



HEALTHY@HARRIS
Caring for ourselves so we can care for others

HARRISHEALTH
SYSTEM

The Power of Emotional Intelligence

Class 3: Applying Emotional Intelligence for Optimum Well-Being And Success

Taught by Harris Health System Employee Wellness Team

The Power of Emotional Intelligence

Class Outline

Class 1: What is Emotional Intelligence?

Class 2: Becoming Emotionally Intelligent

Class 3: Applying Emotional Intelligence for
Optimum Well-Being and Success

The Power of Emotional Intelligence

Learning Objectives

- What is emotional intelligence and why is it important?
- Understand the difference between emotional intelligence and IQ
- Understand the five components of emotional intelligence.
- Learn what it takes to become an emotion scientist using the RULER method and how to implement it
- Learn how to apply emotional intelligence at home, school and work

Class 3 Learning Objectives

- Review Class 1 & 2

What is Emotional Intelligence?

Becoming Emotionally Intelligent

- Implementing Ruler Skills

- Emotions at Home

- Emotions at School

- Emotions at Work

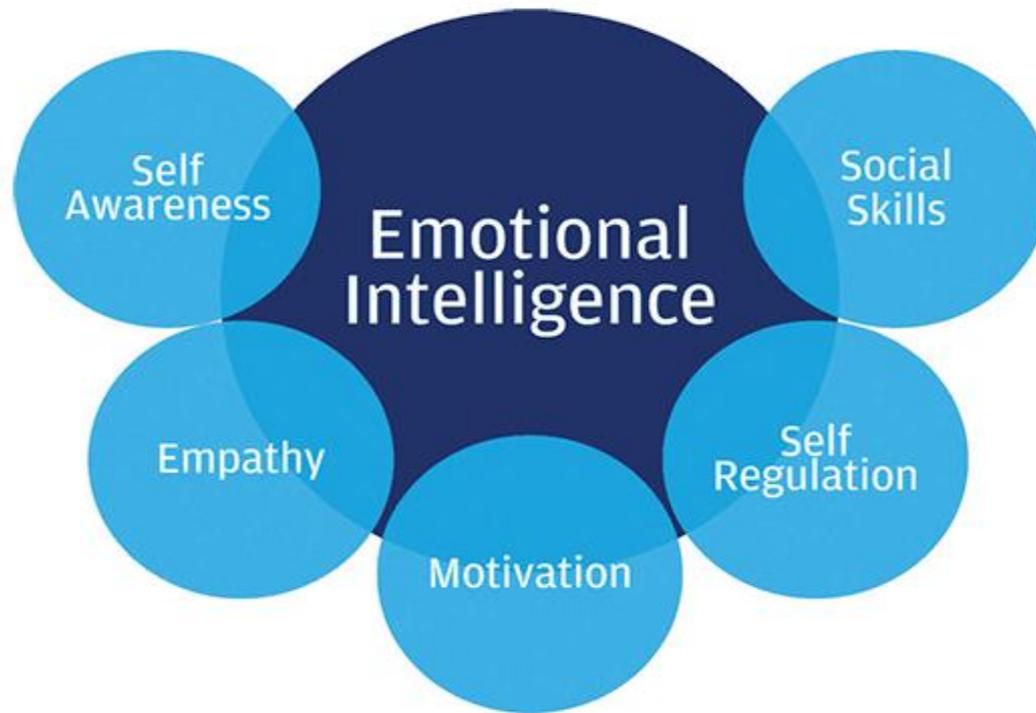
- Doing our part to create an Emotion Revolution

Review: What Is Emotional Intelligence?

- Emotional intelligence (otherwise known as emotional quotient or EQ) is the ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict

Review: What Is Emotional Intelligence?

Five Components of Emotional Intelligence



Review: RULER METHOD

- R(ecognizing)
 - U(nderstanding)
 - L(abeling)
 - E(xpressing)
 - R(egulating)
-
- Helps us accurately identify and decode what we are feeling
- Tells us how we can manage those emotions to achieve desired outcomes; our ultimate goals



APPLYING EMOTIONAL INTELLIGENCE FOR OPTIMUM WELL-BEING AND SUCCESS

Implementing RULER Skills

- Learning the 5 RULER Skills and how they work is an essential first step of becoming emotionally intelligent
- Learning five (interrelated) skills at once can be a difficult task
- Because of the emotional nature of the skills, you may be better at some than others
- We must give ourselves permission to fail
- Courage may mean seeking professional help when all else fails
- We'll never stop having to work at being our best selves, but the payoff of better health, decision making, relationships is worth it!

Emotions at Home

- *Set your self up for success!* Build a family charter. Remember that you are the role model. Your facial expressions, vocal tones, and body language matter
- *Explore.* Be the emotion scientist and listen to understand not build your own argument. Remember that the behavior is the symptom, not the emotion. Validate, show unconditional love and support and allow kids to express their feelings
- *Strategize.* Show support with self-talk, hugs and just being present. Support builds muscle for future problems.
- *Follow-up.* Emotion regulation is a lifelong journey. History often repeats itself so offer regular check-ins and continuous support

Emotions at Home- Family Charter

- *A family charter is a written document or pact that details how everyone in your home wishes to feel. It also included a list of commitments everyone is willing to make to one another to create the best possible home environment.*

Family Charter

1. How do we want to feel as a family?

Example responses: Loving, Respectful, Included, Safe Happy, Calm, Grateful, Playful

2. What can we do to experience these feelings as often as possible?

Example response: Make a commitment to say “I love you” every night before bed

3. What can we do when we are not living the charter?

Example response: “We will listen carefully without judgement to the person who feels like the charter has been broken.”

