

# Effectiveness Of Emotional Intelligence Training Programs For Healthcare Providers In Kolkata

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## ARTICLE INFO

## ABSTRACT

The usefulness of emotional intelligence (EI) training courses for healthcare professionals in Kolkata is investigated in this study. Improving emotional intelligence (EI) in medical professionals is essential for fostering resilience and improving patient care outcomes in the face of increasing demands and stressors in the healthcare sector. A structured emotional intelligence (EI) training program was completed by a sample of healthcare professionals from different disciplines with the goal of enhancing their interpersonal communication, emotional awareness, and regulation abilities. Validated measures were used for pre- and post-training assessments to assess changes in emotional intelligence (EI), stress management, and general well-being. After the training intervention, participants' EI competencies significantly improved, according to statistical analyses. In particular, participants showed improvements in their capacity to identify and control their emotions, interact empathetically with patients and coworkers, and successfully handle stressful situations at work. Furthermore, among healthcare providers, the training program was linked to lower self-reported stress levels as well as higher levels of confidence and job satisfaction. These results highlight the potential for focused emotional intelligence (EI) training programs to equip healthcare workers with critical abilities for managing the demands of their jobs and creating productive work environments that support the best possible patient care.

**Keywords:** Emotional Intelligence, Healthcare Providers, Training Programs and Stress Management.

## Introduction

The health of healthcare professionals is critical to maintaining high-quality patient care in the hectic and demanding world of healthcare. Emotional intelligence (EI) is the capacity to identify, comprehend, and effectively regulate emotions. It has become increasingly important in navigating the complex healthcare landscape. This study looks into how emotional intelligence training programs can help healthcare professionals in Kolkata become more emotionally intelligent. The need of providing medical professionals with fundamental emotional intelligence (EI) skills has grown as a result of the mounting pressures and stressors the healthcare sector is facing (Reshetnikov et al. 2020). This study intends to provide important insights into methods for boosting resilience, enhancing stress management, and creating a supportive work environment within Kolkata's healthcare industry by analyzing the efficacy of EI training interventions. In the end, improving emotional intelligence (EI) skills in healthcare providers has the potential to improve patient outcomes and encourage holistic well-being in the medical community.

## Healthcare and Emotional Intelligence

In the healthcare sector, emotional intelligence (EI) is becoming more widely acknowledged as a crucial component that influences relationships between healthcare professionals, patients, and coworkers.

Emotional intelligence (EI) is the capacity to recognize, comprehend, regulate, and make use of emotions. Emotional intelligence (EI) is a critical factor in clinical decision-making, patient outcomes, and overall quality of care in the healthcare setting (Weiszbrod 2020). Higher EI healthcare workers are better able to negotiate the intricate interpersonal dynamics present in healthcare environments. They are able to identify and comprehend the feelings of both themselves and their patients and coworkers. Because of their increased self-awareness, they are better able to read emotional cues and respond accordingly, which builds rapport and trust in patient-provider relationships.

Furthermore, healthcare professionals with high emotional intelligence (EI) exhibit exceptional communication and empathy skills. They are skilled in creating a safe, reassuring environment that promotes healing by clearly and compassionately delivering information to patients. Healthcare practitioners can reduce patient anxiety, improve satisfaction, and encourage successful treatment outcomes by exhibiting empathy and understanding. Furthermore, EI is essential for reducing stress and burnout in healthcare professionals (Karimi et al. 2021). The emotionally and psychologically taxing nature of the healthcare industry, in addition to long hours, a heavy workload, and exposure to pain and trauma, can have a negative impact on workers. But those who possess strong emotional intelligence are better able to handle stress, spot burnout early, and use coping mechanisms to keep their resilience and general wellbeing.

