



**Community
Legal Centres
Queensland**

Emotional Intelligence at Work *self-regulation tips and strengths-based tools*

WEDNESDAY 24 NOVEMBER 2021

Acknowledgement of Country

Community Legal Centres Queensland acknowledges the traditional owners of the land on which we are holding this presentation, the Turrbul and Jaggara people.

We pay our respects to their elders, past, present and emerging, and acknowledge the important role Aboriginal and Torres Strait Islanders continue to play in our society.

As this presentation is being viewed throughout Queensland, we also pay respect to the traditional owners of the land throughout the country and extend a warm welcome to any First Australians listening to this presentation.



GoTo Webinar Housekeeping

Facilitator:

- Carly Hanson, Sector Sustainability Coordinator, Community Legal Centres Queensland

Recording:

- This webinar is being recorded and will be available on the Staff Training page of our website: <https://communitylegalqld.org.au/clc-staff/staff-training-and-cle>

PowerPoint / webinar materials:

- Emailed prior to today's session
- Available to download from Handouts section of GTW control panel

Questions:

- Type your questions/comments into question box on GTW control panel OR
- Raise your hand and we will unmute your microphone
- Questions will be addressed at the end

Technical help:

- Email carly@communitylegalqld.org.au or use question box in GTW



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*You may also wish to access more information and resources, as well as professional support or advice from one of the free and confidential organisations listed on our Keep Safe website
page: <http://communitylegalqld.org.au/keepsafe>.*



INSIGHTFUL COMMUNICATIONS



Our vision is to inspire *purposeful action* through *facilitating courageous and inclusive conversations*.

We take a strengths-based trauma informed approach and apply appreciative framing techniques to help build stronger teams and partnerships through more effective collaboration, connection and engagement.

We work with projects, people, and learning partners who are focussed on leadership, collaboration, well being for all & co-create ways to strengthen service delivery.



Learning Partners



because housing matters



Aim of this Webinar

- This webinar is designed to support participants to develop the *confidence*, *communication techniques* and *strategies* to perceive, use, understand, and regulate emotions.
- Understand how Emotional intelligence underpins our capacity to work well with others, manage stress and make effective decisions.
- Practice self-regulation tips and strengths-based tools to take away and apply in own context.



What this webinar covers

Define emotional intelligence and its importance in the workplace;

Consider how to read emotions as data to help us think and act more intelligently;

To recognise our own emotional states and impact on performance;



Connecting Activity

VAGAL TONE EXERCISE

Self Regulation

- a. Lengthen your spine – sit light and long
- b. Inhale gently and bring your attention to your belly
- c. Breathe out long and slow with a slight pause (5 sec or more)
- d. Inhale low and slow (3 sec)
- e. Refocus your attention



Check In Activity

POLL

What *three statements* stand out to you when you think of *Emotional Intelligence* and how you *apply it in the workplace*?

1. Applies a common sense approach to things
2. Works on developing people skills
3. Expresses feelings verbally and non verbally
4. High levels of self awareness
5. Manages stress well
6. Copes with challenges and situations as they arise
7. Focusses on the relationship as well as the task
8. Understands own strengths and weaknesses
9. Listens empathetically
10. Natural capacity to see things objectively



What is Emotional Intelligence?

Emotional Intelligence is a set of emotional & social skills that influence the way we:

- Perceive and express ourselves
- Develop and maintain social relationships
- Cope with challenges
- Use emotional information in an effective and meaningful way



20 Second Reflection

What is your greatest *opportunity* for growth or self improvement when you think of your ability to *manage your emotions* and your *relationships*?



EQ-i 2.0

Model of Emotional Intelligence



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EQ-i 2.0 Model of Emotional Intelligence



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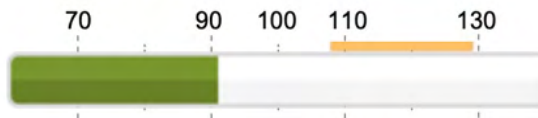


Case Study

Lowest 3 Subscales

Compared to your other scores, these three subscales might be areas you could develop. The corresponding subscale pages will provide you with Strategies for Action.

Impulse Control (91)



You sometimes think before responding; however, improvement is needed in this area in order to avoid being derailed by the temptation to act. Watch for times when you might tend to make rash decisions. Your result on this subscale falls below the leadership bar.

Emotional Self-Awareness (91)



You may be a little less aware of your emotional triggers and reactions than others. This may make it difficult for you to pick up on all emotional cues. Your result on this subscale falls below the leadership bar.

Emotional Expression (98)



You are a little less expressive than others when it comes to sharing your emotions. Becoming more expressive will allow you to be a more inspirational leader who is able to share a compelling vision. Your result on this subscale falls below the leadership bar.

Low Range Mid Range High Range



90 SECOND RULE

- Emotions are like ocean waves, they rise, crest and recede all day long.
- “When a person has a reaction to something in their environment, there’s a 90-second chemical process that happens in the body; after that, any remaining emotional response is just the person choosing to stay in that emotional loop.”
- Alyson Stone



90 SECOND RULE

Consider practicing the 90-second rule this week. When stress hits and you can feel yourself launching into full-on fight or flight mode, go back to the principle of the pause.

