

# How To Develop *Emotional* Intelligence



**CHECKLIST**

## 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
  - ☐ Change stressors
    - ☐ Moving

- ☐ 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 to your ideals and values

## 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 triggers

- ☐ 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