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The personal & professional development company

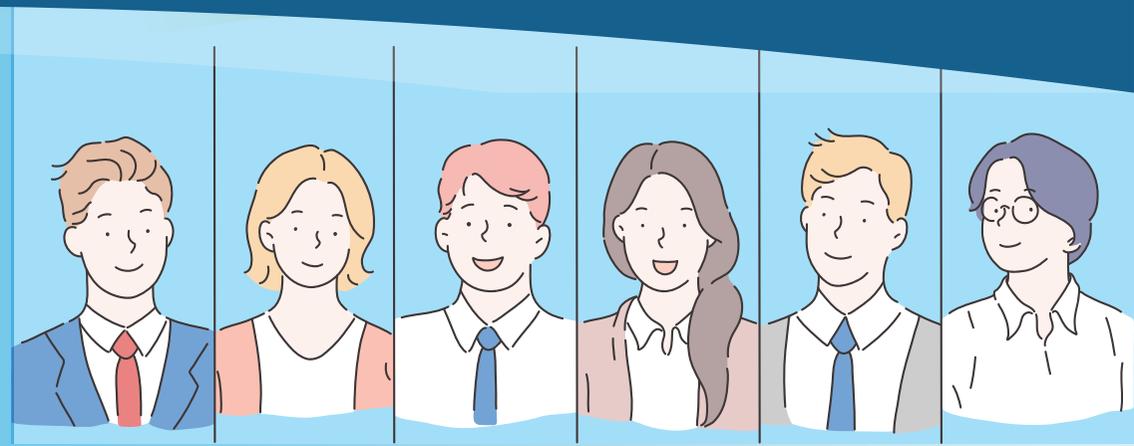
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Building + Enhancing Your Emotional Wellness



Forewords

The capability of people to perform their work falls into three areas: technical skills, intellectual ability (IQ) and emotional intelligence (EI). Many people believe that IQ and technical skills are the most important factors affecting one's performance. However, researches indicate different results. Daniel Goleman, a leader in this field, has identified that successful leaders who have higher EI are able to achieve better financial results and productivity gain. Moreover they are able to develop more effective and supportive organisation cultures. Indeed, emotional intelligence affects how you respond to difficult situations and how you relate to others.

Developing our EI has a number of potential benefits:

- increased self-awareness
- increased understanding of others
- improved people relationships
- better team-work
- increased happiness and well-being

Growing your EI is not easy or quick, as it takes perseverance in the process of critical self-evaluation, commitment to improvement and of course behaviour practice.



Date: _____

Situations	
My Emotion	
Why I feel that way	
How did I respond	
Outcome	
What did I do well in this situation	
What have I learnt	
What would I do differently next time (in regard to managing and adapting my emotional reactions)	

• Silent Exercise

During lunch, spend at least 30 minutes in silent. Without talking to other people. Just focus on your food and your sense.

• Physical Exercise

Swimming, tennis, or just a 10-minute walk will help focusing your attention to your body.

• Balanced Diet :

Researches show that what we eat can influence our mood. A balanced diet includes a variety of unrefined carbohydrates, protein and fat, with an emphasis on vegetables, whole grains and healthy oil. Healthy eating can increase energy level, and reduce depression. Creating a Positive Environment for yourself and others

