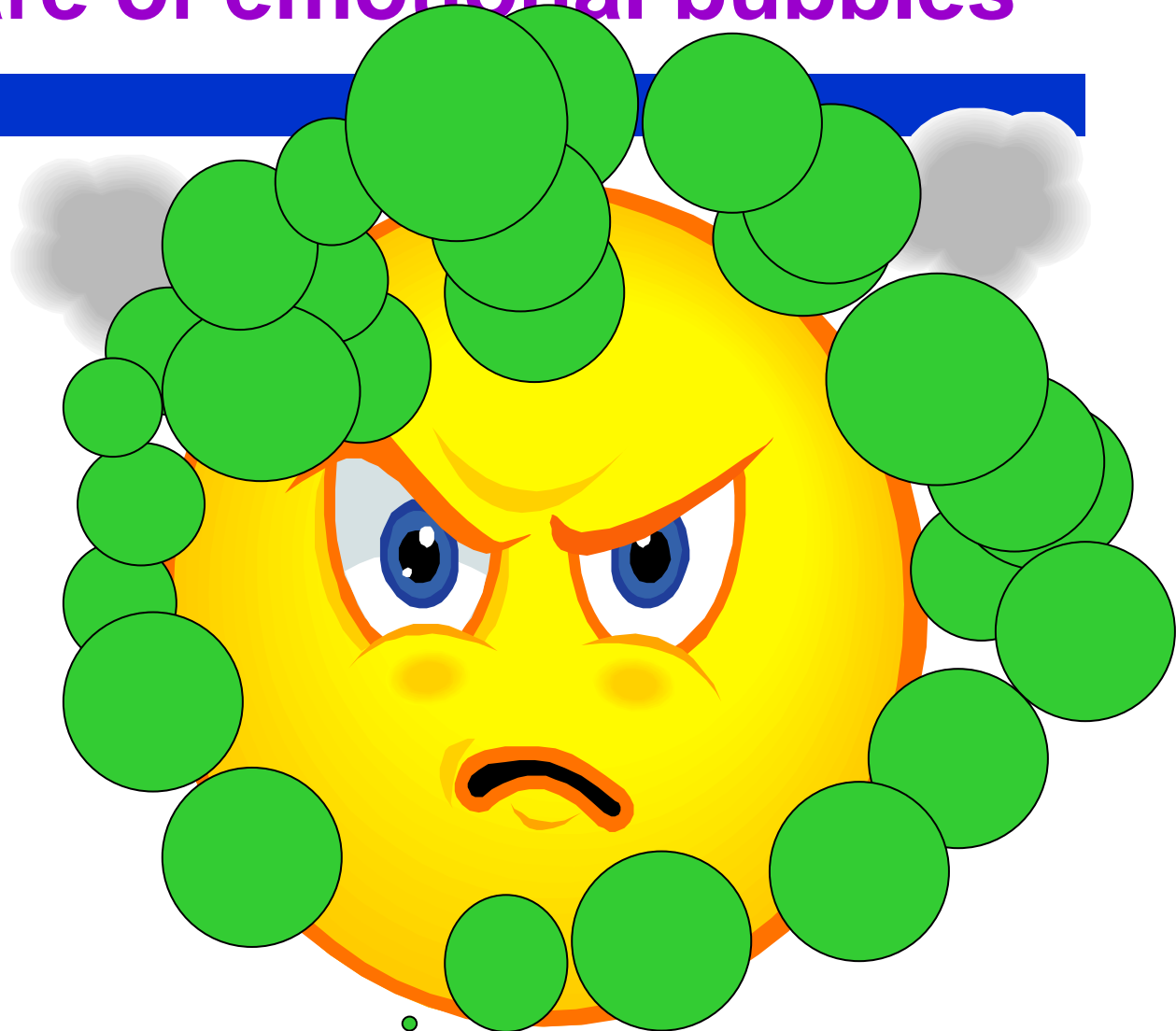


# Beware of emotional bubbles



Re-acting  
= acting  
repeatedly

# The Bubble Effect

Can't hear

Can't see

Can't think straight

..... Leading to Re-Acting

Acting repeatedly the same way

# What is Emotional Intelligence?

E/Q is the ability to understand your emotions, to monitor your own and others' emotions, to discriminate amongst them and to use this information to guide your thinking and actions.

