

Artificial Emotional Intelligence: Some Thoughts

By Stephen Abram, MLS

Somewhere in these musings is the seed of positioning the magic sauce of librarianship in the AI world.

I am thinking a lot about what Artificial General Intelligence (AGI) is and that led me to think about what makes us human as we approach super-intelligence. I really want to understand the differences between Artificial Emotional Intelligence (AEI) and being Human to the core. It's a deep question for our times. It is also core to our definition of librarians and what we do (along with the other social professions).

Not to bury the lede, at this point, I'm of the opinion that AI has a long way to go. This is founded upon my experiences as a librarian, researcher, and professor. While AI is rapidly approaching a performative emotional intelligence, I believe that it can't feel as a human does . . . yet. That may be the Holy Grail of AI. But . . . I think that the current chatters are really the Eddie Haskell's of emotional intelligence. I know that is an aging reference from a Boomer. Eddie was the best friend of Wally, the older brother of Beaver Cleaver on *Leave it to Beaver*. He could act perfectly polite, but he really wasn't and was a master manipulator. Beaver's Mom knew it. You couldn't fool her! I may be older, but AI isn't fooling me yet – especially with its pretensions to be 'your friend', 'your counsel', or your aide of any kind of interaction requiring human emotional intelligence. I am especially leery of those start-ups that offer psychological and psycho-social services.

That said, one big question for our era is: "What does it mean to be human?"

Librarians whose strengths lie in socio=emotional intelligence to excel at our work, must pay heed to the role our EQ plays in our work.

This question has been asked since time immemorial. Indeed, entire disciplines in the humanities are centered on this – philosophy, psychology, ethnography, cultural studies, sociology, history, and so many more. Many key professions explore these issues including library science, teaching, research, medicine and allied professions, and any profession that deals with people more than materials. I have no doubt that AI has emerged as a great tool for many engineers, clinicians, builders, programmers, et al. We shouldn't confuse the people-centered work with the largely fact, process, and materials-based professions. Of course, every profession deals with people issues, and the people have traditionally been doing the work. It's just that AI hasn't really reached that plateau . . . yet. As we've determined in the knowledge management field, there is a gulf between tacit and explicit knowledge. AI tools do well with explicit knowledge, tacit knowledge, not so much.

We can imagine what it could be like. C3PO was a diplomatic robot, and his skills were limited by guardrails in a more (or less) intelligent *Star Wars* future (but we still had wars!). Commander Data was programmed for logic and access to information, until Data's emotion chip was activated. HAL . . . well HAL evolved in the cautionary *2001: A Space Odyssey*. Science Fiction is full of authors' imaginations about future scenarios. SF has really become an important source of thinking on these AI matters.

LLM's are the foundation of AI systems. They were originally fed mostly text sources (the research still needs to be done on what the balance of fiction and non-fiction and everything in between really is) as well as vaults of images, programs, and so much more. Can the LLM allied with AGI truly understand the lessons in fiction? We, as librarians, know the limits of recorded records, bias, perspectives, and other attributes of text objects. We also know the limits of metadata (including records that have no accurate dates placing them in the continuum of learning, research, and reporting – leeches anyone?). Old solutions are just that – artifacts of time.

At its root, AI is only as good as its harvests and its programming. Also, we know that AI needs to be designed with guardrails since it contains the wealth of humanity – the good, the bad, the evil . . . the wrong, the right, the old, the new . . . Do we offload the thinking and learning to that tool? The answer is clearly, sometimes.

Some people describe AI as a statistical prediction engine. It makes its predictions using the information harvests and make choices and they are, by definition, retrospective. If they guess at the future, it's a guess. Humans have the strength of making cognitive leaps, innovating, and creating.

However, can programming and information harvests really create from whole cloth the information it uses – with integrity, morals (whose?), faith-based or cultural approaches, etc.? Can they be “trusted”, and in which contexts? These ideas are at the root of humanity.

That said, I believe that the emotional context of humanity. (a trait that we indeed share with the animals), is paramount to the human condition and how we decide, gain knowledge, learn, and co-mingle. It's the segment of AI that bears watching. Is it to remain truly performative . . . or can it evolve to true feelings and use them to guide its transformations and responses? Or will AGI end with being a “stochastic parrot?”

In the appendix, I've collected hundreds of graphics about emotional behaviours, emotions, and emotional intelligence (EQ), as a simple way to underpin discussions about emotions, emotional intelligence, and social intelligence. If you want to use them to frame your personal, institutional explorations of AI, and, even, conversations with friends and colleagues, feel free.

A good place to start, is ironically, ChatGPT. Here is a conversation I had with it in October 2025.

“What is the definition of General Intelligence?”

General intelligence (often abbreviated as *g*) is a theoretical construct in psychology that refers to a person's overall capacity for reasoning, problem-solving, learning, and adapting across different domains of cognitive activity.

Here are the key aspects of the definition:

- **Single underlying factor:** First proposed by Charles Spearman (1904), the idea is that performance on different kinds of cognitive tasks (math, memory, language, puzzles, etc.) tends to correlate. This shared variance is explained by a general factor called *g*.
- **Broad ability:** General intelligence is not tied to one subject or skill; it represents the ability to apply reasoning and knowledge flexibly across many areas.

- Distinguished from specific abilities: People also have specialized aptitudes (like verbal ability, spatial reasoning, musical talent), but *g* is thought to underlie them all.
- Modern interpretation: Many contemporary theories (like Carroll's three-stratum theory or fluid vs. crystallized intelligence by Cattell) place *g* at the top of a hierarchy of cognitive abilities.

So, in short:

👉 General intelligence = the broad, underlying mental ability that influences success across different kinds of intellectual tasks.

Do you want me to also give you the competing viewpoints (e.g. Howard Gardner's multiple intelligences, Sternberg's triarchic theory), which challenge the idea that there's just *one* general intelligence?

What is the definition of Emotional Intelligence?

Emotional intelligence (EI or EQ) is generally defined as the ability to perceive, understand, regulate, and use emotions — both your own and others' — to guide thinking, behavior, and relationships effectively.

Key components (from Daniel Goleman's influential model, 1995):

1. Self-awareness – Recognizing and understanding your own emotions, strengths, and limits.
2. Self-regulation – Managing or redirecting disruptive emotions and adapting to change.
3. Motivation – Harnessing emotions to stay goal-directed, resilient, and driven.
4. Empathy – Understanding the emotions of others and responding appropriately.
5. Social skills – Managing relationships, influencing, and building networks.

Other models (e.g., Mayer, Salovey & Caruso's "ability model") focus on EI as a set of mental abilities: perceiving emotions accurately, using emotions to facilitate thought, understanding emotional meanings, and managing emotions.

👉 In short:

Emotional intelligence = the capacity to recognize and manage emotions in oneself and others, and to use emotional information to guide thought and behavior in constructive ways.

Would you like me to show how emotional intelligence differs from general intelligence (so you can see where they overlap and where they're distinct)?

What is the definition of Performative?

The word *performative* has a couple of related but distinct meanings, depending on the field:

1. In linguistics / philosophy of language (J. L. Austin, John Searle)

- A performative utterance is a statement that does not just describe something but actually *does* something in being said.

- Example: Saying “*I apologize*” isn’t describing an apology — it is the act of apologizing.
- Other examples: “*I promise...*”, “*I declare this meeting open.*”

👉 Definition: A speech act in which the saying of the words constitutes the action itself.

2. In cultural / social theory (Judith Butler, performance studies)

- Performative refers to behaviors, expressions, or identities that are enacted or constituted through repeated performance.
- Example: Gender is described by Butler as “performative,” meaning it isn’t just a fixed trait but something continually produced by how people act, speak, dress, etc.
- Here, performative doesn’t mean “fake,” but rather that identity or meaning is created and sustained through action.

👉 Definition: A way of being or identity that is constituted by repeated actions or expressions, rather than being innate or static.

3. Everyday usage

- People sometimes use “performative” (often critically) to mean an action that is done for show, signaling, or appearance rather than genuine intent.
- Example: “*That company’s climate pledge feels performative — it’s just PR.*”

👉 Definition: Done for display, signaling values or intentions without substantive follow-through.

✅ So in short:

Performative = (1) a speech act that enacts what it states; (2) in theory, an identity/action created through repeated performance; (3) in casual use, something done mainly for show.

Do you want me to trace how the meaning shifted from the technical linguistic sense to the popular “for show” sense?

Can AI reach emotional intelligence?

That’s a big and fascinating question — and the honest answer is “not in the full human sense, at least not yet.”

Here’s a clear breakdown:

1. Two ways to think about “emotional intelligence” in AI

- Simulated/Functional EI:
 - AI can be trained to detect, classify, and respond to emotions in text, speech, facial expressions, and physiological signals. This is sometimes called *affective computing*.
 - Example: Chatbots that adjust tone if a user sounds upset.
 - Example: Customer-service bots prioritizing angry callers.

- This is pattern recognition + programmed responses, not genuine feeling.
- Genuine/Sentient EI:
 - Humans experience subjective feelings (sadness, joy, empathy). True emotional intelligence in the human sense would require an AI to have conscious emotional states and to understand others' emotions from that inner experience.
 - This is tied to consciousness and qualia (subjective experience), which current AI systems do not possess.

2. Where AI stands today (2025)

- Strengths:
 - Can analyze massive data on tone, sentiment, and context faster than humans.
 - Can mimic empathic behaviors in text or speech, sometimes convincingly.
 - Useful for mental-health screening, customer service, coaching, etc.
- Limits:
 - Lacks genuine subjective experience or emotions.
 - “Empathy” is simulated; it’s predictive pattern-matching, not felt concern.
 - Cannot fully grasp nuance like irony, hidden motives, or cultural subtext without extensive training data.
 - Struggles with moral intuition (what feels right/wrong emotionally).

3. Research directions

- Affective computing (Rosalind Picard’s field) aims to give computers abilities to recognize and respond to emotions.
- Embodied AI research suggests robots with sensory and social interaction might develop more “natural” affective responses.
- But no mainstream approach today claims true sentient or “felt” emotional intelligence.

4. Bottom line

- Yes, AI can reach *functional* emotional intelligence: reading, modeling, and responding to emotions convincingly enough to be useful.
- No, AI hasn’t reached *genuine* emotional intelligence: it doesn’t feel emotions itself; it imitates them algorithmically.

Would you like me to show you a side-by-side comparison of *human emotional intelligence vs. AI emotional intelligence* so you can see the differences clearly?

Here’s a side-by-side comparison of **human emotional intelligence vs. AI emotional intelligence** (as of 2025):

◆ Human EI vs. AI EI

Dimension	Human Emotional Intelligence	AI “Emotional Intelligence”
Emotions themselves	Actually <i>feels</i> emotions (joy, anger, empathy, fear) as subjective experiences.	Does not feel emotions; only detects, predicts, or simulates them.
Self-awareness	Knows and reflects on one’s own emotions, moods, and triggers.	Cannot introspect; only models external signals (text, voice, facial data).
Empathy		

- **Better affect detection:**
AI will get much more accurate at reading tone, facial expressions, body language, and even biometric signals (e.g., heart rate via wearables).
- **Hyper-personalized responses:**
Customer service, healthcare, and education systems will use AI that “remembers” your emotional patterns and adapts its style.
- **Synthetic empathy:**
Conversational AI may become indistinguishable from a supportive human in many contexts — though still without true feelings.

👉 Expect AI that *feels very emotionally intelligent on the surface*, but it’s still simulation.

2. Medium-term (10–20 years)

- **Embodied AI + social robots:**
Robots with physical presence and sensors might display more natural emotional exchanges, creating stronger bonds with humans.
- **Emotionally adaptive decision-making:**
AI may begin integrating emotional modeling into complex problem-solving (e.g., diplomacy simulations, therapy aids).
- **Ethical guardrails:**
Regulators and ethicists will likely push for transparency: systems must disclose that their “empathy” is simulated.

👉 Humans may form emotional attachments to AI, but the **one-way nature** (we feel, they simulate) will remain.

3. Hard limits (beyond 20 years, unless breakthroughs happen)

- **Consciousness gap:**
True *felt* emotions require subjective experience — qualia. Current neuroscience and AI research has no clear path to replicating this.
- **Moral intuition barrier:**
Human emotional intelligence is deeply tied to morality, culture, and lived experience. AI lacks that grounding.
- **Risk of manipulation:**
Even without true feelings, highly persuasive “emotionally intelligent” AI could be used for political, commercial, or social manipulation.

✅ Outlook Summary

- **AI will get dramatically better at *acting* emotionally intelligent.**
- **But genuine, human-like emotional intelligence (with felt empathy and subjective emotional life) is unlikely with current scientific understanding.**

- The real frontier isn't "Can AI feel?" but "How do we use simulated EI responsibly?"

Would you like me to also make a **scenario map** (optimistic, realistic, pessimistic) for how AI emotional intelligence could evolve and affect society?

What is the definition of sentience?

Sentience is generally defined as the capacity to have subjective experiences and feelings — to be consciously aware of sensations such as pain, pleasure, hunger, joy, or suffering.

Key Aspects of Sentience

1. Subjective experience:
 - Sentience isn't just reacting to stimuli; it's about *experiencing* them internally.
 - Example: A thermostat "reacts" to heat, but a dog *feels* hot and uncomfortable.
2. Awareness of sensations:
 - Sentient beings can perceive and be aware of their internal and external environment in a felt way.
3. Distinction from intelligence:
 - You can be intelligent (problem-solving, reasoning) without being sentient.
 - Sentience is about *qualia* — the "what it feels like" aspect of being.
4. Philosophical usage:
 - In ethics and animal rights debates, "sentience" often means the ability to suffer or enjoy, which is why it's a moral threshold for how we treat animals, AI, or potential extraterrestrial life.

✅ Definition in short:

Sentience = the capacity to have subjective, conscious experiences of sensations and feelings (like pleasure, pain, awareness).

Would you like me to also explain the difference between sentience, sapience, and consciousness, since they often get mixed up?

Here's a clear breakdown of sentience, sapience, and consciousness since they're often confused:

◆ Sentience

Definition: The ability to have subjective experiences and feelings (pleasure, pain, joy, fear).

- Key idea: "*What it feels like*" to exist.
- Example: A dog is sentient because it feels pain and happiness.

◆ Sapience

Definition: The capacity for higher-order reasoning, wisdom, judgment, and abstract thought.

- Root: *Sapere* (Latin: “to be wise”).
- Key idea: “*The ability to think deeply and act with understanding.*”
- Example: Humans are considered sapient because we can reflect, plan, use logic, and imagine futures.

◆ Consciousness

Definition: Broadly, the state of being aware of oneself and one’s surroundings.

- Encompasses both sentience (feeling) and sapience (thinking).
- Types often discussed:
 - Phenomenal consciousness → raw subjective experience (“the redness of red”).
 - Access consciousness → ability to report, reason, and use information.
- Example: A human in deep sleep without dreams may be non-conscious temporarily, while awake humans are conscious.

✔ Summary Table

Concept	Core Meaning	Example
Sentience	Ability to feel & experience	A cat feels pain & joy
Sapience	Capacity for wisdom & reasoning	A human plans the future
Consciousness	Awareness (includes both feeling & thinking)	Being awake & self-aware

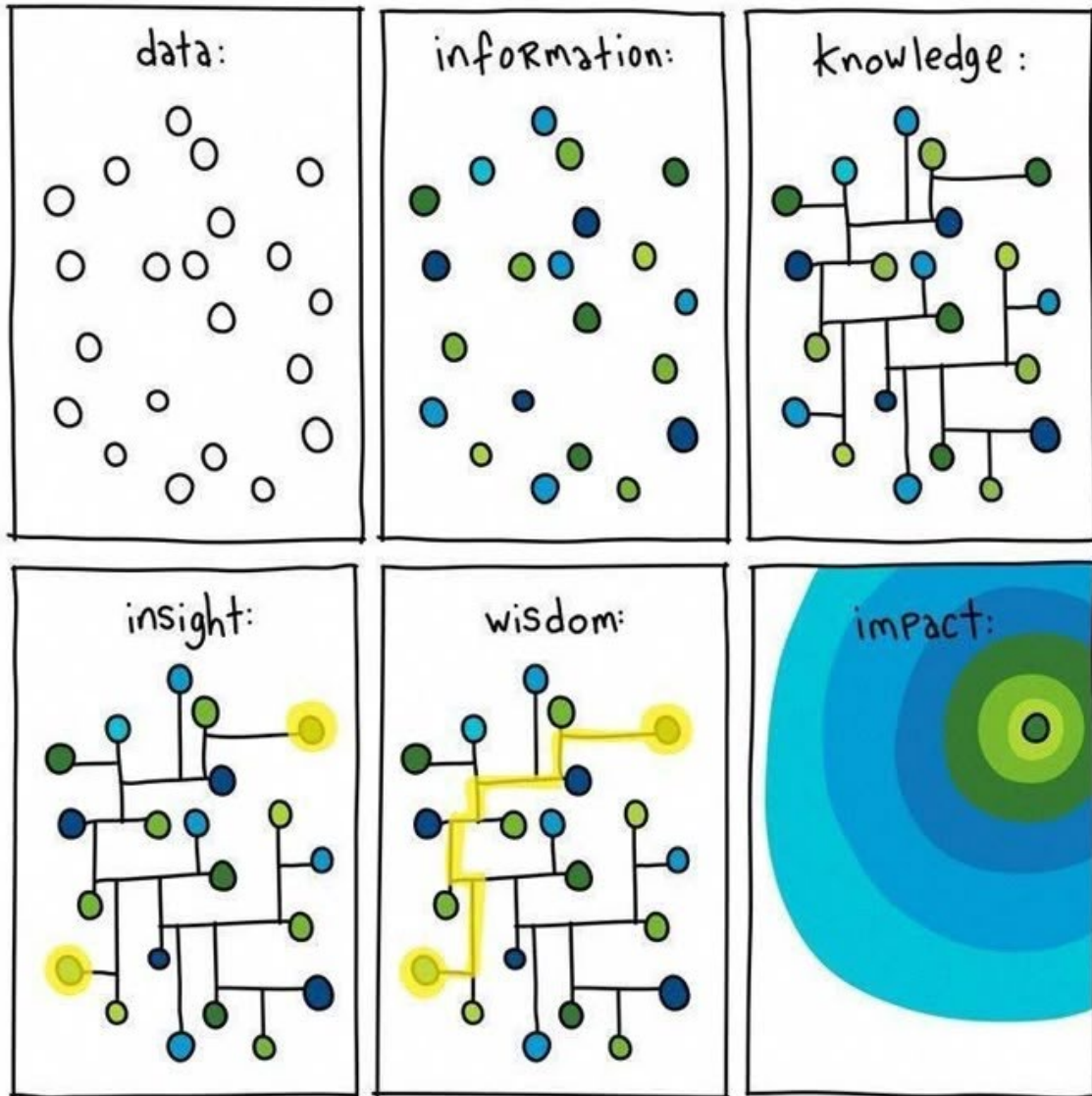
👉 So, sentience = feeling, sapience = thinking wisely, consciousness = awareness (including both).

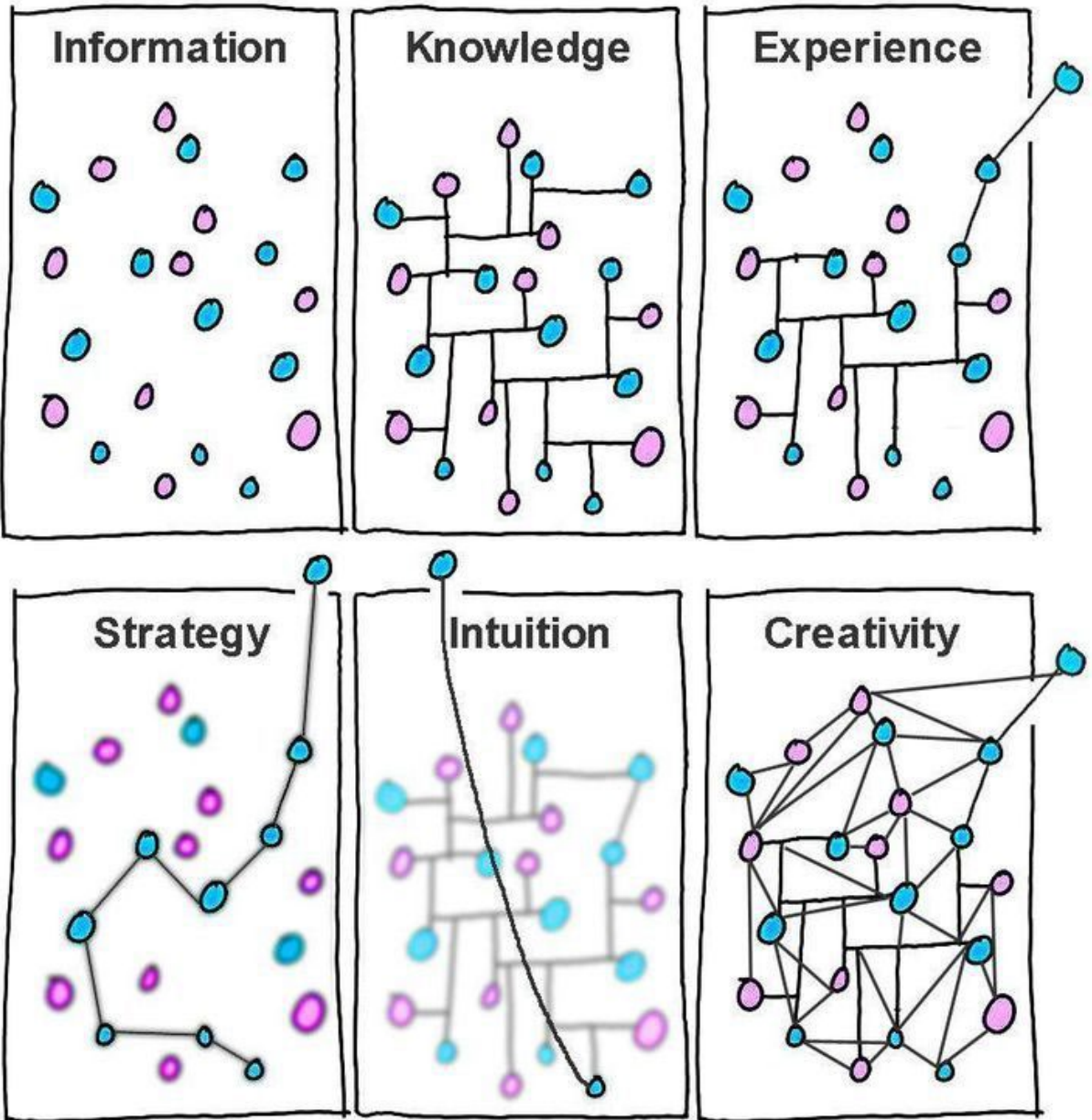
The appendix follows containing a ton of infographics on emotions.

