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EMOTIONAL INTELLIGENCE

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WHAT IS AN EMOTION?

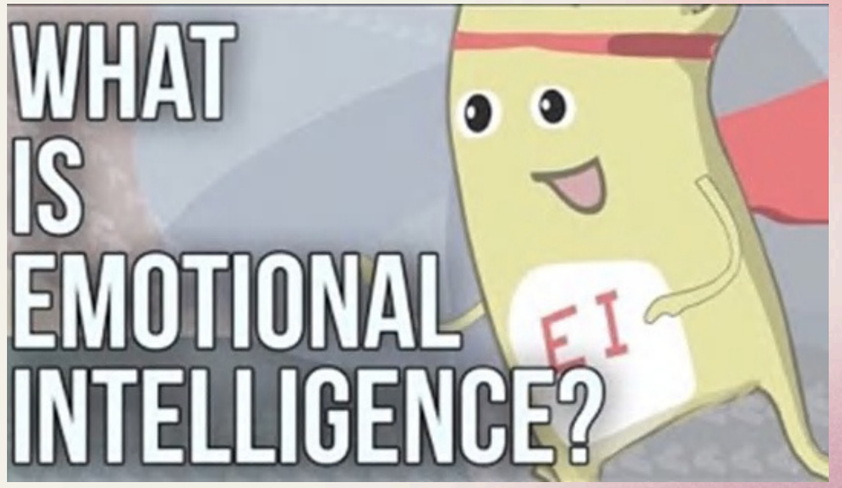
An emotion is a natural instinctive state of mind which derives from one's circumstances, mood, and/or relationships with others.

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*

WHAT IS EMOTIONAL INTELLIGENCE?

Emotional Intelligence (EI) is the ability to understand and respond to your emotions effectively in order to produce desired and productive behavior.



Please watch this short video (right) to learn about emotional intelligence and its importance.

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

English Study Here

LIST OF EMOTIONS

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

TRAITS OF THOSE WITH HIGH EI (EMOTIONAL INTELLIGENCE)

- 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.

