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THE RELATIONSHIP BETWEEN BURNOUT SYNDROME AND EMOTIONAL INTELLIGENCE IN HEALTHCARE PROFESSIONALS

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Burnout syndrome affects millions of workers around the world, having a significant impact on their quality of life and the services they provide. It is a psychosocial phenomenon, which can be handled through emotional management and psychological help.

Burnout syndrome is the result of the workers' long-lasting exposure to occupational stress. It is considered a psychosocial phenomenon, which is characterized by physical and mental exhaustion. In the literature, Freudenberger identified it for the first time in 1974. This was the first investigation not only of the workers' feeling about their occupation but also of the recognition, identification and description of the Burnout syndrome phenomenon as well.

Emotional Intelligence is very important to emotional management. Emotional Intelligence is a characteristic of personality. A group of behavioral moods and perceptions, which people have already got, in order to be able to recognize the process and the use of all emotional information appropriately. Intelligence includes the recognition, understanding, expression and management of emotions and this is why there is such huge interest in the way in which it contributes to the development of occupational stress and, subsequently, Burnout Syndrome. In the field of health, Burnout Syndrome and Emotional Intelligence have been examined in a great period of time, but as two different elements. However, the possible correlation between them is a new idea that has recently come to the attention of the scientific community.

In many researchers a positive relationship between Emotional Intelligence and Burnout syndrome as Emotional Intelligence is considered to act protectively against Burnout syndrome and even to reduce it. In particular, it was found that the higher the Emotional Intelligence, the lower the Burnout syndrome.