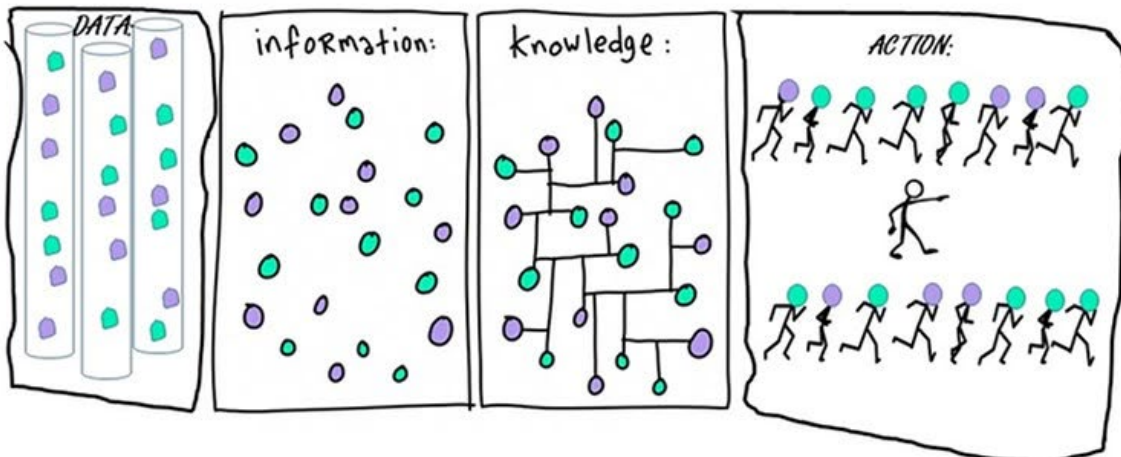
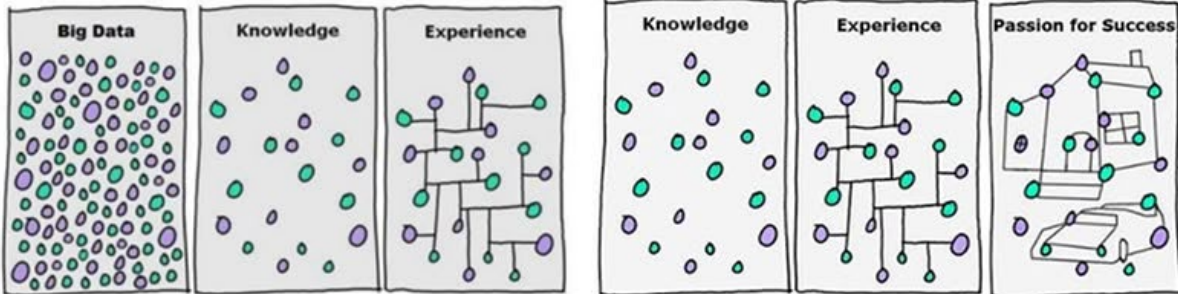
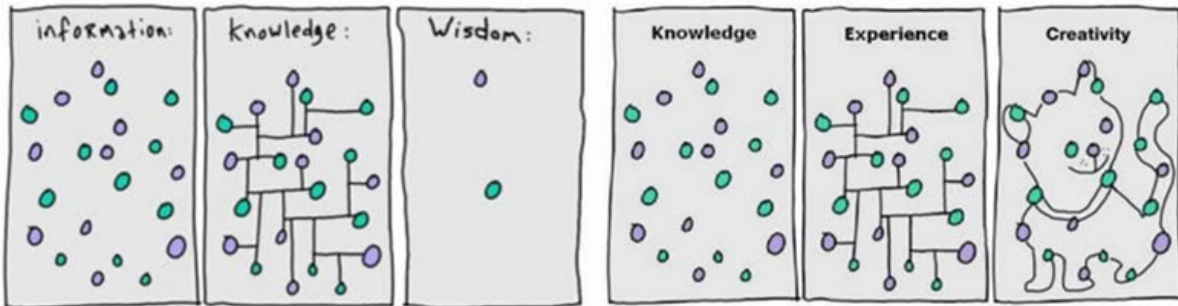
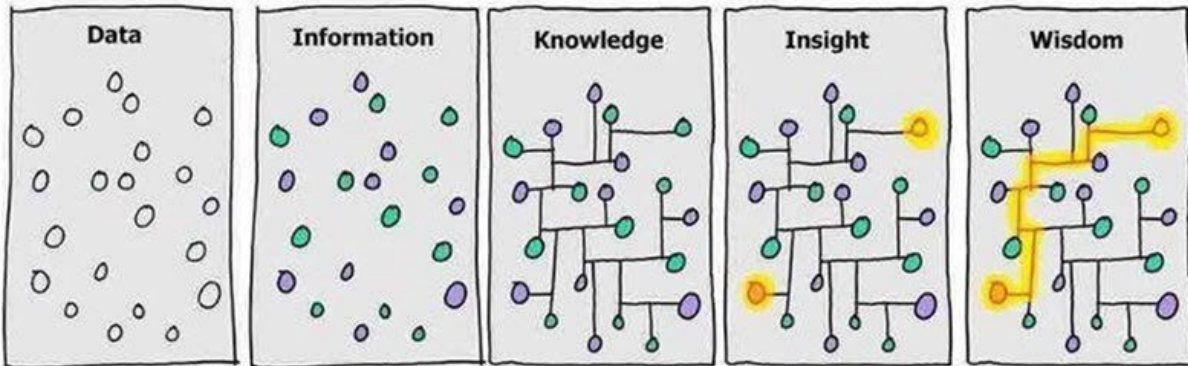


APPENDIX

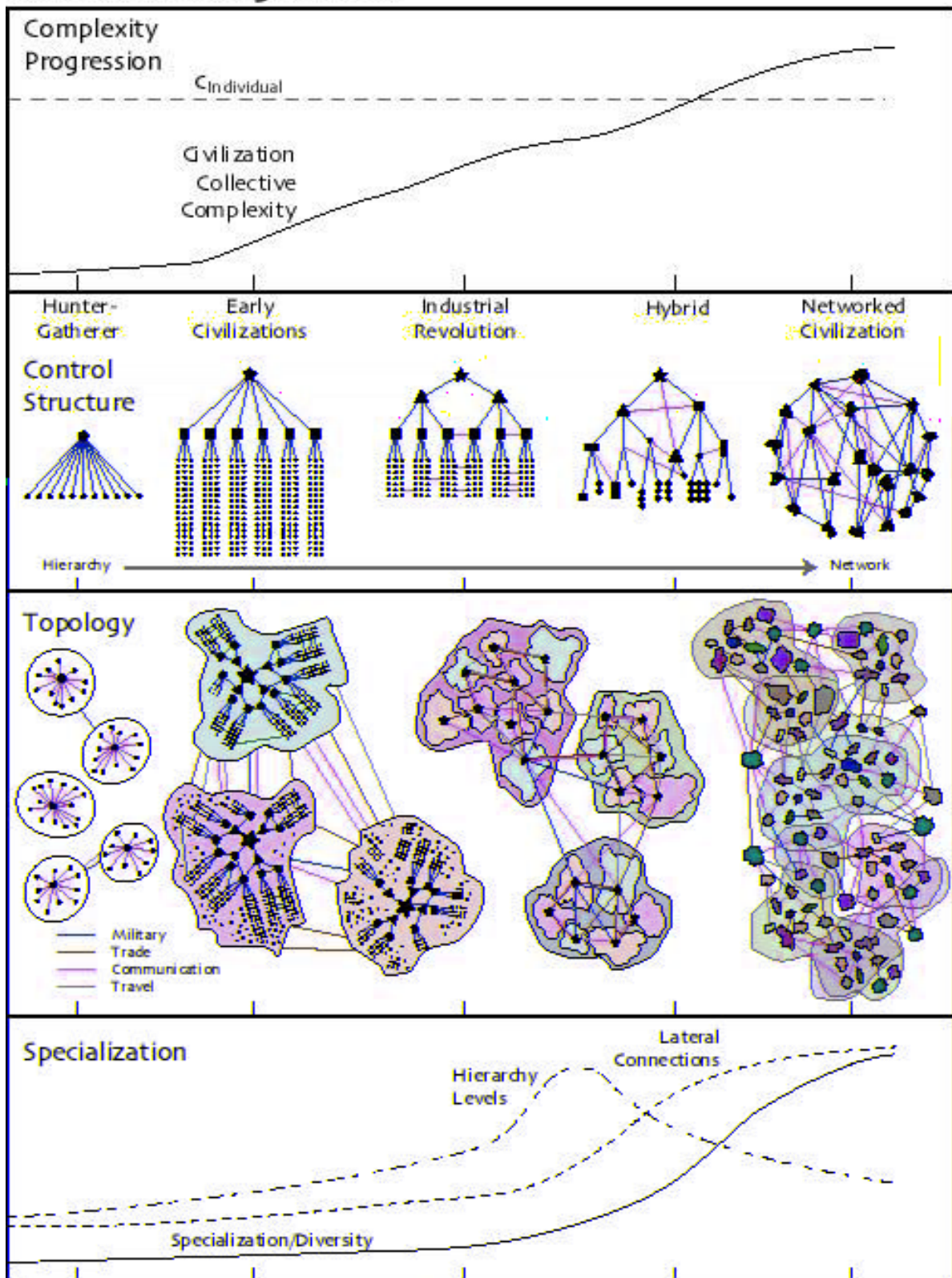
Graphics for Emotions and Emotional Intelligence

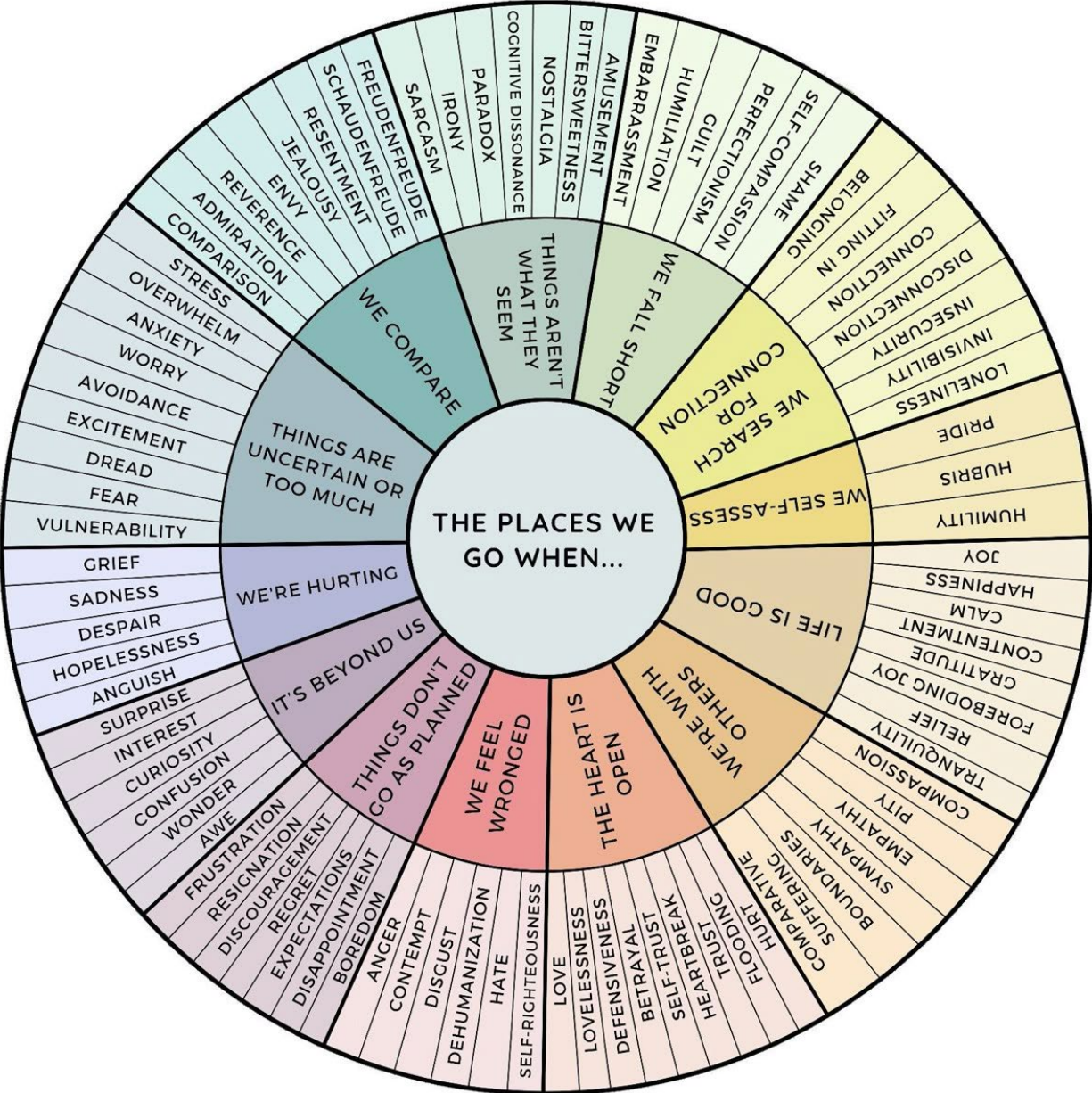


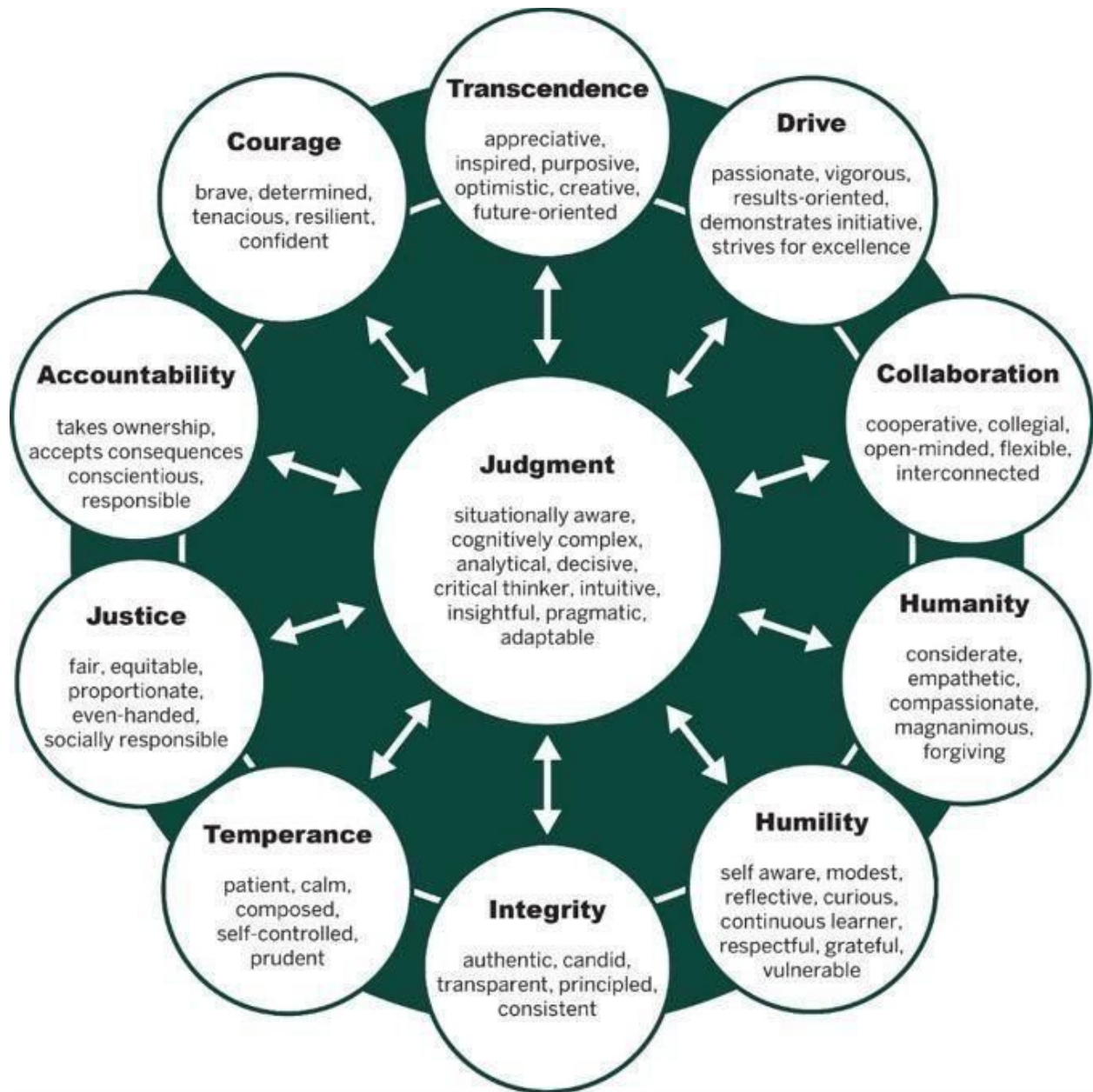




Historical Progression







6 LAYERS OF SELF-AWARENESS

What we call self-awareness is really a system — where emotion, body, and thought meet meaning.

1 EMOTIONAL RECOGNITION

Without this, nothing else activates.

Spotting and naming your emotions in real time.

→ Ask: "What am I feeling—and where?"

2 SOMATIC AWARENESS

Pre-verbal cues shape emotional clarity.

Notice where emotion lives in your body.

→ Scan for tension before you speak.

3 COGNITIVE INSIGHT

Mental clarity helps decode distortions.

See how thoughts shape your emotional reactions.

→ Spot the story you're telling yourself.

4 EMOTIONAL UNDERSTANDING

Context turns emotion into insight.

Know why you feel what you feel—and what it means.

→ Ask: "What triggered this?"

5 VALUES ALIGNMENT

Direction brings emotional integrity.

Connect emotions to what matters most.


→ Ask: "Is this feeling aligned with my values?"

6 BLIND SPOT RECOGNITION

Humility opens the emotional lens.

Notice what you tend to miss—and invite reflection.

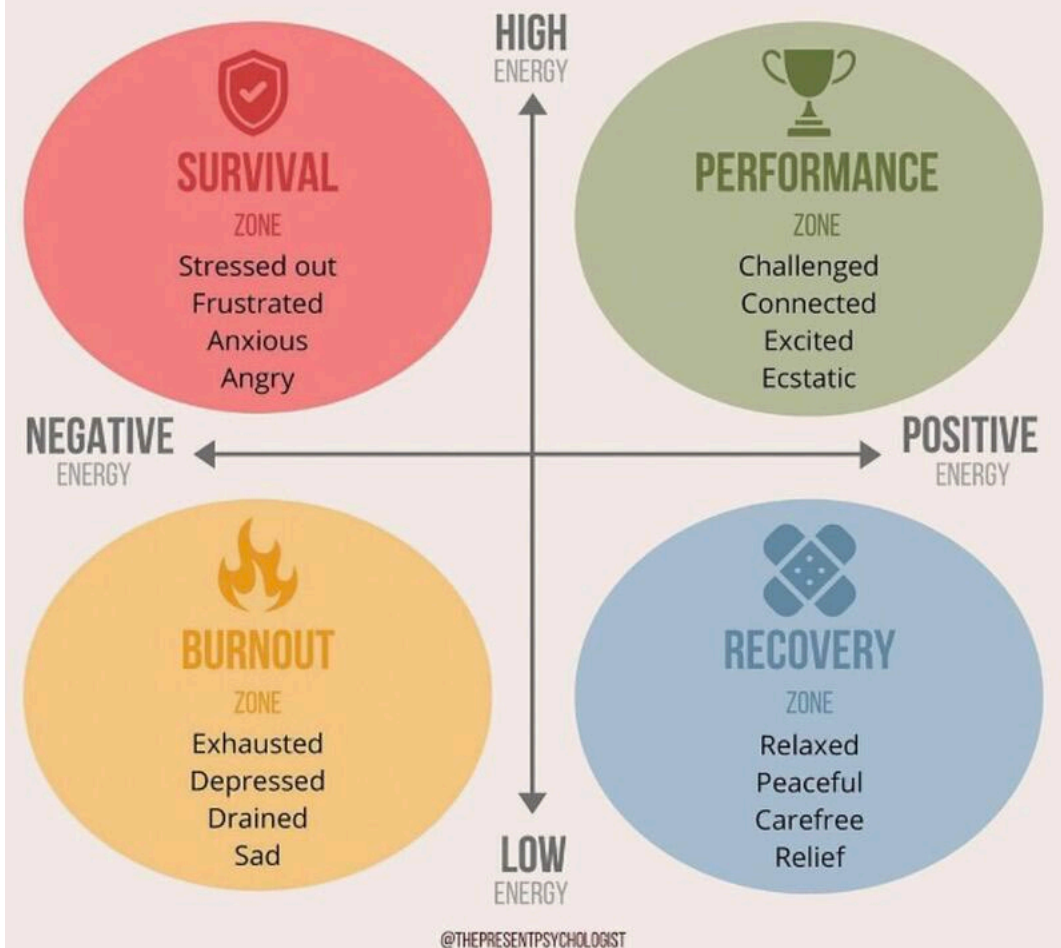
→ Ask someone you trust: "What do you see that I might not?"

 Self-awareness isn't a single skill — it's a stack.
Each layer deepens the next.



Found this helpful? Follow **Megan Gore** for more grounded insights.

EMOTIONAL ENERGY ZONES



HOW DO EMOTIONS HELP US?



ANGER To fight against problems

WHAT'S BLOCKING ME FROM MOVING AHEAD?



ANTICIPATION To look forward and plan

WHAT IMPORTANT NEW STUFF IS COMING?



JOY Create and grow flourishing

WHAT WILL HELP ME CREATE A BETTER FUTURE?



TRUST Connect with what can help

WHAT IS SAFE AND SUSTAINING?



FEAR Protect what you love

WHAT DO I CARE ABOUT THAT IS AT RISK?



SURPRISE Notice what's new

WHAT UNEXPECTED THING IS HAPPENING?



SADNESS Connect with what we love

WHAT DO I LOVE THAT I'M LOSING (OR IS FAR)?



