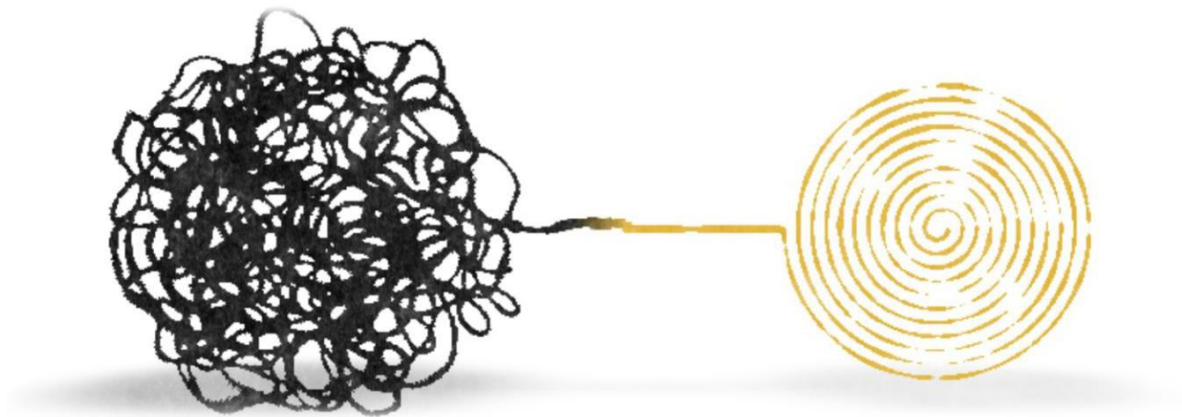




Emotional Intelligence Workbook and Toolkit

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To start, what is it anyway?

Consider what you have read, researched, experienced, and come to understand what is:

Emotional Intelligence

Relational Intelligence

Situational Judgement

What do you need to know?

1.1 Self Awareness

Knowing yourself as you really are.

Includes: Emotional Awareness, Self-Assessment, Self-Confidence

Exercise 1: Knowing Yourself...Reflections.

1. Are you happy with who you are as a person?

2. What are you good at?

3. What do you wish you were good at?

4. How do you want others to see you? Do you think they see you that way?

5. Describe yourself using 5 to 10 words.

6. If others knew you well, they would know that...

7. Make a list of 10 things that make you happy?

8. Make a list of 3 things that make you sad?

9. Make a list of 3 things that make you angry?

10. Make a list of 5 things that stress you out.

11. What inspires you most about your future?

12. What worries you most about your future?

13. If money were not a consideration, how would you spend your life?

14. What was one act of kindness that was shown to you that you will never forget? How did it make you feel?

15. Who are the three most important people in your life? Why are they important to you?

16. What do you do that relaxes you?

17. What is one thing that you would like people to remember about you at the end of your life?

18. When did you last push the boundaries of your comfort zone? What was the situation? How did you feel doing it?

19. What emotion are you the most comfortable expressing?

20. Who are the three most important people in your life? Why are they important to you?

21. What emotion are you the least comfortable expressing?

22. List 10 things in your life that you are grateful for.

1.2 Self Awareness

Exercise 2: Core Values

Authenticity	Creativity	Justice	Recognition
Achievement	Curiosity	Kindness	Religion
Adventure	Determination	Knowledge	Reputation
Authority	Fairness	Leadership	Respect
Autonomy	Faith	Learning	Responsibility
Balance	Fame	Love	Security
Beauty	Friendship	Loyalty	Service
Boldness	Fun	Meaning	Spirituality
Compassion	Growth	Openness	Stability
Challenge	Happiness	Optimism	Success
Citizenship	Honesty	Peace	Status
Community	Humor	Pleasure	Trustworthiness
Competency	Influence	Poise	Wealth
Contribution	Inner Harmony	Popularity	Wisdom

What are your primary core values?

Core Value 1	Core Value 2	Core Value 3

What other values are important to you?

Core Value	Core Value	Core Value

1.3 Self Awareness

Exercise 3: A Process for Reflective Learning

1. Identify

Identify a situation you encountered in your work or personal life that you believe could have been dealt with more effectively.

