Using the Principles of Emotional Intelligence to Increase the Confidence of Lay/Volunteer Facilitators in Community Settings

Patrice Tadel, MSN, RN
Respecting Choices
Senior Faculty Consultant
Learning Outcomes

1. Define Transformative Learning and Emotional Intelligence (EI) and how each builds a framework for communication competence.
2. Apply concepts discussed to support ongoing self-journey as an instructor and a process with no end for learners by using emotional intelligence to grow in the role of Lay/Volunteer Facilitator.
3. Express strategies to teach and apply principles of EI, such as self-awareness, intentional reflective behavior, and expression of empathy.

Learnings Along the Way

Selection of Lay Volunteers
- Education on the role and responsibilities:
  - Time Commitment
  - Certification requirements
  - Renewal or recertification requirements
- Basic communication skills required
- Passion and personal stories create energy for the work
- See the work as meaningful
Supportive Learning Environment

Educational Structure which includes:
• Respecting Choices Facilitator Certification curriculum
• Include Emotional Intelligence work:
  • Identify and hold personal values in check
  • Additional coursework in motivational interviewing
• Requirements of the statutory documents
• Support with “tech” prerequisites
• Formal practice sessions
• Structured ongoing mentorship/oversight

Adult Learning Model for Success

• Need to know why - “What’s in it for me?”
• Self-concept of value self-directed when guided, not told
• Own experiences a resource to make learning meaningful
• Readiness to learn connected to value for work or social role
Attributes of Emotional Intelligence

- Self-Awareness
- Self-Management/Self-regulation
- Social Awareness
- Relationship Management

Growing in the Role of Facilitator

- Demonstration of the value of EI to shape this new role
- Role-model skills of EI
  - Facilitator Communication skills
  - Attention to nonverbal cues of self and others
- Self-assessment
  - Gap analysis (strengths and opportunities)
  - Create a Learning plan that includes building an emotional vocabulary
- Supportive coaching on the path to learning
  - Not sage on the stage, but guide by one’s side
- Practice, practice, practice
Transformative Learning

Learning environment that creates a shift in an individual’s perspective and facilitates:

• Development of positive, healthy, productive relationship-building
• Student-centered instruction focused on active and reflective learning experiences and dialogue
• Knowledge, behaviors, and skills developed through safe relationship with instructor

Reflective Activity

Emotional Hijacking
Triggers and Transparency

Use Facilitation skills to manage conflict, “in the minute”
Intentional use of a framework for communication competence:

- Self-awareness as a life-long learner
- Role-model skills of EI and Communication skills
  - Intentional reflective behavior
  - Expression of empathy
  - Value neutrality
- Take time to self-assess challenges in the classroom

"It is a way of learning from our actions, and from what happens to us, and around us, by taking the time to question, understand and reflect, to gain insights, and to consider how to act in the future." (Weinstein, 1999)
Creating Communities of Practice

“The growth of any craft depends on shared practice and honest dialogue among the people who do it. We grow by trial and error, to be sure - but our willingness to try, and fail, as individuals are severely limited when we are not supported by a community that encourages such risks.”

Parker Palmer (1998 p.144)

Moving From Insight to Goal Setting
Self-Assessment of Lay Navigators

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<th>Pre-Training</th>
<th>Post-Training</th>
<th>Navigators with greater than 10 completed ACP conversations</th>
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“...This is a way to bring so many topics out from under the rug. Speaking about this somehow mutes the fear. It creates a bridge with my family.”

“...This work is a critical part of being in community. Helping people to speak about this is a gift and great satisfaction comes from allowing them to share in these conversations. The Facilitator inspires curiosity in families.”

Quoted from a Lay/Volunteer Facilitator and Individual
Questions

Pat Tadel
ptadel@respectingchoices.org

References