This will enable you to deal effectively with people and problems in a way which reduces anger and hostility, developing collaborative effort in teams and enhance positive, productive outcomes.

(References: M. Bagshaw, Salvovey and Mayer)

# Managing own emotions

‘Men are not disturbed  
by things, but by the  
view they take of them’

Epictetus (Ancient philosopher)

“On the other hand.....,  
there are five different  
fingers.”

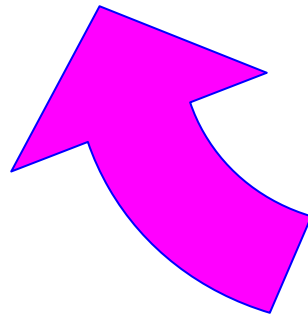
# Cognitive-affective-behavioural model

- A. Ellis -

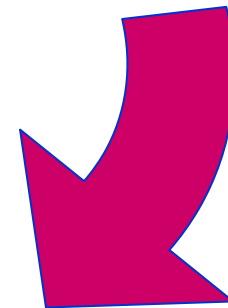


Perception/attitude

feelings



behaviour



# Managing others' emotions

- Discriminate what is yours and what is theirs
- Give yourself the 'take charge' signal
- Listen to understand

# 'Diffusing' strategies

- Listen with two ears and one mouth
- Seek to understand before being understood
- Avoid judging or assuming

# Changing the negative self-talk habit

We weren't born with negative self-talk.  
It's a learned response that can be  
unlearned

# Taking charge of negative and irrational self-talk

“We create every thought and yet we let our thoughts control us.” -BK-

‘10% is what happens to us, 90% is how we react to it,

So it is with you, we are in charge of our attitude.’

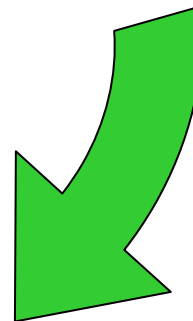
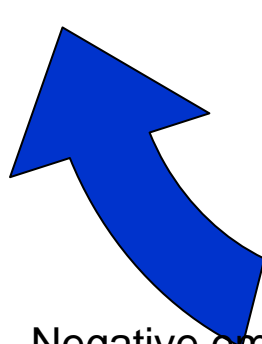
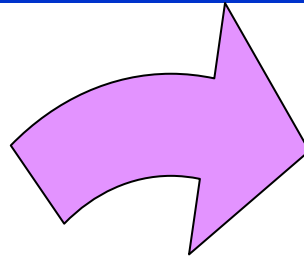
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# Negative thought negative consequence chain reaction

Negative consequences drive negative thoughts

Negative thoughts drive negative emotions

Negative emotions drive actions with negative consequences



# Cognitive Analysis

- Separate emotions from the event
- What information/facts do I have relating to the event?
- What information is missing?
- What questions should I be asking?
- Who else can help me with.....?
- What is a different point of view?
- What would I do differently next time to manage similar situations?

# Useful reading:

- Covey, Stephen (1990) *7 Habits of Highly Effective People*, New York: Simon & Schuster.
- Goleman, Daniel (1995) *Emotional Intelligence*, London: Bloomsbury.
- George, M. (2003) *1001 Ways to Relax*, London: Duncan Baird Publisher.
- Orme, G (2001) *Emotionally Intelligent Living*, UK: Bell & Bain Limited, Glasgow.
- Seligman, M.(1992) *Learned Optimism*, Australia: Random House.
- Seligman,M. (2002) *Authentic Happiness*, Australia: Random House.