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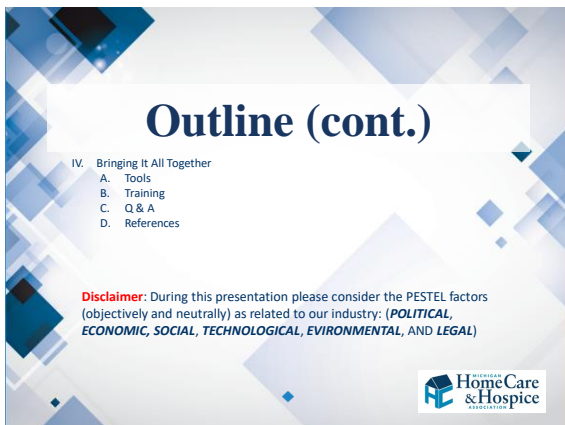
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## Barriers and Challenges




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## Emotional Intelligence (EQ)

Emotional intelligence is defined as the **ability to understand** and **manage** your own **emotions**, as well as recognize and **influence** the emotions of those around you. The term was first coined in 1990 by researchers John Mayer and Peter Salovey, but was later popularized by psychologist Daniel Goleman.



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## Emotional Intelligence (EQ)




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## (EQ - Challenges)

- Time
- Goal Conflict
- Self-Confidence and Efficacy
- Apathy vs. Empathy
- Poor Listening Skills
- Personality Ethics vs. Character Ethics
- Bias (Implicit/Explicit)
- *Rising Above*



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## (EQ - Scenarios)

- **Self-Awareness:** 3 Strategies for become more self-aware – <https://www.youtube.com/watch?v=uyQlx2p70e8>
- **Empathy/Social Awareness:** The Human Connection to Patient Care - [https://www.youtube.com/watch?v=cDDWvj\\_q-o8&t=15s](https://www.youtube.com/watch?v=cDDWvj_q-o8&t=15s)
- **Motivation:** Men of Honor: A Son Never Forgets - <https://www.youtube.com/watch?v=ZhcQ8AFwpil>



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## EQ – (Test Your EQ)

<https://www.ihhp.com/free-eq-quiz/>



EQ vs IQ

Your Results: <https://www.youtube.com/watch?v=P3bsN1kUSGw>



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## IQ – (Revisited)

- A High IQ Score is an achievement – (I.e cognitive function infers what?)
- IQ tests can reliably place you into different intellectual classes (what about social or emotional intelligence?)
- IQ is fixed throughout life (nature vs. nurture)
- IQ tests measure global intelligence (what's general intelligence?)
- The test itself measures an individual's IQ. (TikTok has a variety of IQ video tests – test validity and reliability?)

<https://explorable.com/iq-testing-misconceptions>



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## Adult Learning Theory (1)

I. ANDRAGOGY

### 5 Key Assumptions of Knowles' Adult Learning Theory

1. Self-concept
2. Adult Learner Experience
3. Readiness to Learn
4. Orientation of Learning
5. Motivation to Learn

<https://research.com/education/adult-learning-theory>



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## Adult Learning Theory (2)

II. SELF-DIRECTED LEARNING

### Learners Who Prefer Self-Directed and Independent Learning By Generation



Generation	Percentage
Gen Z	85%
Millennial	80%
Gen X	65%
Baby Boomer	60%

Source: Cavanaugh (2016) Designed by Research.com

<https://research.com/education/adult-learning-theory>



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## Adult Learning Theory (3)

**III. TRANSFORMATIVE LEARNING**

Transformative learning theory touches on two basic kinds of learning: **instrumental** and **communicative**. Instrumental learning includes task-oriented problem-solving, as well as the determination of cause-and-effect relationships. Meanwhile, communicative learning emphasizes how learners communicate the needs, feelings, and desires ("Transformative Learning," 2018). Examples: "Teach Back Method, Verbalizing and Understanding, Written Validation."

\*Panarina, S. (2018). Invariable structure of research competence of adult learners in skill building programs: Situational and contextual approach. [IGI Global](#).



