



## ALSS-EMOTIONAL INTELLIGENCE IN MEDICINE

**8-Hour Interactive ALSS-Certificate-Course  
100% online, per Zoom**

**Lecturer: Prof. Dr. Fadil Çitaku, PhD, MME (Unibe)**

**Start: Every first Thursday of the month; ongoing intake  
(4 classes per Zoom each Thursday from 18:00 to 20:00 Swiss  
time)**

**Course Fee: CHF 490**

**Register now, e-mail: [info@alss-edu.ch](mailto:info@alss-edu.ch)**

## Course Introduction

Emotional intelligence (EI) is a critical skill set that plays a pivotal role in the success of individuals and teams, especially in the high-stress environment of the medical field.

This introductory course aims to provide healthcare professionals with a comprehensive understanding of emotional intelligence and its application within the medical workplace. By delving into the principles of EI, participants will develop the capacity to navigate complex interpersonal dynamics, communicate effectively, and enhance patient care outcomes.

By the end of this course, participants will have acquired a solid foundation in emotional intelligence and its integral role in the medical workplace. They will be equipped with practical strategies to enhance interpersonal relationships, communicate effectively, and provide patient-centered care while maintaining their well-being in the dynamic healthcare environment.

This course sets the stage for continuous personal and professional growth in the pursuit of excellence in medicine.



## Course Outcomes

Upon completion of this course, you should be able to:

- Understand the fundamental concepts of emotional intelligence and its relevance in the workplace.
- Recognize and assess their own emotional strengths and areas for improvement.
- Apply emotional intelligence techniques to enhance decision-making, problem-solving, and conflict resolution.
- Develop effective communication and interpersonal skills by leveraging emotional intelligence.
- Build and maintain positive relationships with colleagues, superiors, and subordinates.
- Manage stress and adapt to changing workplace situations using emotional intelligence strategies.



## Program Information at a Glance

<b>Duration of the Course</b>	<b>8 hours</b>
<b>Admission Requirements:</b>	<b>Anyone who wants to enhance her/his emotional intelligence competencies</b> <b>Internet access and an email address are requested</b>
<b>Language:</b>	<b>English</b>
<b>Study Options:</b>	<b>100 % online</b>
<b>Tutorial fees for the whole course:</b>	<b>CHF 490 to be paid two weeks before starting the course</b>
<b>Start Terms:</b>	<b>Every first Thursday of the month; ongoing intake; 4 classes per Zoom every Thursday from 18:00 to 20:00 Swiss time</b>



## Course topics

- Introduction to Emotional Intelligence
- Components of Emotional Intelligence
- Applying Emotional Intelligence to Decision Making
- Emotional Intelligence and Interpersonal Skills
- Building Relationships and Leadership
- Emotional Intelligence and Adaptability
- Integrating Emotional Intelligence at Work
- Coaching with Prof. Dr. Fadil Çitaku: How to improve Leadership competencies?



## Lecturer



### **Prof. Dr. Fadil Çitaku, PhD, MME (Unibe)**

Prof. Dr. Fadil Çitaku is a professor of Leadership and Emotional Intelligence at the Academy of Leadership Sciences Switzerland (ALSS). He is the founder and CEO of the ALSS, founder and director of the graduate program Doctorate in Medical Education (DME) and professor of PHD program in Medical Education.

Prof. Çitaku has been teaching in graduate and postgraduate programs for more than 23 years and has experience in developing curricula and projects in Switzerland and abroad. He is a supervisor for trainee teachers at the prestigious ETH (Swiss Federal Institute of Technology in Zurich) Switzerland and co-founder of the Center of Excellence for Leadership Innovation and Quality at RAK University, RAKCODS, UAE and ALSS, Switzerland. He has been contributing to many international prestigious conferences as a keynote speaker and has been teaching and supervising many key leaders and institutes of healthcare, higher education, business, politics, and sports.

His research and teaching focus on Leadership and Management, Leadership and Quality Management, Leadership and Organizational Theory, Leadership Competencies and Emotional Intelligence. He has developed two models of leadership:

1. Leadership Competency Model Çitaku, published in the prestigious British Medical Journal (BMJ): <https://bmjopen.bmj.com/content/2/2/e000812>. This populated based study explores, investigating population from three English- and three German-speaking countries, providing for the very first time worldwide an empirical model of Leadership Competencies for Medical Education and Health Professions.
2. Leadership Competency Model-Drenica: [https://ijol.cikd.ca/article\\_60503.html](https://ijol.cikd.ca/article_60503.html), demonstrating the generalizability of leadership competencies.

Prof. Çitaku is the author of the book LEADERSHIP COMPETENCIES IN MEDICINE AND HEALTHCARE: Scientific based development of 63 leadership competencies, which can be learned and applied: <https://www.amazon.com/dp/B0B6XKV94P>.

## Registration

To register you have to pay a non-refundable course fee of CHF 490 to the Academy of Leadership Sciences Switzerland, Bank details: UBS AG, Bahnhofstrasse 45, 8001 Zürich, Switzerland SWIFT/BIC: UBSWCHZH80A  
IBAN (International Bank Account Number):  
CH03 0023 2232 1106 6401 M  
Account Number: 0232 00110664.01M

## Webinar access

To access our webinars, please send us your email address and download the free tool "Zoom" on your computer, laptop, tablet or smartphone.

## Contact us

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