

## EMOTIONAL INTELLIGENCE - CONTROL OF EMOTIONS

Ability to control your emotions in any type of situation, increases your emotional intelligence. We'll be going through different situations. You'll be self rating your control of emotions. This exercise can help guide what situations may need to further dive into and develop emotional control.

### SELF RATING SCALE

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This is the grading scale you will be utilizing for each situation regarding your difficulty controlling emotions.

0 - Neutral: Calm or indifferent

1 - Little Heightened: Little insert of emotions but easily managed or calmed down and isn't affecting my response

2 - Some Heightened: Some response with emotions lightly leading

3 - Heightened Emotions: Clear emotions are playing a role in response back

4 - Strong Heightened: Strong emotions where they're strongly leading response back

5 - Other - Share your own observed response when situation arises. i.e. shut down, lose all control

### SITUATIONS

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These situations below are a sliver of the different situations out there employees can handle on a daily basis. Inserting more common situations for your team or yourself are encouraged on this exercise to receive the best self reflection.

Differences of opinion with you and a colleague.	0	1	2	3	4	5
Other:						
Colleague was rude to you.	0	1	2	3	4	5
Other:						
Colleague(s) didn't include you in a situation.	0	1	2	3	4	5
Other:						
A colleagues is being recognized.	0	1	2	3	4	5
Other:						
You're being micromanaged or over explained.	0	1	2	3	4	5
Other:						
Someone appears to dismiss you.	0	1	2	3	4	5
Other:						
A confrontation begins to happen between you and a colleague.	0	1	2	3	4	5
Other:						
Someone gives you feedback.	0	1	2	3	4	5
Other:						
Colleague is not completing their tasks on time or to certain standards.	0	1	2	3	4	5
Other:						
A colleague is not being direct in their communication and taking significant time to get to their point.	0	1	2	3	4	5
Other:						

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### SELF AWARENESS

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Self awareness is a component of emotional intelligence and is important to grow. We encourage after completion of the self reflection in the situations, to ask a or multiple colleagues how they view you are controlling your emotions in these situations. See if there are any discrepancies.

Be mindful if asking a colleague where you're their leader. Depending on level of comfort, results can be skewed. If wanting a staff member you're leading to view, consider it to be anonymous to encourage more honest feedback. Or select a peer level colleague instead.

### REFLECTION

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#### Productive Response Examination

Once your self reflection and self awareness exercises are complete, go through each situation. When your emotions were leading more in situations, what would be a more productive response instead?

#### Self Reflection and/or Discussion Questions

As a group or on your own, reflect on your responses and any themes occurring. Optional questions are below.

- Are there goals you can create to help assist with development in certain themes identified? If so, what could they be?
- What was learned when a colleague(s) shared their view on you controlling your emotions in these situations? Were there discrepancies? Were you surprised by anything?
- Did you find any key themes when self reflecting on the situations?
- Are there other situations you reflected on outside of the ones on this exercise? What were they and did they provide additional insight?
- What's one take away from this exercise?
- What support would be helpful for you to continue to grow with controlling emotions? What about self awareness with emotions?

#### Management Lens Questions

Note: Management lens questions should be discussed when someone has people management responsibilities.

- Do you notice a response difference with emotions when speaking to your leaders, peer level colleague vs. subordinates?
- Are there certain management situations that tend to cause more emotions to lead in response?
- How impactful do you think your management of emotions are to staff you're leading?
- What support from your leader can help with your and your teams growth in this area?
- Where can you grow as a leader with your emotional control?