



## Introduction to Emotional Intelligence

### Ten Emotional Needs



### Emotional Competencies





## 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

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| 1. Label your feelings, rather than labelling people or situations. | 6. Feel energised, not angry.  |
| 2. Distinguish between thoughts and feelings.                       | 7. Validate other people's feelings.                                   |
| 3. 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.                                   |