Additionally, because healthcare professionals with higher EI are better able to control their emotions and maintain composure under pressure, EI has an impact on clinical decision-making processes (Cavaness et al. 2020). Because of their emotional resilience, they are able to make wise decisions, resolve moral conundrums, and adjust quickly to changing conditions, all of which improve patient safety and care quality. In general, emotional intelligence (EI) has a wide range of effects on healthcare, affecting clinical decision-making, worker wellbeing, and provider-patient interactions. The development of emotional intelligence (EI) skills in healthcare personnel is becoming more and more necessary as the industry changes and places a greater focus on patient-centered care and holistic approaches to health (Vrontis et al. 2021). Healthcare organizations can generate a culture of compassion and empathy in the delivery of healthcare, improve workforce satisfaction and retention, and improve patient outcomes by investing in programs that develop emotional intelligence.

### **The Importance of EI Training Programs for Healthcare Providers**

**The Value of Emotional Intelligence Training Courses for Medical Professionals** The healthcare industry is intrinsically challenging, requiring professionals to navigate intricate emotional terrain while providing patients with top-notch care. A growing body of research has recognized the substantial emotional challenges that healthcare professionals face and the significance of developing emotional intelligence (EI) skills through focused training programs (Drigas and Papoutsis 2020). By providing healthcare professionals with fundamental abilities in self-awareness, self-regulation, social awareness, and relationship management, these EI training programs hope to improve their capacity to function well under pressure and provide patient-centered care.

The particular emotional demands of the healthcare industry are one of the main justifications for the significance of emotional intelligence (EI) training programs for healthcare professionals. A wide range of emotions, such as empathy, compassion, frustration, and grief, are frequently experienced by healthcare professionals (Raeissi et al. 2023). Healthcare professionals face emotional challenges in their work, such as comforting grieving families and giving difficult diagnoses, all while maintaining professionalism and delivering optimal care to patients. Healthcare workers can identify, comprehend, and effectively manage their emotions in such demanding situations with the tools and techniques that EI training programs offer (Alonazi 2020). Furthermore, since the patient-provider relationship is the foundation of healthcare delivery, developing rapport and trust with patients requires strong interpersonal and communication skills. Healthcare professionals can better connect with patients and comprehend their individual needs, preferences, and concerns by participating in Emotional Intelligence (EI) training programs, which aid in the development of empathy, active listening, and communication skills (Nadler et al. 2020). Treatment adherence, patient satisfaction, and health outcomes are all enhanced by EI training interventions, which promote compassionate and patient-centered care methods.

Emotional intelligence (EI) training programs are essential for supporting healthcare professionals' resilience and general well-being, in addition to improving the delivery of patient care. The mental and emotional well-being of healthcare providers can be negatively impacted by the demanding nature of the field, long hours, heavy workloads, and exposure to pain and trauma (Bittinger et al. 2020). Healthcare professionals can learn stress management, work-life balance, and resilience building techniques from EI training interventions (Rustamovna and Obloberdiyevna 2023). Emotional intelligence (EI) training programs enable healthcare professionals to identify early indicators of burnout, compassion fatigue, and emotional exhaustion by fostering self-awareness and self-regulation. This allows them to take proactive measures to protect their own well-being by seeking support and engaging in self-care.

Moreover, Emotional Intelligence (EI) training initiatives help foster a collaborative and encouraging work environment in healthcare institutions. Healthcare professionals gain the ability to navigate interpersonal dynamics, effectively resolve conflicts, and cultivate positive team relationships by improving their social

awareness and relationship management skills. As a result, a culture of psychological safety, trust, and respect is fostered, empowering healthcare workers to work together toward the shared objective of providing exceptional patient care. Programs that teach emotional intelligence (EI) are crucial in providing healthcare professionals with the necessary emotional competencies to succeed in the challenging healthcare setting. Through the improvement of self-awareness, self-regulation, social awareness, and relationship management abilities, these interventions facilitate the provision of patient-centered care, the preservation of well-being, and the establishment of a supportive work environment for healthcare professionals. Investment in emotional intelligence (EI) training programs is still necessary to create resilient and compassionate healthcare teams, as long as healthcare organizations continue to place a high priority on the overall well-being of their workforce and the standard of patient care.

