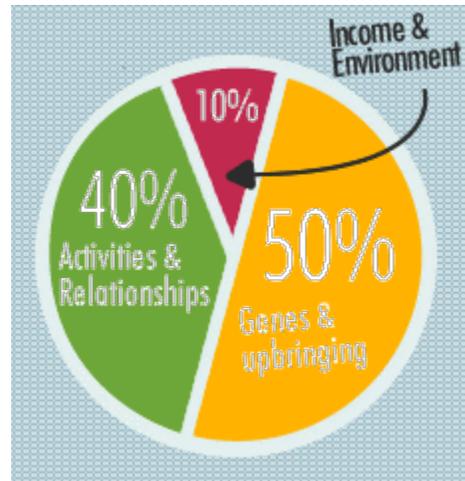


Decisions are Emotion + Logic. Bad decisions are imbalances between this reasoning and your emotions.

Emotional Intelligence is the process of understanding and facilitating emotions into rational thinking in order to provide a better balance.

Mastering Emotional Intelligence allows you to make better, more informed, and nuanced decisions; to predict life outcomes through understanding motivators, and to build better relationships throughout your life using skills that can be learned and practiced.



## Four Pillars

Self-Awareness	Personal	how you perceive
Self-Management		how you manage
Social Awareness	Social	how you understand
Relationship Management		how you facilitate

## Self-Awareness

*Self-awareness is the ability to accurately perceive your own emotions in the moment and understand your tendencies across situations. It helps to understand where an emotion is coming to better understand how it is impacting you and why. Self-awareness includes staying on top of your typical reactions to specific events, challenges, and people. A keen understanding of your tendencies is important; it helps you quickly make sense of your emotions. The best part of about self-awareness is that just thinking about it helps improve it, being present, be conscience.*

1. Quit Treating Your Feelings as Good or Bad
2. Observe the Ripple Effect from Your Emotions
3. Lean into Your Discomfort
4. Feel Your Emotions Physically
5. Know Who and What Pushes Your Buttons (triggers)
6. Keep a Journal about Your Emotions / Get to Know Yourself under Stress
7. Don't Be Fooled by a Bad Mood / Good Mood

## Self-Management

*Self-management is what happens when you act—or do not act. It is dependent on your self-awareness and is the second major part of personal competence. Self-management is your ability to use your awareness of your emotions to stay flexible and direct your behavior positively. This means managing*

*your emotional reactions to situations and people. Some emotions create a paralyzing fear that makes your thinking so cloudy that the best course of action is nowhere to be found—assuming that there is something you should be doing. In these cases, self-management is revealed by your ability to tolerate the uncertainty as you explore your emotions and options.*

1. *Breathe Right*
2. *Create an Emotion vs. Reason List*
3. *Make Your Goals Public*
4. *Count to Ten, Sleep On It, Pause, 3 Dots*
5. *Smile and Laugh More, Go Do Something Fun / Put a Mental Recharge into Your Schedule*
6. *Set Aside Some Time in Your Day for Problem Solving / With Someone Who is Not Emotionally Involved*
7. *Take Control of Your Negative Self-Talk*
8. *Focus Your Attention on Your Freedoms Rather than Your Limitations*
9. *Accept That Change is Just around the Corner*

## I can top that!

### **Purpose**

- *The negative nature of competition in the pursuit of attention, power, and ego. It helps understand that competition is taking away attention from others and may hurt the goal or objectives of the discussion. Working with your partners is better than competing with them. It hinders listening due to the only listening to find agreement or a point to argue against.*

### **What You Need**

- *Flip chart, marker*

### **Activity**

- *Ask the group if they have ever been in this situation before and offer an example*
- *Select a subject – best poly date or activity*
- *Think about subject for a couple of minutes*
- *Select a starter and instruct everyone to listen long enough to understand and then interrupt with an opening statement of “That’s nothing, let me tell you about...”*
- *Keep topping until stopped*

### **Discussion**

- *What words would you use to describe this conversation?*
- *What were you thinking while this was happening?*
- *What feeling does the opening line create?*
- *What happens to listening skills? (where is active listening?)*
- *How do you prevent this when you see it happening?*
- *How should you approach someone that does this to you?*

## Energy drainers and boosters

### **Purpose**

- *Recognition of what helps you in hard times and what may trigger them*

### **What You Need**

- *Handout of chart, flip board*

### **Activity**

- *What are some things you've done over the last month that are fulfilling and help you feel centered and happy?*
- *Energy boosters are things that give you energy. Include some things that don't take a lot of effort on your part but just make you feel happy – things that rejuvenate you and are good for your soul.*
  - *Getting good exercise, and releasing endorphins*
  - *Helping someone who is less fortunate than you*
  - *Spending time in nature*
  - *Dinner with a close friend*
  - *Meditating*
- *Energy drainers are things that drain your energy.*
  - *Spending time with negative people*
  - *Doing tasks that could be easily delegated*
  - *Unfinished projects or business*
- *Please list out in the left column energy drainers and in the right column energy boosters.*

