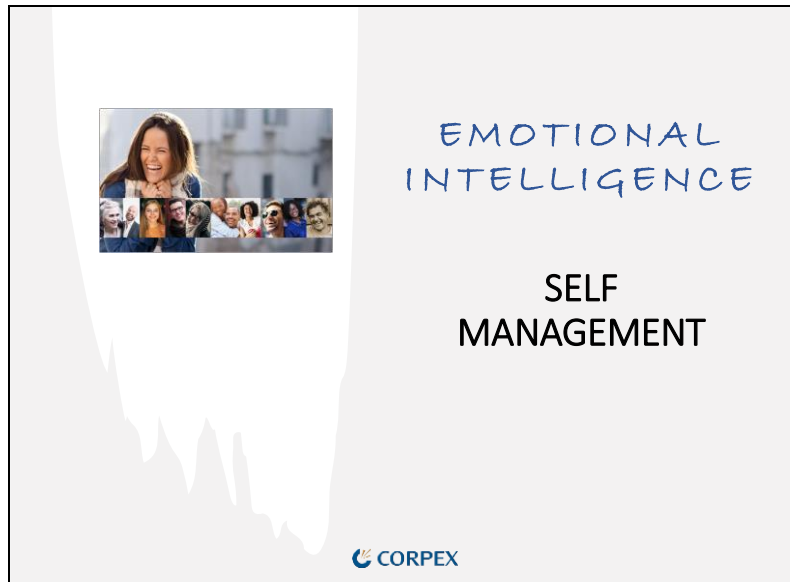


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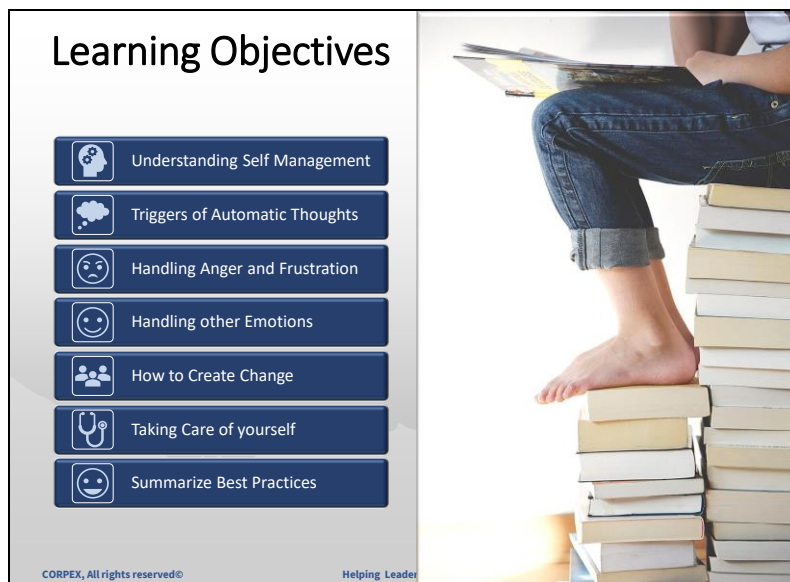


EMOTIONAL
INTELLIGENCE

SELF
MANAGEMENT

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Slide 2



Learning Objectives

- Understanding Self Management
- Triggers of Automatic Thoughts
- Handling Anger and Frustration
- Handling other Emotions
- How to Create Change
- Taking Care of yourself
- Summarize Best Practices

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UNDERSTANDING


SELF MANAGEMENT



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4 Aspects of Emotional Intelligence

	SELF	SOCIAL
AWARENESS	SELF-AWARENESS <ul style="list-style-type: none">❖ Understand your emotions❖ Realize how you behave❖ Finding your triggers❖ Being curious about impact❖ Being honest & transparent	SOCIAL AWARENESS <ul style="list-style-type: none">❖ Gaining wider perspective❖ Having empathy for others❖ Actively listening❖ Reading body language❖ Being supportive
REGULATION	SELF-MANAGEMENT <ul style="list-style-type: none">❖ Aligning to your values❖ Skill to control your reactions❖ Adaptability to change❖ Positive attitude to keep going❖ Achieving results	RELATIONSHIP MANAGEMENT <ul style="list-style-type: none">❖ Develop & influence others❖ Being a change catalyst❖ Willing to handle conflict❖ Creating tight bonds & teams❖ Celebrating with others



