



Physician Leadership Effectiveness Program

Why EQ is More Important than IQ

The Importance of Productive
Relationships



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And the Survey Says:

- less than 40% of physicians think they need strong interpersonal skills
- less than 30% believe they need conflict resolution skills
- less than 20% of physicians believe they need the ability to effectively navigate organizational/legislative politics

Yet,

- over 60% of physician respondents believe they must be respectful, appreciate diversity and work to integrate perspectives



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- It *is* all about “relationships” and the ability to effectively manage those relationships for success
- The higher the level of *self awareness* the higher the level of EQ
- EQ must be intentionally practiced each day, with each relationship we choose to have



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➤ Examples:

You must learn to “read between the lines” – through the eyes of the customer (or in your case, the patient).

When the “team” saps your emotional energy – and as a consequence, its effectiveness – the power of pre-solving.



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QUESTIONS?