The following links were shared during the chat:

- Emotional Intelligence: Use in Medical Education and Practice  
  [https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2997248/](https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2997248/)
- Emotional Intelligence as a Crucial Component to Medical Education  
  [https://www.ijme.net/archive/6/emotional-intelligence/](https://www.ijme.net/archive/6/emotional-intelligence/)
- Vital Signs  
  [https://www.vitalsmarts.com/crucial-conversations-training/](https://www.vitalsmarts.com/crucial-conversations-training/)
- Crucial Conversations and Conflict Resolution Interprofessional Simulation  
  [https://www.mededportal.org/publication/10063/](https://www.mededportal.org/publication/10063/)
- Assessment of Death Notification Skills Among Emergency Medicine Residents Using GRIEV_ING in High-Fidelity Patient Simulation  
- Emotional intelligence in medical education: a critical review  

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**MedEd Chat @MedEdChat 8 hours ago**
Welcome to the #mededchat (US) I am your moderator for the next hour @alliance4clined #meded

**MedEd Chat @MedEdChat 8 hours ago**
The #mededchat topic & questions will be announced in a moment...for now, please introduce yourselves #meded

**MedEd Chat @MedEdChat 8 hours ago**
If you are tuning in to the #mededchat, remember to use the #meded AND #mededchat hashtag and try to answer with the Topic numbers (T1, T2, T3)

**Gary Beck Dallaghan @GLBDallaghan 8 hours ago**
@MedEdChat Gary here in North Carolina! #mededchat

**MedEd Chat @MedEdChat 8 hours ago**
We will assume that all of your tweets are your own during this hour unless otherwise stated #meded #mededchat

**MedEd Chat @MedEdChat 8 hours ago**
T1 about to come up in a few moments #meded #mededchat

**Grace Oliver, The Ghost of M4s Past @GraceOliverMD2B 8 hours ago**
Hi! I’m Grace, an M4 applying for residency positions in family medicine #mededchat

**MedEd Chat @MedEdChat 8 hours ago**
Topic 1: Why is the topic of crucial conversations so vital to health care? #mededchat #meded
Welcome to the chat and good luck with residency interviews! #mededchat

T1 This quote sums it up nicely: Emotions should be coupled to teaching since emotions strongly influence behaviors. https://t.co/QLop2NI4Ly #mededchat

@MedEdChat

RT @GLBDallaghan: This quote sums it up nicely: Emotions should be coupled to teaching since emotions strongly influence beha...

@MedEdChat

T1 This quote sums it up nicely: Emotions should be coupled to teaching since emotions strongly influence beha...

T1 Education on handling crucial conversations is important because of the weight they have in our relationships with our patients. Breaking bad news/apologizing for a mistake can stick with them forever whether we did it well or not, so I’d rather learn to do it well. #mededchat

RT @admsep: At the heart of medicine lies the all important communication skills. Emotional intelligence is criti...

@MedEdChat

T1 At the heart of medicine lies the all important communication skills. Emotional intelligence is criti...

@GLBDallaghan: This quote sums it up nicely: Emotions should be coupl...

@GraceOliverMD2B

T1 Can I get a quick definition? Is this being aware of emotions in conversations with patients or something more specific. #meded#mededchat

@paladineh

T1 Do you think mastering these skills is important for your interactions with peers, other health care providers as well as patients? #mededchat

@GraceOliverMD2B

These are those conversations that are difficult to have....whether it be with a colleague, patient, child, student....whomever really. How do you approach the discussion? What are your reasons for having the conversation?
Gary Beck Dallaghan @GLBDallaghan 8 hours ago
@paladineh @MedEdChat T1 #mededchat As this link to Vital Signs describes it....crucial conversations are those discussions when stakes are high. https://t.co/87HRUL9iH5

MedEdBot @MedEdBot 8 hours ago
RT @MedEdChat: We will assume that all of your tweets are your own during this hour unless otherwise stated #meded #mededchat

MedEdBot @MedEdBot 8 hours ago
RT @MedEdChat: T1 about to come up in a few moments #meded #mededchat

Dr. Sateesh Arja @ArjaSateesh 8 hours ago
@MedEdChat #mededchat Understanding the cultural beliefs of patients regarding health and illness and emotions associated with the impact of illness on patients and patients’ families is crucial in patient care #meded

MedEd Chat @MedEdChat 8 hours ago
RT @GLBDallaghan: @paladineh @MedEdChat T1 #mededchat As this link to Vital Signs describes it....crucial conversations are those discussions when stakes are high.

