

Emotional Intelligence Training Courses

Why Emotional Intelligence in Palliative Care

Emotional Intelligence is fundamental in palliative care. It equips healthcare providers with the ability to navigate the emotional complexities due to dealing with life-limiting illnesses. It enables healthcare providers to respond with sensitivity and focus on the quality of life of patients and their families.

By understanding and meeting the emotional needs of patients and their families, care becomes more patient-centred and compassionate. Emotionally intelligent healthcare providers work effectively in teams and are better at collaborating and communicating to ensure consistent and responsive care.

What are the CHCA Emotional Intelligence (EI) Training Courses

- A series of microtraining courses in emotional intelligence, each aligned with the 12 domains of Canadian Interdisciplinary Palliative Care Competency Framework. There are 12 courses for nurses / 11 courses for PSWs.
- The EI skills have been mapped to one of the domains.
- Each interactive course presents an EI skill and a simple behaviour that can be practiced daily to enhance emotional intelligence.
- The 20-minute microtraining courses enable learners to engage with the content in small, manageable chunks making it easy to include into busy schedules while promoting better retention of information.

What the EI Training Courses ARE NOT

The CHCA EI Training Courses, while focused on integrating EI skills into palliative care practice, are not designed to be exhaustive in scope. They do not replace comprehensive training courses on emotional intelligence that explore the full depth and breadth of EI theory, assessment, and extensive application in various contexts. These microtraining courses concentrate on specific, actionable behaviors aligned with the 12 domains of the Canadian Interdisciplinary Palliative Care Competency Framework, but they are not meant to encompass all aspects of emotional intelligence development.

THE EI COURSES ARE NOT CLINICAL SKILLS TRAINING PROGRAMS. They do not delve into the technical or procedural aspects of nursing or personal support work within the palliative care context or otherwise. Participants should not expect to learn or enhance clinical techniques such as administering medications, performing physical assessments, or other hands-on care skills.

THE EI TRAINING COURSES ARE NOT COURSES ON PALLIATIVE CARE PHILOSOPHY OR DOMAINS. They do not cover the full spectrum of palliative care principles, ethics, or holistic patient care models. While the EI skills taught can support the delivery of palliative care, the courses are not a substitute for education on the philosophy and practice of palliative care itself.

CHCA EI Training Course Outline

Introduction

- The Competency Framework domain covered in the course
- Course objectives

Emotional Intelligence and Palliative Care

- Definition of Emotional Intelligence
- Why EI skills are important in palliative care

The Emotional Intelligence skill identified as supporting the Competency Framework domain

- What the EI skill is
- The benefits of the skill
- How to improve the skill

A behaviour to build the identified EI skill

- What the behaviour is
- Benefits of the behaviour
- Idea for using the behaviour

EI Training Course Content

Description of eiCOURSES		
<p>COURSE 1 <i>Principles of a Palliative Approach to Care</i> Emotional Self-Awareness and Mindfulness</p> <ul style="list-style-type: none"> • Recognize and understand your own emotions and discover easy ways to practice mindfulness. • Expand your ability to deliver a palliative approach to care, ensuring holistic patient- and family-centered care. 	<p>COURSE 2 <i>Cultural Safety and Humility</i> Acceptance and Recognizing Biases</p> <ul style="list-style-type: none"> • Embrace acceptance and manage your biases for more culturally sensitive palliative care. • Enhance patient-provider relationships and provide a comforting experience, all while strengthening practice in cultural safety and humility. 	<p>COURSE 3 <i>Communication</i> Social Skills and Adapting</p> <ul style="list-style-type: none"> • Use EI to refine your social skills and adapt your communication style, managing difficult conversations effectively. • Integrate the "A.C.T." technique into daily interactions to foster deeper connections and navigate diverse situations.
<p>COURSE 4 <i>Optimizing Comfort and Quality of Life</i> Decision-Making and Reality Testing</p> <ul style="list-style-type: none"> • Explore the emotional aspects of decision-making, and practice reality testing. • Tools like the F.A.C.T.S. model, can equip you to develop the competencies to optimize comfort and quality of life for patients and families. 	<p>COURSE 5 <i>Care Planning and Collaborative Practice</i> Interpersonal Relationships and Valuing Voices</p> <ul style="list-style-type: none"> • Sharpen your interpersonal relationship skills and embrace the principle of valuing voices. • The B.O.N.D.S. approach can help you foster trust, optimize teamwork, and ensure that patient voices are at the heart of care planning. 	<p>COURSE 6 <i>Last Days and Hours</i> Empathy and Reframing</p> <ul style="list-style-type: none"> • Amplify your EI skill of empathy and master reframing. • Use the "catch it, check it, change it" approach to reshape challenging situations, deepening connections and offering compassionate support during a patient's last days and hours.
<p>COURSE 7 <i>Grief, Loss and Bereavement</i> Emotional Expression and Setting Boundaries</p> <ul style="list-style-type: none"> • The focus is on emotional expression and setting boundaries. • Acquiring these skills will help you create an environment conducive to open dialogue, enabling you to better support patients, families, and caregivers as they deal with loss and grief. 	<p>COURSE 8 <i>Self-Care</i> Stress Tolerance and Shifting Your Perspective</p> <ul style="list-style-type: none"> • Learn to shift your perspective to enhance stress tolerance. Combat compassion fatigue, build resilience, and find balance by using the "S.H.I.F.T." model and the "River of Wellbeing" for effective self-care. 	<p>COURSE 9 <i>Professional and Ethical Practice</i> Conflict Management and Inner and Outer Listening</p> <ul style="list-style-type: none"> • EI in conflict management and master the nuances of inner and outer listening. • These skills will empower you to confidently address ethical issues, build trust, and maintain professional boundaries.
<p>COURSE 10 <i>Education, Evaluation, QI and Research</i> Self-Actualization and Practicing with Intent</p> <ul style="list-style-type: none"> • Explore how to tap into EI, use self-actualization techniques, and engage in deliberate practice. • This course is designed to inspire and guide you on your continuous personal and professional growth journey. 	<p>COURSE 11 <i>Advocacy</i> Motivation and Priority Setting</p> <ul style="list-style-type: none"> • Dive into EI, motivation, and the G.R.A.D.E. approach for setting priorities. Master these techniques to elevate your advocacy skills, champion patient needs, and optimize the care experience. 	<p>COURSE 12 – NURSES ONLY <i>Virtual Care</i> Self-Regulation and Maintaining Focus</p> <ul style="list-style-type: none"> • Fortify your self-regulation skills and employ the Pomodoro Technique to sharpen your focus. • Deliver focused, empathetic, and precise virtual palliative care, minimizing distractions.

Established in 1990, the Canadian Home Care Association (CHCA) is a national non-profit membership association dedicated to advancing excellence in home and community care. Our eiCOMPASS Project aims to empower home care providers to deliver emotionally intuitive, competency-based palliative care. We are enhancing the skills of frontline providers and improving team-based care that is compassionate, responsive, and person- and family-centred. [CHCA Website](#) / [X](#) / [LinkedIn](#)

The production of this material has been made possible through a financial contribution from Health Canada. The views expressed herein do not necessarily represent the views of Health Canada.