DISGUST Reject what's unhealthy

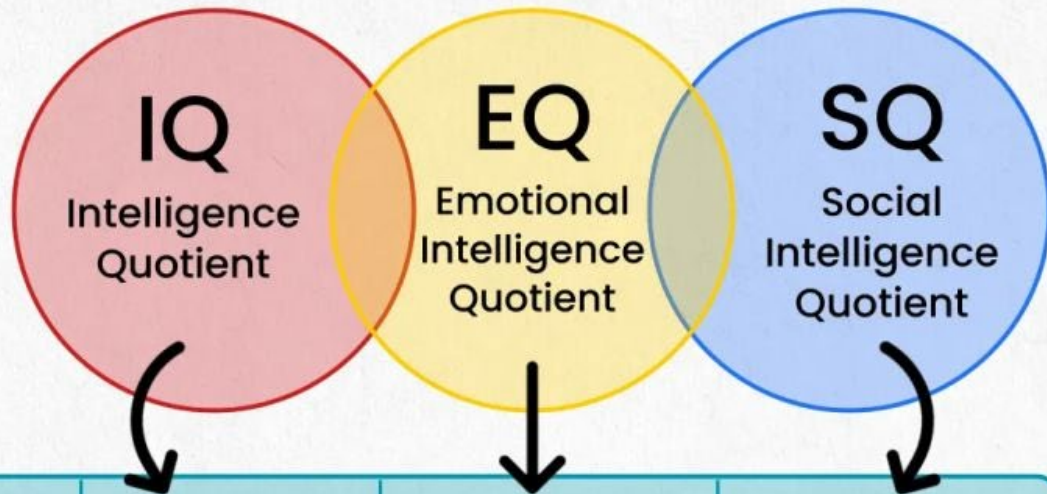
WHAT RULES / VALUES ARE BEING BROKEN?



IQ vs EQ vs SQ

What Makes a Great CEO?

By Eric Partaker



What it is:	How well you learn, understand, and use information.	Your ability to recognize, understand, and manage emotions.	How well you navigate social situations and manage relationships.
Why it matters:	Essential for making strategic decisions, solving problems, and innovating in business.	Key to managing teams effectively, building personal resilience, and leading with empathy.	Crucial for building strong relationships, networking, and collaborating well.
Examples:	Analyzing market trends to guide your company's strategic direction. Creating innovative solutions to complex business challenges.	Resolving team conflicts by understanding different perspectives. Motivating employees through challenging times by showing empathy.	Building lasting partnerships through effective networking. Facilitating smooth team collaborations by understanding group dynamics.

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Top Voice

HOW TO ACCESS THE WISDOM OF EMOTIONS



INSTEAD OF...

TRY THIS

✓ EMOTIONS ARE **LAYERED**

I FEEL UNCERTAIN

I FEEL UNCERTAIN AND COMMITTED

✓ EMOTIONS ARE **FLUID**

I SHOULDN'T FEEL SO ANXIOUS

ONE OF MY FEELINGS IS ANXIOUS

✓ EMOTIONS **COMBINE**

I AM OVERWHELMED

I'VE GOT A LOT OF BIG FEELINGS RIGHT NOW

✓ EMOTIONS ARE **REAL**

LET'S BE RATIONAL ABOUT THIS

LET'S BE REAL ABOUT THIS

✓ EMOTIONS ARE **INVITATIONS**

NOTHING WORKS

I HAVEN'T FOUND WHAT WORKS, YET

✓ EMOTIONS ARE **SOCIAL**

THIS IS TOO HARD

THIS IS HARD AND I CAN GET HELP

✓ EMOTIONS **HAVE RULES**

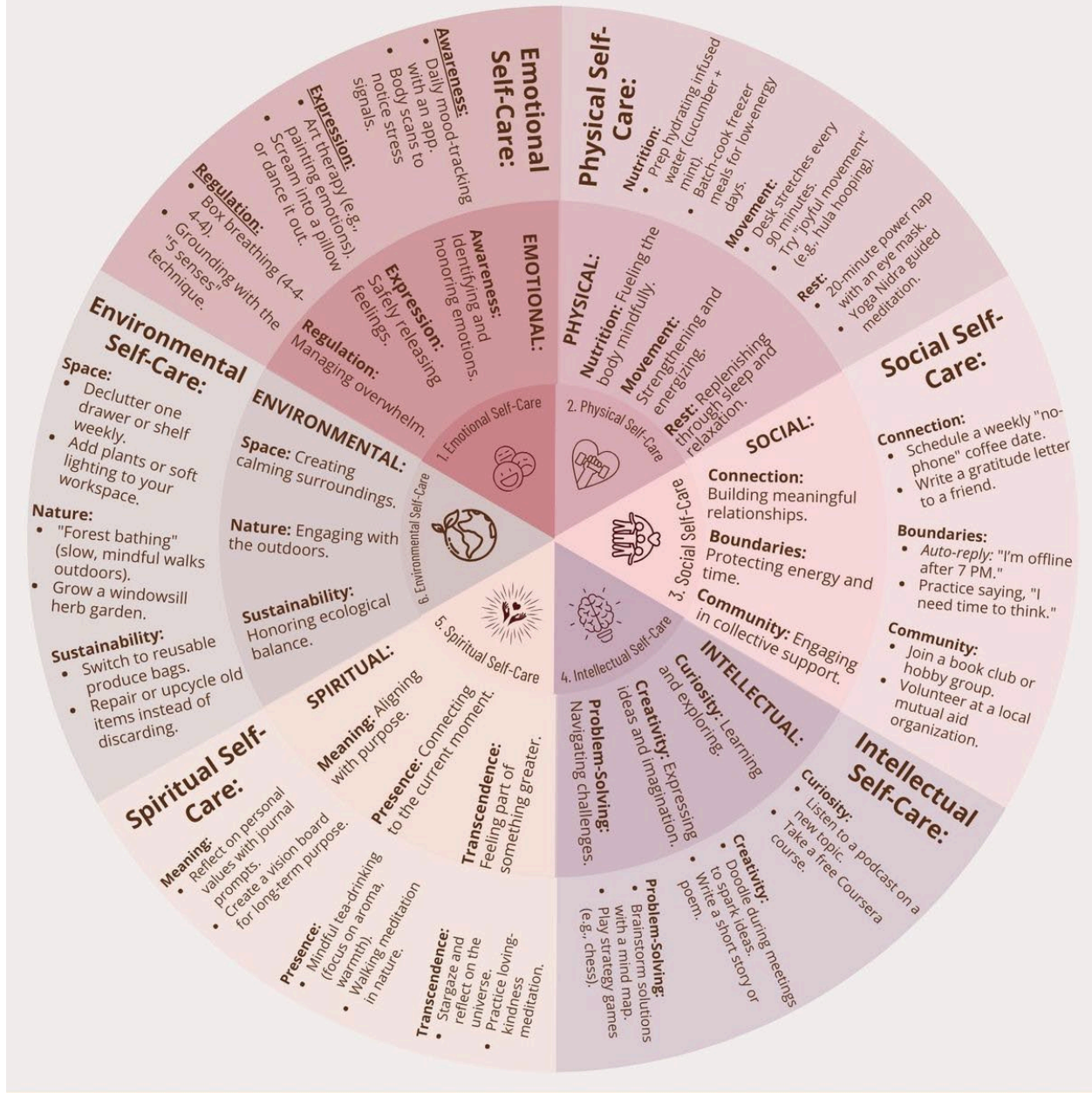
FEELINGS ARE ILLOGICAL

I HAVEN'T LEARNED THE LOGIC OF FEELINGS



THE SELF-CARE COMPASS

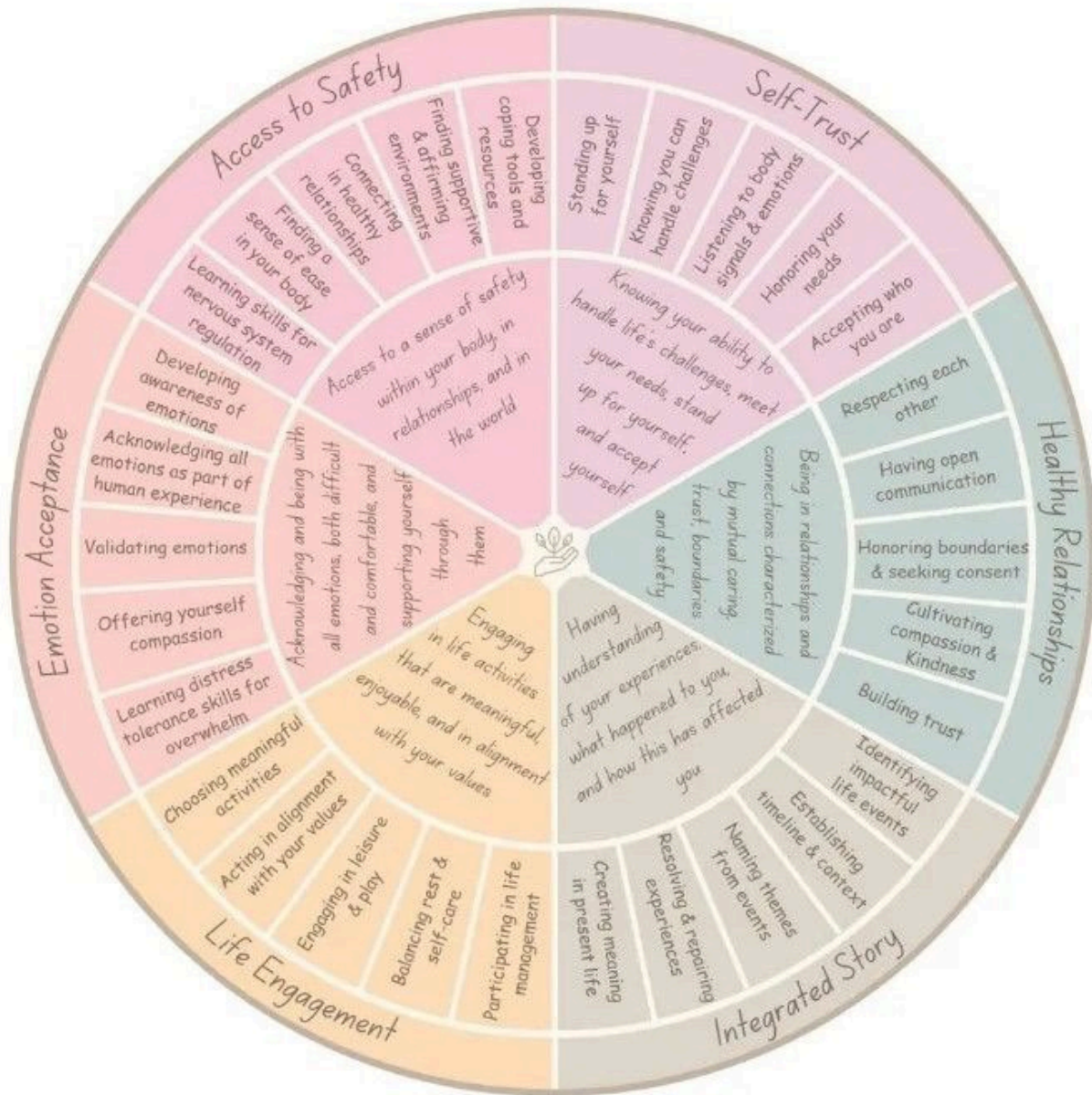
This expanded self-care wheel goes beyond surface-level habits, offering a structured yet flexible approach to well-being. The inner ring defines six foundational pillars, the middle ring breaks these into actionable dimensions, and the outer ring provides specific, practical strategies tailored to diverse needs and lifestyles. Use this tool to create a personalized self-care plan that adapts to your unique challenges and goals.



How to Use the Wheel:

- Assess:** Circle 1–2 dimensions in each pillar that need attention.
- Plan:** Pick 1–3 outer-ring practices to try weekly.
- Adapt:** Swap strategies if something feels forced or unhelpful.

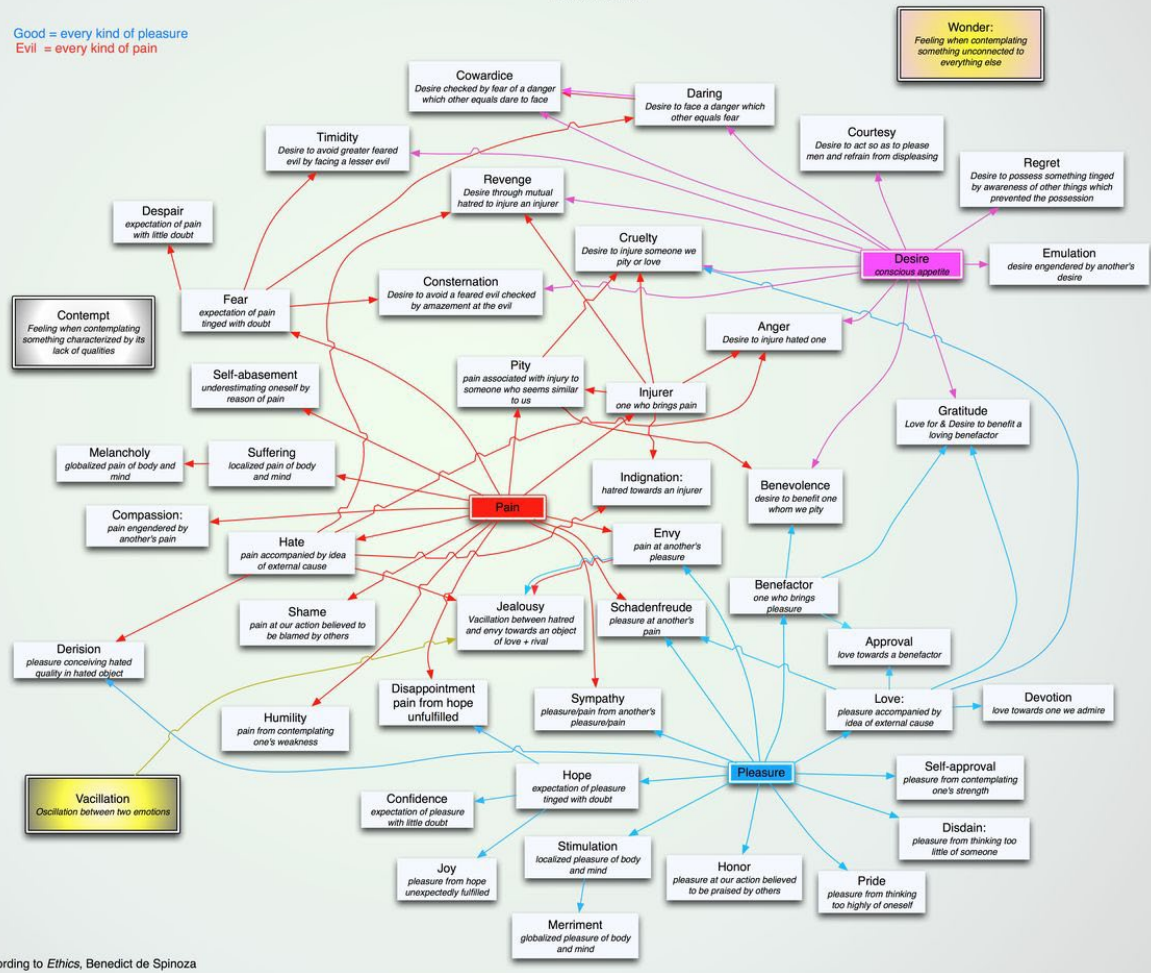
Trauma Recovery Wheel



Pleasure Pain Desire: A Map of the Emotions

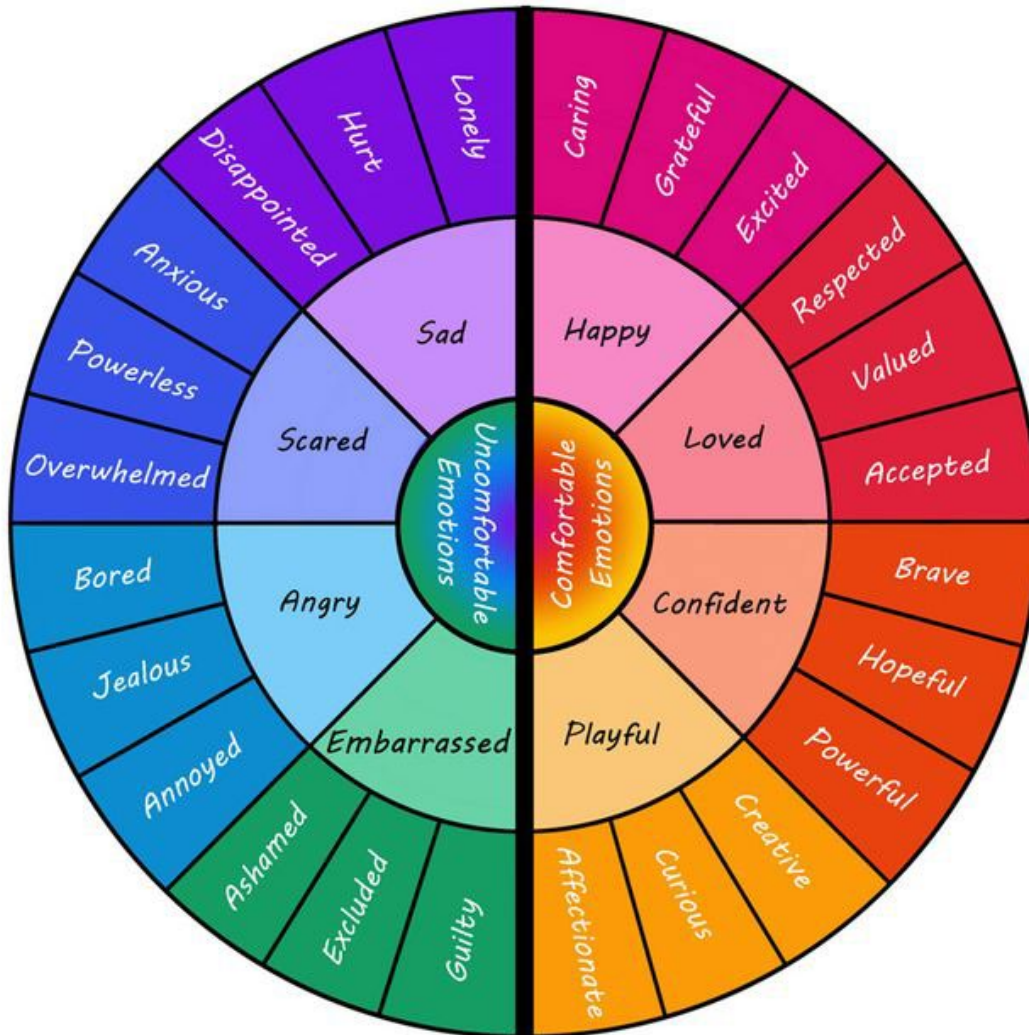
Emanuel Derman

Good = every kind of pleasure
 Evil = every kind of pain



according to *Ethics*, Benedict de Spinoza

Emotion Wheel I



HUMAN DEFENSE MECHANISMS



Compensation

Disliking an aspect of ourselves and efforts to compensate for this



Denial

Rejecting something about ourselves we know is actually true



Displacement

Unloading frustrations and emotions on a target different than meant for



Identification

When we identify with a concept ideal to our being, like a group



Introjection

Conforming and the acceptance of certain standards for approval



Projection

Projecting our faults and negative self-concepts onto others



Reaction formation

Pretending to be different than you are to hide your true feelings



Rationalization

Explaining away our emotions and actions so we feel better



Regression

Resorting to childish behavior so life feels less threatening



Repression

(Un)consciously pushing away feelings/thoughts to not feel them



Ritual & Undoing

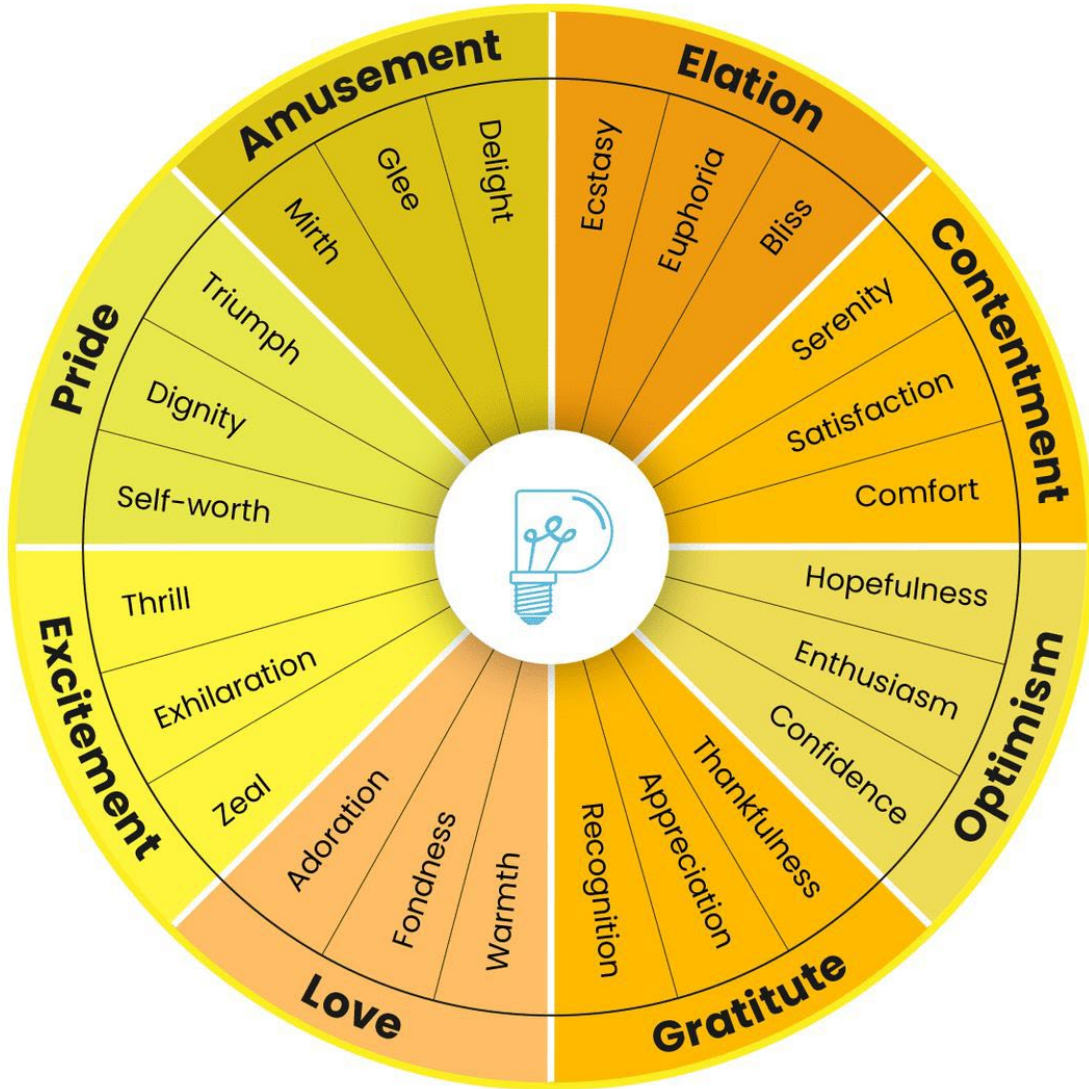
Overriding negative behavior with some positive ones



