

## EMOTIONS MANAGEMENT OF HEALTH CARE WORKERS

**Jackson Gunaraj .R**

Doctoral Research Scholar (Part-Time), Department of Commerce and Research Centre Sarah Tucker College (Autonomous), Affiliated to Manonmaniam Sundaranar University Tirunelveli, Tamil Nadu, Email: [jacky2sunny@yahoo.com](mailto:jacky2sunny@yahoo.com)

**Dr. R. Kanthiah Alias Deepak**

Assistant Professor, Department of Business Administration, G. Venkataswamy Naidu College, Kovilpatti, Affiliated to Manonmaniam Sundaranar University, Tirunelveli, Tamil Nadu, Email: [deepakrammba@gmail.com](mailto:deepakrammba@gmail.com)

### Abstract

Emotions are part and parcel of human mind. Throughout human evolution, not only the physical appearance of man changed in order to adapt the environment but even the thinking, mindset and way of looking things also evolved with new challenges and situations. In order to adapt to the changing environments and lifestyle and also due to the invent of new techniques to master the human mind, controlling the mind or the emotions becomes vital in order to cope with the fast-paced changing world. With this ever-changing dynamic environment around us, it becomes a real challenge for mankind to master over the mind.

Health workers are a vital cog in any society and they are the one who monitors, heals and treats people when they need medical assistance. The well-being of health industry is paramount considering the challenging times we faced in the recent past. More than anything, emotional well-being of these health works are very important and vital for the survival and well-being of the nation. These health workers work under tremendous stress and pressure in order to save lives. Extra pressure comes when they are bound to keep them safe also during these difficult working conditions. With the leanings from pandemic, it is really important for the health industry workforce to keep them mentally fit and stable during testing situations of long working hours coupled with race against time to save human lives.

This paper will deal elaborately on the different emotions the health workers will undergo during their shifts of work. It also throws light on few aspects which keeps them performing while carrying out their duties. This will also be useful for researchers to understand and appreciate the importance of managing one's own emotions especially in the health care industry.

**Keywords:** Self-awareness, Self-Regulation , Empathy , Social Skills

### Introduction

In a country like India, it is densely populated and there is always crowd for any services business offers. Businesses like hotel Industry, Travel and leisure, Education etc ride on this advantage of the population. Health care is also not an exception to this availability of huge population. In every hospital, we can see a lot of crowds, patients waiting to get treated to get

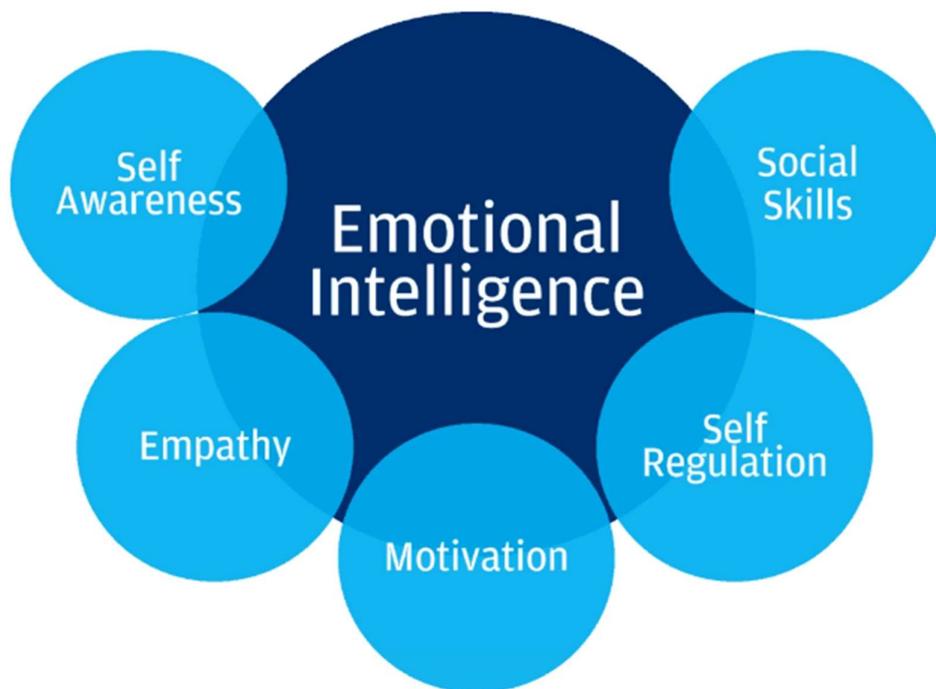
healed. Not only this, but also if we take the doctor: patient (D:P) ratio of 0.74:1000, for a population of 1.40 billion (140 crores) as of December 2021 which is well behind the WHO recommendation of doctor patient ratio of 1:1000. If we take into account the complete health workers put together doctors, nurses and technologists, the number might improve a little bit to 4.4/1000. All the above numbers clearly states that there is a clear gap of number of health care professionals servicing the population which puts them into high stress, tension and work pressure as they try to carry out their duties.

