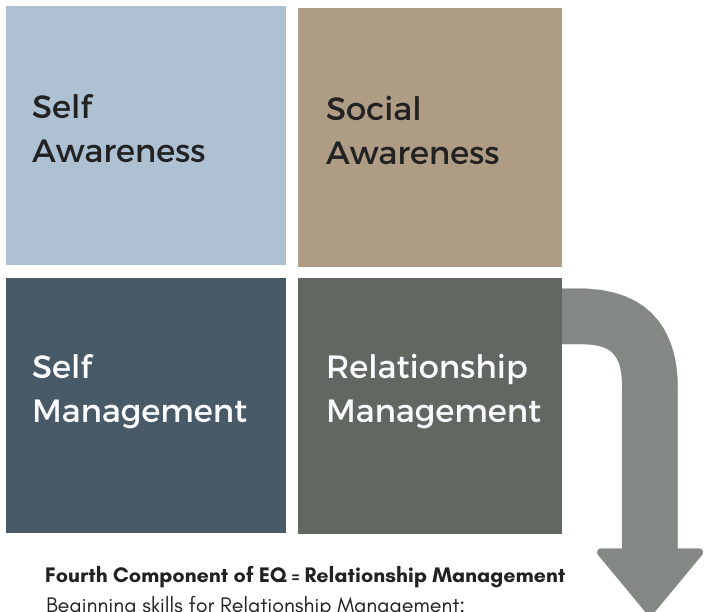


EMOTIONAL INTELLIGENCE Pt 4

The fourth component of EQ is Relationship Management. It is the ability to use your awareness of your own emotions and those of others to manage interactions successfully.

Clear communication and effective management of conflict are hallmarks of Relationship Management. Solid relationships are the result of how hard you try to understand people coupled with how you treat people AND the history you share with them.

Relationship Management allows for a bond to build between you and the other over time. When people can trust being in your presence, a bond can and often does develop



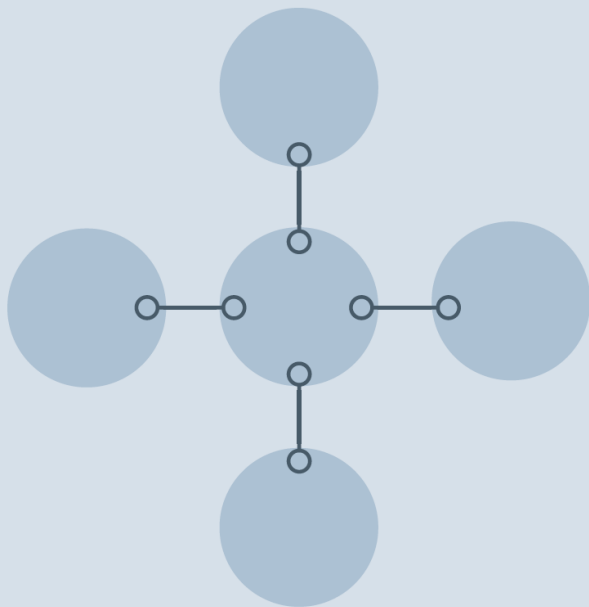
Fourth Component of EQ = Relationship Management

Beginning skills for Relationship Management:

1. Managing your flood (of emotions)
2. Managing conflict

MANAGING A FLOOD

Today's activity is something you can do over and over throughout your adult life. It is a process that slows you down and allows you to mindfully and prayerfully navigate an emotionally intense situation you are experiencing with another person. This activity utilizes all components of EQ and by the end, offers you the opportunity to intentionally cultivate the fourth component of EQ (Relationship Management) in a way that is useful, productive and coated in prayer.