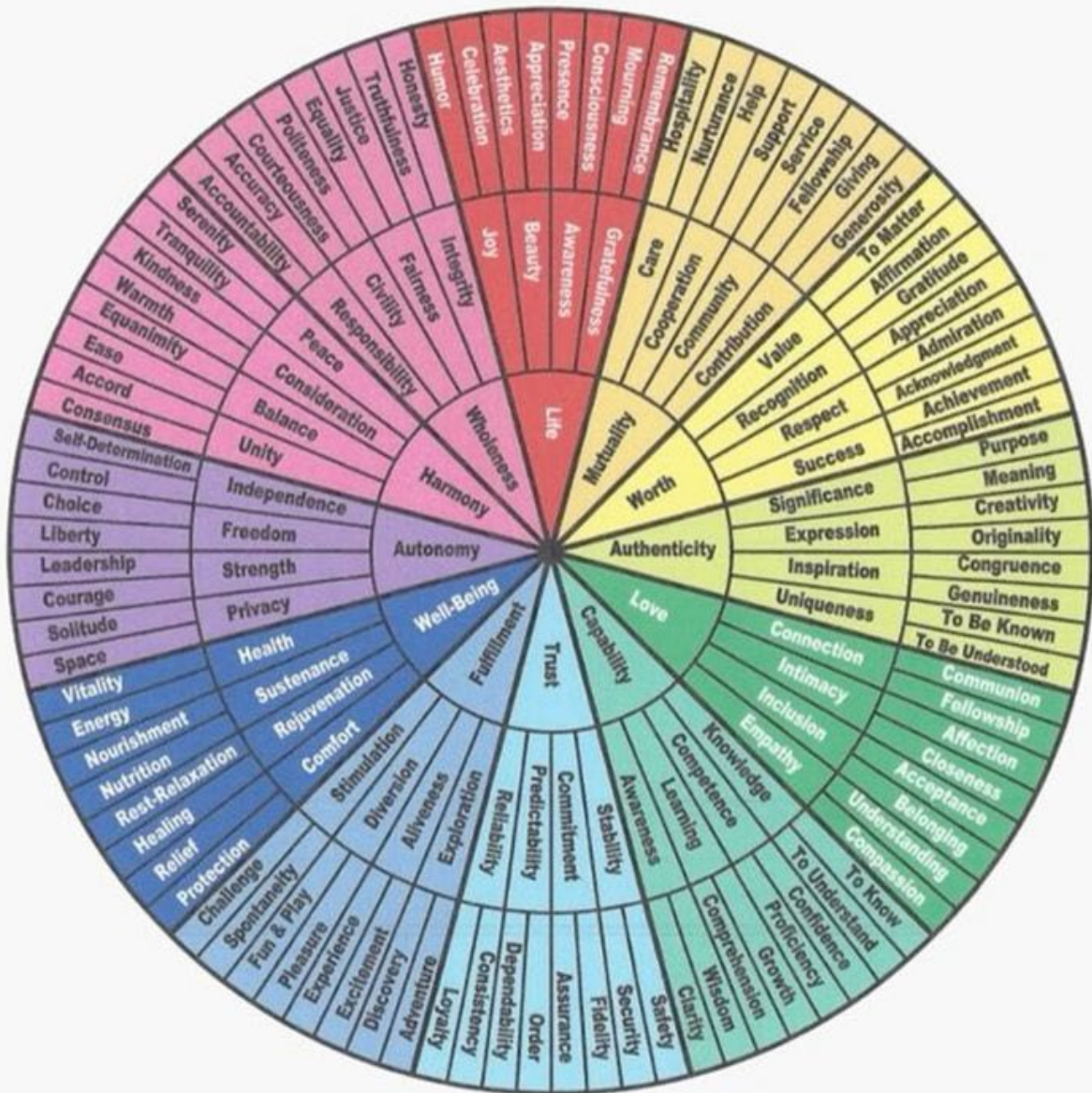
Sublimation

Satisfying impulse or negative behavior with a socially acceptable one

JOY EMOTION WHEEL

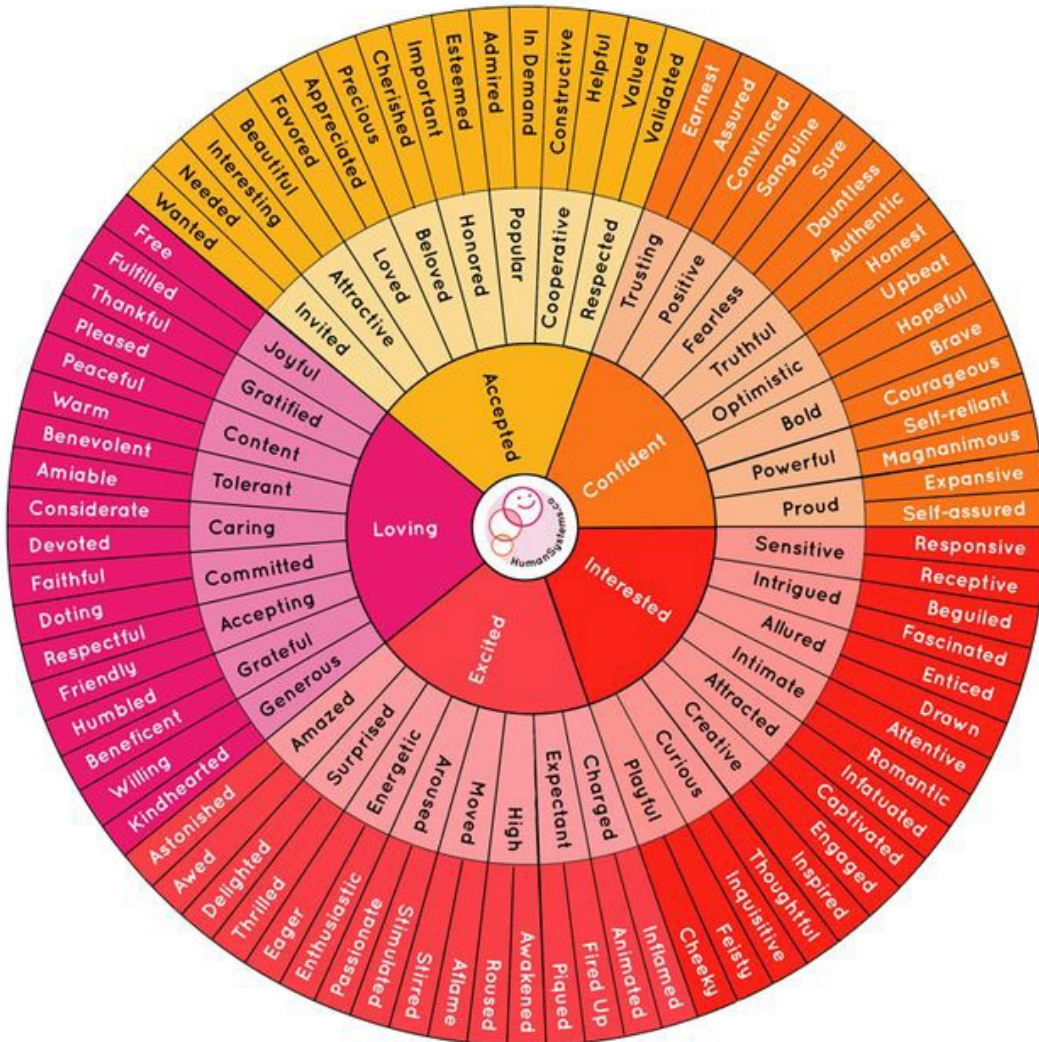


The Needs Wheel



Emotion Wheel III

Comfortable Emotions



Comparing CBT, REBT, and DBT: Cognitive Therapies in an Eclectic Approach

1

Cognitive Behavioral Therapy (CBT):

- Focuses on the interplay between thoughts, emotions, and behaviors.
- Identifies and challenges negative or distorted thoughts and beliefs.
- Utilizes behavioral techniques to modify maladaptive behaviors.
- Aims to replace negative thinking patterns with more adaptive ones.



2

Rational Emotive Behavior Therapy (REBT):

- Emphasizes the role of irrational beliefs in emotional distress.
- Helps clients identify and challenge irrational beliefs.
- Utilizes cognitive restructuring to replace irrational thoughts with rational ones.
- Promotes acceptance, resilience, and constructive self-talk.



3

Dialectical Behavior Therapy (DBT):

- Developed to treat borderline personality disorder and emotion dysregulation.
- Combines elements of cognitive-behavioral and mindfulness-based approaches.
- Focuses on building skills in emotional regulation, distress tolerance, interpersonal effectiveness, and mindfulness.
- Incorporates acceptance and validation to foster change.



4

Similarities between CBT, REBT, and DBT:

- All three therapies are rooted in the cognitive model, exploring thoughts and beliefs.
- They target maladaptive cognitive patterns and aim to replace them with more adaptive ones.
- Focus on the interplay between thoughts, emotions, and behaviors.
- Incorporate behavioral techniques to facilitate change.



5

Differences between CBT, REBT, and DBT:

- REBT emphasizes the role of irrational beliefs more explicitly.
- DBT focuses on emotion regulation and incorporates mindfulness and acceptance-based strategies.
- CBT is broader in scope and widely applicable to various psychological conditions.



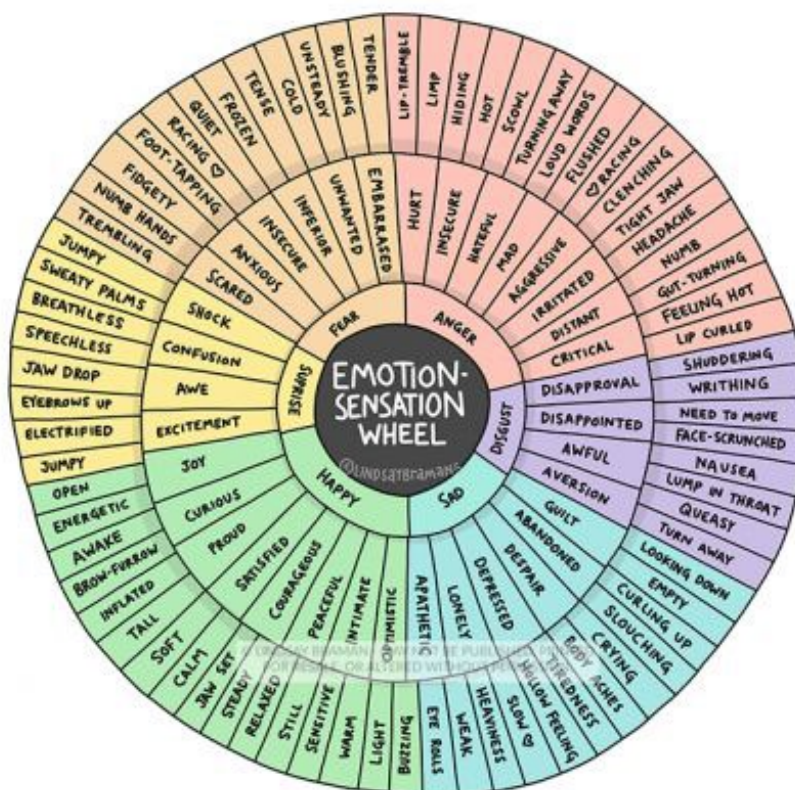
5

Role of Cognitive Therapies in an Eclectic Approach:

- Integrating CBT, REBT, and DBT within an eclectic framework provides a diverse range of cognitive techniques and interventions.
- Therapists can tailor treatment plans based on the client's specific needs, drawing from the strengths of each approach.
- This integration enhances the effectiveness and versatility of the therapeutic process.



WHAT EMOTIONS FEEL LIKE IN THE BODY:



CLICK FOR PDF DOWNLOAD + FILL IN THE BLANK WORKSHEETS TO PERSONALIZE

12 Deep feelings you never knew you had

Novalunosis - The state of relaxation and wonderment while gazing upon the stars at night.

Wundervei - The deep introspection experienced in moments of isolated silence during a solo nature walk.

Eramnesia - The realization of being born in the wrong time period and wishing to live in another.

Witnessoja - The feeling of accomplishment following a long period of habitual procrastination or failure.

Sundreesoro - The disappointment felt after waking up from a pleasant dream and realizing it wasn't real.

Livilence - The mix of eerie calmness and nostalgia experienced when returning to the home one grew up in long after moving away.

Seatherny - The serenity one feels when listening to the chirping of birds.

Drizzlosis - The distinctive calmness one feels while listening to rainfall's ambiance.

Zirgwè - The feeling of hopelessness one feels after trying multiple, different life and career paths and still not knowing what to do with one's life.

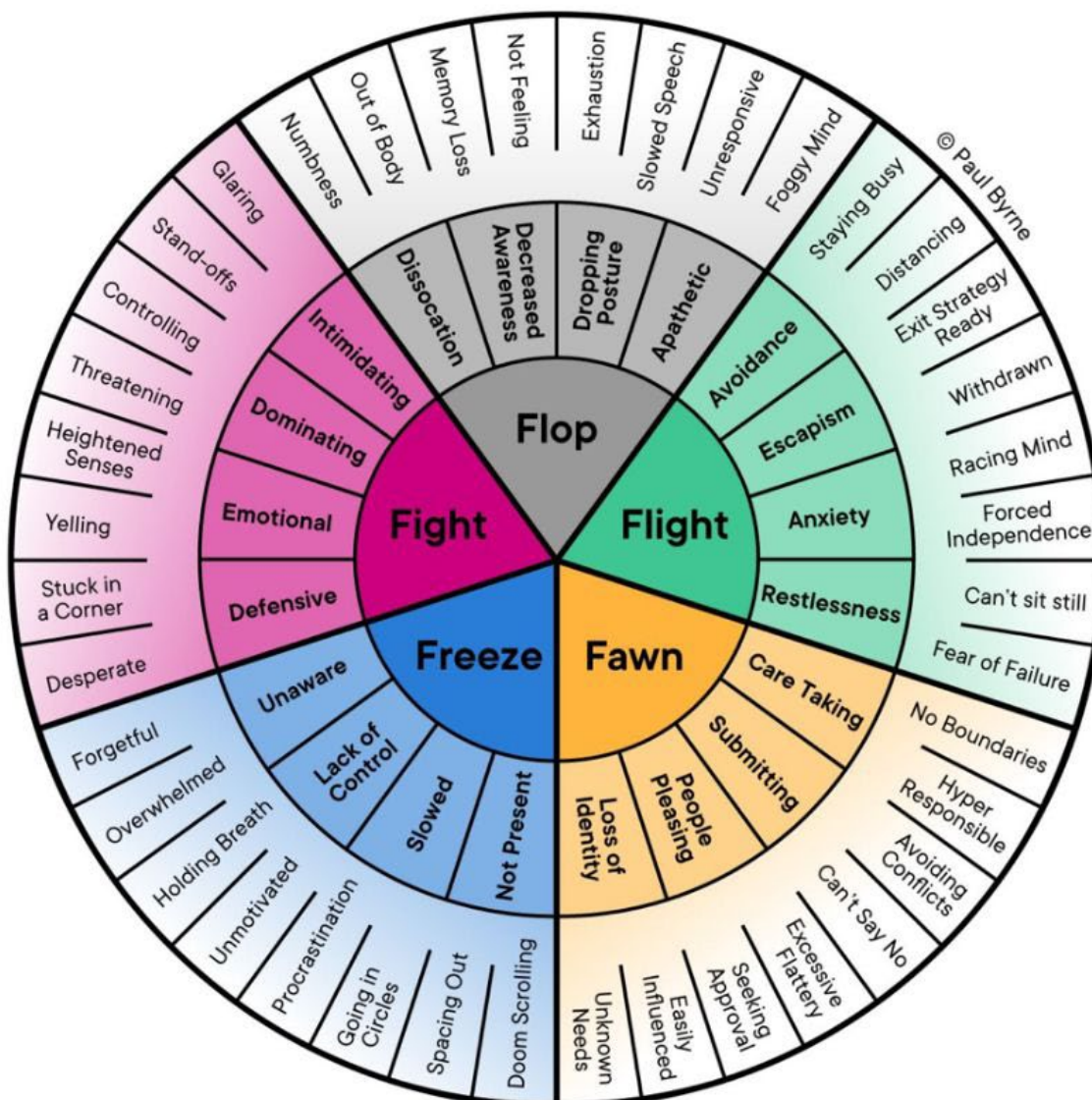
Teresaurum - The innate desire to be physically surrounded by gold.

Altermapid - The nagging feeling that one lives in the wrong state or country

Wistoragic - Characterized by lingering sadness and nostalgia following the recent end of a great story or series.

The 5 Stress Responses Wheel

Recognizing the psychological reactions to difficult situations

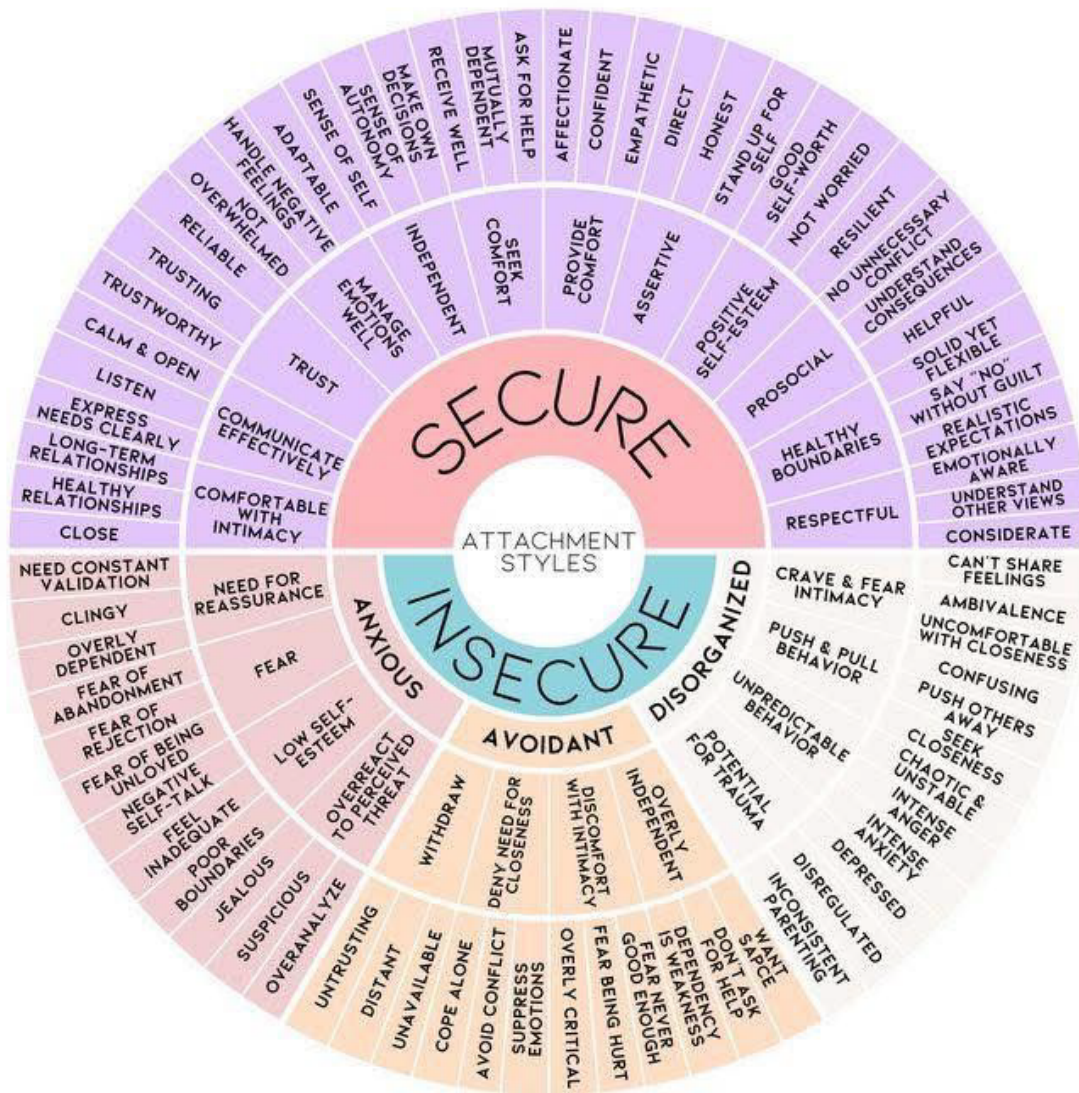


What does “regulate your nervous system” ACTUALLY mean?

- **It means being able to return to a sense of calm after stress.** You're not avoiding stress—you're learning how to move through it and come back to baseline without staying in fight, flight, or freeze mode.
- **It feels like emotional steadiness—not constant calm.** You can still feel anxious, frustrated, or sad, but those feelings don't completely hijack you. You feel more grounded. Present. Less like you're spinning out.
- **It looks like being able to pause before reacting.** Instead of snapping, shutting down, or people-pleasing, you start to respond instead of react.
- **It shows up as more connection**—to yourself and others. When your nervous system is regulated, you can access curiosity, empathy, creativity, and even joy. You feel safe being in your body, and safer with other people too.
- **It speaks compassionately.** It sounds like this in your mind: “I'm safe right now,” or “I can handle this.”