So, it is very important for the health workers to be in sound mental state and have good emotions management in order to serve the medical needs of millions in our country. They may undergo lot stress especially due to the long queues of people waiting for medical aid, extended working hours, dealing with sick patients day in and day can take a toll of their mental and physical health.

### **Health Care Workers**

Health care workers are professionals who cater health care to the general public and these include doctors, nurses, laboratory technicians, and even the workers who deal with the hazardous medical waste handlers. They work in health care or social care setting. They work in different areas including disability, taking care of older persons, nursing homes, community hospitals, mental health centres, and also provide palliative care, chronic illness and primary care. Health care industry also has one of the most hazardous environments with the discovery of new virus, and other micro-organisms which can even penetrate and infect the safety gear equipment's used by these professionals.

### **Emotional Intelligence**



Emotional Intelligence can be broadly defined as the capacity of an individual to act purposefully, think rationally and deal effectively with the environment. It is also the ability to

understand and manage emotions in oneself and others. There are different theories and definitions concerning emotional Intelligence and emotions management. Emotional Intelligence also includes reflective regulations of emotions to promote emotional and intelligence growth, understanding and analysing emotions by applying emotional knowledge, emotional facilitation of thinking and perception, appraisal and expression of emotions.

To manage emotions effectively, one has to master over the below said 5 competencies

- Self awareness
- Self-Regulation
- Empathy
- Social Skills

Self-awareness can be articulated to being present at the moment and being mindful of the environment. Self-regulation is the rules and policies one creates and follows for self. Empathy is putting yourself in the shoes of others, thinking from the other person's perspective. Social skills is the ability to move along with strangers and also be able to comfortably communicate and being at ease with others.

#### **Emotions Management and Healthcare workers connect**

It is very evident from the information we have seen so far that it is vital for the health care workers to manage emotions effectively in order to work effectively in their jobs and career. As they are also human beings, they also will have the same though process as any other professional. Self-awareness play a major role in medical duty as they are the only one who know about what kind of treatment or medicine needs to be administered in a specific situation and the pressure on their job will be too high when they deal with the precious lives of the patients whom they are entrusted with. Being mindful of the environment and being present at the moment helps them work effectively

Self-Regulation again plays a major role in being able to contain oneself with the limitations set by the individual. This play a vital role in the medical professional's lives as they be able to operate under the clearly defined rules and policies set by the medical centre even without external supervision. Health care workers needs to be very empathetic while delivering their duties. Thinking from the patient's perspective changes the whole approach towards the care rendered by them. Social skills also plays a vital role in dealing not only with the patients but also their anxious relatives. It is also necessary for the health care workers to effectively convey the messages regarding the treatment of the patients to their relatives

#### **Conclusion**

On the whole, millions of health workers toil every day to save precious lives and they risk their own lives in saving others which itself is a stressed out and pressurized job. Managing their emotions on duty becomes a challenging task and they need to be highly self-aware of what is going on within and in their work environment. They should also be self-regulatory in completing their duties and should show lot of empathy by putting themselves in the patient's place should possess good social skills in order to do their duty effectively.

## References

1. Laura-Elena Nastasa, Anca Daniela Farcas, (2015). The Effect of Emotional Intelligence on Burnout in Healthcare Professionals, *Procedia - Social and Behavioral Sciences* 187 ( 2015 ) 78 – 82
2. Rosenstein AH and Stark D (2015) Emotional Intelligence: A Critical Tool to Understand and Improve Behaviors That Impact Patient Care. *J Psychol Clin Psychiatry* 2015, 2(1): 00066. DOI: 10.15406/jpcpy.2015.02.00066
3. Kathryn Faguy, Ma, Els, (January/February 2012, Vol 83/No. 3) Emotional Intelligence in Health Care. *Radiologic Technology*
4. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5299814/>
5. <https://www.neurosurgicalatlas.com/volumes/non-technical-skills-in-neurosurgery/emotional-intelligence>
6. <https://timesofindia.indiatimes.com/blogs/voices/we-dont-even-know-how-many-doctors-currently-practice-in-india/>