

Self-Awareness Strategies

1. Take time to reflect on how you feel about your experiences
2. Notice the ripple effect of your emotions- how they impact others
3. Don't treat emotions as good or bad
4. Don't avoid discomfort. Lean into it.
5. Recognize how your emotions feel physically. Know yourself under stress.
6. Know what and who pushes your buttons, and why. Recognize that controlling this is your responsibility, not their's.
7. Keep a journal about your experiences AND emotions
8. Stop asking why you do the things you do and ask why you feel the way you do
9. Take stock of your values
10. Develop the language describing how you feel. Name the emotions in books, movies, music.
11. Don't be fooled by good and bad moods. There are pros/cons to each.

Social Awareness Strategies

1. Listen and pay attention. People watch.
2. Step into others' shoes to improve empathy and accuracy.
3. Watch for EQ in movies, books and music
4. Clear the clutter (in your head). Be present. Be in the moment.
5. Greet people by name
6. Watch body language. Read the room.
7. Timing is everything. Know the mood of your audience and adjust.
8. Don't take notes at meetings
9. Plan ahead for social gathering. Develop a back-pocket question.
10. Live in the moment
11. Practice the art of listening
12. Understand and recognize culture, and cultural differences
13. Be cautious about note-taking in meetings. Stay engaged. Make eye contact.
14. Test for accuracy. *Just ask.*

Self-Management Strategies

1. Centering: deep breaths to slow your mind and body
2. Count to ten. Sleep on it. Never email or text when emotional.
3. Develop emotion vs. reason lists. Emotion-drive decisions are risky.
4. Talk to and learn from people who are measured and controlled.
5. Take control of your self-talk. Avoid irrational thinking.
6. Take control of your body: exercise, diet, good sleep hygiene, smile, have fun.
7. Accept what you cannot control. Accept that change is around the corner.
8. Take time for relaxation, mindfulness and problem solving
9. Focus your attention on your freedoms rather than your limitations. Your victories more than failures. The positives more than the negatives.
10. Stay organized and disciplined
11. Speak to someone who is not emotionally invested in you. Get objective, non-emotional feedback from others. EAP can help.

EQ
Development
Strategies

Social Skills Strategies

1. Be reasonably open and curious of others
2. Enhance your natural communication style. Be authentic.
3. Think before you speak. No mixed signals. Align intentions with impact.
4. Take feedback well. Habitually ask for it.
5. Build trust through consistency and reliability
6. Have an "open door" policy. Ask if your door needs to be more open.
7. Only get mad (or show strong emotions) on purpose
8. Don't avoid the inevitable. Don't avoid difficult conversations.
9. Openly recognize others' emotions. Demonstrate complimentary emotions.
10. When you care, show it. Small gestures go a long way.
11. Explain your decisions. Don't just make them.
12. Use your EQ to determine the best way to give feedback
13. Offer "fix it" statements during broken conversations
14. It's the little things, like "please" and "thank you"