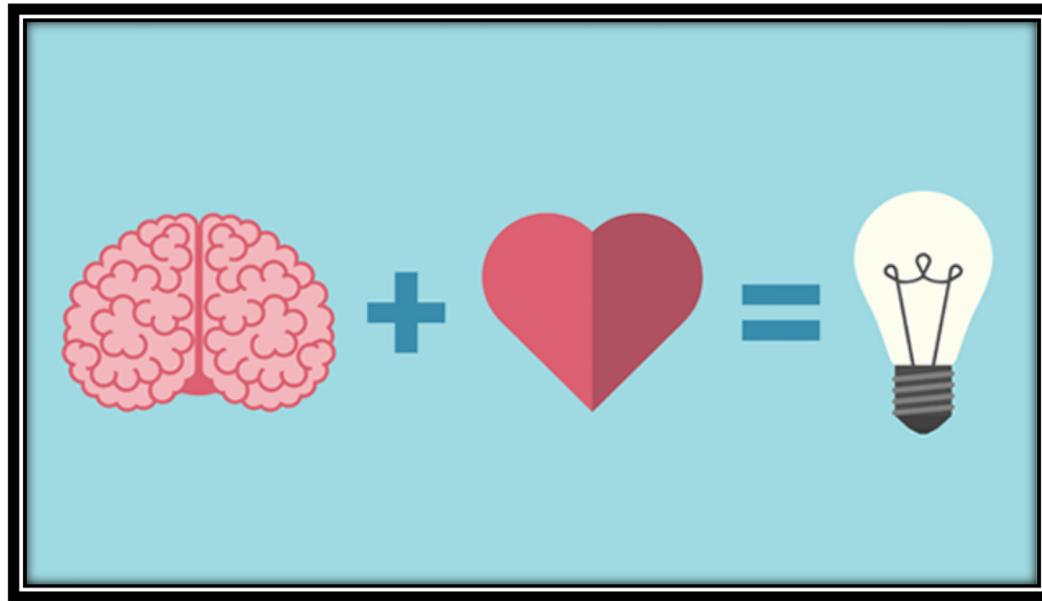
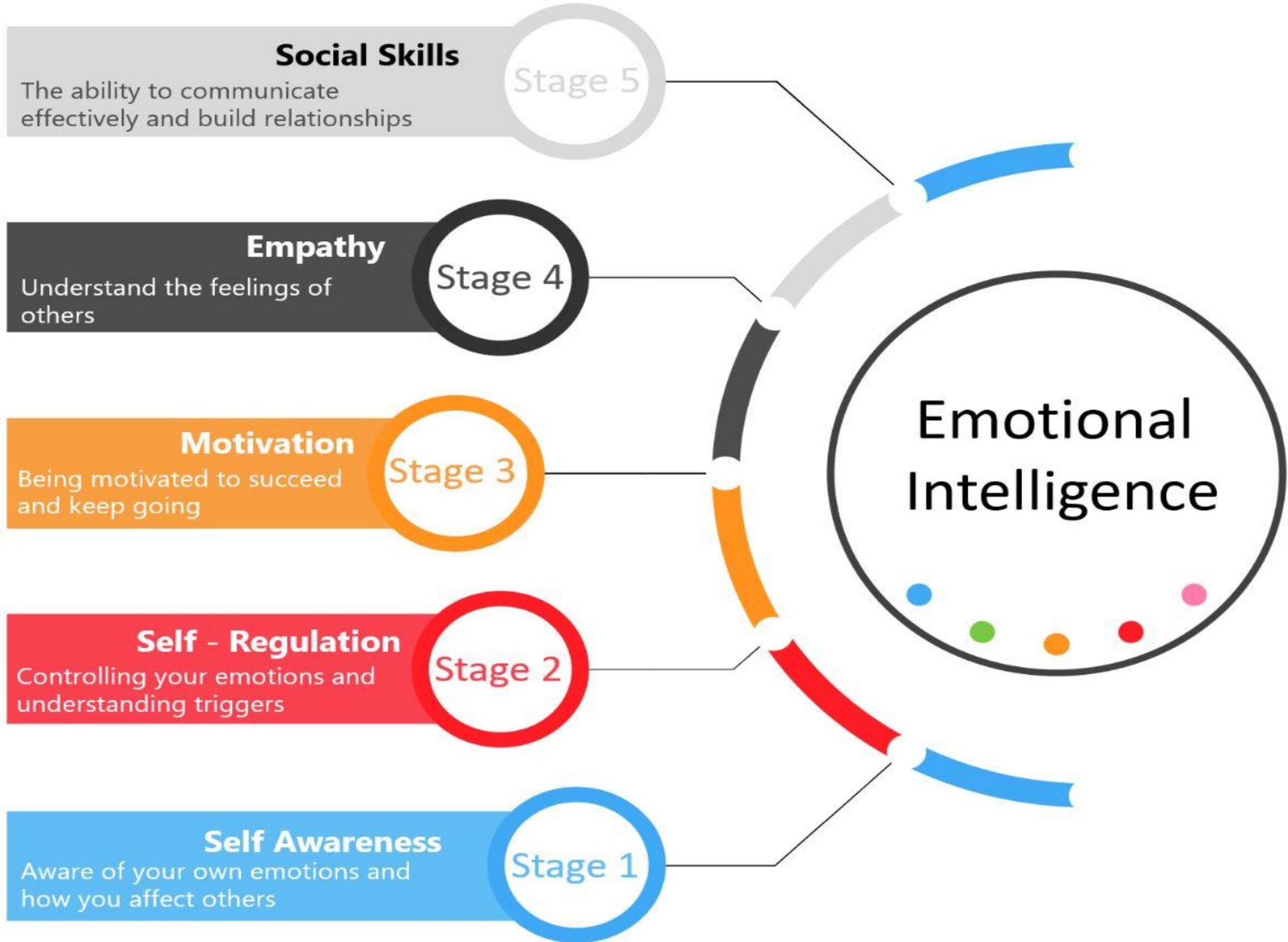