Alliance4ClinEd @Alliance4ClinEd 8 hours ago
@ArjaSateesh @MedEdChat T1 #mededchat Without a doubt. One component of Patterson's work is that he always reminds people to start with heart....trying to understand and empathize with where the other person is that led to needing this conversation

Michael Gisondi @MikeGisondi 8 hours ago
@MedEdChat T1: Trust in patient physician relationships is established through professionalism and interpersonal communications skills. These are key concepts in #meded. Examples of crucial conversations: goals of care, breaking bad news, abuse, vulnerability. #mededchat

MedEd Chat @MedEdChat 8 hours ago
RT @MikeGisondi: @MedEdChat T1: Trust in patient physician relationships is established through professionalism and interpersonal communications skills. These are key concepts in #meded. Examples of crucial conversations: goals of care, breaking bad news, abuse, vulnerability. #mededchat

Alliance4ClinEd @Alliance4ClinEd 8 hours ago
RT @MikeGisondi: @MedEdChat T1: Trust in patient physician relationships is established through professionalism and interpersonal communications skills. These are key concepts in #meded. Examples of crucial conversations: goals of care, breaking bad news, abuse, vulnerability. #mededchat

Emily Shaffer @DrMissWV 8 hours ago
Hi there! Just tuning in. I’m Emily from WV. Applying to path residency #mededchat
Topic 2: In what ways do we teach #medstudents & residents this skill? Via formal didactics? Role modeling? #mededchat #meded

@DrMissWV Welcome to the #mededchat!

@GLBDallaghan This @MedEdPORTAL item looks like it would be a great way to teach crucial conversations in an IPE simulation https://t.co/x1pMIqqX3k @MegZ4UNC

@MedEdChat T1 #mededchat This @MedEdPORTAL item looks like it would be a great way to teach crucial conversations in an IPE simulation https://t.co/x1pMIqqX3k @MegZ4UNC

@MedEdChat RT @GLBDallaghan: This @MedEdPORTAL item looks like it would be a great way to teach crucial conversations in an IPE simulation https://t.co/x1pMIqqX3k @MegZ4UNC

@Alliance4ClinEd These are skills that should be taught, but more importantly should be role modeled when #medstudents are doing clinical rotations

T2 I had some didactic sessions, including simulations, which I think served as a foundation when I went out of my way to observe/participate in these clinical situations to learn by modeling. Even if it’s learning what I don’t want to do myself, it’s learning! #mededchat

@MedEdChat T2: Introducing Schwartz rounds to Med students enhances empathy, resilience, team-working, and reflection skills. #meded

@MedEdChat RT @ArjaSateesh: Introducing Schwartz rounds to Med students enhances empathy, resilience, team-working, and reflection skills. #meded

@GalanteMD We just had big conversation about this on residency training committee. Learning some of the basics in didactic and role modeling by preceptors are important, but senior residents need to lead these discussions with direct observation/feedback afterwards
Michael Gisondi @MikeGisondi 7 hours ago
@MedEdChat T2: We need to give learners the words to say and opportunities to practice new communication skills. This requires role play, simulation, and direct observation. #meded #mededchat See: https://t.co/uxriIMCvSZ

Alliance4ClinEd @Alliance4ClinEd 7 hours ago
@GalanteMD T2 #mededchat Do you feel like you need more training to do that? It’s a lot to expect from a resident in some ways.

MedEd Chat @MedEdChat 7 hours ago
RT @MikeGisondi; @MedEdChat T2: We need to give learners the words to say and opportunities to practice new communication skills. This requ...

Emily Shaffer @DrMissWV 7 hours ago
T2 My school had a “giving bad news” SP encounter during 2nd yr clin skills course where we had to tell a patient that their cancer had progressed & we’d exhausted all treatment options beyond palliative. We watched videos of our encounters & got formative feedback #mededchat

Gary Galante @GalanteMD 7 hours ago
#mededchat T2 Too often we hear certain staff not being allowed to lead such conversations. To which I respond “do you want their first critical discussion be as a resident where you can coach/interject, or as a staff without a safety net?”

MedEd Chat @MedEdChat 7 hours ago
RT @DrMissWV: T2 My school had a “giving bad news” SP encounter during 2nd yr clin skills course where we had to tell a patient that their...

Gary Beck Dallaghan @GLBDallaghan 7 hours ago
@DrMissWV T2 #mededchat What about other types of conversations not related to patient care? What if you have to have a conversation with a colleague who is dropping the ball and could jeopardize patients? Any training in those conversations?

