a need for training programs made to increase conflict management and emotional intelligence for nurses.(7)
- **Emotional Regulation Techniques:** Teach nurses techniques for managing emotions and responding to challenging situations with composure.
- **Cultural Competence Training:** Offer training on cultural sensitivity to help nurses understand and respect diverse emotional expressions and beliefs.
- **Mindfulness Practices:** Introduce mindfulness practices to help nurses stay present, focused, and emotionally balanced. Some mindfulness practices are described further in this chapter.
- **Emotional Support Systems:** Establish support systems, such as peer support groups or counseling services, to help nurses process and manage their emotions.
- **Role Modeling:** Encourage nurse leaders to demonstrate and role model emotional intelligence in their interactions with patients and colleagues.
- **Regular Feedback and Evaluation:** Provide regular feedback and evaluations on emotional intelligence competencies to help nurses track their progress and growth.

- **Case Studies and Role-Playing:** Use case studies and role-playing scenarios to help nurses practice emotional intelligence skills in real-life situations.
- **Celebrate Emotional Intelligence:** Acknowledge and celebrate instances where nurses demonstrate high emotional intelligence in patient care and teamwork.
- **Continuous Education:** Encourage nurses to participate in continuous education opportunities focused on emotional intelligence and patient-centered care.

By implementing these strategies, healthcare organizations can create a nurturing environment that supports the development of emotional intelligence among nurses, ultimately benefiting both patients and the nursing team.

2. Mindfulness Techniques to Improve Emotional Intelligence: Mindfulness techniques can be powerful tools to improve emotional intelligence. Here are some mindfulness practices that can help enhance emotional intelligence:

- **Mindful Breathing:** Focus on your breath, paying attention to the sensation of each inhale and exhale. This practice can help you stay present and calm during emotional moments.
- **Body Scan:** Perform a body scan, directing your attention to each part of your body, noticing any physical sensations or tensions. This practice promotes self-awareness of bodily reactions to emotions.
- **Mindful Observation:** Observe your thoughts and emotions without judgment. Acknowledge them as they arise, but let them pass without attaching to them.
- **Loving-Kindness Meditation:** Practice sending compassionate and loving thoughts to yourself and others. This exercise fosters empathy and emotional connection.
- **RAIN Technique:** Recognize, Allow, Investigate, and Non-Identify (RAIN) emotions. This technique helps you approach emotions with curiosity and openness.
- **3-Minute Breathing Space:** Take a short break to observe your breath, your body, and your emotions. This exercise helps you reset and refocus during stressful situations.
- **Labeling Emotions:** Give names to your emotions as you experience them. Labelling emotions can help you process and manage them effectively.
- **Mindful Walking:** Engage in mindful walking, paying attention to each step, and grounding yourself in the present moment.
- **Mindful Eating:** Eat slowly and savor each bite, paying attention to the taste, texture, and sensation of the food. This practice promotes decision-making.
- **Mindful Listening:** Listen attentively to others without interrupting or preparing your response. This technique enhances empathy and understanding.
- **Mindful Journaling:** Write down your emotions and thoughts in a journal, reflecting on your experiences and insights. This practice promotes self-awareness.
- **Mindful Gratitude:** Take a moment each day to express gratitude for the positive aspects of your life. This practice fosters a positive outlook and emotional well-being.
- **Mindful Response:** When faced with a challenging situation, pause and take a breath before responding. This helps you choose a more thoughtful and measured response.
- **Mindful Disconnect:** Take breaks from technology and screens to be fully present in the moment and connect with your emotions and surroundings.

By incorporating these mindfulness techniques in daily life, nurses can cultivate higher emotional intelligence, promoting self-awareness, empathy, and better emotional regulation.

