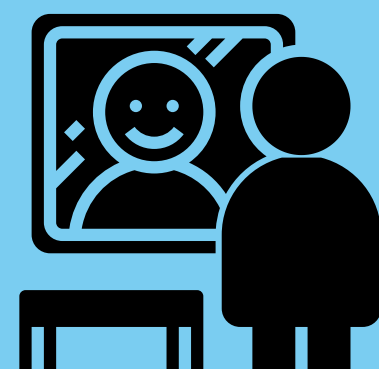


TIPS FOR DEVELOPING EI

Have better relationships through Emotional Intelligence

SELF-AWARENESS

- Learn to recognise and understand your moods, emotions & drives
- Learn to recognise the effect of your mood and emotions on others
- Learn to stay on top of your typical reactions to specific events, challenges & people



SELF-MANAGEMENT

- Learn to control or redirect disruptive impulses and moods
- Learn to suspend judgement - think before acting (respond, don't react)
- Learn to stay flexible & direct your behaviour positively

SOCIAL AWARENESS

- Learn to understand the emotional make-up of other people
- Learn to treat other people according to their emotional reactions
- Listen and observe
- Try to see the world from their perspective



RELATIONSHIP MANAGEMENT

- Find common ground
- Build rapport
- Build networks
- Use your awareness of your own emotions & those of others to manage interactions successfully