

EMOTIONAL INTELLIGENCE 101: EMOTIONALLY AWARE CONFLICT MANAGEMENT

This exercise has been designed to help you reflect on real issues in your past, analyse how you responded and, with the benefit of hindsight, identify how your behaviour might have better influenced a more satisfactory outcome.

Using this exercise:

1. Think of a scenario from your past where you had to deal with a strong emotion. This may be either a positive or negative situation, but take care not to choose a distressing or upsetting time.
2. Now take 15 minutes to answer the following questions about this scenario.

Questions:

1. Briefly outline the situation you are thinking of, where you felt strong emotion about something and were not happy with either the interaction itself and/or the outcome.
2. Think back to how you were feeling at the time. Note your feelings and emotions.
3. How might your feelings have influenced your behaviour? Recall what you said, your choice of words, tone of voice (pace, volume, tone), body language etc.
4. How did your feelings affect your performance? (Was there anything you said or did that might have positively influenced or exacerbated the situation?)
5. How could you have played down the negative emotions and enhanced the positive emotions to ensure a better outcome?
6. How could you use these learning points to guide your thinking and action in the future?