# Emotional Intelligence: How to Improve your EI



SESSION 2



# 6 Steps to Start Your EI Journey

## 1. Acknowledge your thoughts and feelings

- ▶ Acknowledging your emotions brings together the cognitive and the emotional, which research has shown to be a powerful way to lessen the intensity of an emotional reaction.
- ▶ After pausing and acknowledging how you feel in a situation, your mind will already feel much clearer.

# 6 Steps to Start Your EI Journey

## 2. Test your optimism

- ▶ People with a high degree of EI demonstrate a healthy optimism around life's events and challenging circumstances.
- ▶ To test your own level of optimism, ask yourself three questions related to a current issue:
  - **Do I think that this is permanent?** Real downers often think, "This situation will never get better."
  - **Do I feel that this is rampant and widespread?** Pessimistic people default to worst-case scenario thinking like, "This is going to change everything."
  - **Am I giving up my power?** Maybe you've concluded that you are powerless in your situation. Does a thought like "there is nothing I can do" permeate your thought process?
- ▶ Take a step back and take time to analyze and reflect. Is there evidence to support or disprove these thoughts and views?
- ▶ If they are false and inaccurate, make a case for choosing more realistic, accurate, and positive thoughts.

# 6 Steps to Start Your EI Journey

## 3. Focus on what you can control

- ▶ When you face a setback, look the separate the parts of the situation to see what you can control or influence and what you cannot.
- ▶ Once you focus on what you can control, you will feel more confident about overcoming the setback.

## 4. Take a six-second pause

- ▶ When you are frustrated, angry, or upset, before you say something you'll really regret, take a six-second pause to quickly assess how you feel.
- ▶ This type of consequential thinking can help you make more careful choices that ultimately work to your advantage.

# 6 Steps to Start Your EI Journey

## 5. Tap into kindness wherever you go

- ▶ Engage in positive, caring dialogue with the people you encounter during your day.
- ▶ Saying good morning and offering a kind word to people can start a meaningful conversation.
- ▶ Learn to actually listen to the answers.

## 6. Ask for feedback

- ▶ Emotions should never be checked at the door at work (or at home).
- ▶ Create opportunities to informally share what you feel.
- ▶ Ask team members and customers for genuine feedback--how they *really* feel about things that relate to the business. This can clear the air of any harbored resentment or unresolved matter in the relationship.

# And, Finally...

- ▶ Enhancing your EI will boost your effectiveness as a leader
- ▶ Taking the time to acknowledge and regulate your own feelings before communicating with your team will have a big impact.
- ▶ Remember to not burden your team with own your emotions.

Click on the button below to take the quiz for this session.

**QUIZ**