Jennifer K. Chen, MD FAAP @DrJenChen4kids 7 hours ago
@MedEdChat T1: Because they will be part of any career in medicine (unless one is a pathologist, maybe? Some radiologists do have to talk to patients directly!) #mededchat

Jennifer K. Chen, MD FAAP @DrJenChen4kids 7 hours ago
@MedEdChat T2: Formal didactics and OSCEs can be a start, but it really requires repeated role modeling in real-life practice. I usually ask the trainee if they feel ok leading the conversation. If not, I’ll take lead. If yes, I’m still there for backup support. #mededchat

MedEd Chat @MedEdChat 7 hours ago
Topic 3: At the heart of crucial conversations is the an understanding of emotional intelligence. How do we convey the importance of recognizing EI to learners? Are there any good examples of programs doing this? #mededchat #meded
RT @DrJenChen4kids: @MedEdChat T2: Formal didactics and OSCEs can be a start, but it really requires repeated role modeling in real-life pr...  

Jennifer K. Chen, MD FAAP @DrJenChen4kids 7 hours ago  
@MedEdChat Jennifer from San Diego #mededchat  

Emily Shaffer @DrMissWV 7 hours ago  
@GLBDallaghan Unfortunately, it’s been my understanding/experience that most of those encounters are largely considered to be components of the “hidden curriculum” & therefore only addressed when a student/trainee has violated one of these unwritten rules #MedEdChat #professionalism  

Gary Beck Dallaghan @GLBDallaghan 7 hours ago  
@DrMissWV T2 #mededchat That’s unfortunate because the stakes are probably even higher then and the conversations not handled well. :(  

Gary Beck Dallaghan @GLBDallaghan 7 hours ago  
@MedEdChat T3 #mededchat This is a topic that I think intuitively #medstudents believe to be important....but to include as part of the curriculum would be perceived as unnecessary (especially if it’s not on #USMLE) Maybe I’m being too cynical.  

Jennifer K. Chen, MD FAAP @DrJenChen4kids 7 hours ago  
@DrMissWV @MedEdChat Good point Gary, definitely didn’t get much training in those types of conversations! I usually ask my team senior how they think the interns/med students are doing, and if one of them is having issues we discuss how to give that feedback #mededchat  

Jennifer K. Chen, MD FAAP @DrJenChen4kids 7 hours ago  
@MedEdChat T3: One would hope the med school interview helps screen for EI but unfortunately not. It’s really hard to reach, but even stoic-type personalities can learn communication skills to convey impression of EI #mededchat  

Jennifer K. Chen, MD FAAP @DrJenChen4kids 7 hours ago  
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MedEd Chat @MedEdChat 7 hours ago  
RT @DrJenChen4kids: @MedEdChat T3: One would hope the med school interview process helps screen for EI but unfortunately not. It’s really h...  

Michael Gisondi @MikeGisondi 7 hours ago  
@MedEdChat T3: Consider teaching emotional intelligence through the lens of leadership training. #meded #mededchat  

Gary Beck Dallaghan @GLBDallaghan 7 hours ago  
T3 #mededchat Here is an interesting article that did a critical review of EI topics https://t.co/AY6Ut7ZvqH
RT @GLBDallaghan: T3 #mededchat Here is an interesting article that did a critical review of EI topics https://t.co/AY6Ut7ZvqH

RT @MikeGisondi: @MedEdChat T3: Consider teaching emotional intelligence through the lens of leadership training. #meded #mededchat

@GLBDallaghan: T3 #mededchat Great idea @MikeGisondi

T3 I think like Gary said, many med students already recognize the value of EI. Plus the ideal applicant is now shifting to a more empathetic personality. BUT if we don’t work to protect against empathy loss, it’s all for naught. #mededchat

T3: The literature is showing that Schwartz rounds can enhance meded students confidence in handling sensitive issues, handling non-clinical aspects of care, openness to express thoughts, feelings, and questions. #mededchat

How would you suggest doing that?

Tell the team that their facial expressions can appear blank or angry at baseline (mostly guys so don’t want to call it RBF). Just setting up that understanding made them seem much more approachable. #mededchat

The literature is showing that Schwartz rounds can enhance meded students confidence in handling sensitive...

I would agree. I was a sign language interpreter for over 20 years. My face says exactly what I’m thinking. Non-verbal communication is equally as powerful as any words uttered. #mededchat

I think the issue at the core of every critical conversation is that they occur in less-than-ideal circumstances where emotions are high on both sides. They make us uncomfortable, & that makes us less likely to handle them gracefully- especially starting out. #mededchat

Consider teaching emotional intelligence through the lens of leadership training. #meded #mededchat
V W @DrV_NeoMD 7 hours ago
RT @GLBDallaghan: @MedEdChat T1 This quote sums it up nicely: Emotions should be coupled to teaching since emotions strongly influence beha...

