

Title: Why didn't they teach us this?

The Importance of EI



What and why make these skills particularly relevant to my job role?

What is my Role?

Since 2023, I have worked as dispenser assistant

Where to?

I work for an innovative organization called Locate Locum. Through this role, I frequently move between different pharmacies (Locate a Locum, 2025)

- *Preparing prescriptions accurately and safely*
- *Assist customers by answering questions*
- *Providing information about medications*
- *Managing stock level (NHS, 2025).*



WHAT IS: **Emotional Intelligence**

Emotional intelligence (EI) is "the ability to recognize our feelings and those of others, to motivate ourselves, and to handle our emotions well to have the best for ourselves and our relationships," according to Daniel Goleman, a key figure in popularizing the concept. Self-awareness, self-regulation, motivation, empathy, and social skills are all included in Goleman's model, which highlights the importance of emotional intelligence (EI) in personal and social competence (Hiliyon, 2023).

Why is EI essential for my role?

According to D. Goleman, one needs to have the knowledge, skills, and abilities not only to be a competent dispenser but also to communicate, interact, collaborate, counsel, and lead our patients, co-workers, and other healthcare professionals. Accordingly, it allows me to be more adaptive, solve problems, and be more creative and flexible with others.

What are the most relevant EI skills for my role?

- Good Communication Skills
- Managing stress and working under pressure (Nalakath, 2023).
- Adaptability and teamwork
 - Conflict management
 - Patient centered Care
 - Influence (Landry, 2019)



Self-Awareness

It is relevant because it enables me to recognize and understand my emotions, stress levels, and behavioral patterns, especially when working in unfamiliar environments. It allows me to identify when my feelings are overwhelmed or uncertain, helping me to pause and reflect. After shifts, I reflect on what went well and what could be improved (Jackson, 2025).

Self-Regulation

My roles require me to frequently join new teams and adjust to different pharmacy environments and workflows. EI fosters social awareness and relationship management, essential for building rapport, understanding team dynamics, and contributing positively from the outset. Conflicts may arise with patients, colleagues, or due to workplace misunderstandings. EI allows me to navigate these situations by listening actively, managing my emotions, and seeking mutually beneficial solutions. Help me to remain calm, focused, and professional, even in high-pressure or stressful situations. (Selhub, 2025).

Social Skills

Because my role regularly interacts with patients who may be frustrated or anxious, working as a locum with high EI helps to recognize and respond to patients' emotions, communicate clearly, and show empathy, which builds trust and improves the patient experience (Senčanski et al., 2024).

Motivation

Stay focused on my goals and maintain a positive attitude, even during challenges. This job makes me feel very pleasant. A positive attitude can inspire permanent staff and fellow locums to remain committed to shared goals. (Maadeed, 2025).

Empathy

Experiencing staff shortages in many pharmacies is common; I often have to rush to answer the phone or receive deliveries. For example, to demonstrate a high level of emotional intelligence (EI) when a patient expresses anxiety about a new medication, I must take the time to listen carefully, understand their concerns, and provide clear, reassuring information instead of rushing the conversation (Butler et al., 2022)

Steps to improve my EI both at work and at home:

01.

Make active listening a habit (Tennant & Toney -Butler, 2023).

02.

Understanding Other People's Feelings (TPJ, 2023)

03

To give my full attention, avoid interruption, and reflect on what I hear (Hashmi et al., 2024)

