

Week 6: Civility and Emotional Intelligence

- Mindful Relationships
 - Prefrontal cortex
 - Left side is stimulated:
 - there is an association with positive feelings, such as altruism and overall happiness
 - there is less stress hormone, cortisol, and an improved immune response
 - Right side is stimulated:
 - plays a critical role in the negative, inhibiting feelings that lead to increased fear and anxiety
- Mindfulness: emotional intelligence
 - Emotional Intelligence (EQ)
 - “a cross section of emotional and social competencies that determine how well we understand and express ourselves, understand and relate to others, and cope with daily demands and pressures”

| EQ | IQ |
|--|--|
| Emotional, social, communicative, and relational abilities | Cognitive, intellectual, logical, analytical, and rational abilities |
| Grasping own as well as others' wants and needs | Personal information "database": Memory, vocabulary, etc. |
| Determines one's capability to cope with environmental demands and pressures | Determines one's capability to acquire and organize new knowledge |

- Incivility
 - Defined as “a rude or discourteous act.”
 - often involves an imbalance of power, real or perceived, between the perpetrator and the victim
 - culture of incivility
 - condition in which one person or group is rude or bullies an individual or group, requires secrecy, shame, and silent witness in which to operate
 - Lateral violence is any disruptive and inappropriate behavior in the workplace demonstrated by one colleague to another who is in a position of equal, higher, or lower rank
 - horizontal violence, workplace incivility, bullying
 - Just culture
 - defined as “an atmosphere of trust in which people are encouraged, even rewarded, for providing essential safety-related information
 - clear about where the line must be drawn between acceptable and unacceptable behavior”
 - Recognizing Cues to Horizontal Violence
 - Nonverbal cues
 - eye-rolling