

ENHANCING EMOTIONAL INTELLIGENCE

Emotional Intelligence (EQ) is central to effective communication, relationships, leadership and lower stress levels.

1. EQ starts with self awareness. Scan your own 'dashboard' regularly. What am I thinking and feeling right now?
2. Pay attention to your own triggers and defence mechanisms
3. Cultivate curiosity when talking with others
4. In a meeting, pay attention to someone who isn't speaking and notice how they are responding - verbally and non verbally
5. Turn the sound down on a TV show and pay attention to clues about what people are feeling, rather than only what they are saying.
6. Pinpoint emotion in yourself and others by trying to get the most granular understanding you can. Eg instead of "Angry" it might more accurately be "resentful" or "disappointed"
7. Debrief yourself on the earliest signs that you were stressed/upset, and work backwards to improve self regulation.
8. Increase your listening and empathy skills by reflecting back the thoughts and feelings of others.
9. When social interactions haven't gone well, ask for feedback from someone you trust.
10. Take time to reflect, meditate or journal to increase self awareness and avoid reactivity.