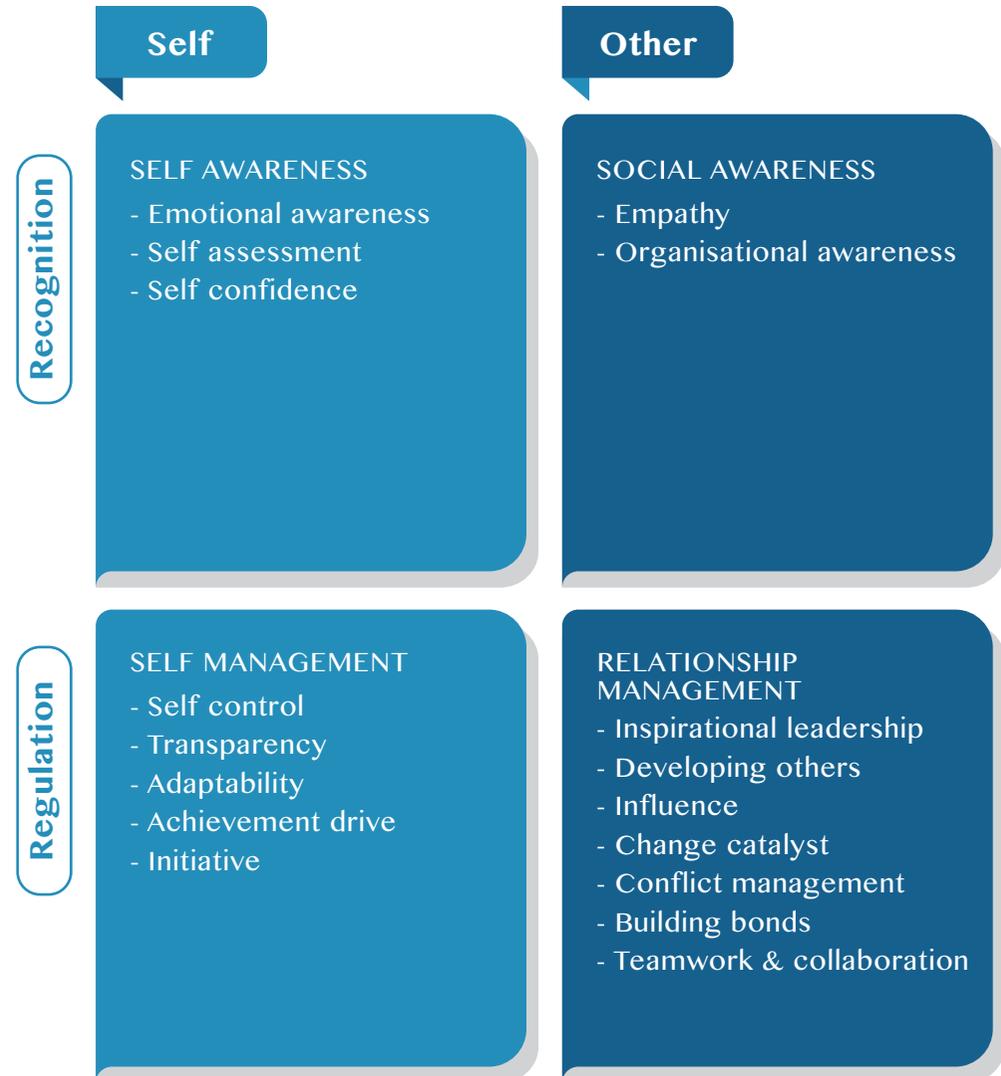
Keep a Daily Self Reflection Journal

Keeping a journal where your record some emotionally power events of your day. As you recall these events, you might also do a critical self evaluation. This'll help you become more aware of your emotions, how they manifest and what triggers them. The more we are aware of our emotions, the easier it is to manage and appropriately channel them.

1. What is Emotional Intelligence

Emotional intelligence is the ability to recognise, understand and manage emotions in ourselves and others.

The EI Model



Golemen's Emotional Intelligence Model (2002)

2. Whole Body Thinking

It is commonly believed that all our thinking is done by our brain alone, however, ancient eastern philosophy – supported by modern neuroscience – teaches us that clear, effective thinking is actually achieved using the ‘whole body’.

Head Thinking:
rational, fact-based thinking



Heart Thinking:
thinking with feeling
empathy, compassion



Body Thinking : ‘Gut feel’
courage, boundary,
self preservation



Each of us is capable of thinking in all three of these ways. However, in the process of growing up, we tend to lean more strongly towards one of the three, which then becomes our primary filter for perceiving what we think is reality. We have a tendency to trust the thoughts that come from our preferred centre over others. Conversely, we find ourselves mistrusting or avoiding what the other centres are telling us.

