

EQ IN PRACTICE

Use these Skill Building Suggestions to Improve Emotional Intelligence



Emotion Check-In

Take time to recognize and correctly name what you are feeling. Check in at least once a day and ask yourself, *How am I feeling?*

- Label each emotion you are feeling at that present time
- Journal why you are feeling what you are feeling
- Investigate what is driving the emotion you are feeling.



Feel Your Emotions

Emotions are happening for a reason. Take the time to truly "feel" your emotions

- Meditate
- Practice mindfulness techniques
- Become aware of the physical sensations your body is experiencing when you experience an emotion



Actively Listen & Observe

Practice actively listening to and observing visual cues that may express your colleague's emotional state at that time.

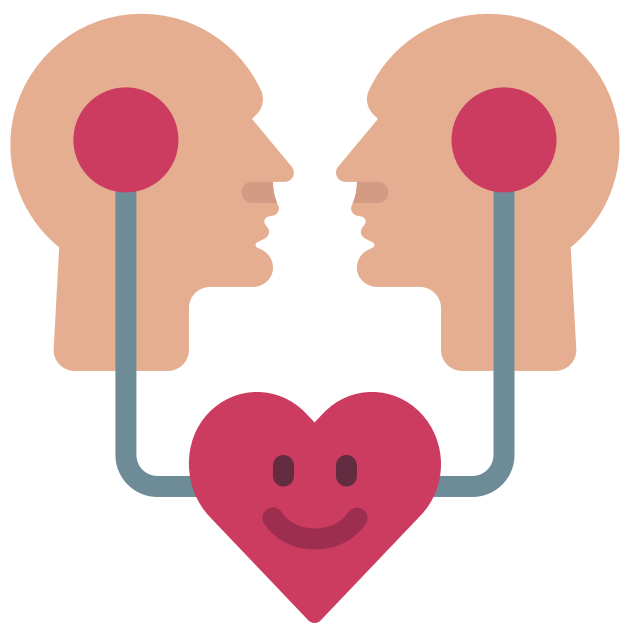
Some clues to check for:

- Has their breathing increased
- Are their hands clenched
- Are their eyes bright or have they tightened in appearance

Engage Empathy

Be willing to connect with others' experiences regarding their feelings.

- Put yourself in their shoes to feel what they are feeling
- Refrain from giving advice or opinions based on how you feel
- Show compassion when it is clear they have been triggered



Effectively Express Emotions

When you tap into your emotions, know, how, and when to effectively express what you are feeling

- Choose the right time
- Choose the right place
- Practice communicating your feelings in a productive, non-confrontational way

The Power of WAITING

Practice **waiting** when your amygdala has hijacked your rational thinking. Pausing will help prevent making decisions without reason and possibly affecting the culture, policies, and procedures of the organization



- Take a deep breath before responding
- Take the time to gain perspective of the situation
- Accept your faults in the situation
- Determine what you need