

New program to help healthcare professionals improve their interpersonal skills

Doha – March 19, 2018: Weill Cornell Medicine – Qatar’s (WCM-Q) Institute for Population Health (IPH) is introducing a new training course – entitled Mastering Emotional Intelligence – as part of its mission to enhance the population’s health and build capacity.

The aim is to train healthcare professionals to be emotionally aware and manage the source of their behavior, reflect on their social awareness and learn how to handle the triggers of their emotions for the benefit of clinical care, health care outcomes, patient satisfaction and team morale. Emotional intelligence (EQ) is made of four core skills: self-awareness, self-management, social awareness and relationship management. EQ is the foundation for a host of critical skills and the strongest predictor of high performance.

The one-day workshop will be delivered by Ms. Maha Elnashar and Ms. Huda Abdelrahim from the Center for Cultural Competence in Healthcare (CCCHC) a unit of the Institute for Population Health, who are licensed by TalentSmart Inc. one of the world’s top providers of EQ training.

Ms. Elnashar, director of CCCHC said: “EQ is one of the essential skills needed to work with and manage cultural diversity. Differences can trigger various emotional reactions like anxiety and fear that can extrude annoyance and apprehension; or they can stimulate curiosity and interest to learn more. Dealing with this mixture of emotional responses requires emotional intelligence. The need for well-developed emotional intelligence training is particularly strong in Qatar because of the country’s wide mix of cultures. WCM-Q is also planning to provide the training in Arabic to target all levels of healthcare and educational professionals.”

Published research shows that EQ education is needed in the medical sector as it helps enhance interpersonal and social communication skills and achieves a range of benefits including increased job satisfaction, improved performance and better patient-doctor relationships. It ensures people are treated equally and receive high-quality care. For example, studies demonstrate that some patients fail to follow instructions if they feel they have not been treated with sufficient respect, while doctors may misinterpret these emotions and be unaware of the patient’s negative feelings towards them. Being emotionally intelligent means that individuals can recognize, understand and manage their feelings in positive ways, allowing them to better deal with highly stressful situations, improving their communication skills, and increasing empathy.

Dr. Ravinder Mamtani, senior associate dean for population health, capacity building and student affairs said the course would be an excellent fit for IPH’s mission, and that improving a person’s emotional intelligence would allow them to view their feelings critically, objectively and to react positively.

He added: “Since emotions influence our behavior and reactions, the regulation of emotions should be coupled with teaching. EQ is a flexible set of skills that can be acquired and improved with practice over time.



“This new course will enhance WCM-Q’s commitment to improving healthcare across Qatar, providing innovative training to healthcare professionals, allowing them to obtain new skills and so improving the inpatient and outpatient experience for patients.”

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Photos Captions:

Photo1: Ms. Maha Elnashar director of Center for Cultural Competence in Healthcare

Photo2: Ms. Huda Abdelrahim, Senior Specialist, Cultural Competence

About Weill Cornell Medicine - Qatar

Weill Cornell Medicine - Qatar is a partnership between Cornell University and Qatar Foundation. It offers a comprehensive six-year medical program leading to the Cornell University M.D. degree with teaching by Cornell and Weill Cornell faculty and by physicians at Hamad Medical Corporation (HMC), Aspetar Orthopedic and Sports Medicine Hospital, the Primary Health Care Corporation, the Feto Maternal Center, and Sidra Medicine, who hold Weill Cornell appointments. Through its biomedical research program, WCM-Q is building a sustainable research community in Qatar while advancing basic science and clinical research. Through its medical college, WCM-Q seeks to provide the finest education possible for medical students, to improve health care both now and for future generations, and to provide high quality health care to the Qatari population.

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