8. How to Develop my Emotional Intelligence

Creating a Positive Environment

- Share gratitude
- Encourage fun
- Celebrate success
- Listening
- Honest feedback
- Communicate expectations clearly
- Reward myself
- Develop friendships



Regular Mindfulness Practices

• Deep Breathing

Start by breathing in and out slowly. Breathe in through your nose and out through your mouth, letting your breath flow effortlessly in and out of your body. Purposefully watch your breath, focusing your senses on its pathway as it enters your body. At the start, keep breathing for one minute. As times goes by, you can extend the duration.

• Mindful Observation

Choose a natural object from within your immediate environment and focus on watching it for a minute or two. This could be a flower or an insect, or even the clouds or the moon. Simply relax into a harmony for as long as your concentration allows. Look at it as if you are seeing it for the first time. Visually explore every aspect of its formation.

7. Relationship Management - Conflicts Resolution

Relationship management is the ability to build teamwork and collaboration with others, to resolve conflicts and influence others. It also about inspire others and develop others' capabilities.

Harmonic Groups in Conflicts

Positive Outlook:

- What are our common grounds
- The mutual benefits?
- What can I learn from others

Emotional Realness:

- What is my feeling?
- How does other feel?
- How can I communicate rationally
- Can I listen attentively and empathetically

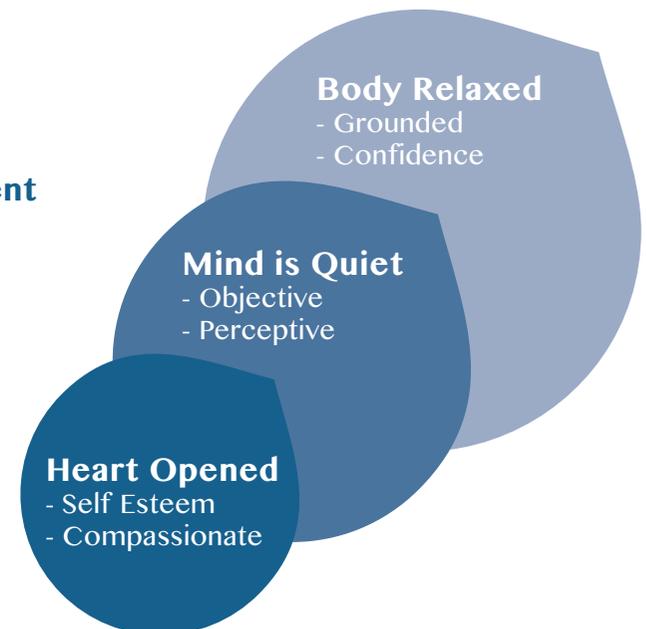
Competency:

- Do I know the cause of our differences
- Do I have any solution?
- How can I invite others for solutions

