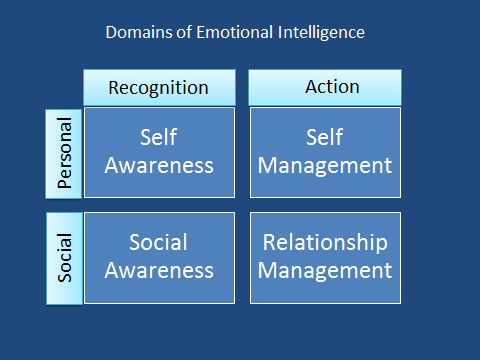
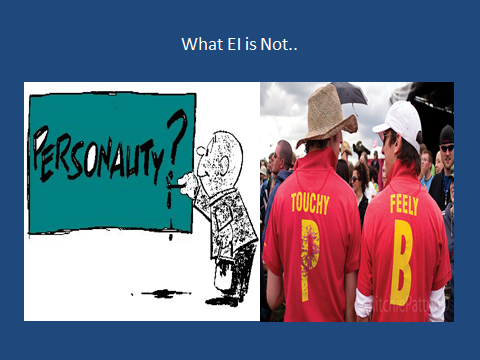
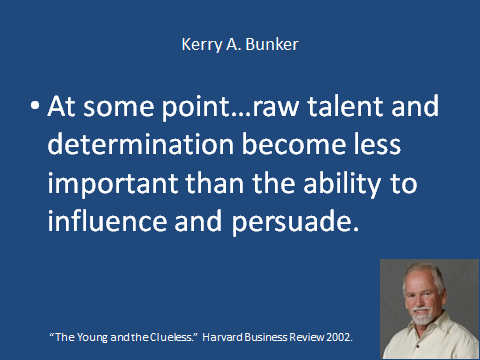
**I want you to think of the worst boss you have ever had. Write down one or two characteristics which made her/him so bad.**

**Now think about your best boss. Same thing. Write down one or two characteristics which made her/him so good.**

The vast majority of attributes that elicit strong emotion from followers, good or bad, stems from emotional intelligence.

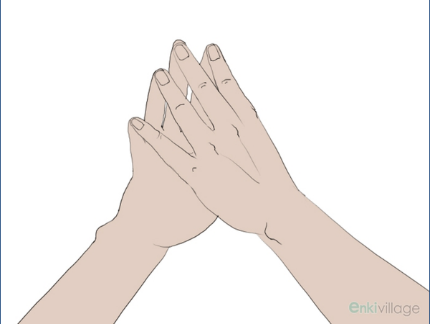
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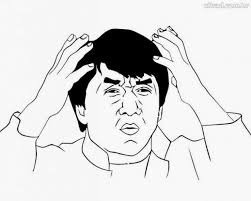
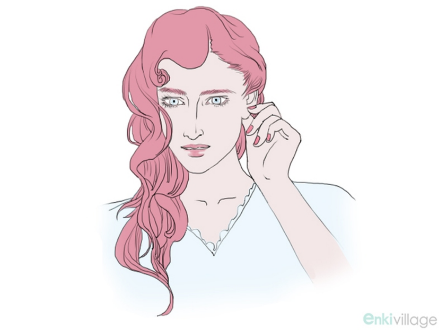
**So who cares? Why does this matter? One of the best reasons is avoiding burnout. Between 40-50% of physicians are suffering from some level of burnout at any given time. Low emotional intelligence is a risk factor for burnout, whereas high EI is associated with increased patient and physician satisfaction. Additionally, low EI from a leader is associated with decreased morale and increased burnout of their people.**

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**What Body Language indicates anger? Openness? Aloofness? Do you recognize when you do these things as often as you recognize them in others? How can we do better?**

**What do each of these body poses suggest to you?**

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