2. Describe

What happened? When and where did the situation occur? Any other thoughts you have about the situation?

3. Reflect

How did you behave? What thoughts did you have? How did it make you feel? Were there other factors that influenced the situation? What have you learned from the experience?

4. Theorize

Was the outcome expected or unexpected? What behaviours do you think might have changed the outcome in either a positive or negative way?

5. Going Forward

Is there anything you could do or say now to change the outcome? What action(s) can you take to change similar reactions in the future? What behaviours might you try out?

1.4 Self Awareness

Development Strategies:

1. Spend time each day reflecting on your emotions:
2. What are they?
3. Why do they occur?
4. How aware were you in the moment?
5. Know your core values.
6. Do not judge your emotions. Emotions are. They happen for a reason. Not judging them allows them to run their course and vanish.
7. Pay attention to how other's emotions impact you or others. Understand that this is perhaps how your expressed emotions impact others.
8. Lean into emotions you see as uncomfortable.
9. Pay attention to your body.
10. Keep a journal.
11. Seek feedback.
12. Seek to understand your emotions under stress.
13. Practice being emotionally honest.

Which of these will you focus on? Explain.

2.1 Self Regulation

Is your ability to use awareness of your emotions to actively control what you say and do?

Includes: Self Control, Trustworthiness, Conscientiousness, Adaptability, Innovation

Exercise 4: Self Management

Think of things you have done over the last month that were fulfilling & helped you feel centered, and happy?

Energy boosters are things that give you energy. Include some things that do not 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

} *Examples*

Energy drainers are things that drain your energy.

- Spending time with negative people
- Doing tasks that could be easily delegated.
- Unfinished projects or business

} *Examples*

Please list out in the left column energy drainers and in the right column energy boosters.

Energy Drainers	Energy Boosters

1. What energy boosters are you willing to add to your current schedule?

2. What energy drainers can you remove from your day?

2.2 Self Regulation

Exercise 5: Daily One Minute Breathing Activity



People tend to take short, shallow breaths into their chest. This can make you feel anxious and zap your energy. With this technique, you will learn how to take bigger breaths, all the way into your belly.

1. **Get comfortable.** Sit in a chair with your shoulders, head, and neck supported against the back of the chair.
2. **Breathe in through your nose.** Let your belly fill with air.
3. **Breathe out through your nose.**
4. **Place one hand on your belly.** Place the other hand on your chest.
5. **As you breathe in, feel your belly rise.** As you breathe out, feel your belly lower. The hand on your belly should move more than the one that is on your chest.
6. **Take three more full, deep breaths.** Breathe fully into your belly as it rises and falls with your breath.

2.3 Self-Regulation

Exercise 6: Triggers

Think about a situation in your life where you experienced a significant emotional reaction. Briefly describe the situation:

Why do you think you reacted the way you did?

Think about the following emotional triggers. Which of these impact you the most?

To be needed	To be valued	To feel comforted
Being fun	To be treated fairly	To be right
To be in control	Having new challenges	Having attention
Being loved	Being peaceful	To be balanced
Being independent	To be accepted	To feel included
Being consistent	Being safe	Being predictable
To be understood	Having order	To be liked
Having freedom	Being respected	Having adventure

2.4 Self-Regulation

Development Strategies

1. Breathe! And take a moment to think before you act.
2. Exercise! Eat Well! Sleep Well!
3. Know your triggers.
4. Find someone you can talk to and talk out your issues.
5. Count to 10 when you feel your emotional meter moving up (allows your rational brain to catch up).
6. Avoid negative thought patterns – they create negative emotions.
7. Purposely seek out ways to smile and laugh.
8. Look for a valuable lesson from each person you interact with.
9. Learn to accept the things you cannot change and plan to change things you can.
10. Pay attention to how you behave and practice deciding how to behave.

Which of these will you focus on? Explain

3.1 Empathy

The ability to understand and share the feelings of another.