<b>Energy Drainers</b>	<b>Energy Boosters</b>

- *What energy boosters are you willing to add to your current schedule?*
- *What energy drainers can you remove from your day*

## Social Awareness

*Social awareness is your ability to accurately pick up on emotions in other people and understand what is really going on with them. This **often means perceiving what other people are thinking and feeling even if you do not feel the same way.** It's easy to get caught up in your own emotions and forget to*

*consider the perspective of the other party. Social awareness ensures you stay focused and absorb critical information. Listening and observing are the most important elements of social awareness. To listen well and observe what's going on around us, we have to stop doing many things we like to do. We have to stop talking, stop the monologue that may be running through our minds, stop anticipating the point the other person is about to make, and stop thinking ahead to what we are going to say next.*

1. Greet People by Name
2. Watch Body Language
3. Make Timing Everything
4. Live in the Moment – emotions are contagious, pay attention to mood around you
5. Practice the Art of Listening – active listening
6. Go People Watching / Go on a 15-minute Tour
7. Understand the Rules of the Culture Game (anticipating others expectations) / Golden Rule
8. Just Ask (don't assume)/ Seek the Whole Picture (understanding how others see you/360s)
9. Focus on others – notice commonalities
10. Plan ahead for social gatherings – have a “back pocket question”

## Activity for Social Awareness – Scenes

### **Purpose**

- This helps gain different perspectives on how others view or define a situation

### **What You Need**

- Flip chart / 4-6 pages and markers

### **Activity**

- Begin the activity by labeling the tops of chart papers with a different emotion. (Jealousy, Anger, Hurt, NRE, Love, Sadness, FOMO)
- Discuss different scenarios and the emotions you can expect people to exhibit as a result.
- Divide into smaller groups and pass out markers.
- Have each team stand in a line or work around a table.
- When you say 'go', have the first person in each line run up to the chart paper and write down a scenario during which they would expect to encounter people feeling the emotion listed there.
- After a certain amount of time, have the teams stop.
- Each team should count how many scenarios they wrote on their charts. Teams should only count duplicate scenarios once.

## Relationship Management

*Relationship management is your ability to use your awareness of your own emotions and those of others to manage interactions successfully. This ensures clear communication and effective handling of conflict. **Relationship management is also the bond you build with others over time.** People who*

*manage relationships well are able to see the benefit of connecting with many different people, even those they are not fond of. Solid relationships are something that should be sought and cherished. They are the result of how you understand people, how you treat them, and the history you share.*

1. *Be Open and Be Curious*
2. *Enhance Your Natural Communication Style*
3. *Avoid Giving Mixed Signals – people trust what they see over what they hear*
4. *Take Feedback Well – active listening / Build Trust – “It is a peculiar resource, it is built rather than depleted by use”*
5. *Don’t Avoid the Inevitable – own your emotions, communicate*
6. *Acknowledge the Other Person’s Feelings*
7. *Explain Your Decisions, Don’t Just Make Them / Make Your Feedback Direct and Constructive*
8. *Align Your Intention with Your Impact – don’t make light of something that needs to be serious*
9. *Offer a “Fix-it” Statement during a Broken Conversation - Broken loops - Do you want to be right or do you want a resolution? (neutral in tone, find a common ground)*
10. *Tackle a Tough Conversation – admit when wrong, accept feedback, discuss to get the other perspective*

## Activity for Relationship Management - #BeBest

### **Purpose**

- *To demonstrate how behavior influences interactions as the one that is victim of, witness of, creator of*

### **What You Need**

- *Flip chart / 2 pages and pens*

### **Activity**

- *Label two pages as “best partner” or “worst partner”*
  - *Divide into 3 columns – characteristics, feelings, actions*
- *What are the characteristics of “best”?*
- *What are the characteristics of “worst”?*
- *How would you feel dating the “best”?*
- *How would you feel dating the “worst”?*
- *Now you have a date with the “worst” partner tonight, how might that go?*
- *Tomorrow you have a date with the “best” partner, what might you expect to be different?*

*People’s behavior influences your behavior and those around you. What kind of person do you want to be and what can you do to make that happen? How you feel about someone – or how someone feels about you - influences your performance and creates expectations and an assumed reality.*