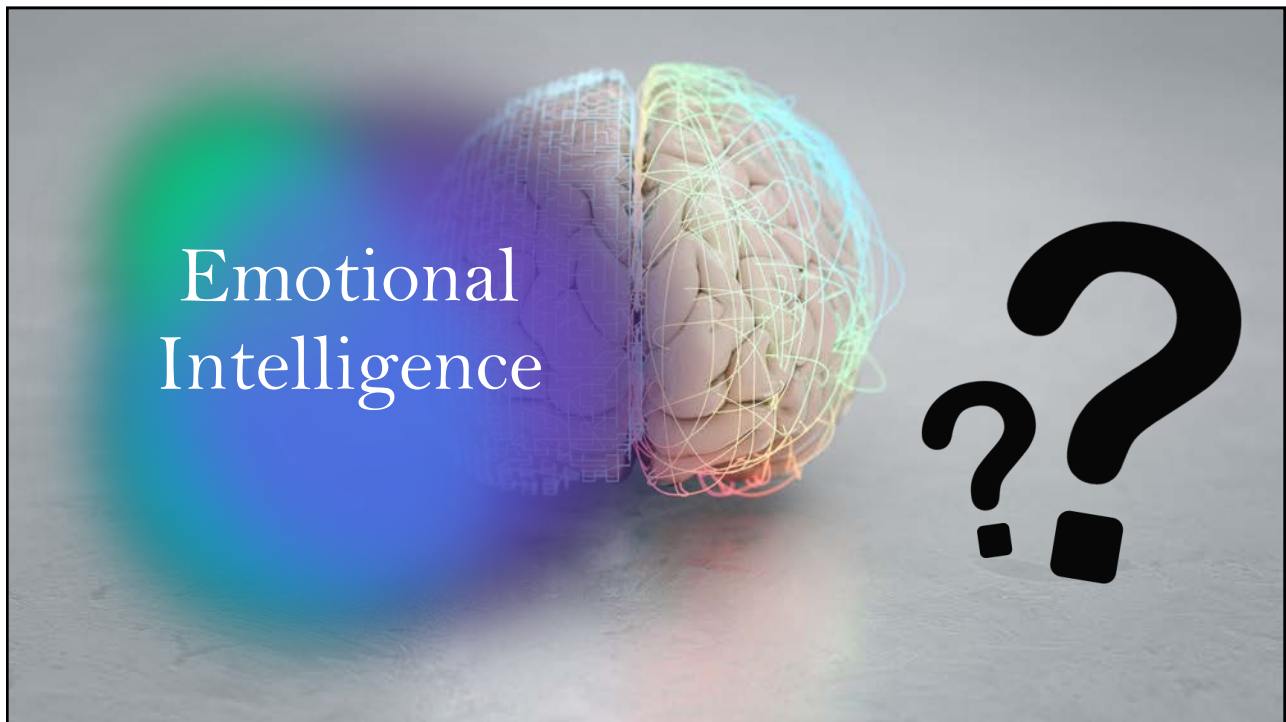




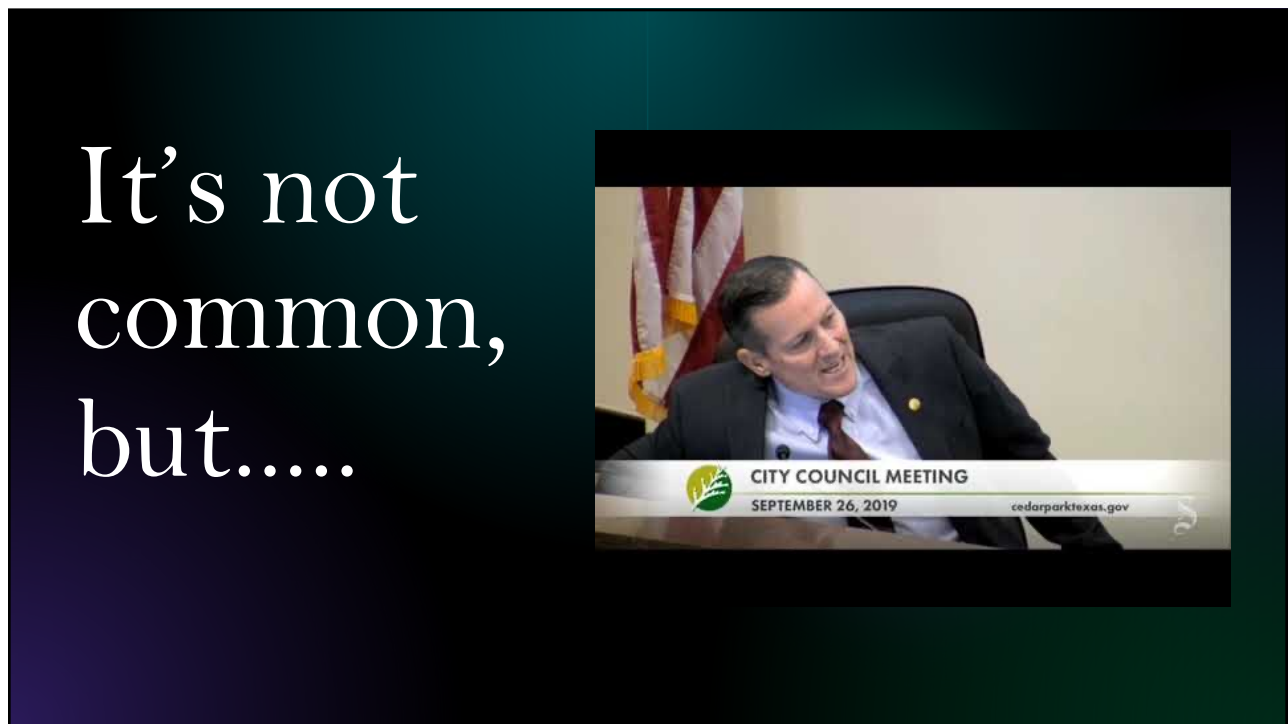
1



2



3



4

It's not
common,
but....



5

What are
Emotions?

- a natural instinctive state of mind deriving from one's circumstances, mood, or relationships with others.



6

The ability to understand, use and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and diffuse conflict.

Summary: Emotional intelligence is the ability to recognize your emotions, understand what they're telling you, and realize how your emotions affect people around you.

Emotional Intelligence

7

Benefits of developing EI



Overcome difficult situations



Express yourself clearly but warmly



Build better relationship



Keep your emotions under control



Communicate mutual respect



Avoid skewed thinking



Say the appropriate thing at the right time



Increase your own well-being

8

Steps to Managing your emotions



PUSH THE PAUSE
BUTTON



ACKNOWLEDGE
THE EMOTION



IDENTIFY WHAT
YOU'RE FEELING.



THINK THROUGH
YOUR OPTIONS.



RESPOND
(DON'T REACT!)