3. Future of Emotional intelligence: Emotional intelligence (EI) has a broad and bright future as its importance in a variety of spheres of interpersonal relationships, personal growth, and career success is widely acknowledged. Following are a few crucial domains where emotional intelligence is anticipated to have a substantial influence:

- **Workplace and Leadership:** Emotional intelligence (EI) is highly valued in leadership positions and workplaces, as it fosters productivity, motivation, teamwork, and resolution of disagreements, ultimately increasing employee happiness and productivity.
- **Education and Learning:** Emotional intelligence (EI) is expected to be integrated into education to enhance holistic learning, connecting with students, understanding emotional needs, and developing social and emotional skills for personal growth and academic success.
- **Healthcare and Patient Care:** Emotional intelligence is crucial in nursing and healthcare for improved patient satisfaction, treatment adherence, and overall health outcomes.
- **Artificial Intelligence and Technology:** Advancements in technology enable AI-driven systems to integrate emotional intelligence, improving user experiences and providing training for personal and professional development.
- **Mental Health and Well Being:** Emotional intelligence (EI) is essential in mental health interventions, enabling therapists and professionals to establish therapeutic alliances and tailor treatments effectively.
- **Conflict Resolution and Diplomacy:** Emotional intelligence principles enhance diplomatic efforts, conflict resolution strategies, building trust, facilitating communication, and resolving conflicts effectively.
- **Personal Development and Resilience:** Emotional intelligence (EI) is crucial for personal development, resilience, and improved mental and emotional well-being.

Emotional intelligence's future scope is multifaceted, impacting various aspects of human life, including workplace, education, healthcare, technology, mental health, conflict resolution, and personal growth.

IV. CONCLUSION

In conclusion, the exploration of emotional intelligence and its implications in nursing reveals a profound impact on the quality of patient care and the overall well-being of both patients and healthcare professionals.

Throughout this chapter, we have delved into the definition of emotional intelligence and its core components, including self-awareness, self-regulation, empathy, motivation, and social skills. As nursing is a profession deeply rooted in human interactions and patient-centered care, emotional intelligence becomes a critical competency for nurses to possess?

Nurses with high emotional intelligence are better equipped to navigate the complex emotional landscape of healthcare settings. Their self-awareness enables them to recognize their emotions, biases, and limitations, allowing them to respond to patients with empathy and compassion while managing their own stress and emotional challenges effectively.

By mastering emotional regulation, nurses can maintain a calm and composed demeanor in high-pressure situations, ensuring optimal decision-making and reducing the risk of emotional burnout. They can also model healthy coping strategies for patients and their families, positively influencing their ability to cope with health-related challenges.

Empathy, a central aspect of emotional intelligence, allows nurses to connect deeply with their patients, understand their emotions, and provide person-centered care. Empathetic nurses actively listen to patients, validate their feelings, and advocate for their needs, fostering a trusting and therapeutic nurse-patient relationship.

Moreover, emotional intelligence plays a pivotal role in teamwork and collaboration among healthcare professionals. Nurses with strong social skills can effectively communicate, resolve conflicts, and build cohesive healthcare teams, leading to improved patient outcomes and a more supportive work environment.

The implications of emotional intelligence in nursing extend beyond patient care. For nurses themselves, cultivating emotional intelligence can lead to greater job satisfaction, reduced stress, and increased resilience in the face of challenges.

To harness the benefits of emotional intelligence in nursing, healthcare organizations should prioritize training and development programs that foster emotional intelligence skills among their nursing staff. Integrating emotional intelligence education into nursing curricula can also prepare future nurses to meet the emotional demands of their profession effectively.

In conclusion, emotional intelligence is not just a soft skill but a crucial attribute that elevates nursing practice to a higher level of patient-centered care and professional well-being. By recognizing the importance of emotional intelligence and actively nurturing it, nurses can create a healthcare environment that is compassionate, empathetic, and conducive to better health outcomes for all involved. Embracing emotional intelligence is not only a pathway to excellence in nursing but also a testament to the profound impact that emotional awareness and empathy can have on the lives of those under their care.

The complicated emotional terrain of healthcare environments is easier to navigate for nurses who have strong emotional intelligence. They may respond to patients with empathy and compassion thanks to their self-awareness, which helps them identify their emotions, prejudices, and limitations while managing their own stress and emotional difficulties.

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