From Daniel Goleman's EI Model

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Most Common Emotions

TECHNICOR Negative Emotions		TECHNICOR Positive Emotions		ALL CLIENTS			
				Negative Emotions	Sep-23	Positive Emotions	Sep-23
Frustrated	7	Happiness/Joy	14	Frustrated	41%	Happy/Positive/Joy	40%
Bad/Lonely	7	Excited	7	Angry	24%	Satisfied/Content	10%
Stressed	5	Content	6	Anxiety/Worry	18%	Peace/Calm	8%
Lack of Motivation/Apathy/Bored	5	Relaxed	4	Bad/Hurt/Depressed	16%	Excited	8%
Angry	4	Satisfaction	3	Stressed	14%	Pride	6%
Anxiety/Worry	4	Relieved	2	Tired/Impatient/Annoyed/Grumpy	14%	Encouraged/Engaged	6%
Disappointed/Discouraged	3	Peace/Complete	2	Fear/Scared	13%	Loved/Blessed	3%
Fear/Panic	2	Pleasure/Enjoyment	2	Overwhelm	11%	Confident	3%
Scared	2	Calmness	1	Disappointed	8%	Relief	3%
Annoyed/Irritated	2	Successful	1	Lost/Empty/Lack of Motivation	8%	Hope	2%
Overwhelmed	2	Patient	1				
Confused	2	Mortal	1				
Lack of Patience	2	In Control	1				
Depressed/Empty	1						
Tired/Exhausted	1						
Nervous	1						
Home sick	1						
Hurried	1						
Stubborn	1						
Doubtful	1						
Too much thinking	1						

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SELF MANAGEMENT

**Controlling your emotions & behaviors
according to the situation to get the results you want.**

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Triggers of Automatic Thoughts

<p>Fairness</p> <p>Unfair treatment compared to others.</p>	<p>Status</p> <p>How you are seen.</p>	<p>Uncertainty</p> <p>Unclear instructions, expectations or future.</p>
<p>Autonomy</p> <p>Powerless to make decisions. Lack of control.</p>	<p>Relationship</p> <p>Hard to connect with values or vision.</p>	

[Automatic Thoughts Video](#)
4.51 mins

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The Weight of Stress

The moral:

If you still feel the weight of yesterday's stress ...

It's a strong sign that it's time to put the glass down.


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TRIGGERS OF
AUTOMATIC THOUGHTS



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Automatic Thoughts



Images, words or feelings appearing in response to a trigger.

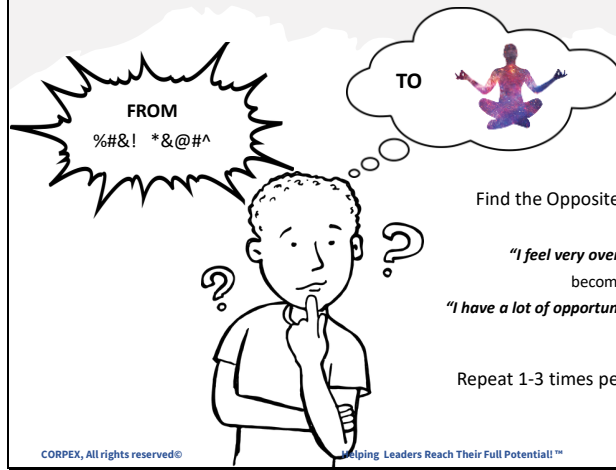
Reflex reactions from beliefs about yourself, others or the world in general.

Automatic Negative Thoughts (6-5 min)

Write down any AT's you had this week.

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Controlling Automatic Thoughts



FROM
%#&! *&@#^

TO

Find the Opposite of your AT's.

"I feel very overwhelmed."
becomes
"I have a lot of opportunities in front of me."

Repeat 1-3 times per day for 21 days.

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Let's extend this

What Bothers You?	
Negative	Positive
I have so much to do, it is very overwhelming.	I have a lot of opportunity and should just focus on one thing at a time.
Future Outcomes	
I will become more stressed and eventually give up.	I can feel good about finishing one thing and then focus on the next priority.

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Consider your Emotions!

An old Cherokee Chief was teaching his grandson about life.



"A fight is going on inside of me. "It's a terrible fight and it's between two wolves."

One wolf is evil, anger, envy, sorrow, regret, greed, arrogance, guilt, resentment, lies, and ego."

The other is good, joy, peace, hope, humility, kindness, empathy, compassion, generosity, truth, compassion and love."

