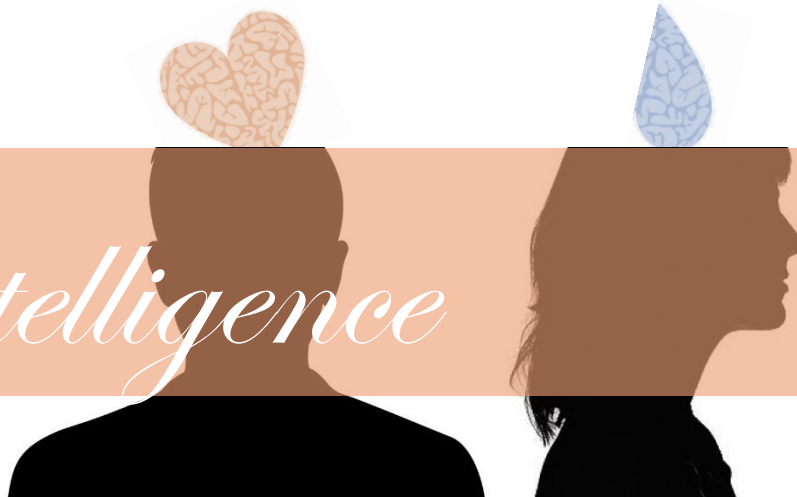


Emotional Intelligence



This is the ability to recognize, understand, and manage your own and others' emotions—it is a critical part of communicating and connecting effectively with others.



Recognize Emotions

Recognize Emotions by identifying what you or another person is feeling and labeling it. Find and use words that designate emotions and be specific: slightly disappointed, completely devastated, somewhat happy. Now consider how your body is reacting physically to an emotion. Heart pounding? Clenching your teeth? Getting teary-eyed? Physical responses provide clues. Pay attention to others' emotions: ask what s/he is feeling, notice emotion words used by others, and observe body language.



Understand Emotions

Understanding Emotions helps you determine why these feelings are occurring. Consider where the emotion comes from can help you think before you act. Empathy for another person, even if you haven't experienced that trigger emotion by imagining yourself in his/her shoes or recalling a similar experience. Empathy can help you respond appropriately.



Manage Emotions

Managing Emotions is a key step toward resolving interpersonal conflicts and restoring healthy connections. Count to ten; calmly let the person know that you are reacting intensely; take a brisk five-minute walk to blow off steam; use empathy to provide a compassionate response; ask the other person questions to try to understand his or her perspective; share similar experience; and/or instill hope that the situation can change.