

Developing Emotional Intelligence

- EI – the ability to recognise, interpret & process emotions
- Get to know yourself
- Learn your triggers – know how you are likely to respond
- Empathise – see things from someone else’s perspective
- Get to know people – ask open questions and actively listen
- Be aware of body language – non-verbal signs
- Own your emotions – take responsibility for the way you act
- Pause/reflect – respond not react
- Go with your gut
- Listen to your body
- EI isn’t about suppressing emotions

How emotionally intelligent are you?
Take the test: mindtools.com/pages/article/ei-quiz.htm