

# Emotional Intelligence Defined

## Emotional Intelligence

Broadly speaking, emotional intelligence is our ability to process and articulate what we're feeling and then use that information to *inform* our thinking, problem-solving, and decision-making.

It is having the mental skill and ability to:

- 01 **identify, analyze, and understand** your emotions and the emotions of others,
- 02 use this knowledge to **solve problems** and **make informed decisions**, and
- 03 **regulate** your emotions and **influence** the emotions of others.

## Emotional Clarity

Emotional clarity is a specific kind of awareness that considers cause and effect. It's an enhanced ability to identify and understand the events that yield different emotions and outcomes. Doing so allows you to anticipate and proactively manage emotional responses, thereby giving you more control over your decisions and actions.

## Emotional Triggers

An emotional trigger is a response to a person, situation, event, conversation, email, or other content-providing entity that provokes an emotional response powerful enough to override rational and objective thinking.

## A Framework for Identifying Your Emotional Triggers & Regulating Your Emotions

Becoming conscious of your emotions and their effect on your actions and reactions is one way of honing your emotional intelligence. On the following page is a framework you can use to begin identifying your emotional triggers so that you can learn to regulate them to get the outcomes you seek.



1

## IDENTIFY THE EMOTION

*"What am I feeling right now?"*

2

## IDENTIFY THE TRIGGER

*"What did I experience that elicited this emotion?"*

3

## UNCOVER YOUR INTERNAL DIALOGUE AND HABITUATED RESPONSE

### MY INTERNAL DIALOGUE

*"How is my internal dialogue driving this response?"*

### MY HABITUATED BEHAVIORAL RESPONSE

*"How do I respond (emotionally and behaviorally) when I feel this way?"*

4

## GAIN PERSPECTIVE (BY CHALLENGING YOUR INTERNAL DIALOGUE)

*"Should I be feeling this way?"*

5

## REFRAME AND REDIRECT

*"What would be a healthier, more productive way to view and respond to this situation?"*

6

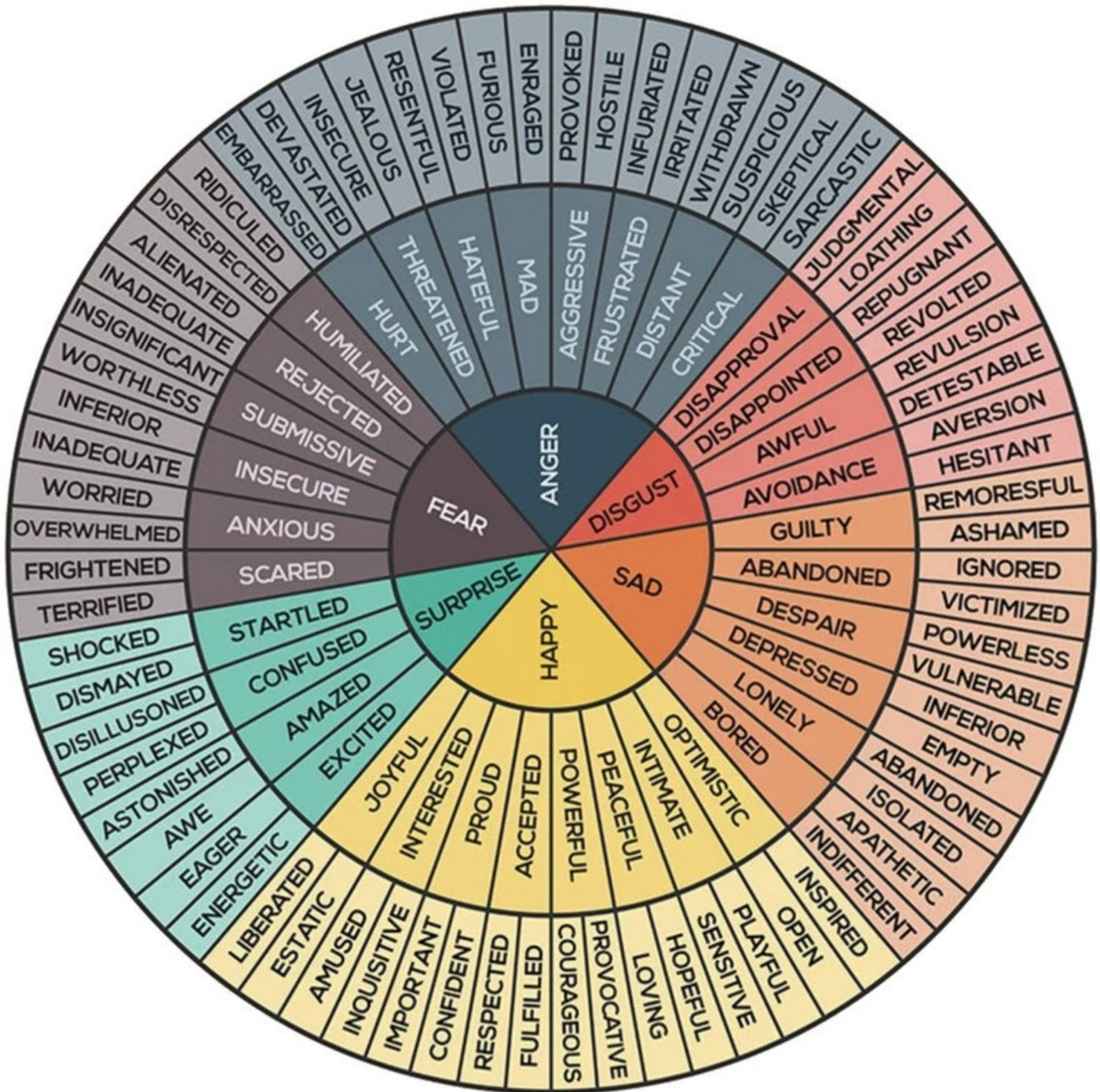
## LEARN AND GROW

*"In the future, what steps will I take to (a) recognize when this trigger is present, (b) interrupt my most natural response, and (c) replace it with one that will better serve me and the outcomes I seek?"*