### **EI Training Programs' Efficacy**

With the goal of giving healthcare professionals the necessary emotional skills to handle the challenges of patient care and their demanding line of work, emotional intelligence (EI) training programs have gained popularity as a useful intervention in healthcare settings. Numerous research endeavours have examined the efficacy of said programs, persistently exhibiting their favourable influence on diverse facets of healthcare practitioners' welfare and productivity. Cherry et al. (2017) conducted a meta-analysis that synthesized findings from multiple studies examining the effects of emotional intelligence training interventions. The results showed that healthcare professionals' EI competencies significantly improved. In particular, participants reported better interpersonal communication skills, increased emotional self-awareness, and improved comprehension and management of their emotions. These results align with the central tenets of emotional intelligence (EI), which stress the significance of self-awareness, self-regulation, social awareness, and relationship management. Furthermore, this demonstrated how EI training programs improve empathy, a critical ability for healthcare professionals to build rapport with patients, comprehend their needs, and deliver compassionate care. EI training interventions have the potential to improve patient satisfaction, trust, and therapeutic outcomes through the development of empathy.

In a similar vein, additional research confirmed the efficacy of EI training initiatives in healthcare environments. The review found that emotional intelligence (EI) training has a number of beneficial effects, one of which is a decrease in burnout among medical professionals. Burnout, which is defined by depersonalization, emotional exhaustion, and a diminished sense of personal accomplishment, is a common problem in the healthcare sector that has serious consequences for both personal health and the standard of patient care. Emotional intelligence (EI) training programs can assist healthcare providers in identifying and addressing stressors by improving their emotional self-awareness and self-regulation. This can ultimately lower the likelihood of burnout and foster resilience. Moreover, showed increases in participants' job satisfaction in EI training programs. The retention, engagement, and general job performance of healthcare professionals are significantly influenced by their level of job satisfaction. EI training interventions can boost job satisfaction among healthcare providers by creating a positive work environment and improving interpersonal relationships. This can boost employee morale and organizational commitment.

The systematic review also highlighted how EI training improves the provision of patient care. Emotionally intelligent healthcare providers are better able to understand their patients' feelings and concerns, communicate with them effectively, and listen to their needs with empathy. Better treatment adherence and results, as well as improved patient satisfaction and relationships between patients and providers, can arise from this. Overall, the results of the systematic review and meta-analysis highlight how beneficial Emotional Intelligence (EI) training programs are for healthcare professionals. Through the development of emotional competencies, such as empathy, self-control, self-awareness, and interpersonal communication abilities, these programs help to lessen burnout and improve the quality of patient care. Emotional intelligence (EI) training interventions present a promising strategy for creating a resilient and supportive healthcare environment, particularly as healthcare organizations prioritize the well-being of their workforce and the quality of patient care.

**Emotional Intelligence Training Interventions: Obstacles and Prospects** Although Emotional Intelligence (EI) training programs have the potential to enhance the performance and well-being of healthcare providers, their implementation presents a number of opportunities and challenges. One difficulty is the requirement for customized, situation-specific training programs that address the particular emotional demands and stressors present in healthcare environments. Furthermore, continuing organizational commitment, reinforcement, and support are necessary to ensure the long-term sustainability and integration of EI skills into clinical practice (Sanchez-Gomez and Bresó 2020). Opportunities to improve EI training interventions include integrating EI education into medical school curricula to develop EI skills early in the careers of healthcare professionals, leveraging technology to deliver scalable and accessible training solutions, and cultivating a culture of psychological safety and support within healthcare organizations.

