



MODULE 3: FOUNDATIONAL WORK SKILLS



*Emotional
Intelligence*

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ARISE EMPLOYMENT READY PROGRAM





What is emotional intelligence?

If you want to advance in your work, you must first understand and enhance your emotional intelligence. You'll not only benefit personally by improving your performance, but you'll also create great relationships with others.

When we talk about emotional intelligence, we're actually talking about two things:

- understanding and expressing our feelings, and
- interacting with others with empathy

In our psychological make-up, we also have personalities and IQ, which measures general intelligence. Emotional intelligence is a part of all three of these. All three work on their own but work together to help us solve problems and make decisions. So, no matter what kind of person you are or how smart you are, you can be high on the emotional intelligence scale.

Developing your emotional intelligence can help you do better at work and in your personal life, as well as improve the relationships you build. You just have to learn and practice the skills.



Managing emotional intelligence

Emotional intelligence is measured by looking at four things:

1. Being aware of emotions (self-awareness)
2. Expressing emotions (self-management)
3. Controlling your emotions (social awareness)
4. Handling relationships with others effectively (relationship with others)

How do we manage our emotional intelligence?

Emotional reactions are quite fast. Developing awareness of our emotional reaction process requires a lot of work. Knowing how our emotional response system works is the first step.

Our rapid thinking can come in handy on a daily basis, allowing us to make quick judgments and complete activities with ease. However, this mode of thinking may often keep us stuck in a rut, forcing us to make conclusions based on biases and assumptions when there may be a better way to evaluate the data.

There will be times when we need to stop this automatic thought process and slow down our thinking in order to change our judgement, reinterpret situations, and change our response all to get the most out of a situation, so we need to do this.

When you want to control your emotions and improve your emotional intelligence, you need to do two things first. Acceptance comes first. Second, you need to be able to slow down your reactions.

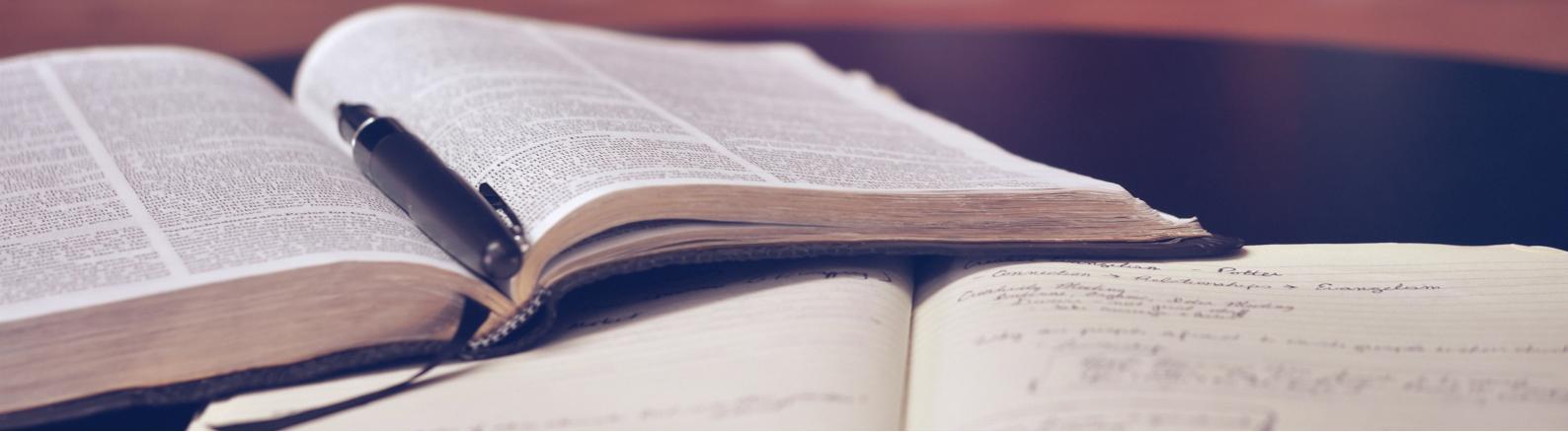


Understanding your EQ

Starting with figuring out how you feel is the first step. The way you think and act in the world will be influenced by how you feel. To control how you interact with other people and see the world in general, it is important to be able to recognise your own emotions.

To get a better sense of your emotional intelligence, think about past difficult situations that you've been in and think about how you played a role in the situation and how the situation turned out. In fact, it's good to think about a lot of difficult things you've had to deal with, but only one at a time.

Take a moment to think about three difficult situations you've had in the last six months. Reflection is an important part of learning about your emotions and becoming more aware of your own emotions and feelings. A good idea is to do this reflection a lot after you have a difficult experience because it is this time that will help you grow your emotional intelligence in the long run.



Dealing with stressful situations

Have you ever regretted something or thought you could have done things better when you looked back? In the heat of the moment, most of us act quickly. As a result, you can take control of your thoughts, feelings, and emotions by following a simple process. This process will help you act in a way that makes the most of every difficult situation you find yourself in, but most people don't know this.

1. Step back when you feel like your emotions are getting the best of you and you could be more objective. One of the best things you can do is figure out when this is happening.
2. When you start to feel emotions like anger or fear, try to give yourself some time to calm down, unless it's very important to act quickly, like in a crisis. Take 60 seconds to get out of the situation take a few deep breaths, then come back in.
3. Let yourself rest. You should have had some time to yourself, even if it was just for a minute.
4. Take a look at yourself and thoughts. Do you think there is a better way to look at the situation that will help you?
5. Decide how you want to act in response. Even if your first thought was right, you might change your mind. You may decide to take a different path now that you know which one is best for you. Either way, you can now act in the way that is best for you.