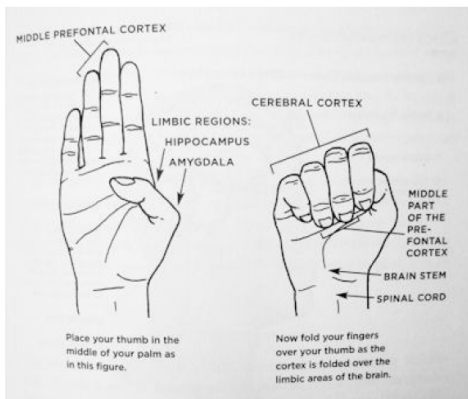


1. Begin with a mind map. Map all the thoughts and feelings you were experiencing in this situation. The center circle represents the situation. In the four additional circles, write a thought OR feeling that you were experiencing in the midst of the this situation. Attach additional thoughts and feelings to EITHER the center circle or to the adjacent 4 circles.

See where your mind (both thoughts and feelings) spiraled out in this situation. Use this mind map as a way to 'get it all out'. When you have filled the page with thoughts and feelings, **stop and observe**. **Your flood is now mapped**. You will eventually choose which parts of this map you want to address.

MANAGING A FLOOD

2. **Remember your brain.** Write in what happened in your brain during this situation.



My _____ brought in sensory input

My _____ processed this input using both my amygdala and hippocampus to help with this process.

A flood of messages were then sent out from my limbic system to my _____

In essence, so many messages were sent at one time that I 'blew my prefrontal cortex _____'.

During this time, I was unable to consider the other person's _____

Everything I said or did during this time 'offline' was reactionary instead of responsive.

3. **Reflect.** What did this situation trigger in you and why? It is difficult to reflect on this question in the heat of the moment. That is why it is useful to withdraw from an intense situation for a time - allow your PFC to go back 'online' and then respond instead of react. Below are three potential areas that were triggered in this situation. Take a moment to carefully consider if any of these were 'poked' in this situation:

your feelings

What surface feelings emerged? Which deeper feelings emerged?
Why did these particular emotions emerge in this particular situation?

your values

Which of your values were slighted by this situation? What is your perception of right and wrong in this situation? How did this situation collide with your values?

your identity

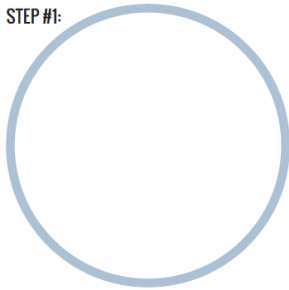
How do you perceive yourself? How do you want others to perceive you?
How did this situation affect your perception of yourself OR how you want to be perceived?

MANAGING A FLOOD

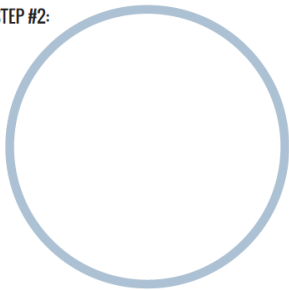
4. Become Curious and Engage Empathy. Why do you think the person behaved/responded the way they did? What is happening or has happened in their life that might make their emotions, statements, behaviors understandable? If you don't have any idea, you may want to ask them as one of your next steps.

5. Mindfully determine next steps. Write out what you wish your next steps would have been (or perhaps were) in this situation. In the future, be sure to complete this when you are in intense emotional situations: Identify each step you want to take with this person and name why. This forces you to be thoughtful with your emotions and relationships.

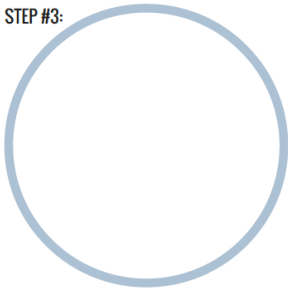
STEP #1:



STEP #2:



STEP #3:



6. Final Reflections before Responding. Even though you are remembering a situation from the past, try to engage this last step for managing a flood. It is useful to practice this step now so you remember to do it in the future.

1. How will the steps I laid out in #4 align with God's kingdom values?
2. Who will I be known as if I follow the steps in #4? Do I want to be perceived this way?
3. Pray for God's assistance as you move forward with this person and this situation.
This can never hurt - especially if you are seeking to experience shalom with them.