Although EI training programs for healthcare providers are gaining popularity, there are still a number of areas that warrant further study and application. To evaluate the long-term effects of EI training interventions on the performance, well-being, and patient outcomes of healthcare providers, longitudinal studies are required. It is also necessary to conduct research on the efficacy of various EI training modalities (such as in-person

workshops, online modules, and coaching) and how well they work in various healthcare settings. Additionally, it is crucial to investigate how organizational elements like team dynamics, workplace culture, and leadership support help or hinder the implementation and efficacy of Emotional Intelligence (EI) training programs in order to inform evidence-based practices in healthcare settings (Morales Rodríguez et al. 2020). It is possible to improve patient care outcomes and cultivate a culture of well-being within healthcare organizations by increasing the resilience, empathy, and effectiveness of healthcare providers through the advancement of our understanding of emotional intelligence (EI) in healthcare and the optimization of EI training interventions.

### Literature Review

According to Dugue et al. 2021, with high emotional intelligence, health care professionals can communicate more effectively and appropriately with their patients. Now a day's patients are not only seeking medical care and services from their care givers and Doctors, they also want empathy, emotional support, mutual respect and compassion.

Recently, there has been a growing recognition of the importance of emotional intelligence (EI) in determining an individual's success, especially in emotionally taxing and high-stakes settings like the healthcare industry (Karimi et al. 2020). With an emphasis on the efficacy of EI training programs for healthcare providers, this literature review attempts to give a thorough overview of the body of research on EI in the context of healthcare (Sharp et al. 2020). This review aims to provide insights for future research and practice, clarify the role of emotional intelligence (EI) in healthcare settings, and identify important opportunities and challenges in EI training interventions by synthesizing findings from pertinent studies.

According to Mansel and Einion 2019, in natural calamities like earthquake, covid cases, various types of disasters etc., in all around the world, or in the tornados of Australia, a highly strong emotional intelligence and sense can understand the state of mind of the victims and patients much better. By this sense of understanding, Doctors can control their work stress more effectively which can regulate their overall well-being and burnout.

Naidoo et al. (2008) carried out a study to investigate the factors contributing to stress and to assess the impact of emotional intelligence (EI) on perceived stress (PS). In addition, the investigation aimed to assess the correlation between emotional intelligence (EI) and psychological well-being (PS), while also exploring the connection between academic background, career satisfaction, EI, and PS among dental students in their first year of study. The survey included 43 male and 55 female participants. The results of the correlation analysis revealed a significant negative association between EI and PS. Furthermore, the stepwise regression analysis identified gender, previous higher education qualification, satisfaction with the decision to pursue dentistry, and EI as significant predictors of PS. The t statistic highlighted that EI is the most influential predictor of PS, indicating that low EI is linked to higher levels of stress.

A study conducted by Montes-Berges et al. (2007) with nursing students demonstrated that emotional intelligence is a crucial skill in reducing the negative impacts of stress. The researchers examined the influence of perceived emotional intelligence (PEI) as measured by the Trait Meta-Mood Scale on stress coping strategies, social support levels, and mental health outcomes among nursing students. The findings demonstrated significant associations between clarity and social support, social support and emotional restoration, and social support and psychological well-being. Furthermore, the hierarchical regression analysis revealed that both clarity and emotional repair act as predictors of social support, with emotional repair emerging as the primary predictor of mental well-being. These findings underscore the significance of PEI in enhancing stress coping mechanisms within the nursing field.

The study by Matthews et al. (2006) explored the relationship between Emotional Intelligence (EI) and stress responses, as well as coping strategies, in various practical scenarios. By comparing EI with the personality traits of the Five Factor Model (FFM), the researchers aimed to determine which factors were better predictors of stress responses induced by tasks. The results indicated that individuals with low EI were more likely to experience worry and resort to avoidance coping methods, even when accounting for the FFM variables. Interestingly, EI did not exhibit a direct association with changes in stress levels caused by task-induced stress. Furthermore, the study found that Neuroticism was linked to distress, worry, and emotion-focused coping, whereas Conscientiousness was predictive of task-focused coping strategies.

