

GAIN *Emotional* INTELLIGENCE



**A STEP-BY-STEP GUIDE TO DEVELOPING
SELF-AWARENESS, IMPROVING YOUR PEOPLE SKILLS,
AND CREATING HAPPIER RELATIONSHIPS**

What is Emotional Intelligence

- ◆ Identify, understand, use, and manage emotions
- ◆ Enhances communication
- ◆ Overcome challenges
- ◆ Relieve stress
- ◆ Empathize with others
- ◆ Defuse conflict
- ◆ Categories of emotional intelligence
- ◆ Self-awareness
- ◆ Self-regulation
- ◆ Motivation
- ◆ Empathy
- ◆ Social skills
- ◆ Benefits of emotional intelligence
- ◆ Personal effectiveness
- ◆ Thinking skills
- ◆ Professional relationships
- ◆ Leadership capability
- ◆ Physical well-being
- ◆ Mental well-being
- ◆ Conflict management
- ◆ Success

How to Identify Emotional Triggers and Strategies for Dealing with Them

- ◆ Thoughts feelings and events that evoke an automatic response
- ◆ How to identify your emotional triggers
- ◆ Emotional stressors
- ◆ Considered internal stressors
- ◆ Anxieties
- ◆ Fears
- ◆ Personality traits
- ◆ Family stressors
- ◆ Financial problems
- ◆ Relationship problems
- ◆ Social stressors
- ◆ Public speaking
- ◆ Dating
- ◆ parties
- ◆ Starting a new job
- ◆ Getting married
- ◆ Having children

- ◆ Work stressors
- ◆ Unpredictable boss
- ◆ Tight deadlines
- ◆ Endless tasks
- ◆ How to Deal with Emotional Triggers
- ◆ Eliminate them
- ◆ Reduce their strength
- ◆ Cope with them
- ◆ Talk to a friend
- ◆ Stay positive

Taking Responsibility and Setting Personal Boundaries

- ◆ You are ultimately responsible for your own life
- ◆ Stop blaming others for your misfortunes
- ◆ How to take responsibility
- ◆ Stop placing blame on others
- ◆ You are responsible for your life
- ◆ Consider feedback
- ◆ Can help change your perception of life
- ◆ Make a plan for your life
- ◆ Allows you to take control of your future
- ◆ Recognize your choices
- ◆ Focus on the positive to free your emotions
- ◆ How to set personal boundaries
- ◆ Consider what your boundaries are
- ◆ Verbalize your needs
- ◆ Let others know what you need in your life
- ◆ Put consequences in place
- ◆ When boundaries are violated or ignored
- ◆ Discontinue the conversation
- ◆ Leave the area
- ◆ Refuse to answer
- ◆ Stand your ground
- ◆ Hold tight

How to Raise Your Emotional Intelligence

- ◆ Key Skills of Emotional Intelligence
- ◆ Rapid stress reduction
- ◆ Be aware of your physical response
- ◆ Analyze the stress-busting tactics
- ◆ Find uplifting pictures if you're a visual person

- ◆ Listen to inspiring music if you're an auditory person
- ◆ Emotional awareness
- ◆ Ability to connect to your emotions
- ◆ Become calm and focused in stressful situations
- ◆ Changes the way you experience emotions

Essential Keys for Commanding Your Emotions

- ◆ The emotional triad
- ◆ Your physiology
- ◆ How you use your body changes how you feel
- ◆ What you focus on
- ◆ It's up to you if you focus on the negative or the positive
- ◆ Your language
- ◆ Words have the ability to change how you feel
- ◆ How to Deal with Negative Emotions
- ◆ Avoidance
- ◆ Keeping away from situations that trigger negative emotions
- ◆ Denial
- ◆ Disassociating yourself from the negative emotions
- ◆ Learning about and using your negative emotions

How to Gain Emotional Control and Tackle Anger Management

- ◆ Understanding Anger
- ◆ Normal and healthy emotion
- ◆ Chronic anger is harmful to you and others
- ◆ Affects goal achievement, relationships, satisfaction in life
- ◆ The importance of anger management
- ◆ Anger impairs judgment
- ◆ Anger damages relationships
- ◆ Anger gets in the way of success
- ◆ Tips for managing your anger
- ◆ Know your warning signs
- ◆ Learn effective ways to cool down
- ◆ Deep breathing exercises
- ◆ Exercise
- ◆ Massage and stretch
- ◆ Remove yourself from the situation
- ◆ Seek professional help

Mastering Conflict Resolution with Emotional Intelligence

- ◆ Understand the cause of the conflict
- ◆ People disagree over both large and small differences
- ◆ Motivations
- ◆ Ideas
- ◆ Values
- ◆ Desires
- ◆ Perceptions
- ◆ How to perceive conflict
- ◆ Everyone perceives conflict differently
- ◆ Conflict resolution skills
- ◆ Quick stress relief
- ◆ Emotional awareness
- ◆ Conflict resolution and non-verbal communication
- ◆ Body language help convey deep issues
- ◆ Need to learn to pay attention to non-verbal cues
- ◆ Must put yourself in the shoes of others

Mastering Interpersonal Skills for Higher Emotional Intelligence

- ◆ Verbal communication
- ◆ Most used form of verbal expression
- ◆ Non-verbal communication
- ◆ Often underestimated and underrated
- ◆ Listening
- ◆ Enables you to interpret and respond to conversations
- ◆ Questioning
- ◆ Useful technique to help build listening skills
- ◆ Problem solving
- ◆ Being able to identify the problem
- ◆ Dissect the challenge to understand it
- ◆ Examine the options
- ◆ Determine strategy to solve the problem
- ◆ Social awareness