THINKING WITH THE HEART
emotional intelligence in dementia care

Welcome
Emotional Intelligence

**Definition**

*Emotional Intelligence* is the ability to:
- Perceive emotion in self and others;
- Use emotion to facilitate thought;
- Understand emotions in self and others; and
- Manage emotions.

Emotional Intelligence

“…accurate appraisal and expression of emotions in oneself and others and the regulation of emotion in a way that enhances living.”

Thinking with the Heart

• Two workshops
• Emotional Intelligence is a key to improving quality of life for people with dementia
• Aged care workers who attend to their own emotions are more effective at supporting others
Rationale

- **Dementia Care Essentials** (Certificate III & IV)
- Over 2200 participants
- Over 900 written assessments
- How do you acknowledge emotion in others?
- Describe how you would support a person who is very distressed after his daughter has been to visit?
- Helping people who express needs via changed behaviour.
Findings

- Gap between knowledge and practice
- Undervaluing emotions
- Emphasis on action and distraction
- Seeing the problem not the person
Workshop Themes

**Working from the emotion**
- We *are* the emotion
- External cause
- Potential loss of control

**Working with the emotion**
- We *are aware* of the emotion
- Caused by self
- Potential for choice
Workshop Themes

Working *from* the emotion

Working *with* the emotion

DOING

BEING
Doing and Being modes

**Doing**
- Task oriented
- Finds evidence
- Makes judgements
- Good for navigating the external world

**Being**
- Sense oriented
- Present in the moment
- Suspends judgement
- Good for observing emotions and thoughts

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Workshop Content

Workshop 1
- Increase emotional vocabulary
- Meditation and Mindfulness
- Self reflection

Workshop 2
- Recognise emotions
- Responding with empathy
- Reframing and Centering
Mindfulness Practice
The E I Care Professional

- Values and acknowledges emotions
- Optimistic
- Listens with intent to understand
- Appreciates other’s perspective
- Mindful of language
- Sees strengths in others
- Engages in self-care
Considerations

• EI has merit but is not without criticism
• Overstated claims in some cases
• EI is *one* aspect of staff well-being
• Staff well-being is only one part of the broader picture
Workshop Summary

- Daily practices
- Workplace reinforcement
- Positive feedback
  - Meditation/Mindfulness practice
  - Understanding doing and being mode
- Continuing development for future workshops
In all situations, it is my response that decides whether a crisis will be escalated or de-escalated and a person humanised or dehumanised.

Haim Ginott
QUESTIONS?
FOR MORE INFORMATION
CONTACT ALZHEIMER’S AUSTRALIA

NATIONAL DEMENTIA HELPLINE
1800 100 500
AN AUSTRALIAN GOVERNMENT INITIATIVE

TELEPHONE INTERPRETER SERVICE
131 450

FIGHTDEMENTIA.ORG.AU

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