Emotional intelligence is a fundamental aspect that determines success in life, and psychological well-being is crucial in influencing the dynamics between individuals and their environment, particularly in the context of the work environment. Oginska et al.'s (2005) study sought to examine the correlation between emotional intelligence, perceived stress at work, and health outcomes among human service professionals. The results underscored the significance of emotional intelligence in recognizing occupational stress and mitigating negative health consequences in employees of human services. The researchers concluded that the ability to navigate emotions and emotional cues in the workplace is instrumental in helping employees cope with work-related stress.

### Aim and Objectives of the study

The aim of this study is to investigate the effectiveness of emotional intelligence (EI) training programs for healthcare providers in Kolkata.

### Objectives:

1. To evaluate the emotional intelligence (EI) baselines of healthcare providers in Kolkata before they enrolled in the EI training course.
2. To put into practice a structured emotional intelligence (EI) training intervention designed to improve healthcare providers' emotional awareness, regulation, and interpersonal communication abilities.
3. To use pre- and post-training assessments to determine how the emotional intelligence training program affected the participants' stress-reduction skills, emotional intelligence, and general well-being.
4. To examine the healthcare providers' perceptions of the EI training intervention's viability and efficacy, noting the program's main advantages, shortcomings, and suggestions for further training programs.

### Methodology

A survey given to healthcare providers in a medical setting was the primary data collection method used in this study (de Vries 2020). The purpose of the survey was to evaluate the emotional intelligence (EI) of healthcare professionals and how it affected their ability to control their anxiety and manage their depression at work. A visual depiction of the results was produced by utilizing graphs and charts to analyze the survey data.

**Sampling strategy:** The study's participants were chosen using a convenience sampling strategy. A voluntary participation in the survey was extended to healthcare providers employed in different departments within a healthcare facility (Pandey and Pandey 2021). Physicians, nurses, allied health professionals, and administrative personnel comprised the sample.

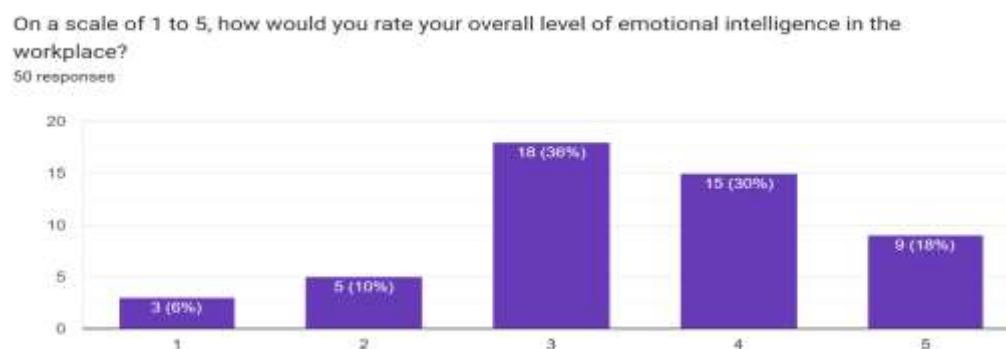
**Survey Instrument:** The scales used in the survey were validated measures of anxiety, depression, and emotional intelligence for healthcare professionals. The participants' emotional intelligence was measured using the Emotional Intelligence Scale. The participants' levels of anxiety and depression were assessed using the Beck Depression Inventory-II (BDI-II) and Beck Anxiety Inventory (BAI), respectively.

**Data collection:** Depending on participant preferences, the survey was either conducted electronically or on paper. The survey was completed in an easy-to-follow manner, and participants were guaranteed the privacy and anonymity of their answers. Over a predetermined time frame, data was gathered to guarantee adequate involvement and data capture.

