

# EMOTIONAL INTELLIGENCE

Unite Scholars Program  
Soft Skills Training Module 2024



# WHAT IS AN EMOTION?

An emotion is a natural instinctive state of mind which derives from one's circumstances, mood, and/or relationships with others.

What are some emotions you can think of?

"People will forget what you said, people will forget what you did,  
but people will never forget how you made them feel."

- Maya Angelou





# List of Emotions

Confusion	Sad	Strong	Happy	Anger	Energized
Uncertain Upset Doubtful Uncertain Indecisive Perplexed Embarrassed Hesitant Shy Lost Unsure Pessimistic Tense	Depressed Desperate Dejected Heavy Crushed Disgusted Upset Hateful Sorrowful Mournful Weepy Frustrated	Sure Certain Unique Dynamic Tenacious Hardy Secure Empowered Ambitious Powerful Confident Bold Determined	Amused Delighted Glad Pleased Charmed Grateful Optimistic Content Joyful Enthusiastic Loving Marvelous	Annoyed Agitated Fed up Irritated Mad Critical Resentful Disgusted Outraged Raging Furious Livid Bitter	Determined Inspired Creative Healthy Renewed Vibrant Strengthened Motivated Focused Invigorated Refreshed





# WHAT IS EMOTIONAL INTELLIGENCE?



<https://www.youtube.com/watch?v=MbmLNr89L->

A

Please watch this short video that explains what emotional intelligence is and why it's so important to learn!



EMOTIONAL INTELLIGENCE (EI)  
IS THE ABILITY TO UNDERSTAND AND  
RESPOND TO YOUR EMOTIONS  
EFFECTIVELY IN ORDER TO PRODUCE  
DESIRED AND PRODUCTIVE  
BEHAVIOR.



# TRAITS OF THOSE WITH HIGH EI

- Open-minded
- Able to read body language
- Comfortable sharing feelings with others
- Recognize the importance of giving and receiving feedback
- Speaks openly, honestly, and directly
- Readily apologizes when wrong



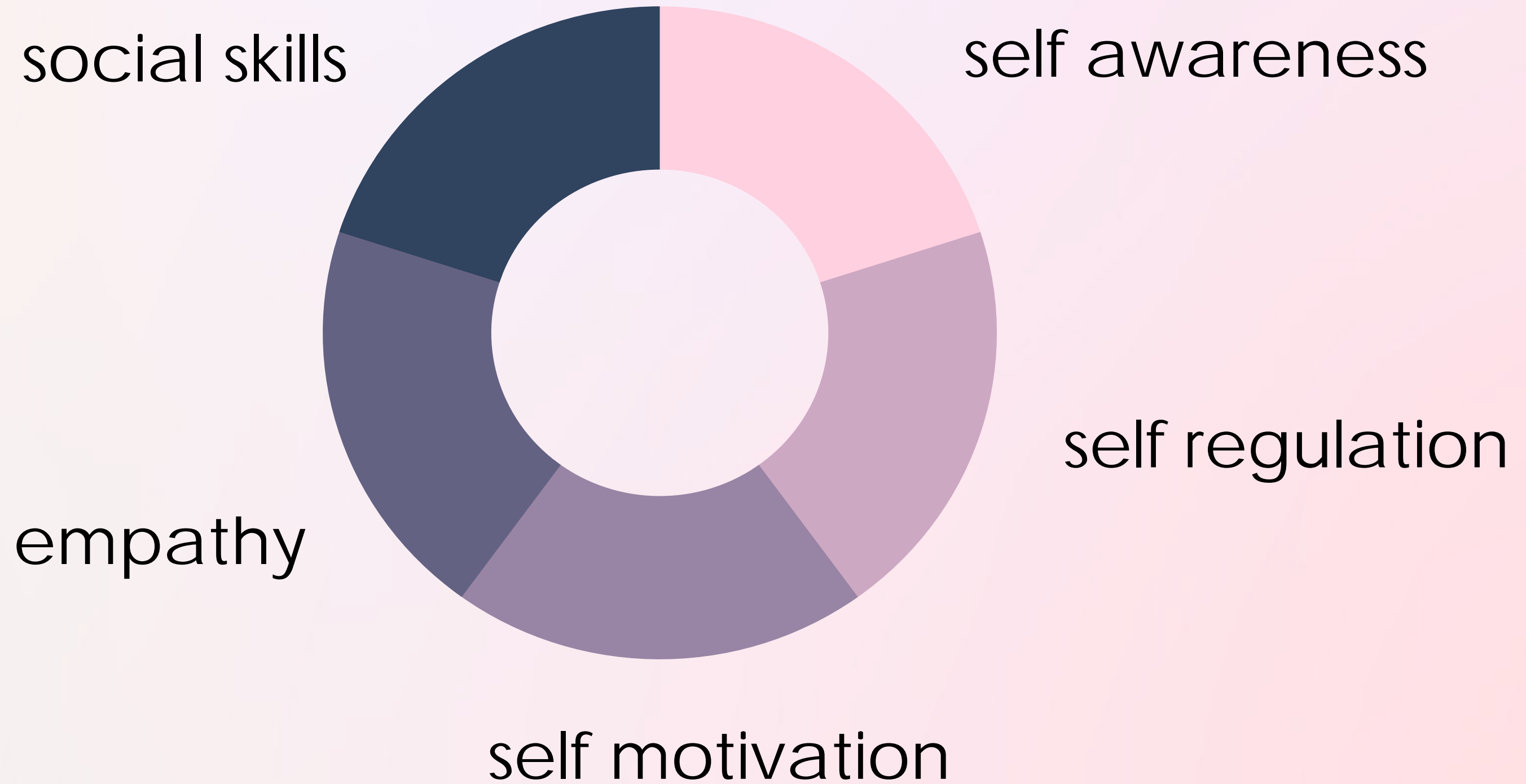
# WHY EI IS IMPORTANT?