# Additional Resources For Each Step

1

## IDENTIFY THE EMOTION



# Additional Resources For Each Step

2

## IDENTIFY THE TRIGGER

*"What happened? Where was I? What was I doing?"*

*"How did it happen? What did I see, hear, taste, touch, or smell?"*

*"Who was present? With whom was I interacting?"*

3

## UNCOVER YOUR INTERNAL DIALOGUE AND HABITUATED RESPONSE

### MY INTERNAL DIALOGUE

*"How is my internal dialogue driving this emotional response?"*

*"What thoughts did this situation trigger?"*

*"What conversations am I having in my head, and what stories am I telling myself?"*

### MY HABITUATED BEHAVIORAL RESPONSE

*"How do I react and typically behave?"*

*"What do I say? What do I do, and what kind of outcome does that usually get me?"*

*"Will that type of outcome serve me well in this situation?"*

4

## GAIN PERSPECTIVE (BY CHALLENGING YOUR INTERNAL DIALOGUE)

*"Is there concrete evidence to support why I should feel how I feel right now?"*

*"Am I accurately interpreting this situation, or are there alternative viewpoints I'm overlooking?"*

*"How would a neutral third party who wants the best for everyone involved view the situation?"*

*"Am I practicing empathy and exploring all perspectives through the eyes and experiences of others - taking into account their priorities, fears, and concerns?"*

*"Could past experiences be detrimentally coloring my ability to analyze the current circumstances objectively?"*

*"Am I taking (or making) anything personal unnecessarily?"*

*"Are there irrational fears or stories rising to the surface and distorting how I'm viewing this situation?"*

*"Am I making any assumptions and filling in the blanks with potentially inaccurate information?"*

*"What's being said that I'm not hearing (consciously or subconsciously)?"*

*"What am I **not** asking that needs to be asked or acknowledging that needs to be acknowledged?"*

*"What additional information is needed to understand this situation thoroughly? What questions should be asked or explored?"*

# Additional Resources For Each Step

5

## REFRAME AND REDIRECT

*"What is the outcome I seek? What do I ultimately want to accomplish?"*

*"What do I want for myself, everyone else involved, our relationships, the organization, or the project?"*

*"If I really wanted these outcomes, how would I think and behave in response to this situation?"*

*"How can I look at this situation differently? How do I need to reframe it in my mind?"*

*"How will I adjust my internal dialogue to elicit the behavioral response I desire?"*

6

## LEARN AND GROW

*"In the future, what would be a more productive internal dialogue and behavioral response when this trigger presents itself?"*

# Helping Your Team Navigate Emotionally-Charged Situations

1

## IDENTIFY THE EMOTION

*"What emotions arise in this situation?" Try listing both primary emotions (such as anger, fear, or excitement) and any underlying ones (like insecurity or hope).*

2

## IDENTIFY THE TRIGGER

*"What specific moment, behavior, or condition in this situation sparks our response? What expectation or belief might that specific moment challenge?"*

3

## UNCOVER YOUR INTERNAL DIALOGUE AND HABITUATED RESPONSE

*"Are we willing to pause and be curious rather than certain?"*

*"How do we respond emotionally and behaviorally as a team when we feel this way?"*

*"What are our internal and external dialogues that drive this response?"*

*"Is there a shared narrative we're telling ourselves as a team, and is it helping or hurting?"*

*"Have we seen this pattern before? What does it remind us of?"*

*"What assumptions fuel our dialogue in this moment?"*

# Helping Your Team Navigate Emotionally-Charged Situations

4

## GAIN PERSPECTIVE (BY CHALLENGING YOUR INTERNAL DIALOGUE)

*"Is there solid evidence supporting this feeling, or is it based more on interpretation or assumption? Is there concrete evidence to support why we should feel this way?"*

*"Are we accurately interpreting this situation, or are there alternative viewpoints we're overlooking?"*

5

## REFRAME AND REDIRECT

*"What is the outcome we seek? What do we ultimately want to accomplish?"*

*"What do we want for ourselves, our team, others involved, our relationships, the organization, or the project?"*

*"If we really wanted these outcomes, how would we think and behave in response to this situation?"*

*"What mindset shift would most help us respond with clarity and strength?"*

*"How can we look at this situation differently? How do we need to reframe it in our minds?"*

*"How will we adjust our team's internal and external narratives to support the emotional and behavioral responses we aim to elicit?"*

6

## LEARN AND GROW

*"What would be a more constructive dialogue and behavioral response for our team when this trigger arises in the future?"*

*"What strengths emerged in how we handled this, even if imperfectly?"*

*"What specific skills or practices could we develop to navigate similar situations more effectively?"*

*"What did we learn about ourselves as a team through this reflection?"*

*"What commitment are we making to support each other moving forward?"*