

Phi Lambda Sigma Pharmacy Leadership Society
40 Bailey Lane
Uniontown, PA 15401
April 08, 2024

Matthew Ballard, PharmD Candidate
University of Charleston School of Pharmacy
2300 MacCorkle Ave SE
Charleston, WV 25304

The pursuit of excellence as a healthcare professional comes in many shapes and sizes. When considering the traits of a leader, most consider characteristics such as reliability, tactfulness, and intelligence. While these are all certainly admirable qualities, a topic often overlooked when considering a true leader is that of emotional intelligence (EI). Emotional intelligence can be thought of as the knowledge of one's true self and how to present that self in a way that is beneficial to not only our own lives, but to those around us. Evidence has shown that those who are informed on emotional intelligence are often more caring, empathetic, and thoughtful providers.

In hopes of sharing the qualities of an emotionally intelligent leader, the University of Charleston School of Pharmacy Gamma Psi chapter of Phi Lambda Sigma was excited to host external speaker Debbie Rogers, PCC, CPCC, of Onsite Workshops located in Nashville, TN for an in-person lunch and learn event focused on EI in healthcare. Through this event, simple questions such as "Who am I?", "Where am I?", and "What do I want?", led to an in-depth discussion of our personal values as healthcare professionals. Examples of those who have faced hardship due to the stress of the industry proved the importance of being connected with one's thoughts and knowing how to process them in a way that is healthy and beneficial. Our core beliefs, centered around a) ourselves, b) others, and c) the world, act as a way of guiding our practice as healthcare professionals and leaders to a place that is encompassing of patient-centered care. Concluding the event was an invitation to create a list of core values—these values should garner not only one's past, but also what one wishes for the future. With a set of guiding values such as these, one can direct their path to that of excellence in not only emotional intelligence, but also the relationships that are built with those around them.

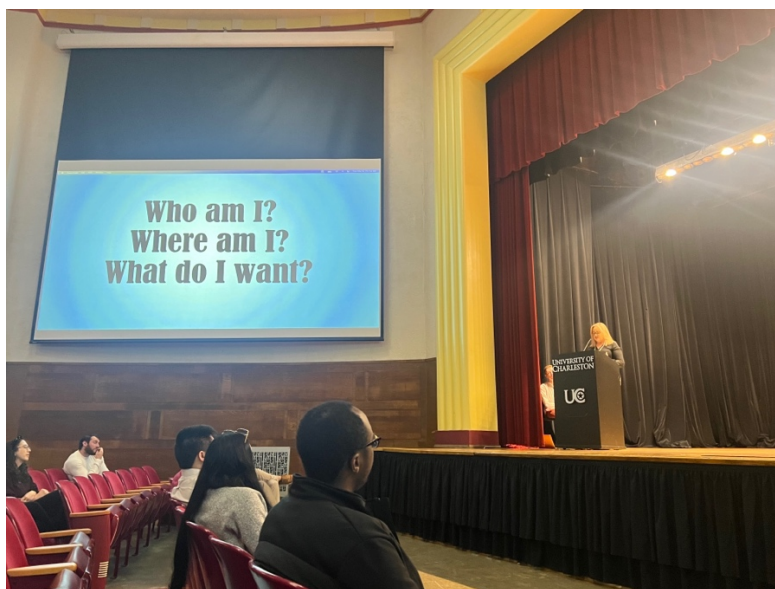
Regarding the impact of this event, the success was in not only the number of people in attendance, but also the positive feedback received by many. 100% of our in-seat chapter members were in attendance along with our chapter advisor. Beyond this, 75 pharmacy students, 29 physician assistant students, and 12 faculty members were present for this event. Attention was held throughout the entire presentation, and several audience members participated in a Q and A session following. Further, positive affirmation regarding the event was received by both pharmacy and PA students directly to our chapter advisor and SOP Dean. Through this, we were able gather feedback on what went well and where there was room for growth in future events. Overall, the perception of the event was inherently positive, and the effects of the event one in the same. It is my hope that this event served as a starting point for

many to begin their own journey in emotional intelligence in order to bolster the future of the healthcare industry with compassionate, well-informed leaders.

The University of Charleston Gamma Psi chapter of Phi Lambda Sigma is grateful for being chosen for this Chapter Development Award. We thank you for the interest, excitement, and support of our event.



Introducing our speaker, Debbie Rogers, PCC, CPCC, a certified life-coach from Onsite Workshops of Nashville, TN. Debbie has experience in working with leadership development, trauma response, and emotional intelligence.



An invitation for consideration: Who am I? Where am I? What do I want? Answering these simple questions can lead to a deeper understanding of one's emotional intelligence and how to bolster this with actions and words.