- It helps build effective professional and social relationships.
- It makes you stand out as a high achiever.
- It makes you more likely to be successful in your career.
- It supports your health, both mentally and physically.
- It empowers you to manage difficult situations.

What are some other benefits of having high EI?



# THE 5 ELEMENTS OF EI





# 1. SELF AWARENESS





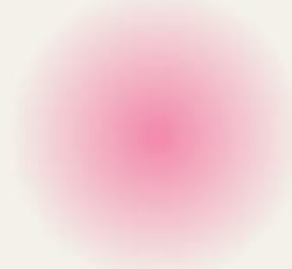
# WHAT IS SELF AWARENESS?

Ask yourself:

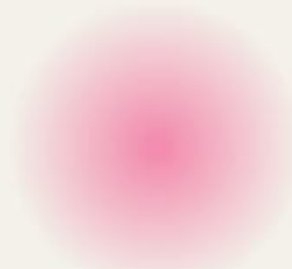
- What am I thinking?
- What am I feeling?
- What am I doing?



Understanding who you are and how you feel. How do you see yourself?



Recognizing that your emotions effect your actions, which impacts the emotions and actions of others.



Knowing where your strengths and weaknesses lie.

# Self Talk: What am I thinking?

Self talk combines conscious thoughts with built-in beliefs/biases to create an internal monologue throughout the day.

growth



VS.

fixed



"I'm having fun."

"I hate this."

"I am going to try  
my best."

"I am going to fail."

"Challenges help  
me learn."

"I can't do it."

People will respond to the same situation with different emotions because everyone has unique life experiences, biases, values, and beliefs.

It's critical to be aware of your self talk (your inner voice) in order to regulate emotions!

Don't assume the worst! Do your best to remain positive, even in stressful situations.



Repeating positive self-affirmations ("I love myself," "I am strong," "I am smart") is a great way to shift negative, fixed thought patterns into positive, growth thought patterns!



# A highly self-aware individual can confidently say:

“My feelings are clear to me at any given moment.”

“I am able to stand apart from my thoughts and feelings and examine them.”

“Even when I’m upset, I’m aware of what’s happening to me.”

“I know what I expect of everyone I meet.”





# How to improve your self awareness:



Ask loved ones:

“How do you perceive me?” This will shed light on how others interpret your responses and reactions to various situations.



Ask yourself:

- What are my triggers?
- What sets off my emotional responses?
- Do I know my strengths and weaknesses?
- Can I have a sense of humor about my own shortcomings?



Journal.

Take some time every day to write down how you are feeling and what thoughts you are having.



# 2.SELF REGULATION





# WHAT IS SELF REGULATION?

## Do

Remain flexible and comfortable with change

Hold yourself accountable

Manage conflict, and don't let it manage you!

Know your limits and feel comfortable saying no!

## Don't

Act on impulse

Compromise your values

Verbally attack others

Dwell on your mistakes and embarrass others

Self-regulation is the ability to control your emotions so they don't control you

While you cannot always control what happens, you can control how you react to any given situation.

\* \* \*

"Life is 10% what happens to you and 90% how you react to it."

- Charles Swindoll



# A highly self-regulated individual can confidently say:



“I can accept critical comments from others without denying, blaming, making excuses, or becoming angry.”

“I can control my urges to overindulge in things and behaviors that could damage my well-being.”

“I can maintain my composure, even during stressful times.”

# How to improve your self regulation:



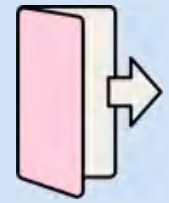
Practice being calm. Use deep breathing strategies and remain aware of your reactions.



Hold yourself accountable. Don't automatically blame others.



Understand your values. What is your "code of ethics?" If you know what's most important to you, you'll make the right choice.