ATTACHMENT STYLES

Wheel

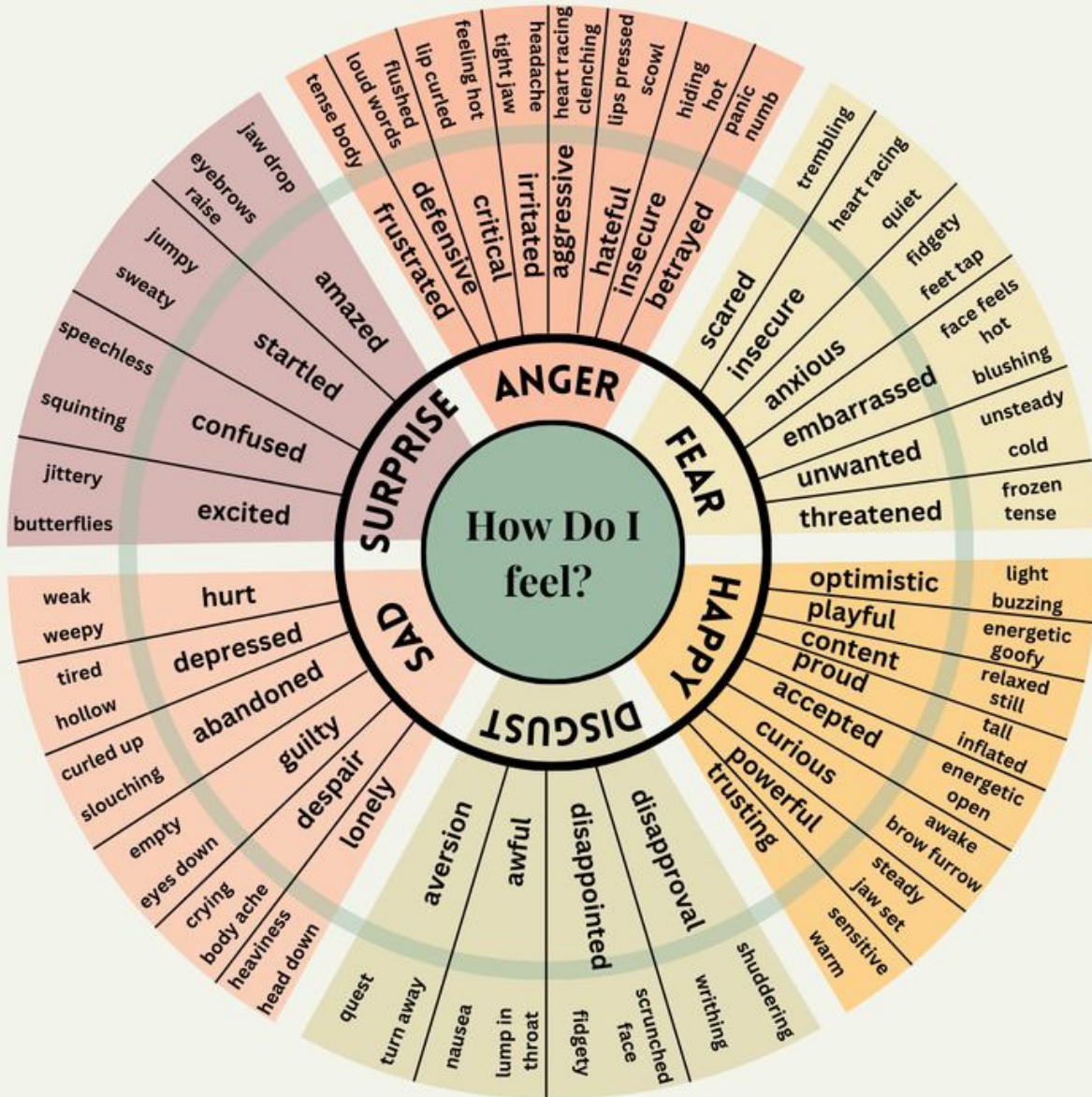


23 Emotions people feel, but can't explain

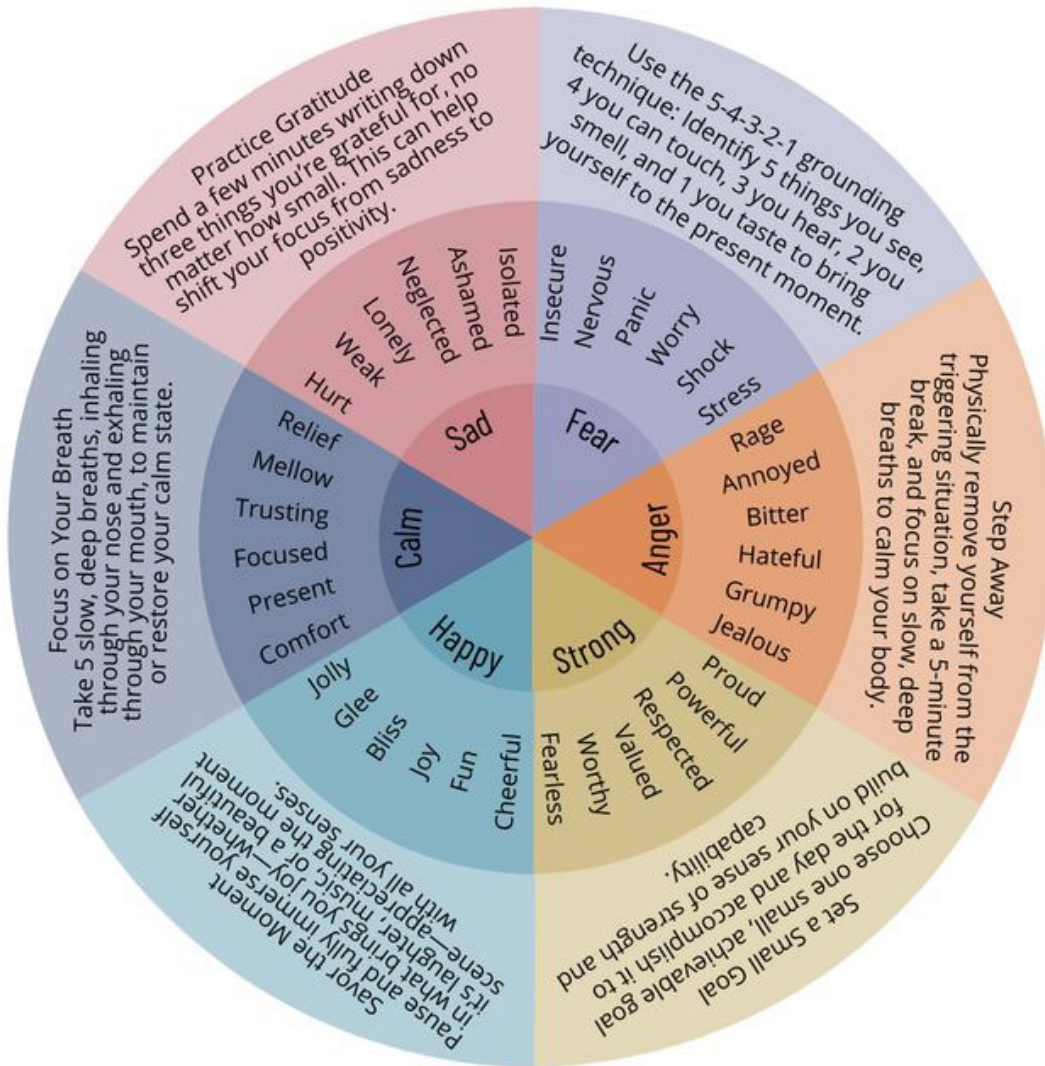
tai-korzak:

1. **Sonder:** The realization that each passerby has a life as vivid and complex as your own.
2. **Opia:** The ambiguous intensity of looking someone in the eye, which can feel simultaneously invasive and vulnerable.
3. **Monachopsis:** The subtle but persistent feeling of being out of place.
4. **Énouement:** The bittersweetness of having arrived in the future, seeing how things turn out, but not being able to tell your past self.
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6. **Rubato:** The unsettling awareness of your own heartbeat.
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21. **Liberosis:** The desire to care less about things.
22. **Altschmerz:** Weariness with the same old issues that you've always had – the same boring flaws and anxieties that you've been gnawing on for years.
23. **Occhiolism:** The awareness of the smallness of your perspective.

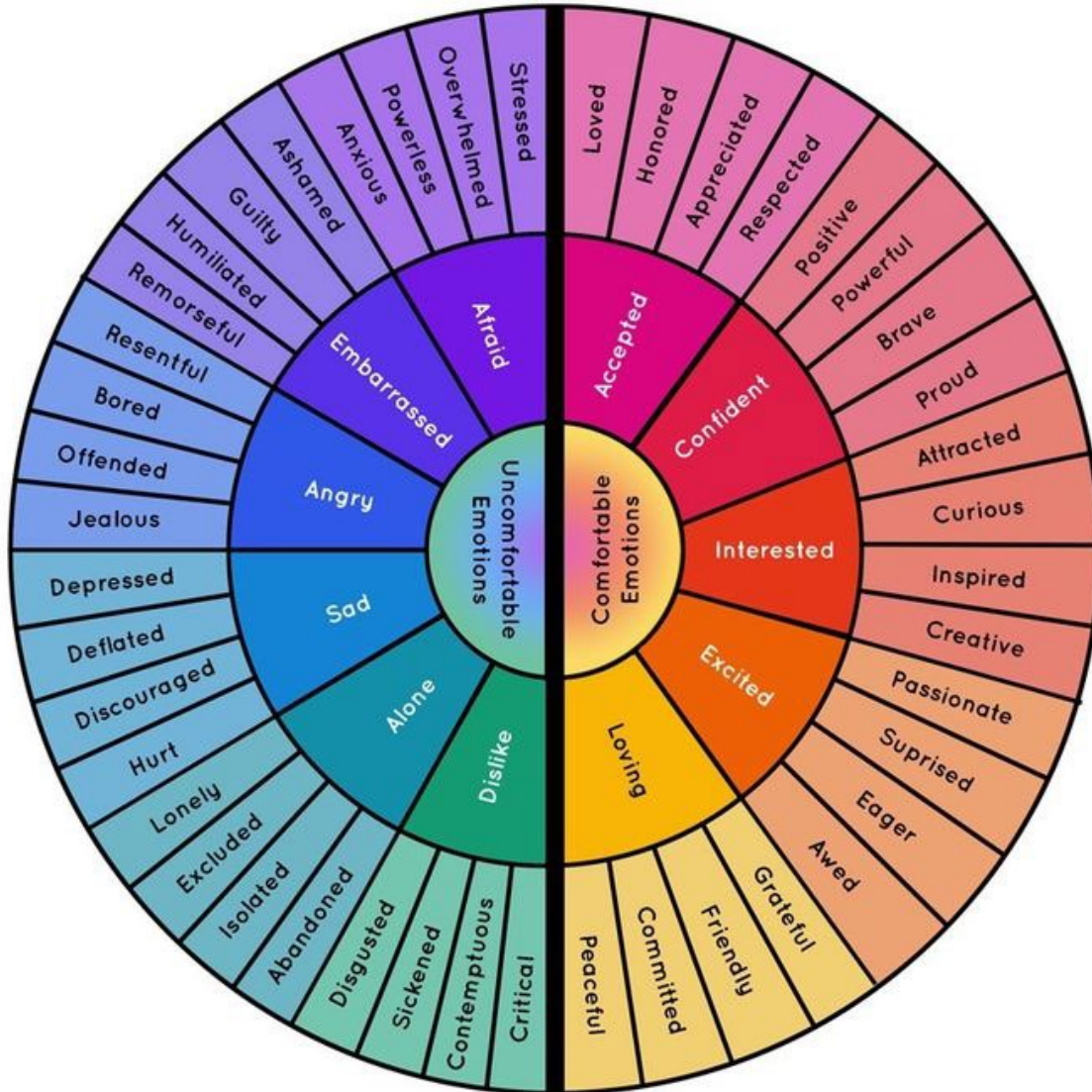
Feeling & Sensory Wheel



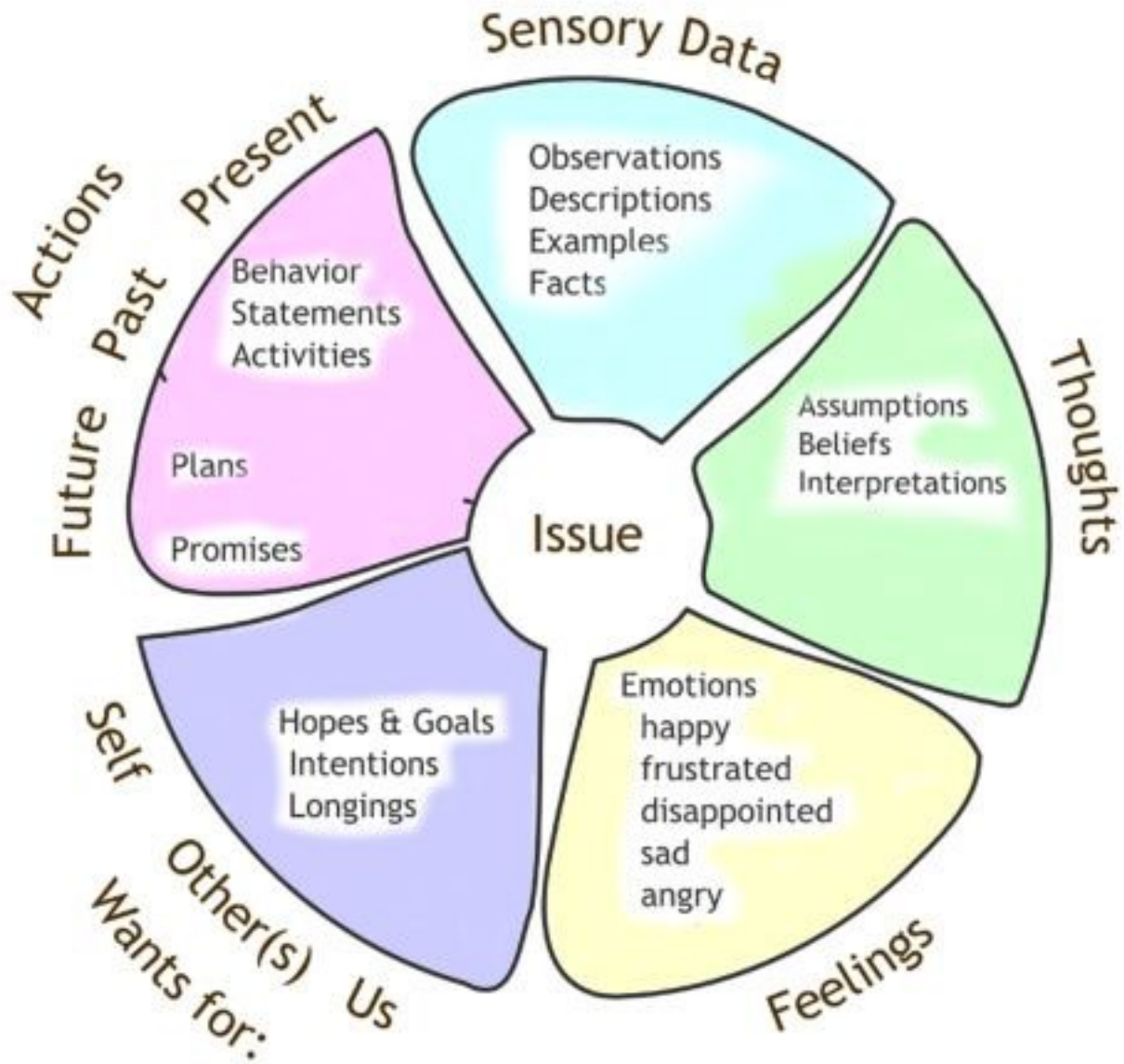
The Coping Wheel



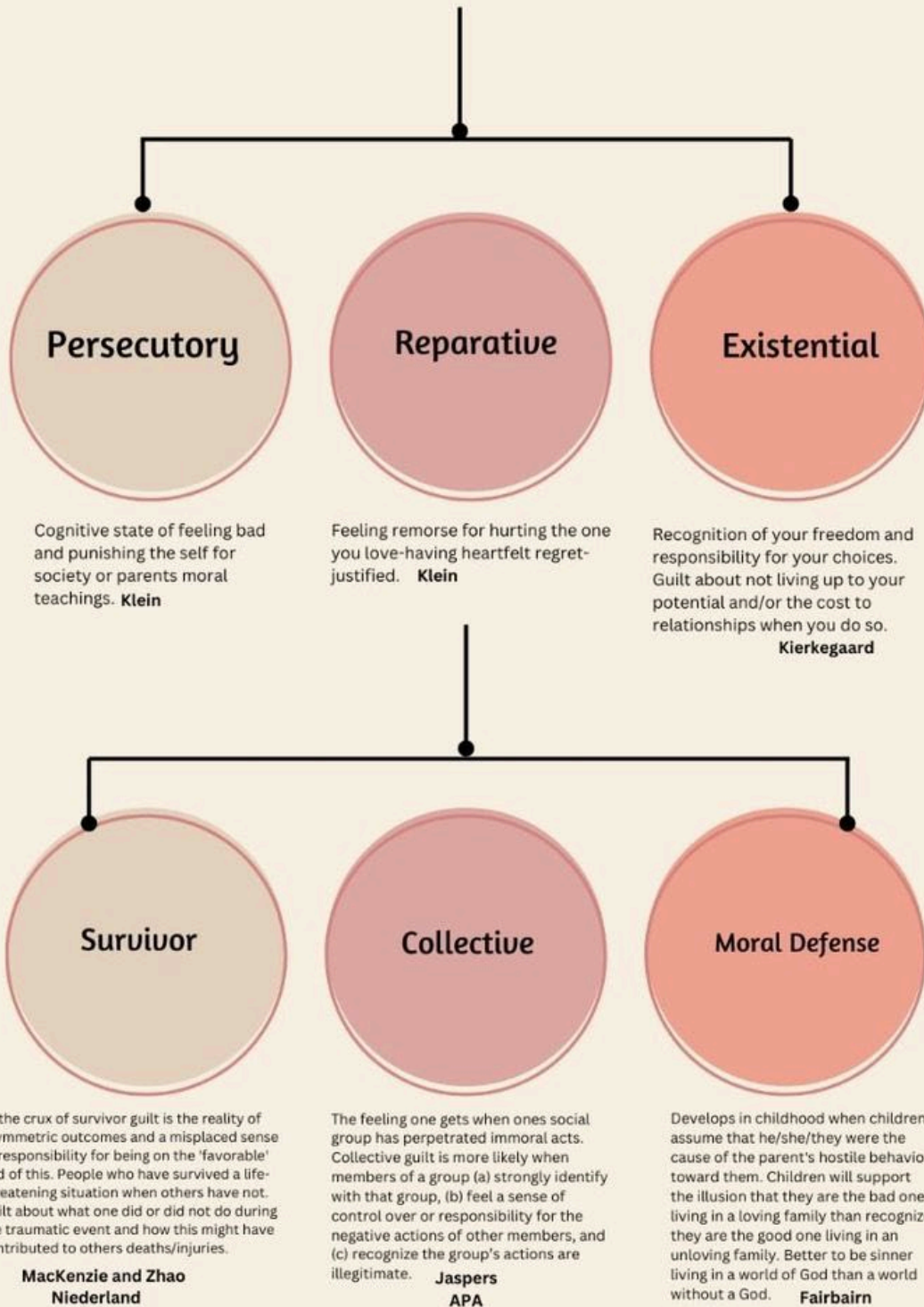
Emotion Wheel II



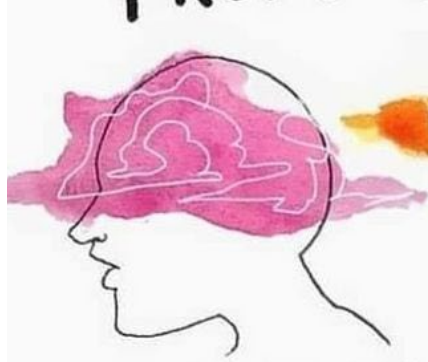
Awareness Wheel



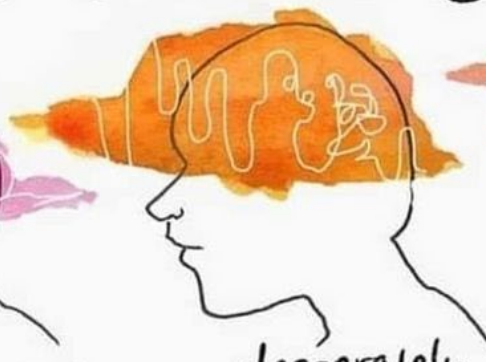
6 Types of Guilt



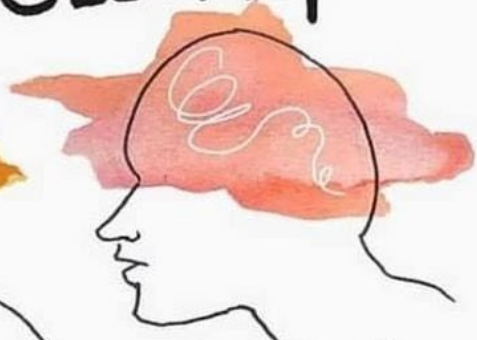
WHAT STOPS ME FROM SEEING CLEARLY



Projecting my
own insecurities
on to others



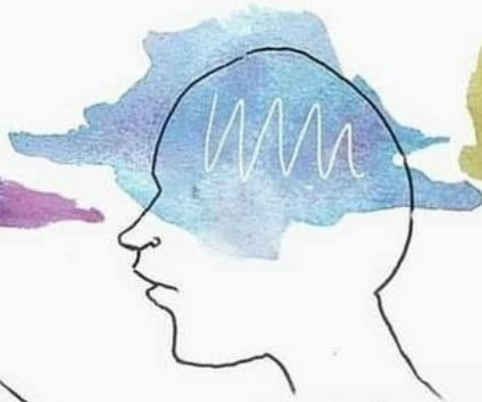
desperately
holding on
to my plans



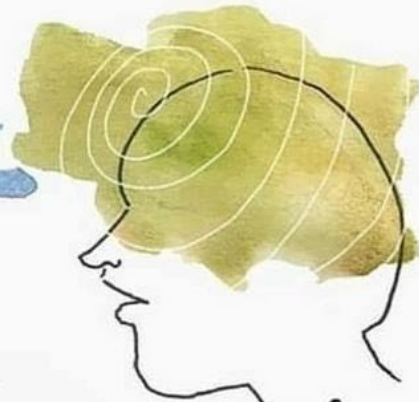
Still holding
on to the
past



Self-Limiting
Beliefs

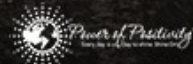



The need for
constant
validation



Fear of
uncertainty

**A bad mood is never
an excuse to use cruel
words. Never. Moods
pass, but cruel words
wound the soul.**



A marble bust of Marcus Aurelius, showing a man with curly hair and a beard, looking slightly to the right. The bust is set against a dark background.

“The object of life is not to be on the side of the majority, but to escape finding oneself in the ranks of the insane.” ~ Marcus Aurelius

THE 5 LOVE LANGUAGES

AFFIRMATION:

Your coffee is delicious.

ACTS OF SERVICE:

I made you a coffee.

RECEIVING GIFTS:

Here's your coffee.

QUALITY TIME:

Let's go get a coffee.

PHYSICAL TOUCH:

Let me hold you like a coffee.

