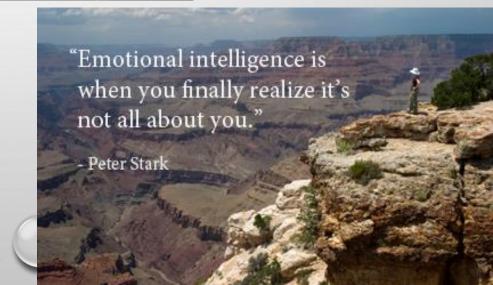
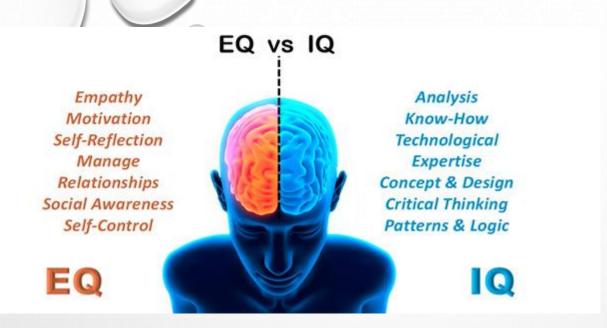


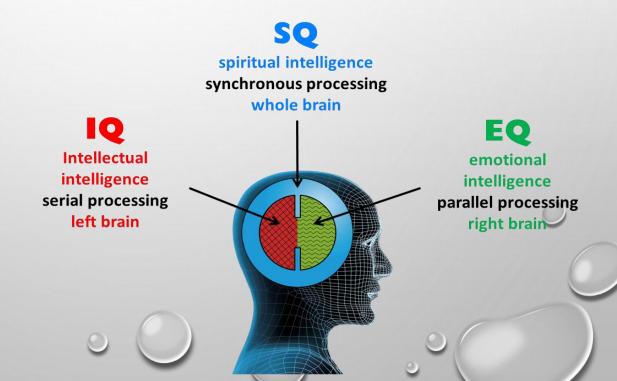


## What is Emotional Intelligence?

- Emotional intelligence is a person's ability to understand their own emotions, the emotions of others, and to act appropriately using these emotions.
- Emotional intelligence never stops growing. Because we are always evolving as people, EQ is something that must be nurtured.







## **Emotional Intelligence**

**SELF** 

SOCIAL

# RECOGNITION Who I am

Awareness

Regulation

### **Self Awareness**

the ability to recognise and understand your moods, and emotions, and drives, as well as their effect on others

## **Social Awareness**

the ability to understand the emotional makeup of other people, skill in treating people according to their emotional reactions (empathy)

#### REGULATION

What I do

**Self Management** 

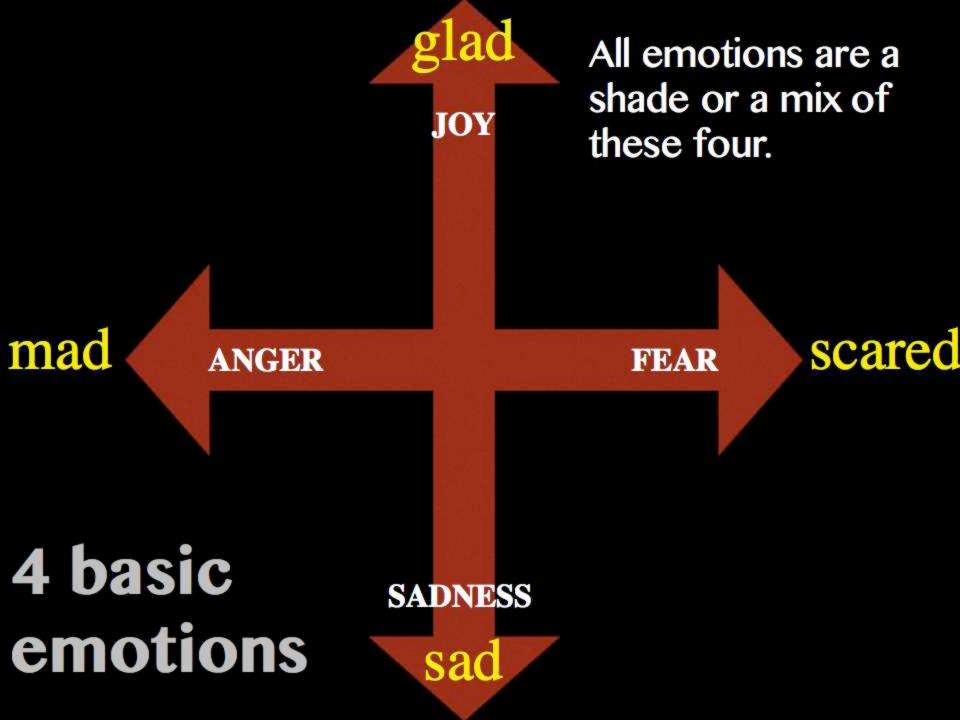
the ability to control or redirect disruptive impulses and moods, the propensity to suspend judgement – to think before acting