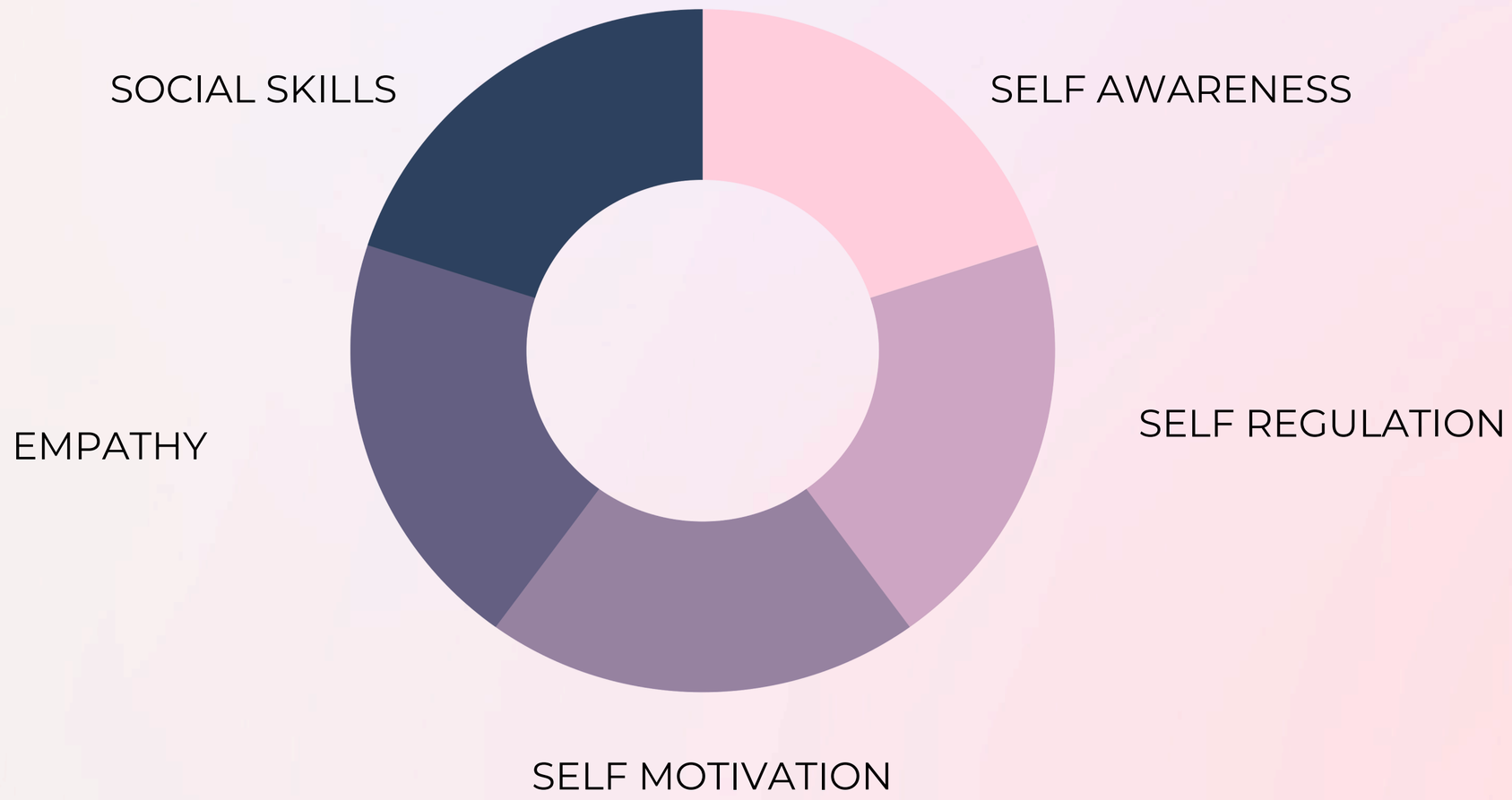


WHY EI IS IMPORTANT?

- 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



WHAT IS SELF AWARENESS?

ASK YOURSELF:

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



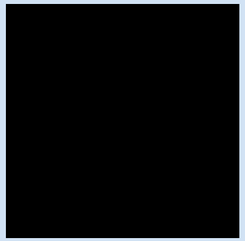
- Understanding who you are and how you feel. How do you see yourself?
- Recognizing that your emotions effect your actions, which impacts the emotions and actions of others.
- Knowing where your strengths and weaknesses lie.

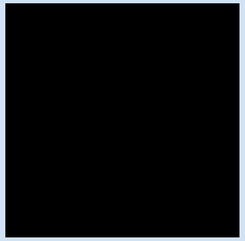


SELF TALK: WHAT AM I THINKING?

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 am going to try my best."

”Challenges help me learn."

"I hate this."

"I am going to fail."

"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 you 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 SELF AWARENESS



ASK LOVED ONES

“How do you perceive me?” This will shed light on how others interpret youresponses 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.

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

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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 SELF REGULATION



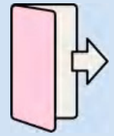
Practice being calm. Use deep breathing strategies and remain aware of your reactions.



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?

SELF MOTIVATION

EXAMINE YOUR <u>WHY</u>

- 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 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

SOMETIMES WE'RE TESTED NOT TO SHOW OUR WEAKNESSES BUT TO DISCOVER OUR STRENGTHS.

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 togive 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."

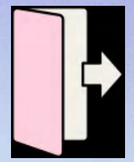
-Oprah Winfrey

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?

SOCIAL AWARENESS?

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

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

Pay attention to your peers and their...

- Body language
- Tone
- Dynamics

How can you improve the social environment?



"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.

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!)

SCENARIO #1

Njolo was a skilled project manager known for her calm demeanor and ability to handle high-pressure situations. One day, her team faced a major setback: a crucial report was accidentally deleted, jeopardizing their upcoming presentation to a key client. The pressure was immense, and Njolo's initial reaction was frustration. However, she took a deep breath, acknowledged her feelings, and reminded herself of the bigger picture. She gathered her team, calmly assessed the situation, and together they devised a plan to reconstruct the report. Njolo's ability to regulate her emotions and stay focused under pressure not only helped salvage the presentation but also inspired her team to handle crises with similar composure in the future.

QUESTIONS

1. How did Njolo's initial emotional reaction affect her ability to handle the situation?
2. What specific actions did Njolo take to regulate her emotions and focus on solving the problem?
3. How did Njolo's self-regulation impact her team and the outcome of the project?
4. What might have happened if Njolo had allowed her frustration to control her actions?
5. How can the strategies Njolo used be applied to your own situations requiring emotional self-regulation?

SCENARIO #2

Gangila was a dedicated gardener, tending to her garden each day with unwavering commitment. One day, she noticed that despite her best efforts, her roses were not blooming as vibrantly as she hoped. Frustrated, she sat down beside the garden and questioned her abilities. She wondered if her efforts were in vain or if she lacked the skill to make her garden flourish.

