

IMPROVING YOUR EMOTIONAL INTELLIGENCE

Become emotionally literate

- Label your feelings, rather than labeling people or situations
- Use three-word sentences beginning with “I feel...”

“I feel impatient” vs “This is ridiculous”
“I feel hurt” vs “You’re a jerk”
“I feel afraid” vs “You drive poorly”

Take more responsibility for your emotions

- Analyze yourself rather than the actions of others
- Identify your unmet emotional needs

“I feel jealous” vs “You’re making me jealous”
“I feel hurt” vs “She makes me so mad”

Use emotions to help make decisions and set goals

- Think about how you want yourself and others to feel
- Ask questions of others who are affected by the action
- Get feedback by measuring feelings from 1-10

“How will you feel if I do/don’t take this action?”
“How do I feel now? What would help me feel better?”

Validate the emotions of others

- Show empathy, understanding and acceptance
- Does not mean agreement or condoning
- Don’t advise, command, control, criticize, judge or lecture

“I hear that you’re frustrated...”
“How would you feel if I (took this action)?”

Reframe emotions

- Each negative feeling has a corresponding positive value
- Take feeling of anger and see it as energy
- Take feeling of frustration and see it as challenge
- Distinguish between thoughts and feelings

Thoughts: “I feel like...” or “I feel that...”
Feelings: “I feel...”