



# Emotional Intelligence

## During Times of Change

Change is difficult. In order to be resilient we have to face change head on to get to the other side. Uncertainty can trigger a wide array of behavioral and emotional reactions and put our Emotional Intelligence to a test. **Emotional Intelligence refers to the social intelligence that helps us monitor our own feelings and the emotions of others as well.** Being aware of our own emotions and those of others can help guide how we react and respond to different situations.

### Self-Awareness

The first step in self-awareness is to notice and acknowledge your own feelings. Examine where these feelings are coming from. Is what you are feeling a reaction to something external or are the feelings coming from something internal like self-doubt or lack of confidence? Journaling is a great exercise to increase your self-awareness. Write your feelings down and evaluate them to look for patterns. Notice what is going well in your life as well as areas where you struggle.

### Social Awareness

Social awareness involves noticing and responding to the feelings of others. We can't change other people's feelings or behaviors, but we *can* control how we respond to them. Observe non-verbal language and listen actively. We are all different and we each may have a different response to any given situation. Working on developing our social awareness skills helps us develop empathy for others. Be open to a different perspective and try to embrace change when you can.

### Self-Management

Self-management is utilizing our self and social awareness skills to manage our behavior. This is about controlling our reactions. Self-management helps us avoid being impulsive. Try to visualize yourself composed and confident. Know that it is okay to walk away sometimes. Find relaxing activities that help soothe negative emotions.

### Relationship Management

Relationship management is utilizing our self and social awareness skills to improve and maintain our relationships. It's about knowing when and how to respond to someone who may be struggling. Understand that everyone is dealing with something and try to see the best in others under rough circumstances. Be honest and genuine in your interactions.

For further guidance on navigating times of change by building emotional intelligence, reach out to the EAP. We are here for you. Find more information by visiting [EAP4YOU.com](http://EAP4YOU.com) or by giving us a call at 800-327-4968 (800-EAP-4YOU), TTY: 877-492-7341.