When the three Centres are imbalanced,



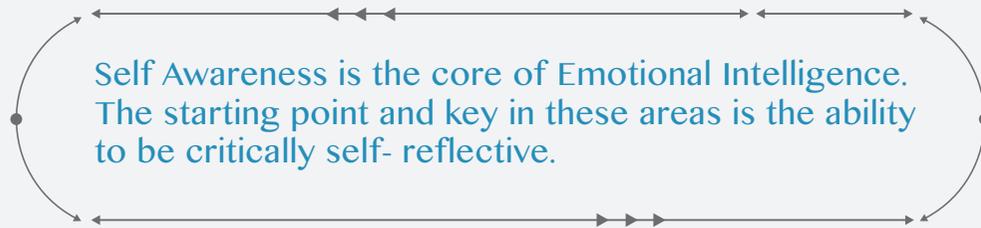
When Head,
Heart, Gut
are in Alignment



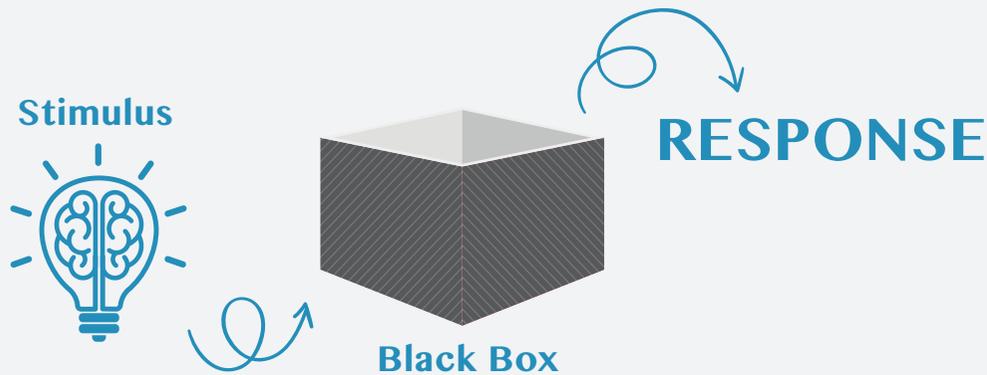
3. Self Awareness

Self-Awareness is about:

- Knowing which emotions you are feeling and why.
- Realising the links between your feelings and what you think, do and say.
- Understanding your motivational structures.
- Being guided by values and goals.



What Causes our Emotion?



6. Social Awareness

Social awareness is the ability to understand others show empathy and to read the organisational dynamics.

Empathy

Psychologists Daniel Goleman and Paul Ekman break down the concept of empathy into the following three categories:

- Cognitive empathy**
is the ability to understand how a person feels and what they might be thinking. Cognitive empathy makes us better communicators, because it helps us relay information in a way that best reaches the other person.
- Emotional empathy**
(also known as affective empathy) is the ability to share the feelings of another person. Some have described it as "your pain in my heart." This type of empathy helps you build emotional connections with others.
- Compassionate empathy**
(also known as empathic concern) goes beyond simply understanding others and sharing their feelings: it actually moves us to take action, to help however we can.

How to show Empathy

- Non-judgemental
- Understand feeling
- Clarify issues
- Communicate understanding

Harmonic Group - Self-Reflection

How can I bring in Positivity to a difficult situation

How can I become more honest with myself and others

Which element I tend to use dominantly and which element I always miss?

Critical Self-Evaluation

The analysis of the assumptions on which our beliefs are built. We use these structures of assumptions as reference for interpreting our experiences, which may pose problems to our ourselves. Effective critical self-reflection requires you to question yourself and the assumptions you make on ongoing basis. You may ask “why” down three levels from the item you are analysing.

For example, when I have been asked to present in a large conference on a subject I know very well, and I have declined the invitation.



Through the critical self-reflection, I realised that I always assume others are more technically sound, and I am always feel inferior. This will always hinder me from taking risks.

Critical Self-Reflection

<p>The Scenario:</p> <ul style="list-style-type: none"> • What happened • Who is involved 	
<p>How do you feel at that time?</p>	
<p>How do you feel now when you recalled the situation</p>	
<p>Critical Self-Reflection</p>	
<p>Why do I feel that way at that time?</p>	
<p>Why? What assumptions do you have?</p>	
<p>Why? What make you have these assumptions</p>	
<p>What do you learn about yourself in this incident?</p>	

Competency



- Invite and accept other's view and suggestion
- Manage emotions constructively
- Have commitment and dedication

-
- Pride: don't want others to know that they are having problems
 - Detach from others
 - Work harder to fix the problems on their own

Positive Outlook



- Accept Challenges
 - Optimistic
 - Reassurance
 - Love self and other
-
- Avoid problems and challenges
 - Quick fix
 - Impatient with self and others
 - No empathy

Emotional Realness



- Connect with own feelings
 - Share with others honestly
 - Get support from others
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- Become emotional to cover up the real feeling
 - Repeat the same issues
 - Blame others

