

Overview Certification Professional Patient Navigator (CPPN) EXAM:

Part A, Emotional Intelligence



CPPN EXAM: Part A, Emotional Intelligence

- Introduction to Emotional Intelligence.
- MEIQ-CPPN Sample Questions.
- “Stuff” You Need to Know.



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CPPN-MEIQ Emotional Intelligence



MEIQ ASSESSMENT INCLUDES:

- A. 115-questions about emotional factors that influence people's behavior.
- B. Scenarios and photos to test perceptions.
- C. Four Dimension Report includes a composite MEIQ score and a self-improvement road map.



Emotional Intelligence

When you are looking, what do you see?

When you are listening, what do you hear?



What is Emotional Intelligence?

Refers to the ability to identify and manage one's own emotions, as well as the emotions of others. Daniel Goleman.

The capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically: "emotional intelligence is the key to both personal and professional success." Oxford Dictionaries

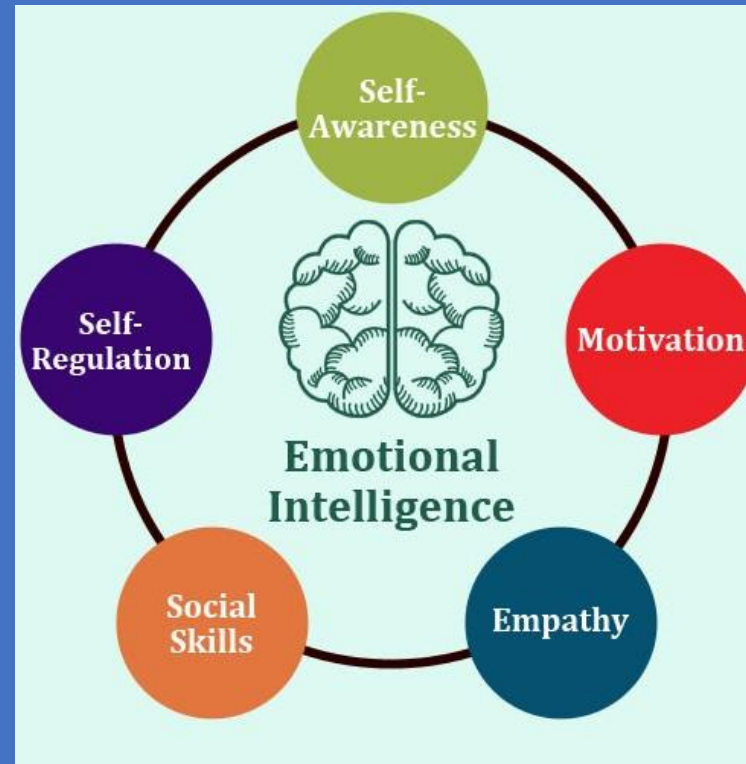
The ability to understand and control your own feelings, and to understand the feelings of others and react to them in a suitable way: Emotional intelligence is as important as academic intelligence. Cambridge Business English Dictionary



MEIQ

Emotional Intelligence Elements

Cores 1-5





Emotional Intelligence Elements

Self Awareness

To be self-aware means you know how you feel, and you know how your emotions and actions affect the people around you. You have a clear picture of your strengths and weaknesses with a sense of humility.

Motivation

Self-motivated people work consistently toward their goals, and they have extremely high standards for the quality of their work.



Emotional Intelligence Elements

Empathy

People with empathy are capable of putting themselves in someone else's situation. They help develop people, challenge others who are acting unfairly, give constructive feedback, and listen to those who need it.

Social Skills

People who have good social skills are great communicators. They handle bad and good news and are good at getting others to work toward resolution. They manage change and resolve conflicts diplomatically. They set an example with their own behavior.



Emotional Intelligence Elements

Self Regulation

Those who regulate themselves effectively rarely verbally attack others, make rushed or emotional decisions, stereotype people, or compromise their values. Self-regulation is all about staying in control. This element of emotional intelligence covers a person's flexibility and commitment to personal accountability.

Importance of Emotional Intelligence

1. Improves Team-Work.

Teams with emotionally intelligent members are great at working together. They have good communication, trust each other, and value each other's input.

2. Increases Change Management Skills.

Emotional intelligence gives you the tools needed to deal with any change that comes your way.

3. Enhances Ability to Handle Tough Conversation.

Difficult conversations stir up emotions. With the correct skills, you can handle those conversations by emotionally connecting with the other person before finding a resolution.

4. Build Social Trust.

Emotional intelligence allows you to build trust and rapport with people.

5. Key feature of a Strong Professional.

Great professionals understand people; they know how they work, how to influence them, and how to inspire them.



CPPN-MEIQ Assessment

Sample Scale Question

<u>Skill or Behavior</u>	<u>Applies to Me</u>				
	<u>Not</u>	<u>Low</u>	<u>Med.</u>	<u>Med.High</u>	<u>High</u>
1. How important is it for you to be right?	_____	_____	_____	_____	_____
2. Do you hide or control your feelings?	_____	_____	_____	_____	_____
3. Can you guess how someone is feeling?	_____	_____	_____	_____	_____

CPPN-MEIQ Assessment

Sample Multiple Choice Question

Will has just learned that although he has symptoms of a viral sexually transmitted infection, HPV ... he just tested negative. Based on his appearance, what is the word that best describes his expression?

- A. Relieved
- B. Thankful
- C. Shocked
- D. Reflective
- E. Indifferent





Helpful
Tips

“Stuff” You Need to Know Specific to CPPN Exam: Part A, CPPN-MEIQ

1. This is an online exam.
2. There is no penalty for guessing.
3. The CPPN-MEIQ Emotional Intelligence test does not require preparation.
4. Questions require critical thinking more than memorization.
5. Most questions have five answer options.
6. You must complete the MEIQ and the CPPN Core Competency Tests within 7 days.



More “Stuff” you Need to Know!

- To maintain certification, complete 15 continuing education credits per year from reputable healthcare educators.
- There is an annual fee of \$30 to maintain certification on the national registry.





When you are looking, what do you see?

When you are listening, what do you hear?



*Patients don't care how
much you know
Until they know how
much you care.*

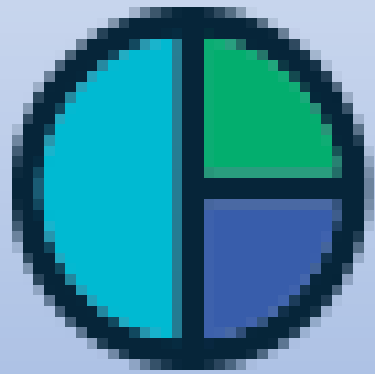
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Good Luck!





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