#### **Social Skills**

proficiency in managing relationships and building networks, an ability to find common ground and build rapport

How we manage ourselves

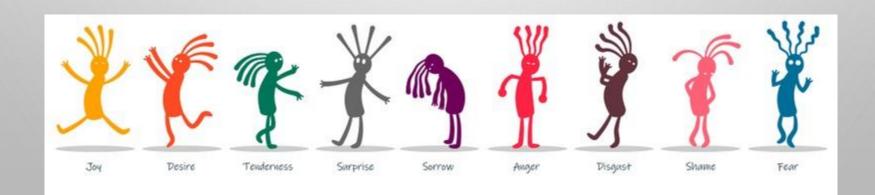
How we handle relationships



# Secondary Emotions

Guilt Enthusiasm Depression Pride Vulnerability Regret
Anxiety Contentment Disappointment Happiness
Hope Jealousy Frustration Shame Confusion
Lonely Trust Satisfaction Peace Resentment
Confidence Optimism

# Primary Emotions ANGER JOY LOVE FEAR SADNESS



# EMOTIONAL HIJACK OR AMYGDALA HIJACKING

When we perceive a danger or threat, whether or not it is real, the amygdala scans our experience comparing what is happening now with what happened in the past.

It responds 80-100 times faster than the rational brain. We feel before we think and react being immediately aware of why.

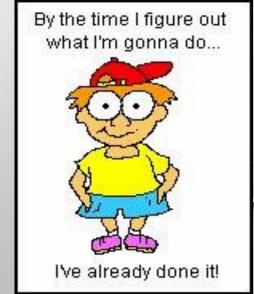
Amygdala

**Functions of Amygdala** 

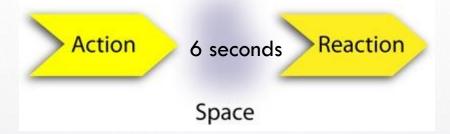
Autonomic responses associated with fear Emotional responses Processing and consolidating memory Hormonal Secretions

The emotional brain responds to an event more quickly than the thinking brain.

Daniel Goleman



# HOW TO CONTROL YOUR EMOTION



# 5-4-3-2-1 game

Describe 5 things you can see right now.

Describe 4 things you can feel with your sense of touch right now.

Describe 3 sounds you can hear, or your three favorite sounds.

Describe 2 things you can smell around you, or that you like to smell.

Describe 1 thing you can taste right now, or that you like to taste.

# **STOPP**

**STOP:** PAUSE FOR 6 SECONDS

TAKE A BREATH: ONE SLOW CALM BREATH

**OBSERVE:** WHAT AM I THINKING?

WHAT AM I REACTING TO?

WHAT AM I FEELING IN MY BODY?

PULL BACK: PUT IN SOME PERSPECTIVE. SEE THE BIGGER PICTURE. IS THIS FACT OR OPINION.

PRACTICE/PROCEED: WHAT'S THE BEST THING TO DO FOR ME, FOR OTHERS, FOR THE SITUATION?