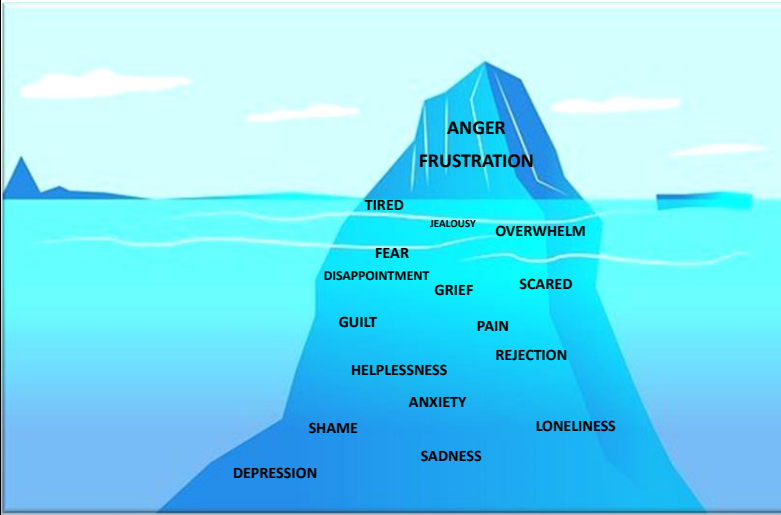
"The same fight is going inside of you and every other person."

The grandson then asked his grandfather, "Which wolf will win?"
The old Chief simply said ...

"The one you feed."


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What don't we see?



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**HANDLING
ANGER & FRUSTRATION**




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Anger or Frustration

[The Roots of Anger in the Workplace](#)

INCREASE TIME BETWEEN TRIGGER AND RESPONSE

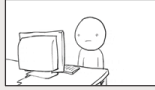
- **Watch for Tension**
Tight chest, tense shoulders, quick breathing, flushed face.
- **Pause & breathe**
Repeat, "It's going to be ok." or ask, "What is this trying to teach me?"
- **Get Clarity**
What is triggering you?
- **Change Your Surrounding**
Consider a nap, talk a walk or do something relaxing.




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Anger or Frustration

- **Try on different shoes**
Consider their story vs yours? Is either true? Other explanations?
- **Get it off your chest**
Write down your thoughts. How did you contribute to the situation?
- **Communicate**
Talking it out allows you to consider the facts, not just the emotion.
- **Look for the consequences**
Who will it hurt if you act out and what outcome do you want?
- **Give up Control**
Is something beyond your control? A goldfish only has a 4 second memory.
- **Make lemon aide**
Look for the good. Consider what the situation has taught you about yourself or others.







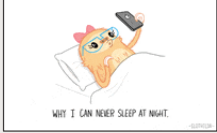

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HANDLING OTHER EMOTIONS







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HANDLING EMOTIONS

<p>HURT OR DISAPPOINTED</p>  <p>Infuse positivity right away. Read thank you notes. Do something you are good at.</p>	<p>FEELING JUDGED OR INSECURE</p>  <p>Focus on strengths, Repeat positive mantra. <i>"We both have our own approach and that's ok"</i></p>
<p>WORRIED AND CAN'T SLEEP</p>  <p>Journal your worries, Use a sleep App., Soothing playlist linked to positive memories.</p>	<p>SAD, DEPRESSED OR LONELY</p>  <p>Take a walk, ride a bike, cooking, read + books, get a massage, a good movie, adult coloring, reach out to others.</p>

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HANDLING EMOTIONS

<p>WAKE UP IN BAD MOOD</p>  <p>Do something nice for yourself or give yourself a treat. Anything that comforts you.</p>	<p>PROCRASTINATING</p>  <p>Stand up & move your body. Get fresh air. Stretch. Then do just ONE thing!</p>
<p>OVERWHELMED OR OVERLOADED</p>  <p>Stop, pause & breathe to reduce tension & stress. Get oxygen in your brain. Tackle one thing at a time.</p>	<p>END OF YOUR ROPE</p>  <p>Take a break. Do something you love (hobbies). Have everything ready so you can act quickly.</p>

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HOW TO
CREATE CHANGE



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But how Can I Change?

		
<p>1</p> <p>Change your WORDS...</p>	<p>2</p> <p>Change your BODY...</p>	<p>3</p> <p>Change your FOCUS...</p>

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CHANGE YOUR WORDS

Look back at what you journaled so far.

