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Emotional intelligence and its importance in modern dentistry

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The present study explored the role and the importance of emotional intelligence in modern dentistry. Generally, emotional intelligence is the ability to identify, use, understand, and manage emotions in an effective and positive way, helping the individual to communicate better, reduce anxiety and stress, defuse conflicts, improve relationships, empathize with others, and effectively overcome life's challenges. Emotional intelligence is important for dentists and their ability to stay cool under pressure without letting their emotions get the best of them. From the research, it emerged that EQ can be learned and improved with practice and training. In addition, the findings showed that EQ has 12 elements or competencies that are distributed among four main domains. One of the domains is self-awareness that enables one to recognize and appreciate the emotional state. The second domain is self-management that is comprised of four main elements, including emotional self-control, adaptability, achievement orientation, and positive outlook. The third domain is social awareness with two main competencies, including empathy and organizational awareness. Finally, the fourth domain identified from the findings is relationship management.

The latter domain consists of five major elements, including influence, coaching and mentoring, conflict management, teamwork, and inspirational leadership. The identified assessments are critical to the holistic assessment of the individual's EQ. The research concludes that EQ is essential in the dental practice because many of the patients are more educated and aware of the field and recent technologies. Even with evidence-based dentistry, it is still important to have a high EQ in order provide the best care for the patients.

Emotional Intelligence Domains and Competencies

SELF-AWARENESS	SELF-MANAGEMENT	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT
Emotional self-awareness	Emotional self-control	Empathy	Influence
	Adaptability		Coach and mentor
	Achievement orientation	Organizational awareness	Conflict management
	Positive outlook		Teamwork
			Inspirational leadership

Biography

Mohlab Al Sammarraie has completed his BDS at the age of 23 years from Baghdad University in 2009. He is a candidate for DDS degree at the Universidad de La Salle Bajio, Mexico and Masters in Public Health, specialized in healthcare management at National University in California, USA. He is a former HR manager. He worked in International development and healthcare leadership for many years in which he is experienced in organizational development and strategic planning.

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