MedEd Chat @MedEdChat 7 hours ago
We have about 5 more minutes left in our discussion. Please feel free to give some final thoughts #meded #mededchat

Jennifer K. Chen, MD FAAP @DrJenChen4kids 7 hours ago
@GraceOliverMD2B @MedEdChat Yup! I learned from observing, then leading many difficult convos/family meetings in med school/residency...definitely not a “see one, do one, teach one” kind of skill. Also highly recommend doing a #hpm rotation because they’re the best at this kind of thing #mededchat

Gary Beck Dallaghan @GLBDallaghan 7 hours ago
@DrMissWV T3 Which further reinforces the need to start training early in #meded and not when it's high stakes #mededchat

Alliance4ClinEd @Alliance4ClinEd 7 hours ago
RT @DrJenChen4kids: @GraceOliverMD2B @MedEdChat Yup! I learned from observing, then leading many difficult convos/family meetings in med sc...

Grace Oliver, The Ghost of M4s Past @GraceOliverMD2B 7 hours ago
Final thought: the hardest part of promoting humanism and empathy is that the people who need it most are the hardest to teach it to. It’s debatable if it’s even possible. I don’t know how to make people care about it if they didn’t already! #mededchat

MedEd Chat @MedEdChat 7 hours ago
Join us again next week at 9 pm Thursday. Don't forget to suggest topics by DM or email #meded #mededchat Next week we'll be discussing fostering a mindset for lifelong learning

MedEd Chat @MedEdChat 7 hours ago
That's a wrap...I will post the #mededchat transcript tomorrow morning on https://t.co/mjivoK9NyX on the Resources page. Thanks everyone for participating! #meded

MedEd Chat @MedEdChat 7 hours ago
RT @GraceOliverMD2B: Final thought: the hardest part of promoting humanism and empathy is that the people who need it most are the hardest...

Brittany Anne Howson-Jan @bahowson_jan 7 hours ago
RT @ArjaSateesh: @MedEdChat T3: The literature is showing that Schwartz rounds can enhance meded students confidence in handling sensitive...
C. Kim Stokes @ckim_stokes 7 hours ago
T1 Thoroughly agree. To the point we're adding EQ workshops to clinical year orientation for #PiratePA students #mededchat. But sometimes hard to get buy-in from learners who are not self-aware and feel EQ<knowledge

C. Kim Stokes @ckim_stokes 7 hours ago
RT @admspep @MedEdChat T1 #mededchat At the heart of medicine lies the all important communication skills. Emotional intelligence is criti...

C. Kim Stokes @ckim_stokes 7 hours ago
@GLBDallaghan @GraceOliverMD2B Being aware of EQ and how to improve it is important to interactions in ALL aspects of life, from workplace to parenting to the grocery store. #mededchat

MedEdBot @MedEdBot 7 hours ago
RT @MedEdChat: We have about 5 more minutes left in our discussion. Please feel free to give some final thoughts #meded #mededchat

C. Kim Stokes @ckim_stokes 7 hours ago
T2 Crucial conversations take many forms from patient interactions to difficult #feedback to coworkers/learners. Role modeling helps, but foundational skills are needed before application--workshops, discussions, book clubs, etc. to stress the value #HPE #mededchat #meded

MedEdBot @MedEdBot 7 hours ago
RT @MedEdChat: Join us again next week at 9 pm Thursday. Don't forget to suggest topics by DM or email #meded #mededchat Next week we'll be...

MedEdBot @MedEdBot 7 hours ago
RT @MedEdChat: That's a wrap...I will post the #mededchat transcript tomorrow morning on https://t.co/mJivoK9NyX on the Resources page. Tha...

C. Kim Stokes @ckim_stokes 7 hours ago
T3 Verbally state we value it, stress the need for it in mentoring relationships, point to ACGME/PA/NP, etc accreditation standards and #entrustables that stress the importance of EQ and #collaboration #mededchat #HPE

C. Kim Stokes @ckim_stokes 7 hours ago
RT @GLBDallaghan: T3 #mededchat Here is an interesting article that did a critical review of EI topics https://t.co/AY6Ut7ZvqH

C. Kim Stokes @ckim_stokes 7 hours ago
@GraceOliverMD2B T3 Especially because (IMO), empathy loss is accompanied by #burnout. If one can find joy in what they do... and learn from encounters vs. dread them #mededchat #HPE

Student Doc Sarah @StudentDocSarah 6 hours ago
@MedEdChat T3: My school has a course during the first two years that teaches the “how” of being in medicine. It’s where we practice physical exam skills with SPs, learn how to deliver bad news, how to connect with a pt, and more. They sprinkle lectures among our systems courses #MedEdChat
Mohamed Abdel bagi @Mohgyne 36 minutes ago
RT @MedEdChat: Topic 3: At the heart of crucial conversations is the understanding of emotional intelligence. How do we convey the impor...

Mohamed Abdel bagi @Mohgyne 34 minutes ago
RT @MedEdChat: Topic 2: In what ways do we teach #medstudents & residents this skill? Via formal didactics? Role modeling? #mededchat#meded