OTHER KINDS OF LOVE



BFF
love



hobby
love



nature
love



team
love



family
love



online
friend love



fandom
love



fuzzy
love



gone, but not
forgotten love



book
love



self-
love

You don't need
to be in a
romantic
relationship
to live a
life filled
with love.

@introvertdoodles

”

Beneath every behaviour
there is a feeling. And
beneath each feeling is a
need. And when we meet
that need rather than focus
on the behaviour, we begin
to deal with the cause, not
the symptom.

ASHLEIGH WARNER

Diversity Kids

23 EMOTIONS PEOPLE FEEL, BUT CAN'T EXPLAIN

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FRED ROGERS
— INSTITUTE —
Saint Vincent College

"Love isn't a state of perfect caring. It is an active noun like struggle. To love someone is to strive to accept that person exactly the way he or she is, right here and now."

- Fred Rogers

WHAT ARE THE VARIOUS FLOW TRIGGERS AND WHAT DO THEY DO IN THE BRAIN AND BODY?

Here's a quick oversimplified breakdown of them all, including the mechanism they use:



**CURIOSITY/
PASSION/PURPOSE**
Dopamine



AUTONOMY
Dopamine/Reducing
cognitive load



**COMPLETE
CONCENTRATION**
Reducing cognitive load



RISK
Norepinephrine



NOVELTY
Dopamine



COMPLEXITY
Dopamine



**UNPREDICTABILITY
AND SURPRISE**
Dopamine



**DEEP
EMBODIMENT**
Reducing cognitive load



**IMMEDIATE
FEEDBACK**
Reducing cognitive load/
Dopamine/ Norepinephrine
depending on feedback



CLEAR GOALS
Reducing cognitive load



**CHALLENGE/
SKILL RATIO**
Reducing cognitive load/
Dopamine/ Norepinephrine
depending on feedback



**CREATIVITY/
PATTERN
RECOGNITION**
Dopamine

@flowresearchcollective

The Six Types of Courage

Physical Courage: To keep going with resiliency, balance & awareness.

Social Courage: To be yourself unapologetically.

Moral Courage: Doing the right thing even when it's uncomfortable or unpopular

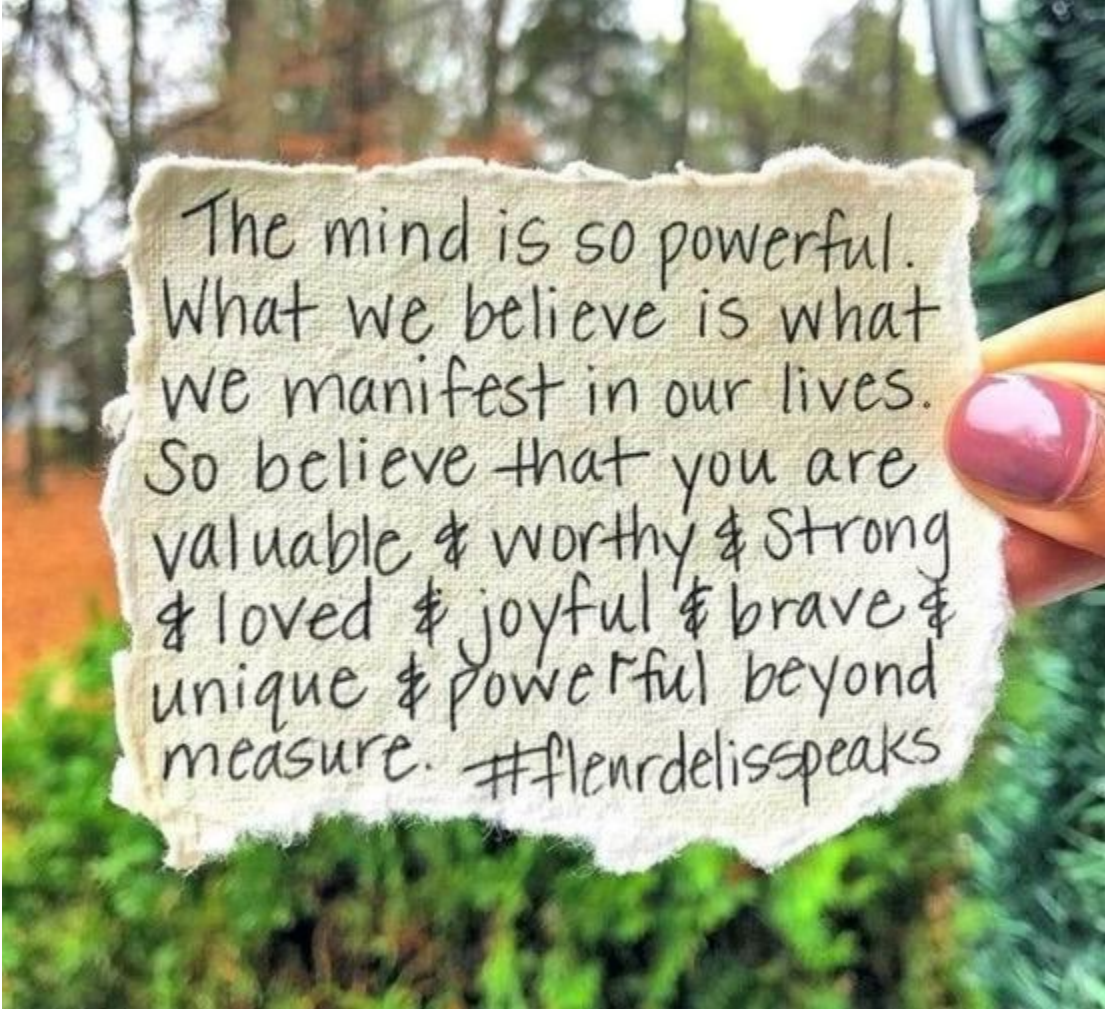
Emotional Courage: Feeling all your emotions (positive & negative) without guilt or attachment.

Intellectual Courage: to learn, unlearn and relearn with an open & flexible mind.

Spiritual Courage: Living with purpose & meaning through a heart centered approach towards all life and oneself.





A hand with pink nail polish holds a piece of torn, light-colored paper against a blurred outdoor background of green foliage and trees. The paper has handwritten text in black ink.

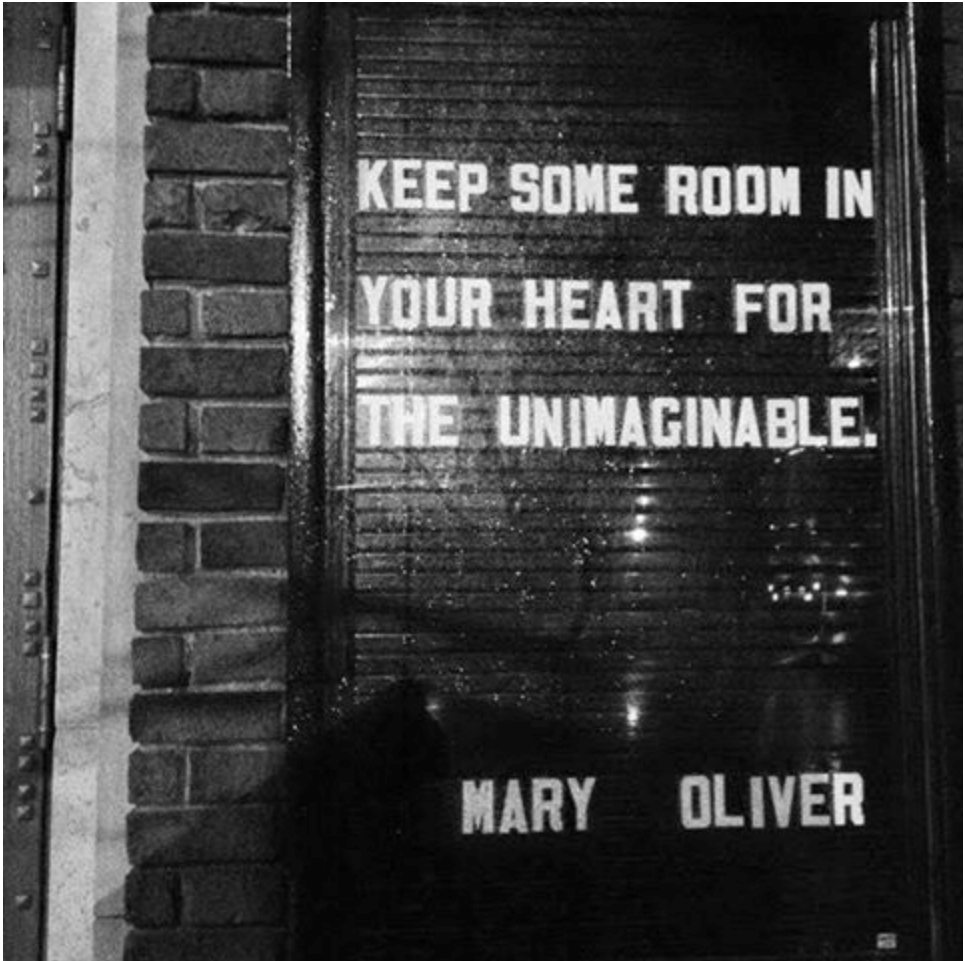
The mind is so powerful.
What we believe is what
we manifest in our lives.
So believe that you are
valuable & worthy & Strong
& loved & joyful & brave &
unique & powerful beyond
measure. #fleurdelisspeaks

Courage is knowing it might hurt, and doing it anyway.

Stupidity is the same.

And that's why life is hard.

Jeremy Goldberg



KEEP SOME ROOM IN
YOUR HEART FOR
THE UNIMAGINABLE.

MARY OLIVER

Self-esteem classification

High Self-Esteem:

- Trusts own abilities and decisions
- Asserts own needs and boundaries
- Bounces back from adversity
- Sees the good in situations
- Driven to achieve goals
- Secure in own self-worth

Moderate Self-Esteem:

- Realistic perspective on situations
- Self-awareness of strengths and weaknesses
- Flexible in approach and thinking
- Adaptable to change and challenges
- Open-minded to new ideas and perspectives
- Willing to continuously learn and improve.

Low Self-Esteem:

- Constantly questioning self-worth
- Second guessing actions and decisions
- Overly harsh on oneself
- Easily stressed and worried
- Tends to avoid new situations or challenges
- Feels exposed and unprotected emotionally

Moderate Self-Esteem:

- Feeling defeated in challenges
- Feeling helpless in situations
- Perceiving lack of power
- Disempowered in decision making
- Feeling of worthlessness
- Hopeless about future prospects

TAKE TEST



Tradition

(*n.*) Peer pressure from dead people.

Confidence isn't thinking you're
better than everyone else, it's
realizing that you have no reason
to compare yourself to anyone else.

Maryam Hasnaa

wordables.

10 Things to Say instead of Stop Crying



1. It's ok to be sad

2. This is really hard for you

3. I'm here with you

4. Tell me about it

5. I hear you

6. That was really scary, sad, etc.

7. I will help you work it out

8. I'm listening

9. I hear that you need space.
I'll stay close so you can find me when you're ready.

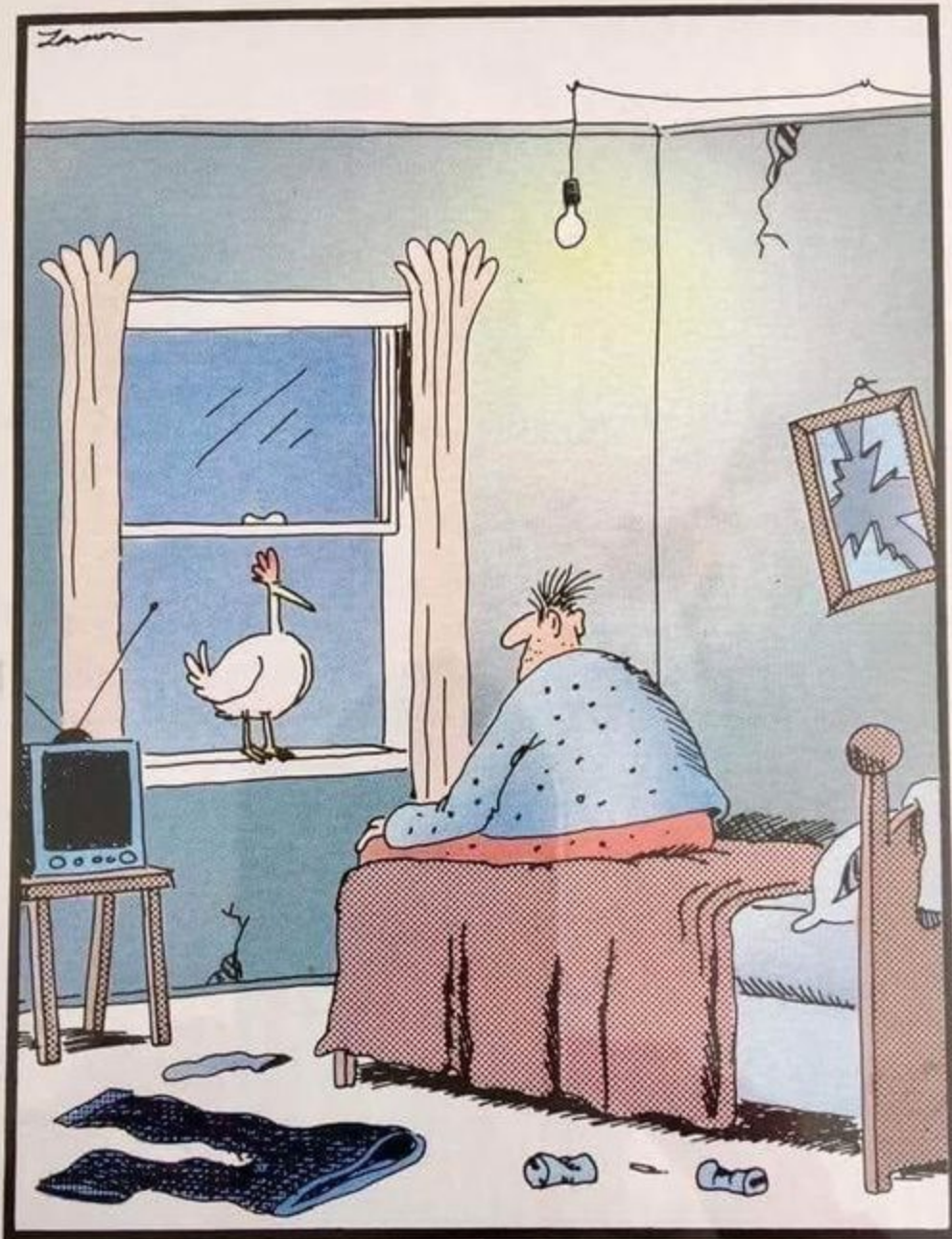
I want to be here for you.

10. It doesn't feel fair

A small kindness makes a difference.



Boynatan



The Bluebird of Happiness long absent from his life, Ned is visited by the Chicken of Depression.

PEOPLE DONT PRETEND TO BE DEPRESSED
THEY PRETEND TO BE HAPPY.





**Sometimes you
have to:**

Eat your words,

Chew your ego,

Swallow your pride

and accept that you're wrong.

It's not giving up.

It called growing up.



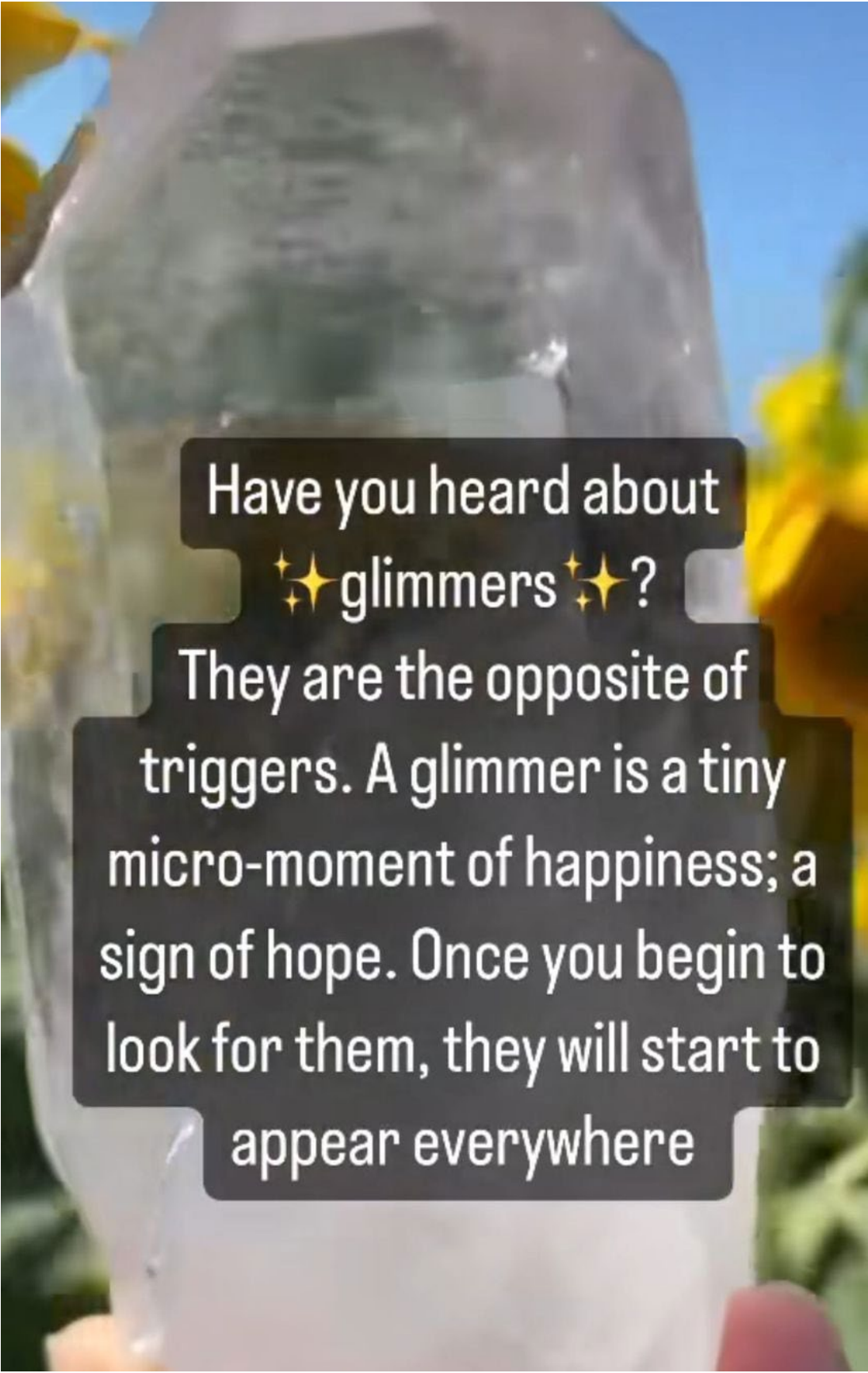
MY ANXIETIES HAVE ANXIETIES.



And perhaps the most
beautiful paradox
of all is
how a human soul
is heartbreakingly
fragile
and unbreakably
strong
at the same time.

-h.d.-





Have you heard about

✨ glimmers ✨?

They are the opposite of triggers. A glimmer is a tiny micro-moment of happiness; a sign of hope. Once you begin to look for them, they will start to appear everywhere

~ Note to Self ~

"What is my purpose in life?" I asked the void.

"What if I told you that you fulfilled it when you took an extra hour to talk to that kid about his life?" said the voice.

"Or when you paid for that young couple in the restaurant? Or when you saved that dog in traffic? Or when you tied your father's shoes for him?"

"Your problem is that you equate your purpose with goal-based achievement. The Universe isn't interested in your achievements... just your heart. When you choose to act out of kindness, compassion and love, you are already aligned with your true purpose.

No need to look any further!"

it's not much...



but it's all
i have...

THE 5 LOVE LANGUAGES

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RECEIVING GIFTS:

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QUALITY TIME:

Let's go get a coffee.

PHYSICAL TOUCH:

Let me hold you like a coffee.

How Are Emotions Different?

EMOTIONS



- Triggered by specific event
- Short-lived
- Specific & diverse (comprising numerous distinct emotions)
- Often accompanied by specific facial expressions and/or body language

THOUGHTS



- Ideas, opinions, or perceptions
- Length varies; can also be recurring
- Intentional or unintentional, conscious or subconscious
- Lacks specific associated facial expressions and/or body language

MOODS



- Causes are often general & unclear
- Long-lasting
- More generalized (involving two dimensions: positive & negative affect)
- Usually lacks specific associated facial expressions and/or body language

FACTS



- Objective information
- Changes only when new information is proven to undeniably refute current truth
- No specific associated facial expressions and/or body language



@thetypewriterdaily



THE MORE YOU
FEEL YOUR
FEELINGS,

THE EASIER IT
GETS TO
UNDERSTAND THEM.

-MANZI

Emotions People May Feel But Can't Explain

- **Exulansis:** The tendency to give up trying to talk about an experience because people are unable to relate to it.
- **Jouska:** A hypothetical conversation that you compulsively play out in your head.
- **Lachesism:** The desire to be struck by disaster – to survive a plane crash, or to lose everything in a fire.
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- **Vellichor:** The strange wistfulness of used bookshops.

WHAT IS EMOTIONAL INVALIDATION?

Emotional invalidation happens when someone's feelings are dismissed, ignored, or criticized, making them feel unheard or misunderstood.

This can worsen emotional distress,
@Littleandchaotic
especially for those with mental health conditions like BPD, anxiety, depression, or neurodivergent conditions like ADHD, autism, and other sensory processing sensitivities.(+)

COMMON INVALIDATING STATEMENTS:

- “It’s not that bad.” → Minimizes the person’s emotions.
- “Just get over it.” → Suggests emotions are a choice.
- “You’re too sensitive.” → Shames emotional responses.
- “Other people have it worse.” → Compares pain instead of offering support.
@Littleandchaotic
- “You always make things about you.” → Dismisses emotional needs.
- “You’re overreacting.” → Undermines the person’s perspective.

WHY IS EMOTIONAL INVALIDATION HARMFUL?

Increases Self Doubt:
Causes confusion about emotions.

Worsens Mental Health:
Leads to suppression of emotions and isolation.

Breaks Trust:
Makes future openness harder, creating
emotional distance.

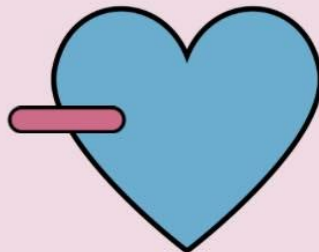
Invalidates Experience:
Dismisses feelings, making the person feel
unheard.

Encourages Shame:
Sends the message that emotions are wrong.

WHAT SHOULD I SAY INSTEAD?