**Data Analysis:** Statistical software was used to analyze the survey data after it had been gathered. The demographic features of the sample and the results of the EI, depression, and anxiety scales were compiled using descriptive statistics, such as means, standard deviations, and frequencies (Belov and Novikov 2020). The distribution of scores and the correlations between the variables were visually represented using a variety of graphs and charts, such as scatter plots, pie charts, and bar graphs.

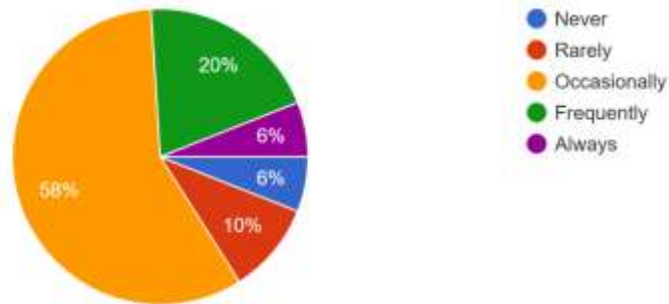
**Moral Aspects to Take into Account:** Prior to starting the study, ethical approval was acquired from the appropriate institutional review board. Every participant gave their informed consent, and they all chose to participate voluntarily (Huang et al. 2023). The responses of participants were kept private and anonymous, and data were safely stored with access restricted to approved researchers.

### Data Analysis and findings



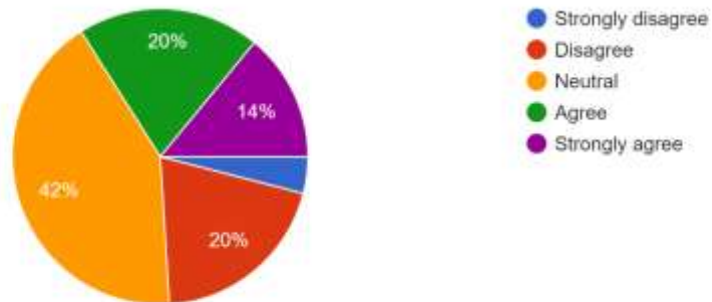
How often do you experience symptoms of depression while at work?

50 responses



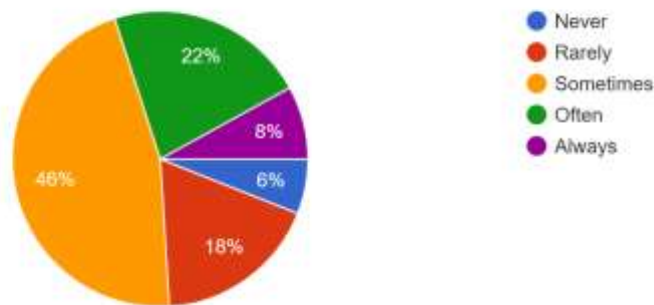
To what extent do you agree with the statement: "I feel confident in my ability to manage stress and maintain emotional balance in the workplace"?

50 responses



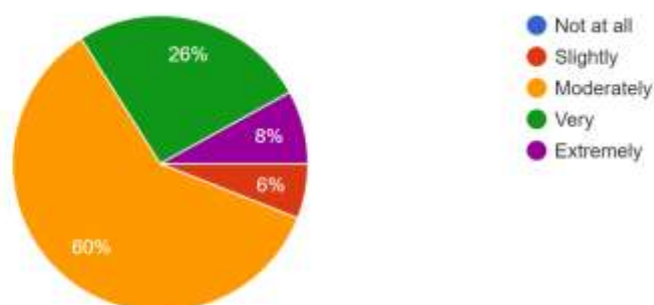
How often do you engage in self-care practices to cope with workplace stressors (e.g., meditation, exercise, hobbies)?

