

Conflict Management Group

Group 5 Emotional Intelligence

There are all kinds of “smarts.” Name them:

We all know “some” people who are really good at relationships.

- They always know just what to say
- They never “loose” it in anger
- They’re caring and considerate

What do they “have” that makes their life work so good?

In terms of satisfying relationship both at home and in public
“Emotional Intelligence” is a must!

What IS it?

Emotional Intelligence is:

- The ability to recognize your feelings (angry, frustrated, mad, etc.)
- The ability to understand “what” your feelings are telling you
- The ability to realize how your feelings affect people around you
- The ability to recognize and understand the feelings of people around you

What makes up Emotional intelligence?

1. Self Awareness

- Able to recognize what you feel “right now”
- Able to control what you are feeling “right now”
- Able to manage your feelings so they don’t get “out of control”
- Able to take an honest look at themselves
- Able to know personal strengths and weaknesses

2. Self-Regulation

- Able to control emotions and impulses
- Able to stop themselves before they get too angry or too jealous
- Able to avoid impulsive and careless decisions and actions
- Able to “think” before they act
- Able to say “no” (in a nice way) when it is not a “good” for them
- Able to “listen” and not talk over or faster than others

3. Motivation

- Willing to avoid immediate satisfaction for greater gains later
- Willing to be challenged and very productive
- Willing to take the effort to do things “right” the first time around

4. Empathy

- Able to identify (relate with) and understand the wants, needs, and point of view of others.
- Able to recognize the feelings of others
- Able to really “listen” to what others are saying (behaviors too)
- Able to avoid judgments and criticisms of others
- Able to be honest with others (no masks)

5. Social Skills

- Usually pleasant to be around
- Usually call positive attention to others first – and then themselves
- Willing to help other people “shine” without feeling jealous
- Know how to “express” personal thoughts and feelings
- Knows how to “listen” to others thoughts and feelings
-

These folks have positive and satisfying long term relationships.

Nest group we’ll talk about HOW to develop these qualities in your life.

Ticket 1:

Welcomed Conflict Management group this morning and opened session with the Serenity Prayer. Introduced the topic of "emotional intelligence" and how this is so important for growing quality relationships. Discussed/processed what emotional intelligence is and that it consists of:

1. Self Awareness
2. Self Regulation
3. Motivation
4. Empathy
5. Positive social skills

Explained the meaning of all of these elements.

Plan:

- Continue encouraging positive conflict management in increased personal awareness.
- Discuss strategies to improve emotional intelligence.

Individual Note:

Client asked very good questions and made appropriate comments.

Ticket 2:

Welcomed Healing Harmony- Conflict Management group this morning and opened session with the Serenity Prayer. Continued discussion of the topic of "emotional intelligence" and how this is so important for growing quality relationships. Continued discussion and illustration in everyday life of "emotional intelligence" and what this looks like:

1. Self awareness – reviewed with examples
2. Self Regulation – defined and examples provided
3. Motivation – defined and discussed
4. Empathy – defined and discussed
5. Positive social skills – defined and discussed

Group then "mind-mapped" the term "emotional intelligence" and participants seemed surprised at how much they knew about applying emotional intelligence in their lives.

Plan:

- Continue encouraging positive conflict management and increased personal awareness.
- Begin discussion of strategies to improve one's emotional intelligence.

Asked very good questions and provided personal examples of many pointed discussed/processed with group. Positive attitude.