

*The School of
Executive Presence*



A division of



Module 2: The Who of Emotional Intelligence

Workbook



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TOPICS

- Self-Awareness
- 3 Phases of Emotional Intelligence
- Emotional Triggers and Sources
- The Characters we show up as



IT STARTS WITH SELF-AWARENESS

*When you look in
the mirror, do you
Look deeply?*

*Who do you see?
Who exists there?*

*Who do you choose
to be?*

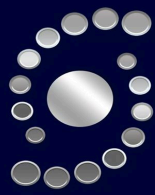
-Angela Nuttle, The Corporate
Talent Expert

Self-awareness is key to mastering emotional intelligence. It's not just a one-time assessment of yourself; it is an ongoing process that you discipline yourself to be conscious of.

Behind every reaction is an emotion that is triggered by a thought. Some of us are better at regulating this process than others. The fact remains that how we manage this internal process impacts others. Our choices run up against society's unspoken rules and languages. Our attitudes and awareness may support these unspoken things, or violate them.

REFLECT AND JOURNAL ON THESE KICKSTART QUESTIONS:

- How often do you look deeply into the self-awareness mirror? What do you see?
- Does the picture of you differ from the feedback and comments that you get from others? If so, what is the difference?
- Have you ever been at the brunt of someone's behavior where they violated the unspoken rules or language? Reflect on that experience. What was the result?



3 ROLES

EMOTIONAL INTELLIGENCE

Emotional Intelligence is being able to manage your emotions with maturity no matter what the circumstances are. There are 3 typical roles we play emotionally: Child, Parent, and Adult. Take a few moments to examine why people show up in each mode.

What are the signs that someone is operating in each role?

CHILD
PARENT
ADULT

What do you believe is the motivator (or instigator) for each role?

CHILD
PARENT
ADULT

What need is being or not being met for each role?

CHILD
PARENT
ADULT

What impact do these things have on other people?

CHILD

ROLES WE PLAY

CHILD

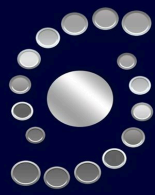
Pouting, sulking, spreading rumors, blaming others, complaining, throwing a fit, emotions out of control

PARENT

Controlling, bossing, threatening, being overprotective, lecturing

ADULT

Stepping back and being objective, focusing on solutions, meeting people where they are with maturity and understanding,



3 ROLES

EMOTIONAL INTELLIGENCE

What moves us out of Adult and into a Parent or Child Role? It's usually an emotional trigger that's tied to a personal experience we've had, and our values or beliefs are being stepped on. Reflect on the following questions:

- Can you think of a time you have operated in each of these roles?
Write down what the triggers were for you in the right hand column.
- Put a % of time by each role defining the frequency of time you spend in each mindset. Be honest.
- What are your biggest emotional triggers (Things that set you off)?
- What is the source of these triggers?

EMOTIONAL TRIGGERS

CHILD ____%

PARENT ____%

ADULT ____%

BIGGEST TRIGGER:

SOURCE:



TRIGGER SOURCES

GETTING TO THE SOURCE

We can look at the source of emotional triggers as a combination of these four factors:

Emotional Triggers = thoughts + beliefs + experiences + values

Any one of or all of these factors can be in play whenever we face challenges. Research generally supports the fact that a thought comes first, and we react to that thought based on our belief system, our past experiences, and its impact to our personal values.

Think of a recent incident that triggered a negative reaction from you.

1. What thought entered your mind when the situation began?
2. What belief did you have?
3. What past experiences have you had that influenced your thinking in the situation? (This may go deeper than you think, so look hard!)
4. What personal values came into play? Were any of your personal values stepped on or challenged?

PRIMARY FEELINGS THAT CREATE TRIGGERS

ANGER

ANTICIPATION

EMBARRASSMENT

EXCITEMENT

FEAR

HAPPINESS

JOY

LONELINESS

SADNESS

SHAME



REACTIONS & CHARACTERS



THE CHARACTERS WHO OPPOSE EMOTIONAL INTELLIGENCE

REFLECT ON EACH OF THESE CHARACTERS. WHAT ROLE IS EACH ONE SHOWING UP IN?
IDENTIFY THE SOURCE OF THEIR TRIGGERS:

Drama Queen or King:

Role:

Trigger Sources:

Passive-Aggressive Person:

Role:

Trigger Sources:

Bully:

Role:

Trigger Sources:

Stonewaller:

Role:

Trigger Sources:

Politician:

Role:

Trigger Sources:

Martyr:

Role:

Trigger Sources:

Blamer:

Role:

Trigger Sources:

Class Clown:

Role:

Trigger Sources:

REACTIONS & CHARACTERS



THE CHARACTERS AND YOU

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It's easy to look at these characters and see other people. Take some time to look DEEPLY at yourself. Where might you be taking on one or more of these characters in your life? Reflect on what is driving your choice to be this person.

- CHARACTER:
- WHY AM I CHOOSING THIS?
- WHAT DO I NEED?
- WHAT VALUES AND BELIEFS NEED TO BE ADDRESSED WITHIN ME?
- IS THERE AN EXPERIENCE OR PRE-EXISTING CONDITION THAT COMES INTO PLAY?
- WHAT IS THE IMPACT?
- WHAT DO I NEED TO CHOOSE TO DO OR NOT DO?

CHALLENGES & EXPERIMENTS



TRACK YOUR PATTERNS

OVER THE NEXT 2 WEEKS, KEEP A JOURNAL OR NOTEBOOK WITH YOU. AT THE END OF EACH DAY, DO A 5 MINUTE (OR MORE) CHECK-IN WITH YOURSELF BY CAPTURING THE FOLLOWING:

1. 3 Major events or situations that happened today.
2. For Each situation, identify...
 - What role did I play? (Child, Parent, or Adult)
 - What thought did I entertain?
 - What beliefs, experiences, and values influenced me?
 - What emotional Trigger emerged?
3. Which of the characters did I witness in others? (Politician, Martyr, etc.)
4. Which of the characters did I show up with?
5. What was my impact?