50 responses



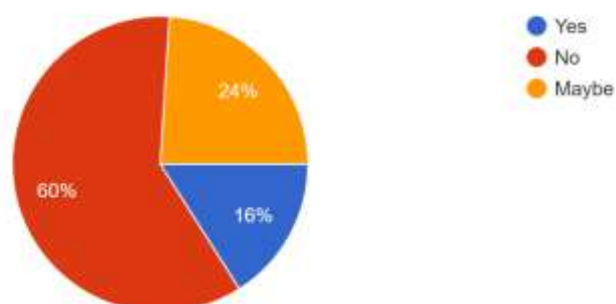
Do you feel adequately supported by your colleagues and supervisors in managing work-related stress and emotional challenges?

50 responses



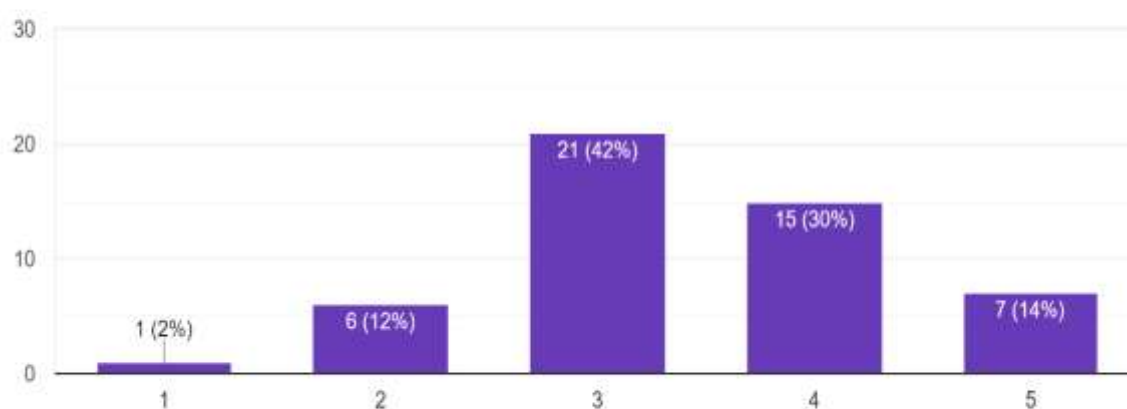
Have you received formal training or education on emotional intelligence and stress management techniques in the past year?

50 responses



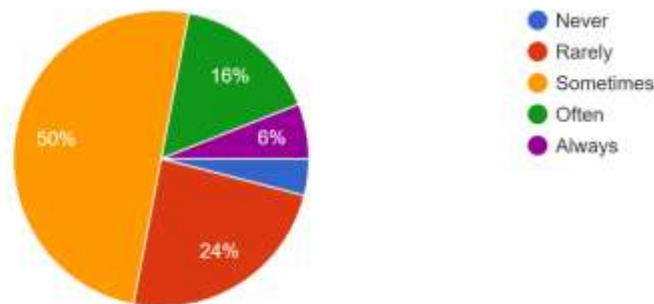
On a scale of 1 to 5, how satisfied are you with your current strategies for managing workplace stress and emotional challenges?

50 responses



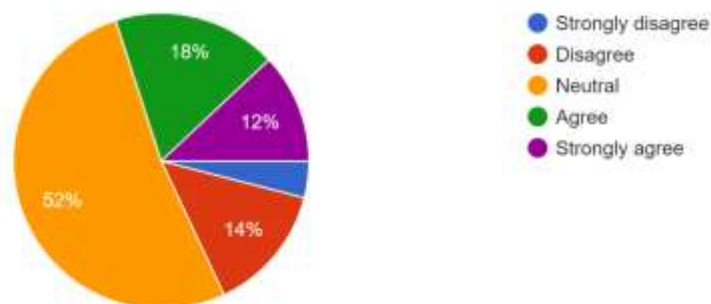
How often do you communicate openly and constructively with colleagues about your emotions and stressors at work?

