



# Supervisor NEWSLETTER

Employee Assistance Program  
June 2022

## Everyday Strategies for Increasing Your Emotional Intelligence

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**Have you ever worked under a leader who made you feel valued, who was transparent and honest, and who listened thoughtfully when you spoke to them? They probably made it look effortless, but the likelihood is that they were able to improve their emotional intelligence through diligent practice, self-reflection, and feedback.**

### What is Emotional Intelligence?

Emotional intelligence (EQ) includes the abilities to understand one's emotions, manage those emotions effectively, interact effectively with others, make effective decisions, and cope with challenges, all of which lead to more productive work and more effective leadership.

Some examples of high EQ expressed in the workplace include: the ability to receive and constructively act upon feedback; the willingness to connect with peers and team members on an authentic level; or the confidence and humility to be open to new possibilities, perspectives, and approaches to problems.

### Increasing Your Emotional Intelligence

Emotional Intelligence is both something you are born with and something you can learn. While some people have more of an innate ability to flex their EQ muscles,

anyone can practice behaviors that improve the emotional components of their own intellect.

Below are strategies that you can incorporate into your everyday work life and personal life in order to begin developing your EQ:

- Watch out for negative self-talk! Replace it with positive self-talk
- Write down three things you did well today, and strive to improve
- Ask yourself, "Why do I feel so strongly about this?"
- Ask others, "How can I help?"
- Use "I" messages to express emotions, opinions, and directives
- Connect with co-workers through simple gestures and quick conversations
- Ask open-ended questions, such as, "What else can you tell me about this?" "What did you do next?" "What is your reaction to that?"
- Engage in reflective listening to test your understanding
- Calm down (wait 10 minutes or even two days) before solving problems or making decisions
- Ask "if/then" questions about behaviors you want to engage in
- Never argue with a fact; deal with it
- Ask the 10-10-10 question – how important will this be in 10 minutes, 10 months, and 10 years?
- Frame things by what is possible and positive, rather than unlikely or negative
- Stop long enough to analyze why something created stress for you

*Continued on the next page.*

## Building Your Resilience

High EQ has not only traditionally resulted in improved productivity and leadership abilities, but it is also indicative of how resilient you are and how well you will respond to challenging situations. In order to develop a growth mindset, ask yourself the question, "In what situations do I find that emotions work against me?" Answering this question honestly will help build your self-awareness, which is a big part of EQ. Then, since we all have blind spots, ask someone you trust the same question from their perspective, "In what situations do you find that emotions work against me?" Pay attention to the differences in how they view you, versus how you view yourself.

If you'd like to learn more about developing this highly sought-after skill, reach out to First Choice Health EAP and ask about our Emotional Intelligence assessment and coaching. Your EAP is available 24/7 at 800-777-4114 for both employees and covered dependents.

### References:

<https://www.aafp.org/fpm/2018/0100/p11.html>

<https://www.inc.com/justin-bariso/this-simple-1-question-test-will-help-you-instantly-increase-your-emotional-intelligence.html>

