

Emotional Intelligence: Skill Building

Emotional intelligence is the ability to understand your own emotions as well as others.

Emotional intelligence is important to effectively manage behavior, to navigate social situations, and to make personal decisions. Emotional intelligence is made up of four core skills that pair up under two primary competencies: personal competence and social competence.

Are You Emotionally Intelligent?

Self-Assessment

1. Are you able to understand your own emotions?
2. Are you able to control your emotions?
3. Are you able to gauge how other people feel?
4. Are you open to other people's feelings?



Ways to Build Your Emotional Intelligence

Personal Competence

- **Self-Awareness** is your ability to accurately perceive your emotions and be aware of them as they happen. You can increase your self-awareness by understanding your strengths and limitations, while seeking professional and personal opportunities for growth.
- **Self-Management** is your ability to stay flexible and positively direct your behavior when you are experiencing different emotions. You can do this by using self-awareness skills. Learning to control your emotions and respond to others in an appropriate way is positive self-management. One example of positive self-management is having the ability to defuse your anger by listening and recognizing the feeling of others—even when you feel they are wrong.

Social Competence

- **Social Awareness** is your ability to accurately sense others' emotions and understand what is really going on. Being empathetic, acknowledging the emotions of others, being thoughtful and considerate, and making decisions that take others' feelings into consideration can help build your social awareness.
- **Relationship Management** is your ability to use awareness of your emotions and the emotions of others to manage interactions successfully. The basis of relationship management is developing and maintaining good relationships. Clear communication, inspiring and influencing others, working well in a team, and managing conflict all contribute to relationship management.

Relationship Management Activity

In this activity, for each of the green circles, write the names of important people in your life. Then, think about what you know about that person. List two traits, hobbies, or features related to the person in the designated boxes. For example: Bob Smith 1) Runs marathons 2) Tells funny jokes.

Name:

1.

2.

Name:

1.

2.

Name:

1.

2.

If you had trouble listing something about the people in your life, you may want to pay more attention to those around you. Learning something unique or personal about the individuals in your life can help you maintain caring and positive relationships.

Self-Management Activity

Self-management builds on the basis of self-awareness and is the ability to control your emotions so that they don't control you. Self-management means you're able to control impulsive feelings and behaviors, manage your emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances. Many of us may have trouble managing emotions like anger, sadness, or frustration. Anger is a normal and healthy response to have in certain situations. Understanding your anger and how to manage it is important in maintaining relationships and self-control.



Planning for the Future

Now, think about how you would like to process anger in the future. Describe healthy management skills and behaviors and write them in the lines provided below. Some suggestions are listed in the box to the right.

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Positive Emotions	Negative Emotions
Happiness	Anger
Excitement	Disappointment
Joy	Exhaustion
Peaceful	Frustration
Relaxed	Stressed
Calm	Concerned
Cheerful	Worried
Caring	Anxious
Flexible	Defensive
Harmonious	Confused

Managing Emotions: Anger

For this activity, think of a time when you were angry and how you handled it. Describe your reaction and behaviors in the lines provided below.

The last time I was angry I...

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BREATHE DEEPLY

TAKE A BREAK

GO FOR A WALK

TAKE A SHOWER

DISTRACT YOURSELF

LIE DOWN

THINK BEFORE SPEAKING

WRITE ABOUT IT

Self-Awareness Activity

Before you can make changes in yourself, you have to know what there is to work with. Becoming self-aware is about the process of understanding yourself. We all have strengths and limitations. Self-awareness can be developed and identifying your strengths and weaknesses can help with this development. Spend some time recognizing areas you need to develop and intentionally make an effort to develop or strengthen that aspect of yourself.

Choose three strengths for yourself, and three you would like to improve on. If you don't see a trait listed here, feel free to write your own! Once you've chosen traits that need improving, think about and describe how you will attempt to improve those traits.

Strengths

- _____
- _____
- _____

Would like to Improve

- _____
- _____
- _____

Strengths: Creative, Confident, Focused, Caring, Goal-Oriented, Happy, Honest, Sensitive, Doesn't give up, Eager to Learn, Open-minded, Imaginative, Hopeful, Calm, Striving

Weaknesses: Fair, Loyal, Forgiving, Passionate, Positive, Kind, Funny, Leader, Patient, Curious, Spiritual, Humble, Supportive, Dependable, Hard-working

Social Awareness Activity

Social awareness is the ability to accurately read situations and people. This can occur when you are aware of your own emotions. An important part of social awareness is the ability to empathize with the people around you. This means that you are able to understand and appreciate why someone feels the way they do. This activity will exercise your ability to read others' emotions. Match the pictures on the left with the emotions listed on the right. Pictures may have more than one answer and you may add emotions that are not listed here.



Stressed

Peaceful

Excited

Angry

Fearful

Disappointed

Anxious

Angry

Sad

Relaxed

Joyful

Stressed

Upset

Sad

Concerned

Frustrated

Worried

Tired

Calm

Happy