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## Application of Adult Learning

... in Home Health, Home Health Care, Hospice, and DME Settings

- **Autonomy** – Literature, Patient Education, Disease Management
- **Collaboration** – Patients and Caregivers – Health Care Team - Health Care Ecosystem
- **Enablement and Self-Direction** – Caregiver Training and Employee Development
- **Learning Benefits** – Self-Efficacy, Pain Management, Respite Care

[Patient Education: Importance, Evaluating Understanding, & Methods | Lecturio Nursing](#)



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## (CQ Model)

**CQ Model**

Earley and Ang built on Steierberg and Detertmann's multiple CQ framework on intelligence to argue that intelligence must go beyond mere cognitive abilities. They and their team developed an initial conceptual network of predictors and outcomes of the four key CQ capabilities.

<p><b>CQ DRIVE</b> (Motivational CQ) the level of a person's interest, persistence, and confidence to function in culturally diverse settings.</p>	<p><b>CQ KNOWLEDGE</b> the understanding about how cultures are similar and different.</p>
<p><b>CQ ACTION</b> the ability to adapt communication and working in multicultural contexts.</p>	<p><b>CQ STRATEGY</b> the development and ability to plan for multicultural interactions.</p>



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## 20-Item – Four Factor Cultural Intelligence Scale (CQS)

**Description:**

20 questions focused on each of the 4 components/traits of CQ.  
Likert Scale: 1 = Strongly Agree or 7 = Strongly Disagree

- the higher the CQ-Motivation, the higher the adjustment
- the higher the CQ-Behavior, the higher the adjustment

Adjustments in general, work, and interactional...



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## Geert Hofstede's Cultural Dimensions

Country Comparisons...

Hofstede's Cultural Dimensions	
Individualistic / Collectivistic	How personal needs and goals are prioritized vs. the needs and goals of the group/firm/organization.
Masculine / Feminine	Masculine societies have different rules for men and women, less so in feminine cultures.
Uncertainty Avoidance	How comfortable are people with changing the way they work or live (low UA) or prefer the known systems (high UA).
Power Distance	The degree people are comfortable with influencing upwards. Accept of inequality in distribution on power in society.
Time Perspective	Long term perspective, planning for future, perseverance values vs. short time just and present oriented.
Indulgence / Restraint	Allowing gratification of basic drives related to enjoying life and having fun vs. regulating it through strict social norms.



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## Cultural Competency Continuum - Application

Culture, Language, and Health Literacy

Area of competency	Stage 1: culturally unaware	Stage 2: culturally resistant	Stage 3: culturally conscious	Stage 4: culturally insightful
<b>Knowledge of patients</b>	Doesn't notice cultural differences or patient attitudes or needs	Denigrates differences encountered in racial/ethnic patients	Difficulty understanding the meaning of attitudes/beliefs of patients different from self	Acknowledges strengths of other cultures and regulatory beliefs, whether medically correct or not
<b>Attitude toward diversity</b>	Lacks interest in other cultures	Holds as superior the values, beliefs and expectations of own cultural group	Ethnocentric in acceptance of other cultures	Enjoys learning about culturally different health care beliefs of patients
<b>Practice-related behaviors</b>	Speaks in a paternalistic manner to patient; doesn't elicit patient's perspectives	Doesn't recognize own inability to relate to differences; tends to blame patient for communication or cultural barriers	May overestimate own level of competent communication across linguistic or cultural boundaries	Ability to shift frame of reference to other culture; can uncover culturally based resistance, obstacles to education and treatment
<b>Practice perspective</b>	Believes one approach fits all patients; no special treatment	Has lower expectations for compliance of patients from other cultural groups	Recognizes limitations in ability to serve cultures different from own; feels helpless to do much about it	Incorporates cultural insights into practice where appropriate



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# Bringing it all Together

Tools	References
<a href="#">Country Comparisons...</a>	<a href="#">Adult Learning</a>
<a href="#">Cultural Competency Continuum...</a>	<a href="#">Culture, Language, and Health Literacy</a>
<a href="#">Emotional Intelligence Exercises</a>	<a href="#">Patient Education: Importance, Evaluating Understanding, &amp; Methods   Lecturio Nursing</a>
<a href="#">20-Item – Four Factor Cultural Intelligence Scale (COS)</a>	



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**EQ + IQ + CQ =**  
greater chances of  
overcoming various barriers  
and challenges in the Home  
Health Care and Hospice  
Industry



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