As she sat there, an elderly gardener named Mr. Collins approached and noticed her distress. He shared a story from his own experience: “When I first started gardening, my roses were dismal too. I learned that sometimes, the soil needs time to nurture itself, and so do we. Self-motivation is about understanding that growth takes time and involves a lot of patience. It's not just about pushing through; it's about learning from the process.”

Gangila took Mr. Collins' words to heart. She adjusted her approach, focusing on nurturing the soil and being patient with her plants. Over time, her roses began to bloom with a vibrant glow, and Gangila realized that her emotional resilience and self-motivation were keys to overcoming her challenges.

QUESTIONS

1. How did Gangila emotional state affect her motivation and actions toward her garden?
2. What lesson did Gangila learn from Mr. Collins about self-motivation and patience?
3. In what ways can the concept of nurturing oneself, as mentioned in the story, apply to personal goals outside of gardening?
4. How did Gangila’s approach to her garden change after reflecting on Mr. Collins' advice?
5. What might be some practical steps one can take to develop patience and resilience in the face of challenges, inspired by Gangila’s experience?



SCENARIO #3

Shinabi had just been promoted to team leader at her company. The transition was challenging; her new role demanded not just technical skills but also a deep understanding of her team's dynamics. She realized that her success depended on more than just her expertise—it required strong emotional intelligence.

On her first day, Shinabi noticed that Mako, a long-time employee, seemed withdrawn. Instead of diving straight into work, she decided to have a one-on-one conversation with him. She listened attentively as Mako shared his concerns about the recent changes and how he felt overlooked. Shinabi empathized with him, acknowledged his feelings, and reassured him that his contributions were valued. She worked with him to set clear goals and offered support to ease his transition.

Over the next few weeks, Shinabi made it a point to understand each team member's strengths and challenges. She held regular check-ins, encouraged open communication, and celebrated small victories. The team began to thrive, showing increased collaboration and morale. Shinabi's ability to connect with her team on an emotional level played a key role in this transformation.

SCENARIO #4

In the small town of Mpwale, there was a community garden that brought together people from all walks of life. Chikema, a new resident, was eager to join and help, but she noticed that interactions among the regulars were often strained. The garden was meant to be a place of unity, but gossip and unspoken tensions ran deep.

One Saturday, Chikema decided to observe rather than immediately dive in. She listened to conversations and noticed that a lot of the disagreements stemmed from a lack of understanding about each other's personal challenges. Old Mr. Thompson, who was always grumpy, had recently lost his wife. Logati, who seemed perpetually irritated, was struggling with health issues that made her short-tempered.

Realizing that understanding the personal struggles of others could foster compassion, Chikema started to engage in gentle conversations. She learned about their stories and began to share her own experiences. Slowly, the atmosphere in the garden shifted from one of tension to one of mutual support. By acknowledging and validating each other's emotions, the garden became a truly nurturing place.

QUESTIONS

1. What personal experiences or challenges might others around you be facing that you are not aware of?
2. How can you actively listen and show empathy in your interactions with others?
3. How are you making efforts to understand different perspectives and backgrounds in your community?
4. How do your own emotions and experiences impact your interactions with others?
5. What steps can you take to create a more supportive and understanding environment in your social or work settings?



SCENARIO #5

Mayaka was a girl who worked as a barista in a cozy café. She was known for her warm smile and attentive service. One rainy afternoon, a disheveled man named Tukulu walked in, drenched and looking distressed. Mayaka offered him a dry seat and a hot cup of coffee, sensing he needed more than just a drink.

As Tukulu sipped his coffee, he revealed that he had lost his job and was struggling to find hope. Mayaka listened intently, nodding and making empathetic remarks. She shared her own struggles with job uncertainty, relating her experience to his, which helped Tukulu feel understood and less isolated.

By the time Tukulu left, he seemed lighter and more hopeful. Mayaka’s simple act of empathy and understanding had made a significant difference in his day.

QUESTIONS

1. What motivated Mayaka to act with empathy towards Tukulu and how did her own experiences influence her response?
2. How did Mayaka’s listening and sharing of her own struggles contribute to Tukulu feeling understood and less isolated?
3. What specific actions did Mayaka take that demonstrated her emotional intelligence and empathy?
4. In what ways could Tukulu’s experience have been different if Maya had not responded empathetically?
5. How can the principles of empathy and emotional intelligence be applied in other everyday interactions to improve connections with others?





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