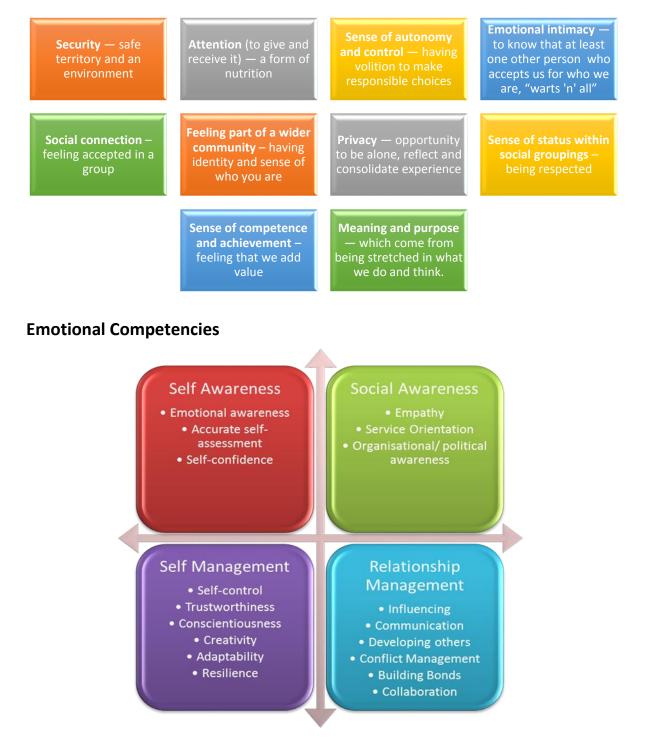
KEY POINTS





Introduction to Emotional Intelligence

Ten Emotional Needs



KEY POINTS





Using Emotional Intelligence - FRIDA

Feel

•Become aware of a feeling or emotion

Recognise

•Identify and name the feeling/ emotion

Interpret

•Think about why you feel this way and identify what's causing the feeling

Decide

• Make a rational decision about what this feeling means and the choices you have in terms of responding

Act

• Choose your behaviour based on a full understanding of the situation

Ways to Develop your Emotional Intelligence

 Label your feelings, rather than labelling people or situations. 	6. Feel energised, not angry.
Distinguish between thoughts and feelings.	7. Validate other people's feelings.
 Take more responsibility for your feelings. 	8. Practise getting a positive value from their or your emotions.
4. Use your feelings to help them make decisions.	9. Don't advise, command, control, criticise, judge or lecture others.
5. Show respect for other people's feelings.	10. Avoid people who invalidate you.