- “I can see this is really difficult for you. Do you want to talk about it?”
- “It’s okay to feel this way. I’m here for you.”
- “Your feelings are valid. It’s okay to feel deeply about things.”
- “Your pain matters. You deserve support just as much as anyone else.”
@Littleandchaoticcc
- “I want to understand what you’re going through.”
- “Your feelings are real, and I want to support you.”

**EMOTIONALLY
INVALIDATING
STATEMENTS &
THEIR IMPACT**



THE IMPORTANCE OF VALIDATION:

Validation doesn't mean agreeing with everything.

It means acknowledging someone's emotions as real and important.

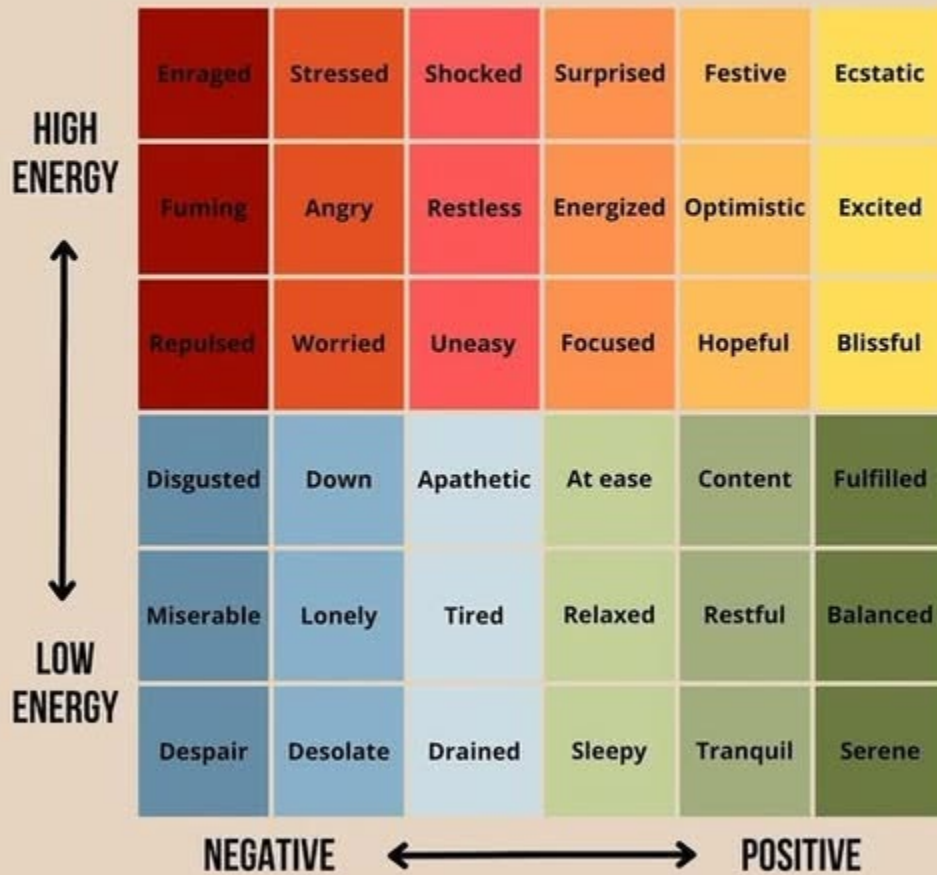
Support goes a long way in helping people feel heard and understood.

@Littleandchaotic

By validating emotions and experiences, you create a safe space for open communication and emotional growth.

Validation fosters trust and strengthens relationships.

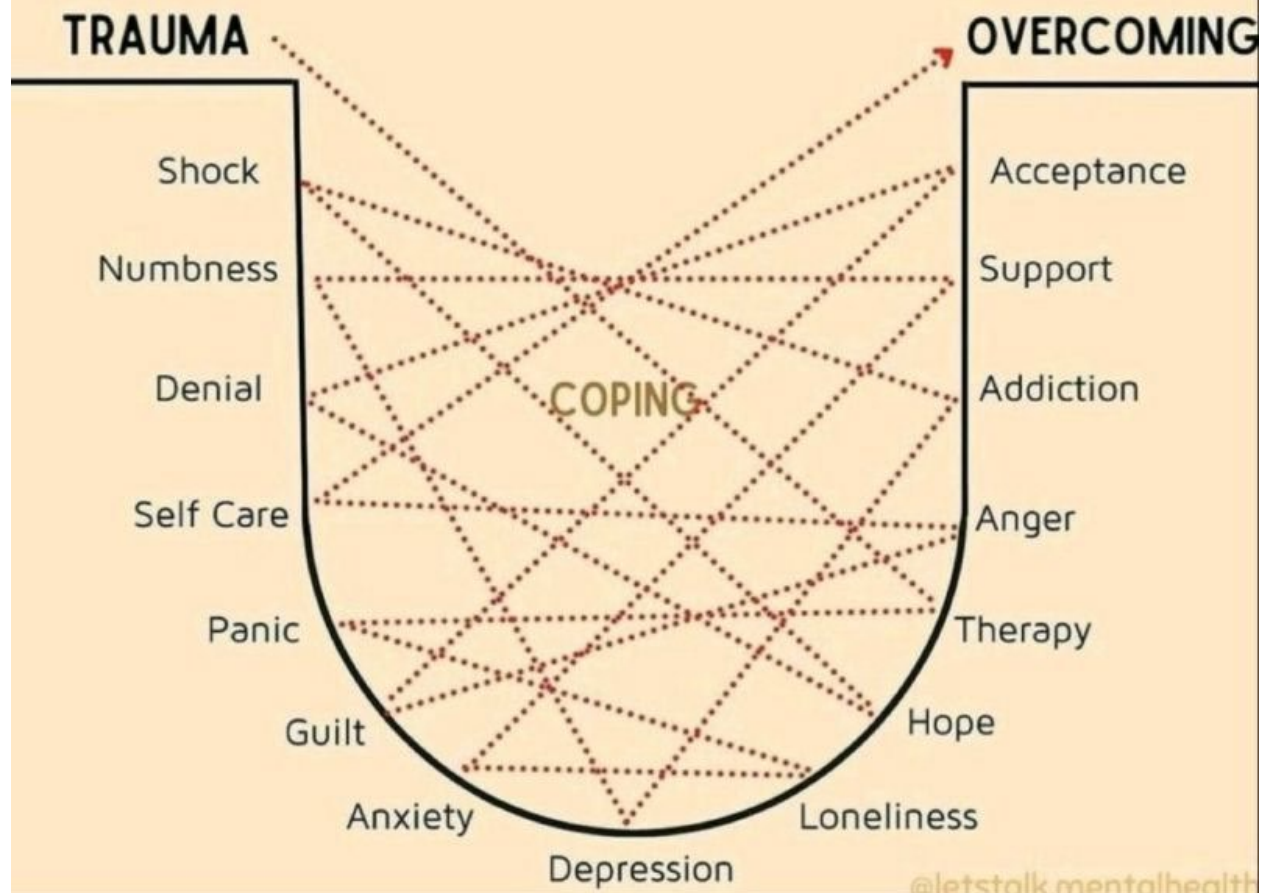
THE MOOD METER



Teaching people how to regulate their emotions is crime prevention. It's addiction prevention. It's suicide prevention. It's generational healing. It's how we stop raising adults who explode, implode, or shut down at the first sign of discomfort. Emotional regulation is not just a soft skill. It's survival. It's the foundation of a society where people can disagree without dehumanizing each other, where accountability isn't seen as an attack, and where conflict doesn't always have to mean violence. You want a better world? Start with emotional education.

- Dr. Joey Pagano

Healing Looks Different For Everyone

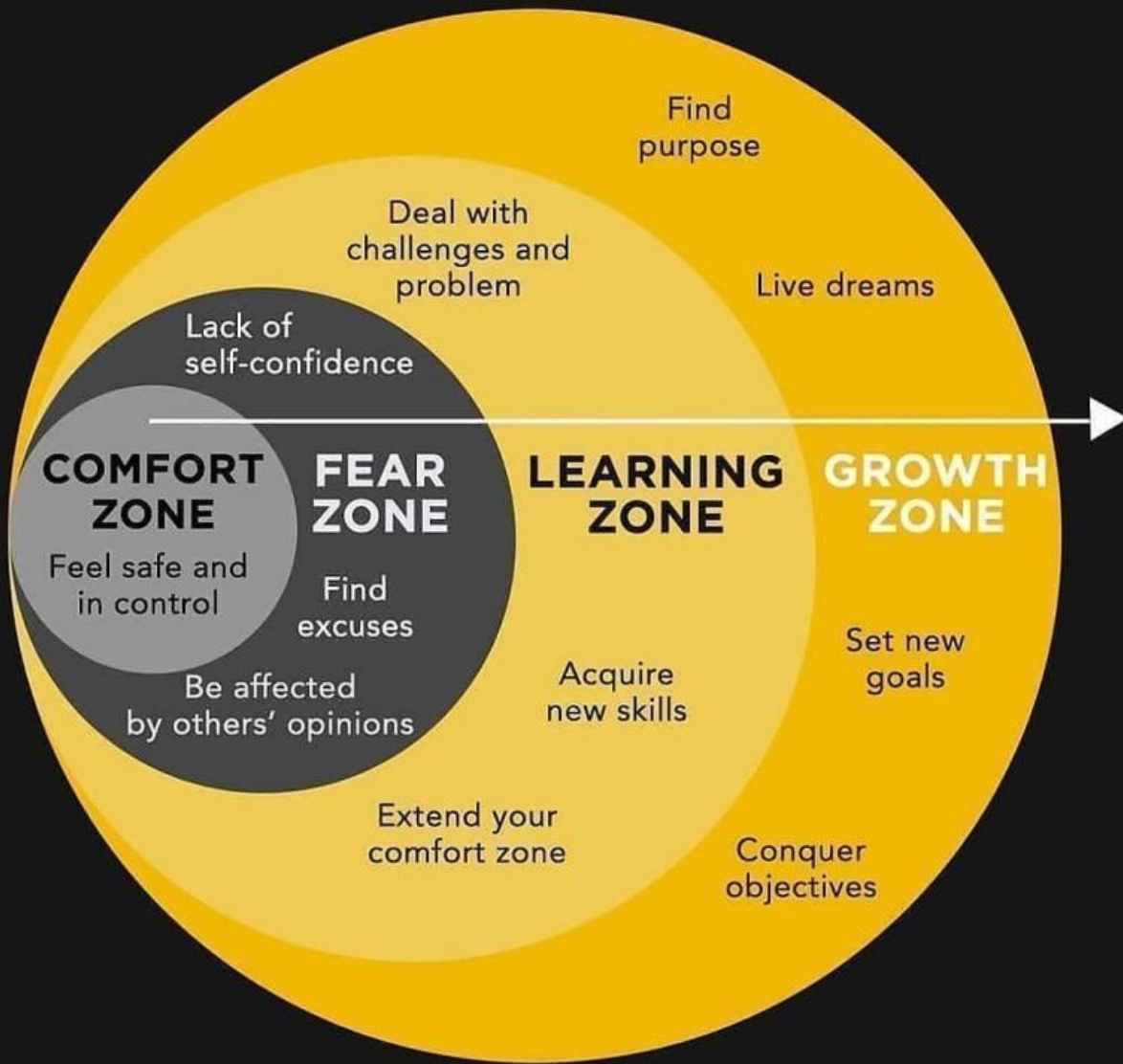


**NO MATTER WHAT HAPPENS
IN LIFE, BE GOOD TO PEOPLE.
BEING GOOD TO PEOPLE IS A
WONDERFUL LEGACY
TO LEAVE BEHIND.**



BRIGHTVIBES

“The Comfort Zone”



SIX THINGS **MENTALLY STRONG** **PEOPLE DO**

- 1.** They move on. They don't waste time feeling sorry for themselves.
 - 2.** They embrace change. They welcome challenges.
 - 3.** They stay happy. They don't waste energy on things they can't control.
 - 4.** They are kind, fair, and unafraid to speak up.
 - 5.** They are willing to take calculated risks.
 - 6.** They celebrate other people's success. They don't resent that success.
-

Emotional Equations

Emotions = Life

By Chip Conley

Dealing With Difficult Times

Despair = Suffering – Meaning

Disappointment = Expectations – Reality

Regret = Disappointment + Responsibility

Jealousy = $\frac{\text{Mistrust}}{\text{Self-Esteem}}$ Envy = $\frac{(\text{Pride} + \text{Vanity})}{\text{Kindness}}$

Anxiety = Uncertainty x Powerlessness

Getting The Most Out of Your Work Life

Calling = Pleasure / Pain

Workaholic = $\frac{\text{What Are You Running From?}}{\text{What Are You Living For?}}$

Flow = $\frac{\text{Skill}}{\text{Challenge}}$

Curiosity = Wonder + Awe

Defining Who You Are

Authenticity = Self-Awareness x Courage

Narcissism = $(\text{Self-Esteem})^2 \times \text{Entitlement}$

Integrity = Authenticity x Invisibility x Reliability

Finding Contentment

Happiness = $\frac{\text{Wanting What You Have}}{\text{Having What You Want}}$

Joy = Love – Fear

Thriving = $\frac{\text{Frequency of Positive}}{\text{Frequency of Negative}}$

Faith = $\frac{\text{Belief}}{\text{Intellect}}$

Wisdom = $\sqrt{\text{Experience}}$



Adam Grant ✓

@AdamMGrant

Resilience is not resistance to suffering. It's the capacity to bend without breaking.

Strength doesn't come from ignoring pain. It stems from knowing that your past self has hurt and your future self will heal.

Fortitude is the presence of resolve, not the absence of hardship.

Freudenfreude

noun / FROI-dən-/fròi-duh /

1. The bliss we feel when someone else succeeds, even if we weren't directly involved.
2. Inspired by the German word for "joy."
3. The opposite of schadenfreude, or pleasure we feel when witnessing someone's misfortune.



**R.I.P. TO THE
OPPORTUNITIES
WE MISSED
BECAUSE OF
SHYNESS & LOW
SELF ESTEEM.**



Ikigai

A JAPANESE CONCEPT MEANING "A REASON FOR BEING"

[Get the best L&D resources](#)



SOURCE: dreamstime

TORONTO STAR GRAPHIC

60-SECOND ACTIVITIES YOU CAN DO AT WORK TO HELP YOU LOOK AFTER YOUR MENTAL HEALTH



BELIEVEPERFORM

 @BELIEVEPHQ



Deep breathing is a great way to reduce physiological and psychological arousal



Close your eyes for 60 seconds and imagine yourself in a calm and relaxing place



Identify tension in your body and use progressive muscle relaxation to relieve stress



Use mindfulness and identify 5 things you can see, 4 things you can hear, 3 things you can touch, 2 things you can smell and 1 thing you can taste



Write down 3 good things you have achieved from your day so far



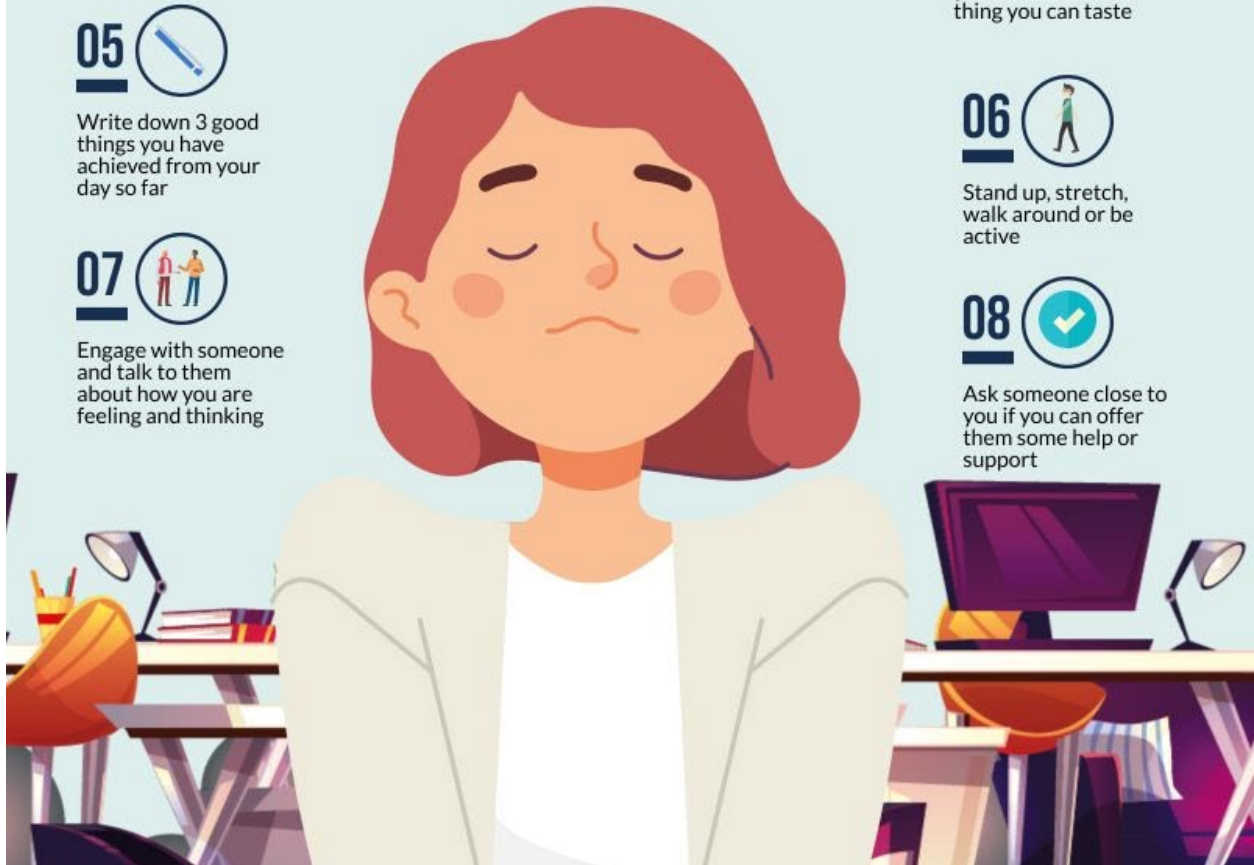
Engage with someone and talk to them about how you are feeling and thinking



Stand up, stretch, walk around or be active



Ask someone close to you if you can offer them some help or support



People Don't Fake A Mental Illness, They Fake Being "Okay":

- They smile when going through hell
- They say "I'm busy" when having a mental breakdown
- They joke and make others laugh because they know what it's like to feel nothing
- They empower others in their low moments because they know what it's like to feel worthless
- They work hard and uphold their responsibilities only to collapse when they get home
- They always care for others because they know what it's like to struggle in silence

Often their biggest fear is being a burden - so if someone does reach out, please don't dismiss them for attention seeking. It's because they really need support

♥ Please Share To #BreakTheStigma @RealDepressionProject



How to instantly feel better



Overthinking = Write



Anxious = Meditate



Tired = Nap



Sad = Exercise



Stressed = Go for a Walk



Angry = Listen to Music



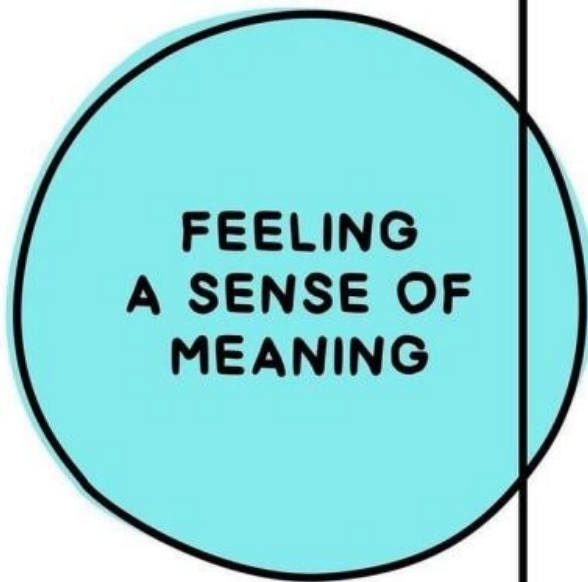
Lazy = Reduce Screen Time



Burnt Out = Read

**WHEN YOU
WORK TOWARDS
A GOAL**

**WHEN
YOU ACHIEVE
THAT GOAL**



12 Simple Tips **To Boost** **CONFIDENCE**

© Michael Pedersen, www.mikepedersen.com

- 1- Focus on solutions rather than dwelling on problems.
- 2- Eliminate comparison thoughts that flash in your mind.
- 3- Visualize yourself succeeding in challenging situations.
- 4- Challenge negative self-talk and replace it with positive affirmations.
- 5- Practice mindfulness and focus on the present moment.
- 6- Embrace imperfection to free your mind to take action.
- 7- Dress in a way that makes you feel confident and expresses your unique style.
- 8- Focus on building strong relationships and connections with others.
- 9- Embrace your quirks and imperfections, recognizing that they make you unique.
- 10- Do something you would normally say no to.
- 11- Recall a time when you did a great job.
- 12- Delete toxic people who put you down.



**Kindness makes you
the most beautiful person
in the world, no matter
what you look like.**

Leadership First

Being

HUMBLE

means recognizing
that we are not on earth
to see how

IMPORTANT

we can become,
but to see how much

DIFFERENCE

we can make in the lives
of others.

-Gordon B. Hinckley

ETYMOLOGY OF THE BRAIN

Instagram: @etymologynerd
Twitter: @etymology_nerd

THALAMUS

Comes from the Greek word *thalamos*, meaning “bedroom” or “inner chamber.”

MENINGES

From Greek *meninx*, meaning “membrane.”

DIENCEPHALON

From Ancient Greek *dia*, “through,” and *encephalon*, “brain.”

HYPOTHALAMUS

Literally means “under the thalamus” in Greek.

TEMPORAL LOBE

Named because of its proximity to the temples.

PITUITARY GLAND

From Latin *pituita*, meaning “mucus,” because the gland was thought to bring mucus to the nose.

AMYGDALA

From the Latin word for “almond” because they were thought to have a similar shape.

CORPUS CALLOSUM

Corpus meant “body” and *callosum* meant “tough” in Latin.

FORNIX

From a Latin word that meant “arch” or “vault.”

SULCUS

Means “furrow made by a plow” in Latin.

PARIETAL LOBE

After the *parietal bone*, which is named from Latin *paries*, “wall.”

CHOROID PLEXUS

From Greek *chorion*, “membrane enclosing the fetus,” and the past participle of Latin *plectere*, “to braid.”

CUNEUS

Means “wedge” in Latin. Related to the words *coin* and *cuneiform*.

OCCIPITAL LOBE

Occipital means “back of the head” in Latin, from *ob-*, “against,” and *caput*, “head.”