What words did you use?

Annoyed	OR	Curious
Sad	OR	Reflective
Worried	OR	Concerned
Scared	OR	Wondering

DOUBT

"I was so **upset** from the feedback." *BECOMES* "I am **curious** about what they said."

"It **frustrated** me to hear the feedback" *BECOMES* "I will **reflect** on the feedback."

2.3 mins [The labels we carry](#)

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USE our Words

A person who **FEELS** lot...

A person who **THINKS** too much ...

A person who takes things **PERSONALLY**...

When you I feel ...
*When you argue with me,
I FEEL that I am disappointing you.*

When you I think ...
*When you argue with me,
I THINK that I am always wrong.*

When you I believe ...
*When you argue with me,
I BELIEVE that I am stupid.*

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CHANGE YOUR BODY

MOVING = ENERGY

- Walking
- Muscle tension & release
- Dynamic stretching
- Cardio
- Yoga/Meditation
- Improve your Diet



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CHANGE YOUR FOCUS



What do you really want?
Visualize yourself doing it.

Set a daily intention.
Put a reminder you will see every day.

High Five yourself and GO.

- Use the 5 Second Rule (Mel Robbins).

[How To Control Your Mind - 5 Second Rule by Mel Robbins](#)



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WANT TO CHANGE?

Create **URGENCY**


I **CAN** change now.

I **MUST** change now

I **MUST** change **NOW!**

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HELP OTHERS CHANGE?

- Find what they care about.
- Determine their strengths.
- Ask questions to get them thinking.
- Teach them to do something that feel good.
- Work as a team.
- Provide small incentives
- Help them move from pain to pleasure.

5:60 mins
[How to Change People Who Don't Want to Change - The Behavioral Science Guys](#)

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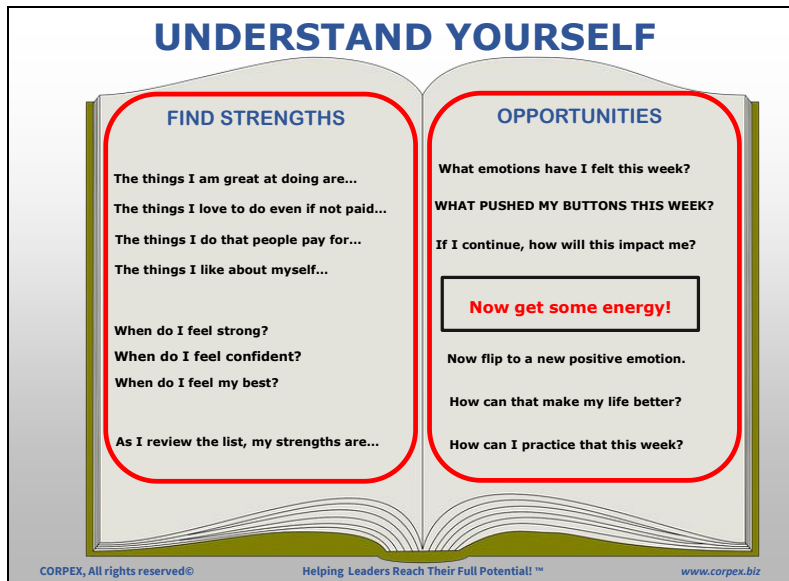


REMEMBER

SELF CARE

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UNDERSTAND YOURSELF

FIND STRENGTHS

The things I am great at doing are...

The things I love to do even if not paid...

The things I do that people pay for...

The things I like about myself...

When do I feel strong?

When do I feel confident?

When do I feel my best?

As I review the list, my strengths are...

OPPORTUNITIES

What emotions have I felt this week?

WHAT PUSHED MY BUTTONS THIS WEEK?

If I continue, how will this impact me?

Now get some energy!


Now flip to a new positive emotion.

How can that make my life better?

How can I practice that this week?

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Remember Self Care

"To feel bad, you need to delete all the good things in your life."



"To feel great, you have to delete the things you could feel bad about."

