

**2:15 – 3:45 p.m.**

**Concurrent Session 3L**

**\* Using Emotional Intelligence to Build Resilience**

\*One and a half (1.5) hours for Social work CEU has been approved for this session

**Description and Objectives:**

This program will highlight the importance of developing your Emotional Intelligence as a pathway to building and sustaining your personal resilience. There are four competencies to mastering emotional intelligence. These include: Self-Awareness, Self-Development, Social-Awareness, and Relationship Management. The majority of the content will be devoted to discussing Self-Awareness, the gateway competency.

**Learning Objectives:**

1. Compare the characteristics of a person with low emotional intelligence with the characteristics of someone with high emotional intelligence.
2. Define the term Triggers and explain how these affect your self-awareness.
3. Explain how one can unknowingly overuse a character strength in a manner that misrepresents them in the workplace.
4. State how developing your emotional intelligence can build and sustain your personal resilience.

**Speaker:**

**Phyllis Quinlan**, PhD, RN-BC, Manager for Clinical Transformation/Internal Coach, Administration, Cohen Children's Medical Center/Northwell Health