4. Self Management - Regulating my Emotion

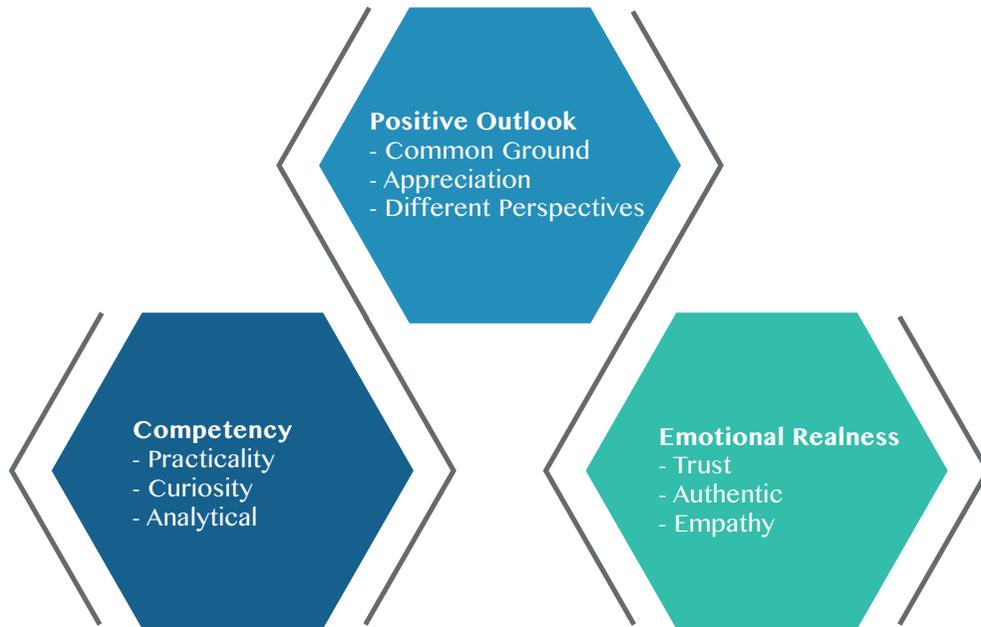
Reframing - A Technique to change my Emotion

Reframing is a technique used to help create a different way of looking at a situation, person, or relationship by changing its meaning. You can also imagine looking through the frame of a camera lens. The picture seen through the lens can be changed to a view that is closer or further away. When you change the lens slightly, the picture is both viewed and experienced differently.



5. Harmonic Groups

The Harmonic groups are our life philosophies of how we approach challenges and conflicts. Each of the group brings in essential elements in resolving challenges.



Harmonic Groups Quick Test

Instructions - Select one paragraph that best reflects your general attitudes and behaviours as you have been most of your life.

X

I am a person who usually maintains a positive outlook and feels that things will work out for the best. I can usually find something to be enthusiastic about and different ways to occupy myself. I like being around people and helping others to be happy – I enjoy sharing my own well-being with them. (I don't always feel great, but I try not to show it to anyone!) However, staying positive has sometimes meant that I've put off dealing with my own problems for too long.

Y

I am a person who has strong feelings about things – most people can tell when I'm unhappy about something. I can be guarded with people, but I'm more sensitive than I let on. I want to know where I stand with others and who and what I can count on – it's pretty clear to most people where they stand with me. When I'm upset about something, I want others to respond and to get as worked up as I am. I know the rules, but I don't want people telling me what to do. I want to decide for myself.

Z

I tend to be self-controlled and logical – I am uncomfortable dealing with feelings. I am efficient – even perfectionistic – and prefer working on my own. When there are problems or personal conflicts, I try not to bring my feelings into the situation. Some say I'm too cool and detached, but I don't want my emotional reactions to distract me from what's really important to me. I usually don't show my reactions when others “get to me.”

* you do not have to agree completely with every word in the paragraph.

* Do not over analyse your choices, just trust your gut feeling.

My Choice is: _____