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Enhance Visual Sensations

- Flowers
- Candles
- Museum
- Architecture
- Stars
- Park




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Listen to the Sounds

- Energetic music playlist
- Sing or hum
- Listen to birds
- A running river
- The ocean
- The wind



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Smell the Variety

- Favorite cologne or perfume
- Lemon water
- Cinnamon
- Smell the roses




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Savor your Food

- Eat slower
- Whip cream in coffee
- Chew favorite gum
- Splurge on dessert



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Feel the Textures

- Have a bubble bath
- New crisp sheets
- Pat cats or dogs
- Soak your feet
- Hug someone
- Sit on a bean bag chair



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LEARNING SELF CONTROL

Body scan for tension	Learn self soothing
Breath & count to 3	Find strengths 3X more than weaknesses
Recognize your triggers	Learn constructive conflict
Reframe negative self talk	Look for mentors

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BECOMING MORE SOCIAL

Schedule	Learn one new thing about each person
Be honest about your biases	Get moving!
Start a walking club	Join a social group
Volunteer	Find your people!



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TAKE MASSIVE ACTION


Create a short goal list	Journal for trends
Use 5 second rule	Share your goals with others
Learn from mistakes	Remember plans can change
Set healthy boundaries	Praise & reward yourself

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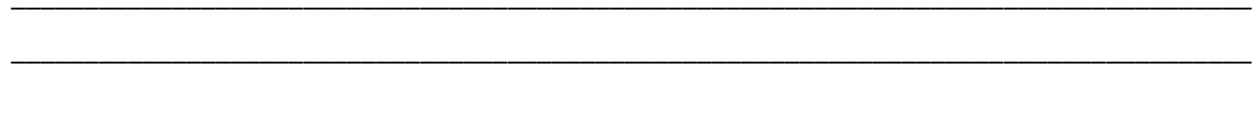
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Try a weekly Reflection Journal

- What did I do well this week?
- What motivated me the most?
- Which areas pushed my buttons?
- Did I upset someone this week?
- What do I still need to work on?



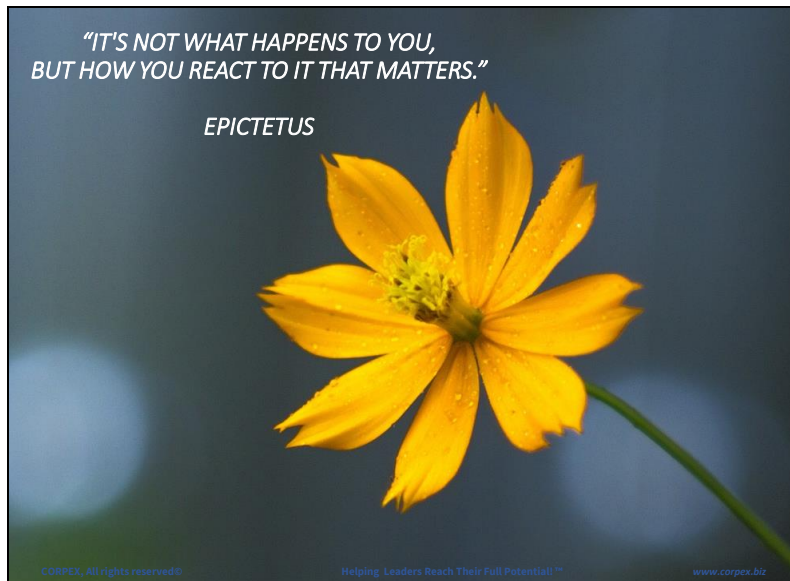
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Making Sure we Understand

WHAT IS THE DEFINITION OF SELF MANAGEMENT?

A) CONTROLLING MY EMOTIONS & BEHAVIORS
B) CONTROLLING OTHERS EMOTIONS AND BEHAVIORS

A

ON THE ICEBERG OF ANGER & FRUSTRATION, WHAT OTHER EMOTION COULD BE HIDDEN?

A) HAPPINESS B) FEAR C) CALMNESS D) CONFIDENCE

B

WHICH IS THE BEST WAY TO RESPOND TO SOMEONE WHO UPSET YOU?

A) WHEN YOU ARGUE WITH ME, I FEEL THAT I AM DISAPPOINTING YOU.
B) WHY DO YOU ALWAYS ARGUE WITH ME AND MAKE ME FEEL BAD?

A

WHICH OF THESE IS AN ACT OF KINDNESS?

A) PAYING FOR THE COFFEE IN BEHIND YOU AT THE COFFEE SHOP.
B) TELLING SOMEONE THEY ARE DOING THEIR JOB WRONGLY.
C) IGNORING A BAD BEHAVIOR.

A

IT IS IMPOSSIBLE TO INFLUENCE OTHERS TO CHANGE.

A) TRUE B) FALSE

B

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