Promoting Excellence within Dementia Care:

Emotional & Cultural Intelligence and well-being of staff/carers within Dementia care

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What’s it all got to do with Dementia?

Well...

Emotional Intelligence is in Everything We Do!
Emotional Intelligence is being “smart” about our emotions and those of others.

~ Hank Clemons ~
Founder & CEO of Society of Emotional Intelligence
What is Emotional Intelligence?

Emotional intelligence is a set of emotional and social skills that collectively establish how well we:

- Perceive and express ourselves
- Develop and maintain social relationships
- Cope with challenges
- Use emotional information in an effective and meaningful way

It is a predictor of success in life and work
Many partners or family carers of those living with dementia are themselves elderly and, some may have their own long term health problems:

- Some may develop physical or mental health problems due to the stress of caring over the years.
- They may have other caring responsibilities in their lives.
- Some feel they have to give up work or reduce their core hours or are living on a retirement pension and financial resources will be limited.
There are limited resources available that provide the support, development and training for carers of people living with dementia

- This would benefit them by developing techniques to manage the demands of caring
- Enabling them to explore and develop strategies around the complexity, emotionally challenging and draining nature of their role as a carer
- Building emotional and cultural resilience in the day-to-day tasks they undertake
Self-Awareness - This is the basis for all the other components of emotional intelligence. Self-awareness means being aware of what you are feeling—being conscious of the emotions within yourself.

Social Awareness - Social awareness gives you the ability to understand and respond to the needs of others. Being socially aware means that you understand how you react to different social situations, and effectively modify your interactions with other people so that you achieve the best results.

Self-Management - The second key component of emotional intelligence is managing emotions. Operationally this means that carers need to be able to balance their own moods so that worry, anxiety, fear, or anger do not get in the way of what needs to be done.

Relationship Management - The final component of emotional intelligence is the ability to connect to others, build positive relationships, respond to the emotions of others, and influence others.
Being able to interact effectively with people from different cultural backgrounds, helps carers and people working within the dementia care management arena work effectively with staff, patients and relatives with confidence and competence.

Knowledge about Cultures – (facts and cultural traits)
  + Awareness (of yourself and others)
  + Specific Skills (behaviours)
= Cultural Intelligence
Cultural Intelligence (CQ) Model

- **CQ-Drive**: A person's interest and confidence in functioning in culturally diverse contexts.
- **CQ-Knowledge**: A person's knowledge about how cultures are similar and how they are different.
- **CQ-Strategy**: A person's ability to develop a strategy to successfully function in diverse experiences.
- **CQ-Action**: A person's ability to take deliberate action that is effective in diverse contexts.

**Cultural Intelligence**

- **Intrinsic interest** - gaining benefits from culturally diverse experiences
- **Extrinsic interest** - gaining benefits from culturally diverse experiences
- **Self-efficacy** - having the confidence to be effective in culturally diverse situations
- **Pragmatic mind** - using culturally diverse behaviour, gestures, facial expressions, and words
- **Socio-linguistics** - knowledge about rules of languages and rules for expressing emotions and modifying expectations (e.g., accent, tone)
Emotional Intelligence & Caring for People Living with Dementia:

The Emotionally Intelligent Carer vs. The Emotionally Exhausted Carer
In the emotionally challenging situation created by caring for a family member with dementia, the carer(s) starts to micro-manage while struggling with:

- Coming to terms with the impact of the illness
- Coming to terms with the impact this has on family and social settings
- Having to navigate the labyrinth of health and social care services that may be involved in providing support
The principles of Emotional Intelligence can provide a framework for thinking about caring for the person living with dementia in a way that respects both the emotional challenges of the roles as well as the practical complexities of providing care and support.
So... What is Emotional & Cultural Intelligence Again...?

It’s not what you know about **EQ** and **CQ**, it’s about what you **do** with what you know!
In the case of Dementia Care Management:

- Emotional Cultural Intelligence is a key factor in maintaining the health and wellbeing of not only the person living with dementia but also, responding to the care giver(s) in need of support and development.

- There is much more to Emotional & Cultural Intelligence than what is read in books, online and articles. It is how this knowledge is disseminated across and woven, into a wider spectrum of organisations, healthcare and non-healthcare industries alike.

  ✔ Running workshops for dementia care management staff, carers, clinical and non-clinical individuals who want to upskill and tap into this knowledge framework.

  ✔ Running EQ-I 2.0 / EQ 3560 assessments, 1:1 feedback sessions and coaching partnerships empowering leaders to become more #EISavvy in running of their organisations and supporting their workforce.
Emotional Skills & Change

The Kübler-Ross Change Curve

1 - Shock/surprise
2 - Denial
3 - Strong feelings - frustration
4 - Depression
5 - Testing out
6 - Decision
7 - Integration
Any Questions
Thank You!

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