

## **Conflict Management Group**

### **Group 6     Improving your Emotional Intelligence**

**Emotional Intelligence can be “learned” and improved on.**

Some Strategies to “get better” or improve your emotional intelligence.

#### **1. Pay attention to how YOU react to other people.**

- Stop yourself from making judgments of what others are saying or doing.
- Stop yourself from gossip (cha dee).
- Ask yourself – “what are the facts here?”
- Try and put yourself in their place.
- Ask yourself “what do they want from me?”
- Are you really listening to what the other person is saying – or are you thinking about your own argument?

#### **2. Look at your work, school, peer, or home environment.**

- Do you seek attention for everything you do?
- Humility is wonderful quality - and it doesn't mean that you're shy or lack self confidence.
- With humility, you say that you know what you did and are confident about it. You don't have to brag.
- Let others “shine” when they deserve to do so – watch out for jealousy.

#### **3. Do a self-evaluation every day.**

- Do you think over how you related with others today?
- What could have gone better?
- What do you want to do differently tomorrow?

#### **Examine how you react to stressful situation.**

- Do you become upset because things don't go your way?
- Do you blame others or become angry at them, even when it's not their fault?

- Are you able to stay calm and in control of your thoughts/feelings when things don't go the way you want them to?

**4. Take responsibility for ALL your actions and decisions.**

- If you hurt someone's feelings – apologize directly.
- People are usually more willing to forgive and forget if you make an honest attempt to make things right.

**5. Examine your actions.**

- If your decision impacts others, put yourself in their place.
- What would it be like to “walk” in their shoes?

**Ticket:**

*Welcomed Healing Harmony - Conflict Management group this morning and opened session with the Serenity Prayer. Group focus this morning is on understanding a variety of "strategies" to improve one's emotional intelligence. Discussed/processed were:*

- 1. Paying attention to how YOU react to other people.*
- 2. Being aware of work, school, peer or home environment and how one reacts here.*
- 3. Daily self-evaluation to increase personal awareness.*
- 4. Take responsibility to all actions and decisions.*
- 5. Examine choices/behaviors/actions for appropriateness.*

*Group participated actively with each other and seemed to enjoy the topic and ideas presented.*

**Plan:**

- *Continue encouraging positive assertive interactions with peers and significant others.*
- *Present/discuss common ways of arguing that never work and never improve relationships.*

**Individual Note:**

interactive with peers. Will speak up – overcoming shyness.