50 responses



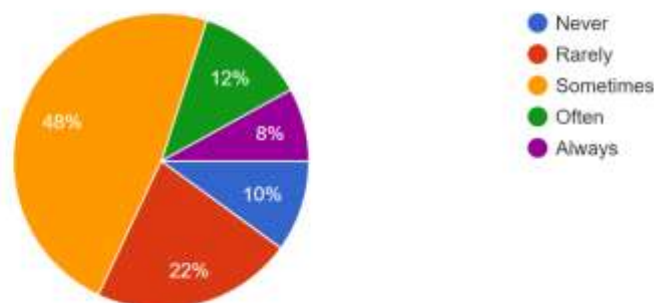
To what extent do you agree with the statement: "I feel equipped with the necessary skills to effectively manage conflicts and resolve interpersonal issues in the workplace"?

50 responses



How frequently do you engage in activities outside of work to maintain your mental and emotional well-being (e.g., spending time with loved ones, pursuing hobbies)?

50 responses



The survey's data shed light on a number of aspects related to emotional intelligence, mental health, and coping strategies used by healthcare workers in the workplace. Our goal in doing this analysis is to find patterns and trends that are present in every survey response. Most respondents gave themselves a moderate to high overall emotional intelligence rating at work, with a sizable portion supporting higher ratings. But when it comes to depressive symptoms, a significant proportion of respondents said they sometimes or frequently experienced them, suggesting that this is a common worry. Participants' views on how confident they were in handling



stress and maintaining emotional equilibrium were shown by the range of responses they gave. Furthermore, there were differences in the frequency of self-care practices, which emphasizes the significance of encouraging such initiatives in healthcare settings. Regarding the perceived support from coworkers and superiors, a variety of answers were noted. Additionally, a sizeable percentage of respondents mentioned that they had not received any official training in emotional intelligence or stress management. There was a range in respondents' satisfaction with the stress management techniques currently in use, and there was inconsistent reporting of colleagues' conversations about stressors and feelings. Perceptions regarding the ability to handle conflict and participation in extracurricular activities for mental health varied among the participants as well. In summary, this analysis highlights the need for specialized interventions and support systems to improve workforce satisfaction and performance by illuminating the complex terrain of emotional intelligence, mental health, and coping strategies in healthcare settings.

### Conclusion and recommendations

The examination of the survey data concludes by highlighting the significance of addressing coping mechanisms, mental health, and emotional intelligence among healthcare professionals in the workplace. The results show that there are wide variations in emotional intelligence, depressive experiences, and self-care practice engagement. Some respondents expressed concerns about gaps in training and support, while others reported adequate support and satisfaction with current strategies. It is advised that healthcare organizations give priority to programs that enhance emotional intelligence, offer stress management training, and create a supportive work environment in order to address these issues. It's also critical to implement regular mental health assessments, provide counselling, and encourage work-life balance. Furthermore, encouraging peer support groups and open lines of communication can aid in developing a culture that prioritizes emotional well-being. Healthcare organizations can improve patient care outcomes and organizational performance by giving priority to these recommendations, which will improve the workforce's general well-being and resilience.

### Limitations and future scope

There are a few important limitations to be aware of, even though the survey gave insightful information about coping mechanisms, mental health, and emotional intelligence among healthcare professionals. First off, since the study relied on self-reported data, the accuracy of the responses could have been impacted by response bias and social desirability bias. Furthermore, the survey only included a snapshot of the experiences of the participants, which limited our understanding of their coping strategies and emotional difficulties. Moreover, it is possible that the sample size and demographics do not fully reflect the healthcare workforce, which could restrict how broadly the results can be applied.

By using a longitudinal design to monitor changes in emotional intelligence and well-being over time, future research could address these limitations. Qualitative research may also offer more profound understandings of healthcare professionals' perspectives and experiences with relation to coping mechanisms and emotional difficulties. Furthermore, interventions targeted at improving mental health and emotional intelligence could be put into practice and their efficacy assessed. Lastly, investigating how organizational elements like organizational culture and leadership support affect the mental health of healthcare providers could deepen our knowledge in this crucial field.

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