Emotions at Work

- Our work lives and our emotional lives intersect and comeingle
- Our emotion skills determine how we will perform
- Our workplace interactions often take place within relationships forged in non-work moments
- Developing workplace intelligence helps deal with workplace mini-dramas
- Our moods can transfer from one person to another or from one person to an entire team both consciously and unconsciously
- As we develop emotion skills, we become more aware of how we are actively creating emotional contagion and understand its impact on others

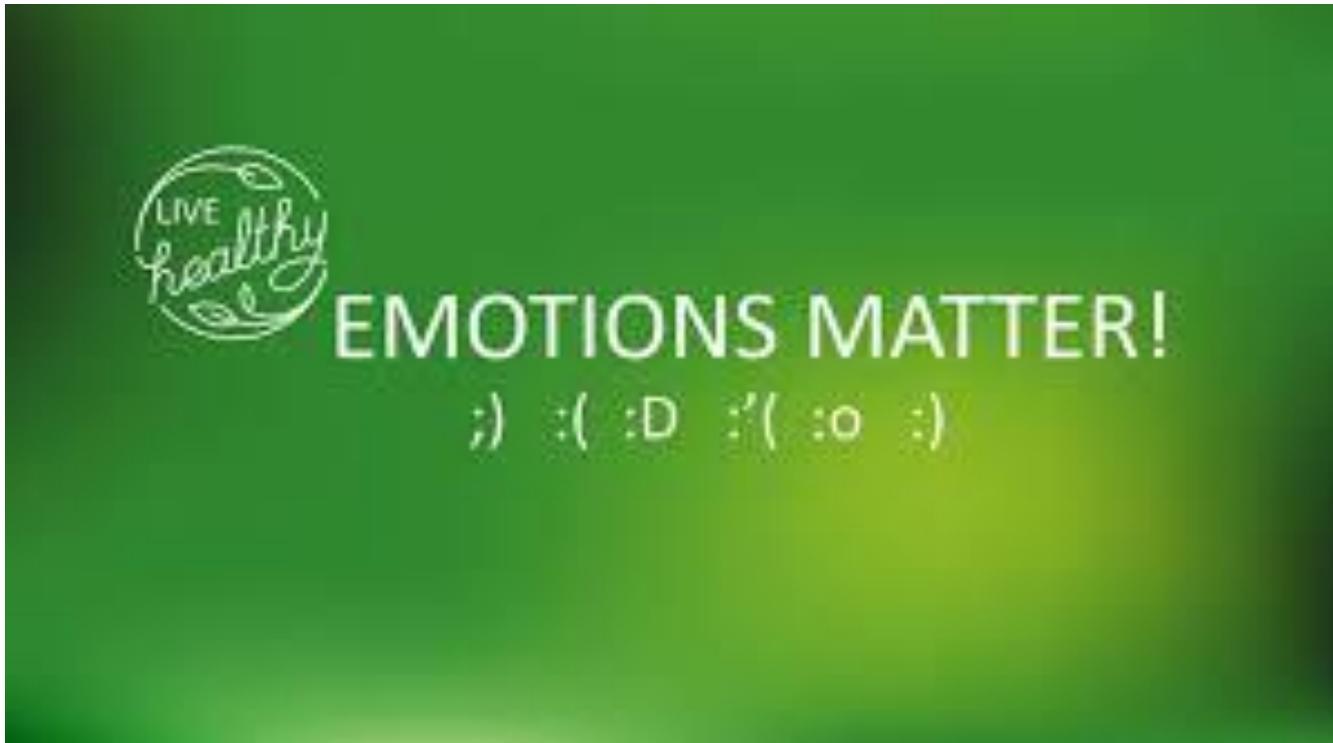
An Emotion Revolution

- Everyone would listen more and judge less
- There would be less stigma and racism
- Emotional intelligence would be as important to education as math, literacy and science
- There would be less self-deception
- Feelings would be seen as strengths and not weaknesses
- More people would be their authentic, best selves
- Depression and anxiety rates would be dramatically reduced
- We'd see less self-destruction and greater self-compassion

Summary

- Learning the 5 RULER Skills and how they work is an essential first step of becoming emotionally intelligent
- A family charter is a written document or pact that details how everyone in your home wishes to feel. It also included a list of commitments everyone is willing to make to one another to create the best possible home environment.
- It is important to understand that our work lives and our emotional lives intersect and comingle
- A world where everyone is taught emotional skills and are trained to value emotional intelligence would create an emotion revolution.

Homework: Identify how you will use what you've learned in the 3 classes to improve your emotional intelligence and what you will do to aid in creating an emotion revolution!



Resources

The Power of Emotional Intelligence

- Emotional Intelligence
by: Daniel Goleman
- Permission to Feel
by: Marc Brackett

Stress Management Resources

- Employee Assistance Program
 - www.feieap.com
 - 800-638-3327
 - Username: hhs
- Cigna Behavioral Health
 - Visit **myCigna.com**
 - Call the toll-free number on your Cigna ID card
 - **800-274-7603**
 - **Cignabehavioral.com**
- Health Coaching
 - Telephonic: 855-246-1873
 - Onsite: Contact Latecia Murphy
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Contact Us!

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