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INTIMATE ENEMIES

Marriage troubles:
- Emotional gender gap
- Harsh criticism
- Toxic thoughts
- Frequent emotional distress
- Parallel lives
INTIMATE ENEMIES

- Marriage Troubles: Potential Solutions
  - Problems need to be vented out in the open
    - Men to focus on the feelings
    - Women to not attack the character.
    - Settle disagreements effectively
    - Calm down
    - Detoxifying self-talk
    - Non defensive listening and speaking
      - Empathy
      - “Mirroring”
      - Offer solutions
      - Respect
MANAGING WITH HEART

• Rigid work hierarchy broke down in the 80s
  – Globalization
  – Information technology

• Leadership
  – Not domination
  – Art of persuading people to work toward a common goal

• Three fields where EQ helps
  – Grievances handled as critiques
  – Diversity as a source of value
  – Networking
**Critique**

- Feedback is an art
  - Need to avoid perception of a personal attack
- Artful critique, the giver
  - Focus on what has been done and can be done better
    - Be specific
    - Offer a solution
    - Be present
    - Be sensitive
- Artful critique, the recipient
  - Valuable information
  - Avoid being defensive
DIVERSITY

- Brings collective creativity
- More consistent with a global market
- Prejudice
  - It is more practical to suppress the expression of bias than eliminate the attitude itself
NETWORKING

• Teams are now the work units
  – DM, CHF, Asthma
• Social harmony is critical for teams’ success
  – Need to avoid domineering or deadweights
• Individuals with high EQ’s were best at networking with key people.
  – Who talks to whom
  – Thrust
  – Expertise
**MIND AND MEDICINE**

- Chronic anxiety and depression affect overall health
  - Patients can learn to tone down these emotions
    - Optimistic attitude
    - Socialize
    - Relaxation training

- Medical care professionals are often insensitive to patients emotions.
  - Disease vs. illness
    - Emotional intervention should be a standard part of medical care
    - Relationship centered care
End