Includes: Understanding Others, Developing Others, Service Orientation, Leveraging Diversity



Exercise 7: Practicing Empathy

Think of a situation where you encountered someone (friend, family, member, stranger) who approached you with a narrative/experience/occurrence. Describe what happened.

How do you think the other person felt?

Why do you think they felt that way?

In this interaction do you feel you “stepped into their shoes”? Elaborate.

3.2 Empathy

Exercise 8: Practicing Empathy

George, your co-worker, got only half of the bonus he was expecting.

How do you think George feels?

How can you respond?

Lina recently started withdrawing at team meetings, and eats by herself.

How do you think Lina feels?

How can you respond?

Your best friend Joe at work receives an unexpected promotion.

How do you think Joe feels?

How can you respond?

3.3 Empathy

Development Strategies:

1. Listen!
2. Be aware of and develop your approachability.
3. Open yourself up.
4. Cultivate a curiosity about others.
5. Acknowledge what other people are saying.
6. Be observant – try people watching. Pay attention to visible cues (body language, facial expressions).
7. See the human similarities.
8. Focus on a growth mindset.
9. Step into the other person's shoes.
10. Seek the whole picture.

Which of these will you focus on? Explain.

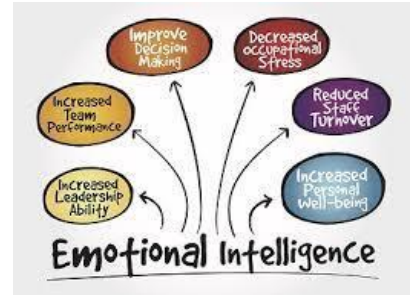
4.1 Motivation

Motivation is what pushes us to achieve our goals, feel fulfilled, improve ourselves.

Includes: Personal Drive, Commitment to Goals, Imitative, Optimism & Resilience, Energy

Exercise 9: Goals

For each of the following, reflect and list 1 or 2 goals.



1. Academic goals

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2. Career

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3. Monetary

--	--

4. Social justice

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5. Domestic

--	--

6. Physical

--	--

7. Family

--	--

8. Social

--	--

4.2 Motivation

Exercise 10: Goals

List 1-2 extremely aspirational goals you would like but do not think they are achievable.

--	--

Why do you think it is aspirational vs. unrealistic?

--

If someone convinced you it was realistic and asked you to plan it, where would you start?

--

4.3 Motivation

Development Strategies

1. Find things you are curious about.
2. Learn and acquire knowledge.
3. Set goals. Update them.
4. Understand your strengths and weaknesses.
5. Just do it.
6. Get help and help others.
7. Embrace lifelong learning.
8. Be realistic.
9. Be prepared to leave your comfort zone.
10. Focus on what you love.

Which of these will you focus on? Explain.

5.1 Social Skills

The ability to recognize and understand the emotions of others.

Includes: Influence, Communication, Conflict Management, Leadership, Change Catalyst, Collaboration Cooperation

Exercise 11: Developing Social Skills

Close your eyes. Think of contentious interaction you have had with someone over the past week and reflect on the following.

1. Did I listen actively to the person who approached me? Did they have my full attention?

2. Did I ask questions the other person about their story? Did I show genuine curiosity?

3. Did I pay attention not only to what they were saying but also their body language? Facial expressions?

4. Do I feel that I helped that other person?

5. Would that person indicate they felt heard?

5.2 Social Skills

Exercise 12: Seeing Both Sides

Your Perspective		Other Perspective
	Should all students be permitted to take the elevator?	
	Has Trump been good for the US?	
	Are we taxed too much?	
	Is seniority the right measurement for a teacher?	

5.3 Social Skills

Development Strategies

1. Improve your listening and observation skills.
2. Pay attention to your body language and others.
3. Greet people by name.
4. Pay attention to the effect you have on others.
5. People watch.
6. Be in the moment.
7. Learn techniques to manage contentious or potentially contentious situations.
8. Take opportunities to connect with people in person rather than via electronics.
9. Avoid drama.
10. Seek first to understand and then to be understood.

Which of these will you focus on? Explain.

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