Emotional Intelligence Navigation

CE103

Continuing Education: 3 Hours

Method: Online

Welcome to this Emotional Intelligence introductory course. In several studies about patient navigation professionals (PNP), the role of emotional intelligence, the ability to empathize and represent a client's best interests has shown itself to be a critical skill. This ability to successfully connect with clients and fellow health team professionals is important for better health outcomes for clients,

PNPs play an important role in healthcare – they are voice of the patient within the healthcare team. In performing this mission, PNPs need to be well-connected with patients and clinicians. PNPs must have an empathic understanding and are able to communicate with all persons engaged in care. They help translate clinical messages to patients and ensure that health providers hear patient concerns and preferences.

Understanding and using emotional intelligence skills is an important role in patient-centered care.

Course Outcomes:

1. Clarify and define the various elements of **Emotional Intelligence (EI).**
2. Become familiar with the **EI tools** that you can use to improve connections**.**
3. Gain familiarity with steps you can take to **strengthen your EI capabilities.**
4. Learn to **introduce EI** to clients and fellow team members**.**
5. Establish **EI practices** that will improve your professional status**.**
6. Explore your emotional intelligence through testing.

Study the assigned readings, view related videos, and successfully complete the final quiz. With study, practice, and experience you will be a more valuable asset to healthcare providers and, more importantly, patients.

STEPS TO ENROLL

1. Complete the Enrollment and Payment form on the website (Education Tab).
2. **Submit paymen**t at a rate of $30 per credit hour.
3. **Receive an emailed link** to start the course from Canvas.com.
4. **Setup an account** on the Canvas learning platform – remember your password.
5. Click on the Course and **do the assignments.**
6. Complete the **Course Test**.
7. **Evaluate** the course.
8. **Receive an electronic certificate of completion and CEUs awarded**.