- Inhale.
- Exhale.
- Allow.

(Allow yourself to feel the tension in your body ease, without expecting yourself to respond immediately to the situation confronting you)

1.2.3. - I am Human

1

I am in Reaction – *recognition*

2

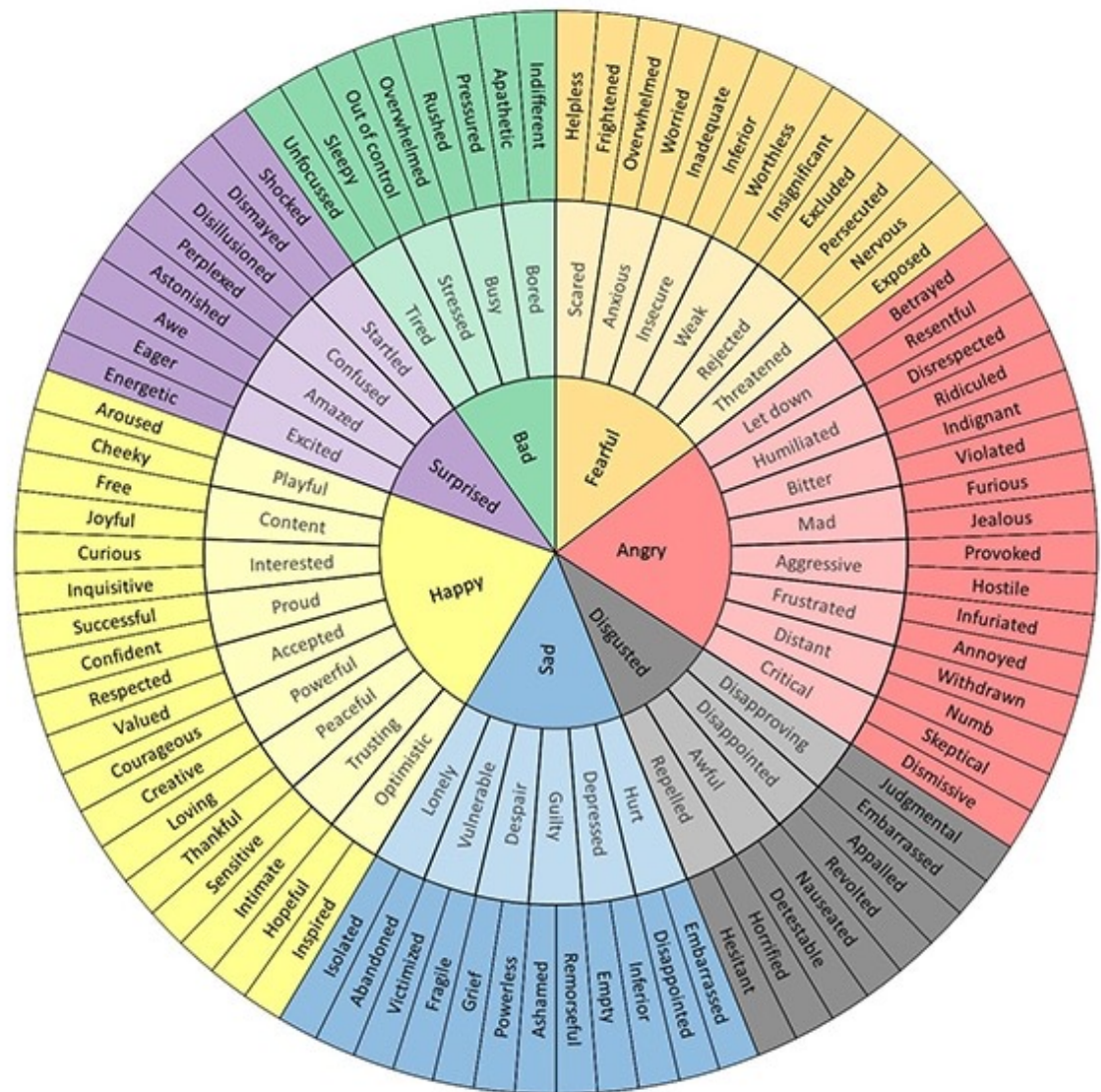
This is Human – *self compassion*

3

What I can Do Is... – *self agency*

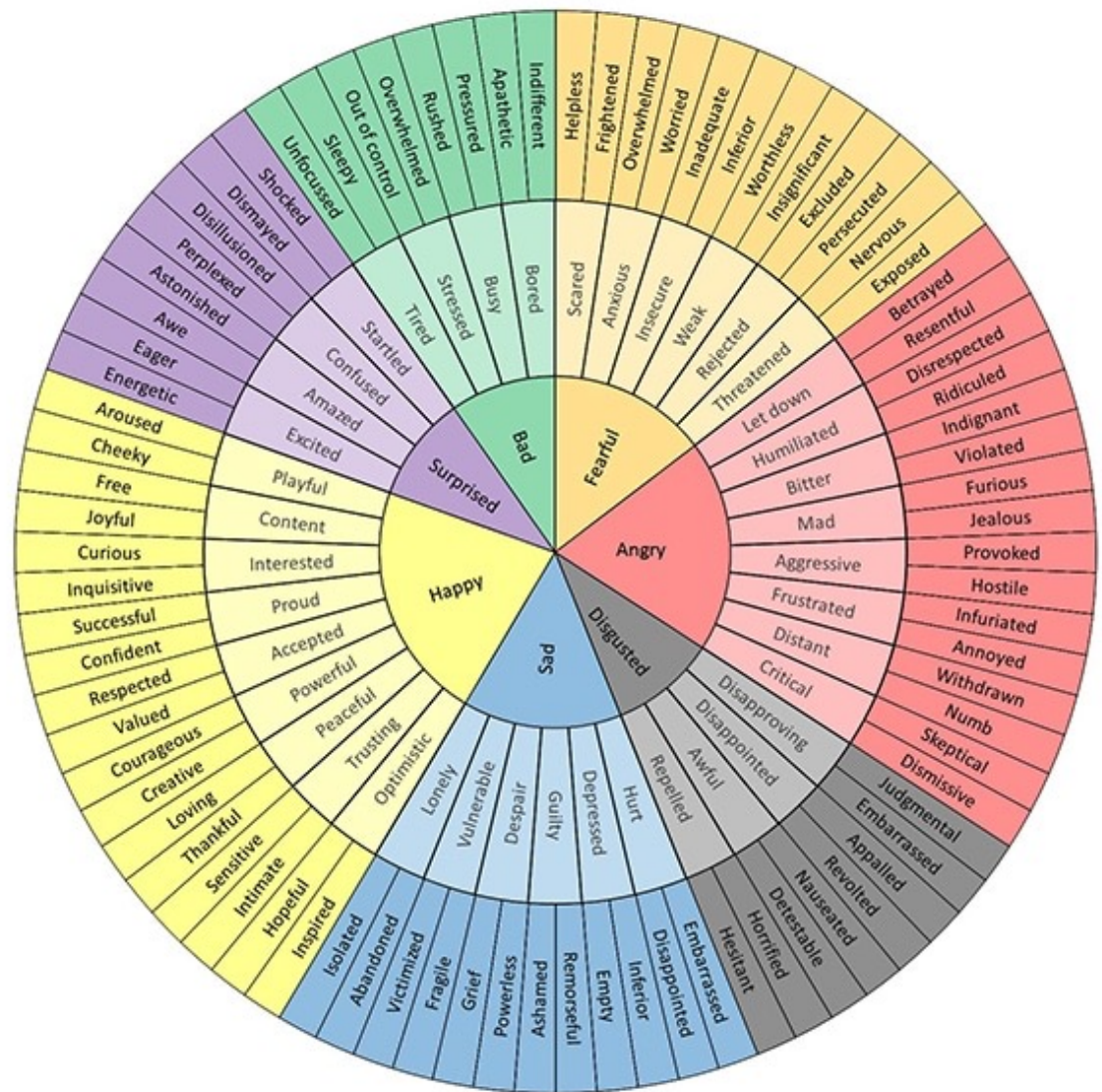


Feelings Circle



How To Use The Feelings Circle

- **Feeling the thing:** when a feeling starts to arise, look at the wheel.
- **Get to the core feeling first**
- **How do you feel?**
- **Compare feelings**



"I'm feeling _____ today; yesterday I felt _____ and _____."

N.A.B



Name the strong emotion



Accept the strong emotion



Breathe, and connect to your body as you breathe, “try to feel your breath going right down to your feet.



5 Powerful Questions



Am I realistic about how I **Perceive** myself?



Should I **Express** myself more?



Are there better ways to **Connect** at a personal level?



How can I make better **Decisions**?



What way can I manage **Stress** better?



PERCEIVING EMOTIONS

Accurately recognising how you and others are feeling. This includes the ability to read another person's facial expressions to better understand what they are experiencing.



USING EMOTIONS

Sensing and generating emotions and integrating them strategically to enhance thinking, reasoning, problem solving and creativity.



UNDERSTANDING EMOTIONS

Applying words to emotions and understanding – the conceptual knowledge of emotions, how they change and their impacts



MANAGING EMOTIONS

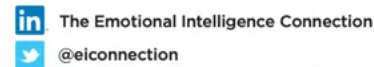
Drawing on emotional data about yourself or others to respond effectively rather than reactively, and designing strategies that achieve positive outcomes. This includes managing outbursts, calming fears and behaving constructively.



Useful contacts/ additional resources



- <https://www.neuralnetworks.com.au/>



INSIGHTFUL COMMUNICATIONS

hello@insightfulcommunications.com.au

Deb Dana Polyvagal Theory

<https://www.rhythmofregulation.com/resources>



**Community
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Thank you.

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