Take a step back, and approach situations from a third-person perspective. What would a caring friend watching your behavior say?



# 3.SELF MOTIVATION





# WHAT IS SELF MOTIVATION?

## Examine your WHY

- Why am I in school?
- Why do I want to do become an XYZ after I graduate?
- Why do I want this job?  
How do I want to be of service to this company/organization?

Self-motivation refers to a personal drive to succeed, commitment to goals, ability to act on opportunities, optimism, and resilience.

Self-motivation goes beyond the need/want of money, fame, and/or recognition.

Intrinsic self-motivation comes from a person's high standards for the quality of his/her work and his/her desire to improve.



Write down a list of your reasons “why,” and refer to it whenever you need clarity or motivation.



# A highly self-motivated individual can confidently say:

“I follow my heart with everything I do.”

“I put 100% effort into all of my responsibilities and relationships.”

“I am confident that my hard work will pay off.”

“I am not worried about the opinions of others.”

“I focus on what could go right, rather than dwelling on what might go wrong.”



# How to improve your self motivation:



Know where you stand?  
Do you want to be a  
leader?



Keep hope and have faith.  
Challenges and failures are  
teaching moments, not the  
end of the road!



Re-examine your "why."  
Remember your love  
and initial desire to do  
what you're doing.

"Sometimes we're tested not to show our weaknesses but to discover our strengths."



# 4. EMPATHY





# WHAT IS EMPATHY?

## Reflection

Has there been a time when you felt that no one understood how you were feeling or why you were acting in a certain way?

How did that make you feel?

What do you wish others would have done for you at that time?

Empathy is the ability to understand and feel what someone else is going through.

It's like taking a walk in another person's shoes. Imagine... What does this person feel and what does he/she need for support?

Empathy enables you to be a safe space for other people's feelings, allowing them to express themselves without fear of judgement.



# A highly empathetic individual can confidently say:



“I lead with the desire to develop others on my team succeed and to allow them to feel truly heard.”

“I am able to give constructive feedback and calmly talk to those acting poorly. My goal is to understand the reasons for their actions.”

“I receive high levels of respect and loyalty from those around me.”

"Leadership is about empathy. It is about having the ability to relate to and connect with people for the purpose of inspiring and empowering their lives."

- Oprah Winfrey

# How to improve your empathy:

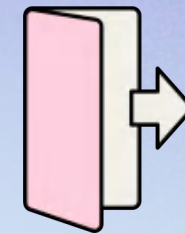
## Active Listening

To make sure that the person you're talking to knows you're listening, use these techniques:

When they are done speaking, rephrase what they've told you to show that you are fully listening and understand.

Get on their level, literally. Sit down next to them so they feel comfortable.

Ask open questions (not probing or leading ones) for clarity and further feedback.



Challenge yourself! By going out of your comfort zone and taking on new challenges, you will humble yourself and further your empathy for others.



Examine your biases and actively work to overcome them, so you can be there for everyone, no matter their circumstances.



Imagine yourself in another's position. What might they be feeling and experiencing, and how could you be of assistance/positive impact?



# 5.SOCIAL AWARENESS



# WHAT IS SOCIAL AWARENESS?

Pay attention to your peers and their...

- Body language
- Tone
- Dynamics

How can you improve the social environment?

The ability to manage relationships, build rapport, and find common ground with others.

The ability to understand others and to respond to their needs.

"The beauty of social awareness is that a few simple adjustments to what you say can vastly improve your relationships with other people."

- Travis Bradberry



# A socially-aware individual can confidently say:

“I am a good communicator.”

“I actively listen to other people and effectively respond to their needs.”

“I remain optimistic and utilize positive self-reinforcement often.”

“I monitor and mold the emotional climate I am in.”

“I want what is best for the group, not just myself.”

“I utilize effective conflict management skills that leave all parties involved with a satisfying solution.”





# How to improve your social awareness:



Pay extra attention to the details and social dynamics and to the feelings of the people who are around you.



Give compliments to others often! While it may feel nerve-wracking at first, it will make you and the other person happier and open doors to conversation.



Be open to asking for help: teamwork makes “dream work”! You are only one person, and you can’t do and be everything all the time.



# Emotional Intelligence Survey

Take some time to complete  
a survey to learn more about  
your emotional intelligence.

Be honest with yourself as you answer.



# Discussion Question

Reflect on and discuss your survey results with your peers. Where are your strengths? Where can you improve? What will you do going forward as a leader with emotional intelligence?



# THINK OF A TIME WHEN YOU WERE IN A DIFFICULT SITUATION?

How did you handle your feelings throughout that stressful situation? What did you do? Did you achieve your desired outcome? Yes or no, and why? Is there anything you wished you had done differently? How would you handle a similar situation moving forward?

*(These are very common interview questions that employers often ask to learn more about your EI!)*



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