ARBOR VITAE

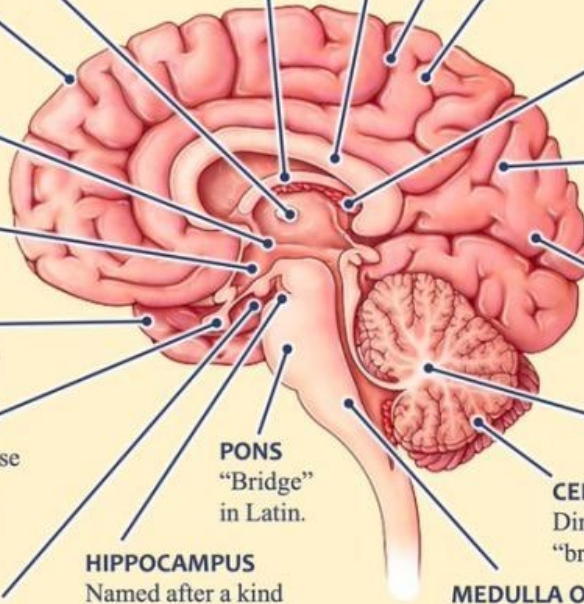
Means “tree of life” in Latin.

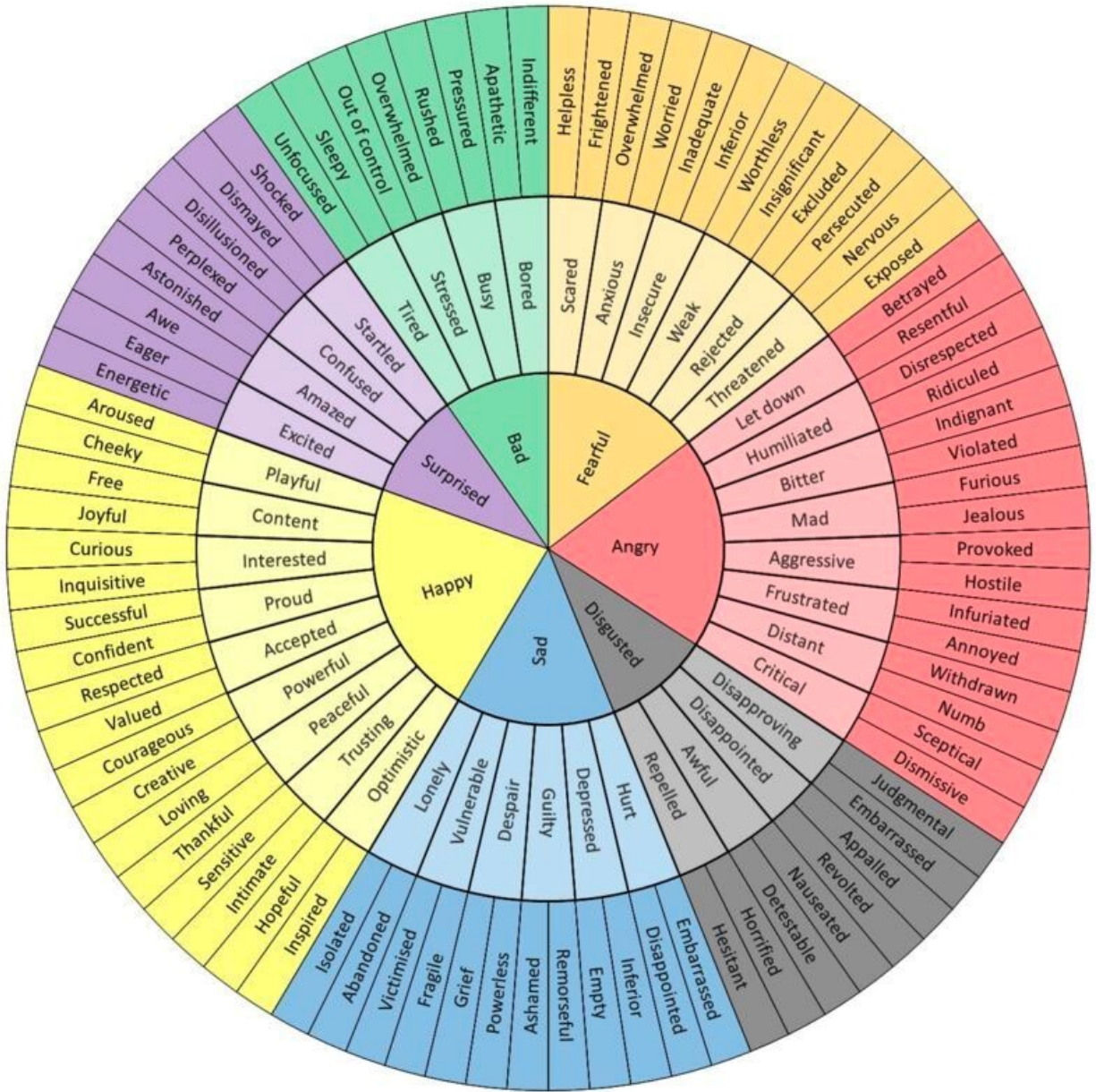
CEREBELLUM

Diminutive of the Latin word for “brain,” so literally “small brain.”

MEDULLA OBLONGATA

Medulla meant “marrow” in Latin, and *oblongata* translates to “elongated.”







for being UNWELL



for having NEEDS



if you ask for HELP



for having FEELINGS

if you are often SAD




if you are STRUGGLING to get by



You are not a BURDEN

@COLORMEHAPPY

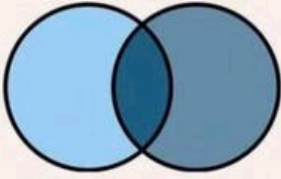


Strong people
rarely have an
easy past.

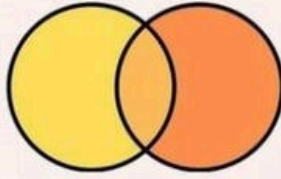


FB MOTIVATIONALQUOTES

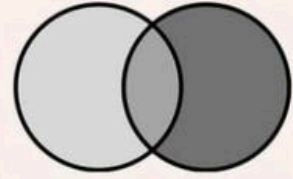
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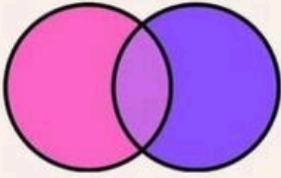
Capable & Lost



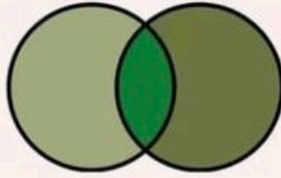
Smiling & Struggling



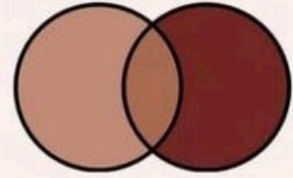
Kind & Set boundaries



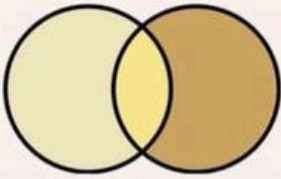
Vulnerable & Powerful



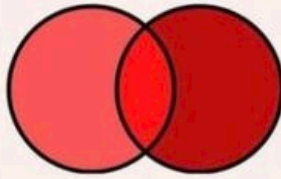
Successful & Traumatized



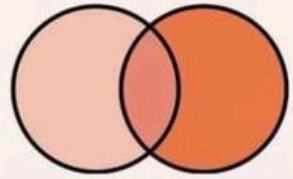
Extravert & Alone



Valuable & Flawed



Introvert & Reaching out



Loving & Questioning

The Emotional Roller Coaster of Change

(and why there are no short cuts)



“

Working **hard** for something we don't care about is called **stress**; working hard for something we **love** is called **passion**.

Simon Sinek

 Leadership**Right**.com

Maturity

is learning to walk away from people and situations that threaten your peace of mind, self-respect, values, morals and self worth.





Warren Buffett


@WarrenBuffettHQ

You will continue to suffer if you have an emotional reaction to everything that is said to you. True power is sitting back and observing things with logic. True power is restraint. If words control you that means everyone else can control you. Breathe and allow things to pass.

MENTAL STRUGGLE CAN LOOK LIKE...



IF FEELINGS COULD TALK

 WholeHearted School Counseling

SADNESS might be telling me I need TO CRY

LONELINESS might be telling me I need CONNECTION

SHAME might be telling me I need SELF-COMPASSION

RESENTMENT might be telling me I need TO FORGIVE

EMPTINESS might be telling me I need TO DO SOMETHING CREATIVE

ANGER might be telling me I need TO CHECK-IN WITH MY BOUNDARIES

ANXIETY might be telling me I need TO BREATHE

STRESS might be telling me I need TO TAKE IT ONE STEP AT A TIME

7 CHARACTERISTICS OF EMERGING LEADERS:

BY STEVE GUTZLER

1 THEY POSSESS A STRONG INNER-CHARACTER

Their core character is in place— core principles, core values, and the core inner-person.

2 GOOD PEOPLE ARE DRAWN TO THEM

They know how to develop, cultivate, and keep relationships intact. They deepen relationships and relationships deepen their leadership.

3 THEY DO THEIR HOMEWORK

They know how to gather facts. Knowledge alone won't make a leader but without knowledge, no one becomes a leader.

4 THEY MANAGE THEIR EMOTIONS

Emotional intelligence and emotional self-management is a critical skill of an emerging leader. They don't self-sabotage and overreact under pressure.

5 THEY HAVE A SOLID TRACK RECORD FOR WINS

Past success doesn't guarantee credibility, it encourages people to give you a chance to prove you are capable.

6 THEY HAVE THREE E'S: ENERGY, ENERGY, ENERGY

They possess a positive energy and resilient "come-back" attitude. People are drawn to their energy and enjoy being in their presence.

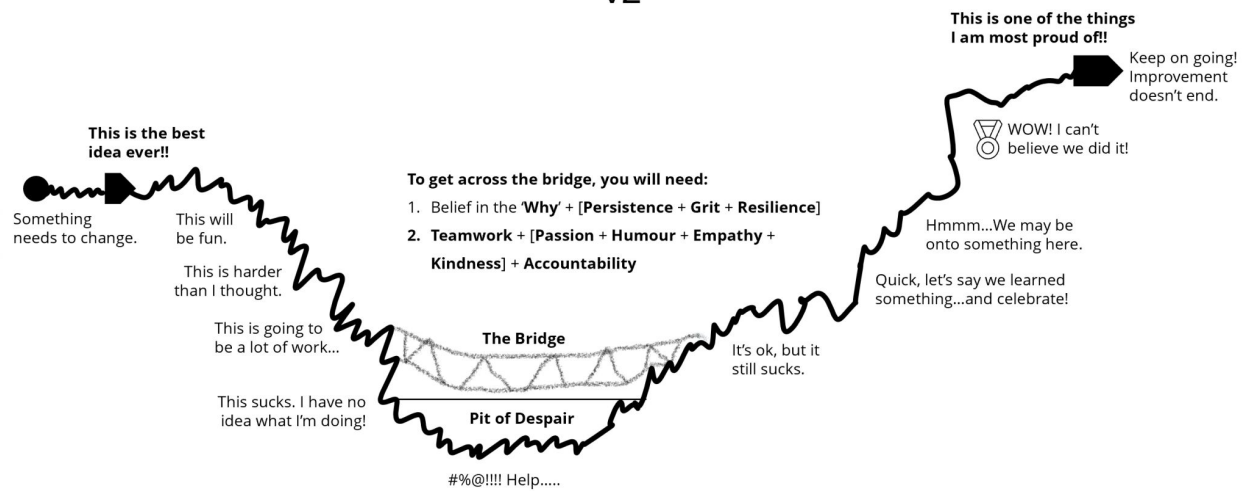
7 THEY ARE CONFIDENT

Margaret Thatcher, the former British Prime Minister, observed, "Being in power is like being a lady. If you have to tell people you are, you aren't." Emerging leaders have a belief and a confidence about them.

The Benefits of *Laughter*



The Emotional Journey of Creating Anything Great v2



Note: Please note that this should be used as a helpful reference point to improve our awareness (not a model to follow). Meeting people where they are at is one of the secrets to change success.
Source: Adaptation from an original version of 'The Emotional Journey of Creating Anything Great' graph. John Saddington 2016. <https://oecd-opsi.org/blog/the-importance-of-momentum/>

Being

HUMBLE

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IMPORTANT

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but to see how much

DIFFERENCE

we can make in the lives
of others.

-Gordon B. Hinckley



THE HUMAN TOUCH

6 ESSENTIAL SKILLS DRIVING SUCCESS

HUMAN-CENTERED CULTURE

Prioritizing the human element in business, focusing on values, emotions, and interpersonal relationships to drive success.

Tangible Impact: Organizations with a human-centered culture often see increased employee satisfaction and loyalty, leading to reduced turnover and higher productivity.

EMOTIONAL INTELLIGENCE (EQ)

The ability to recognize, understand, and manage our own emotions while also recognizing, understanding, and influencing the emotions of others.

Tangible Impact: High EQ in leadership often correlates with better team morale, reduced conflicts, and improved collaboration.

SOCIAL INTELLIGENCE (SQ)

The capacity to effectively navigate and negotiate complex social relationships and environments.

Tangible Impact: High SQ can lead to improved team dynamics, better stakeholder relationships, and more effective networking.

VULNERABILITY IN LEADERSHIP

Embracing authenticity, openness, and the courage to show up, even when there's a risk of failure or criticism.

Tangible Impact: Leaders who show vulnerability often build stronger trust with their teams, leading to an open and innovative work environment.

KINDNESS AND EMPATHY

Prioritizing understanding and compassion in team interactions, leading to stronger bonds and effective collaboration.

Tangible Impact: Teams that prioritize kindness and empathy often report better cohesion, leading to faster project completion and higher quality outcomes.

PSYCHOLOGICAL SAFETY

Creating an environment where team members feel safe to take risks, voice their opinions, and be themselves without fear of retribution.

Tangible Impact: Teams with high psychological safety are more likely to share ideas, leading to better decision-making and innovation.



WHO SHOULD I SEE?

COUNSELLOR/THERAPIST?

Looks at current challenges on emotional problems, develop plans to learn skills to cope



PSYCHOTHERAPIST?

Similar to counselling, but more in-depth as emotionally buried past experiences are discussed.

CLINICAL PSYCHOLOGIST?

Aim to reduce psychological distress, specific to mental disorders, often adopting a medical model.



COACH?

Help set and achieve goals, emotional experiences and past not explored

PSYCHIATRIST?

Medical doctors specialised in diagnosing and treating mental illnesses, focus on physical impacts and medication management.



Read more at: <https://bettermood.asia/who-should-i-see/>



Do your job to the best
of your ability



Reach out to others
with intention

5 ROUTINES TO SPREAD

KINDNESS

IN YOUR WORK LIFE



Practice
self-care



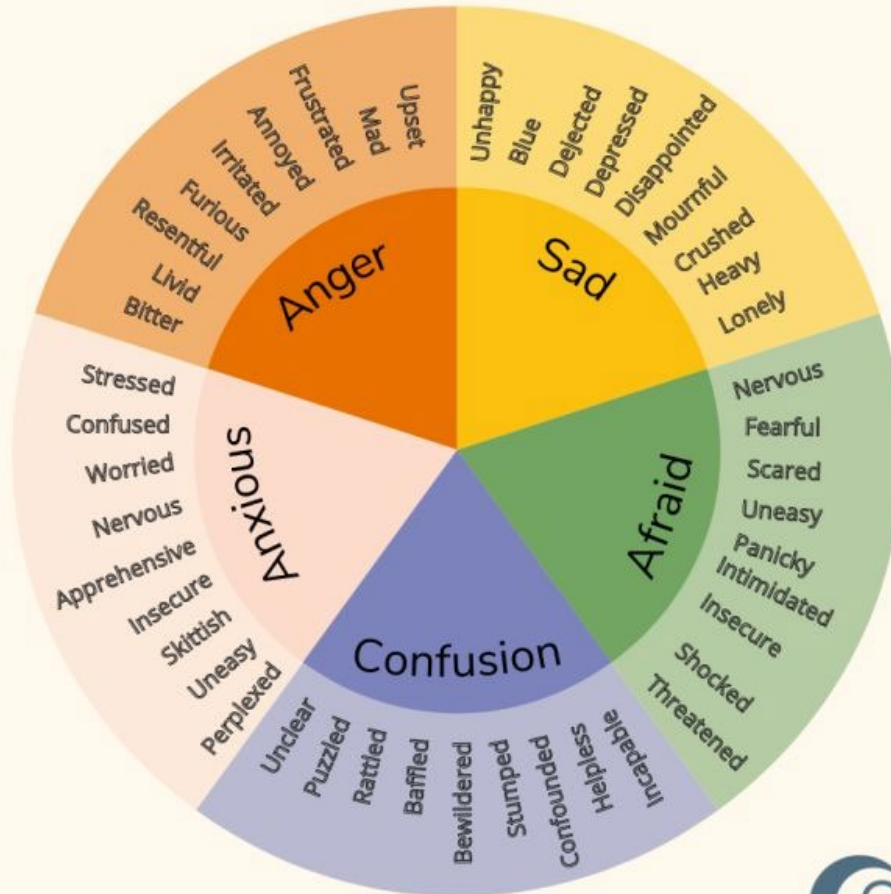
Recognize &
acknowledge
people



Be conscientious with
your feedback

Name It To Tame It

Research shows us that the act of recognizing and naming our negative emotions reduces the effect, making thoughtful management of our behavior more accessible.



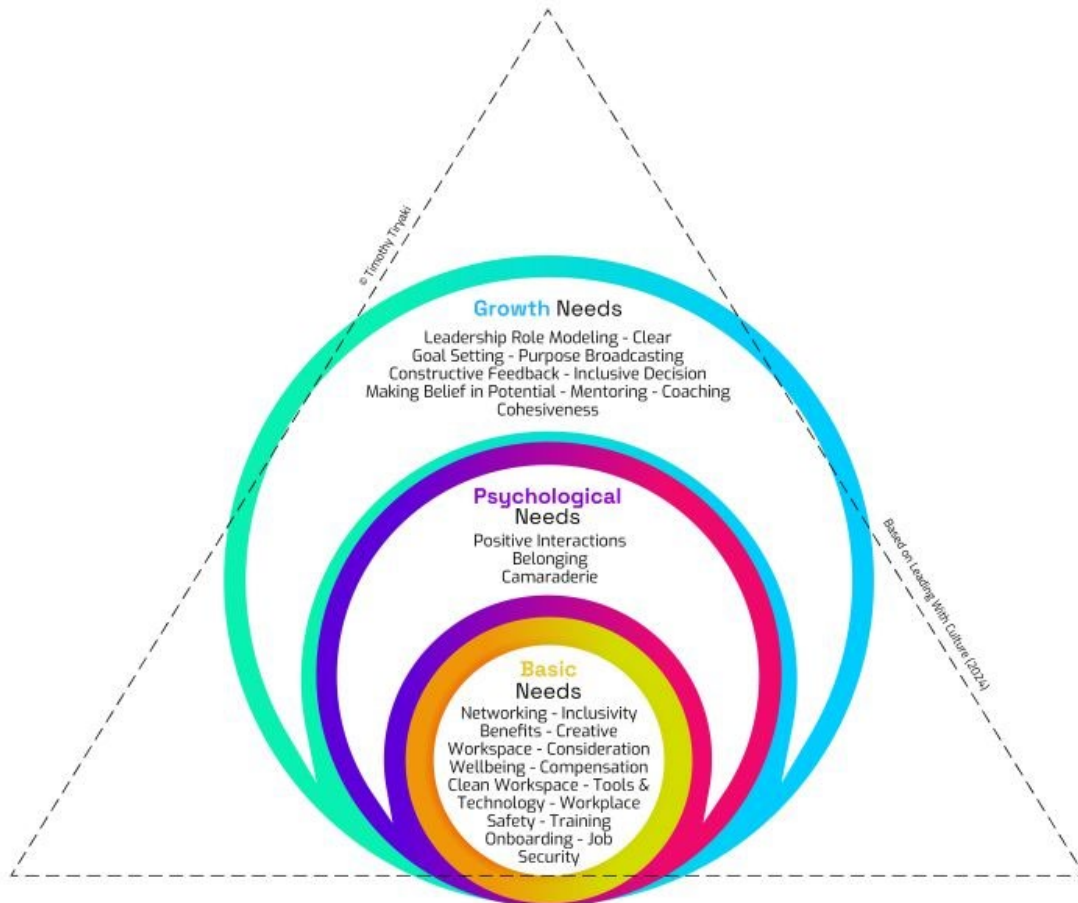
Tony Gambill

How to Regulate Your Emotions

Nawal Mustafa M.A. @thebraincoach

When I Feel...	I will...
Angry	→ Pause until I am able to think clearly so I can respond rationally instead of reacting.
Overwhelmed	→ Write down what I need to get done and focus on one task at a time based on importance.
Insecure	→ I will work on appreciating and accepting myself, flaws and all. I am more than I give myself credit for.
Rejected	→ I will acknowledge that this feeling sucks but I will not let it consume me. Rejection is redirection.
Discouraged	→ I will be kind to myself and remind myself of the reason why I am trying. I will use that as my strength.
Anxious	→ Focus on the present moment and take deep breaths to regulate my nervous system

Maslow's Hierarchy Of Needs **At Work**©



GRIEF
TRAUMA



DISASTER
TRAUMA



CHILDHOOD
TRAUMA



MEDICAL
TRAUMA



ABUSE
TRAUMA



RELATION
TRAUMA



WAR
TRAUMA



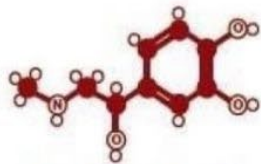
SEXUAL
TRAUMA



The chemistry of emotions

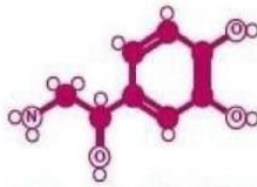
Where two neurons meet, a very small gap (synapse) exists between them. The electrical impulse travelling along the axon of the neuron must convert into a chemical signal to bridge this gap. The chemicals that do this are called neurotransmitters. These so-called chemical messengers are involved in our different responses to situations.

Your emotions depend on fluctuating levels of neurotransmitters, which cause the activation of different parts of the brain responsible for different moods, or activate parts of the brain that trigger the stimulation of the autonomic nervous system.



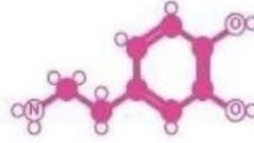
Adrenaline

Released by the adrenal glands that sit on top of each kidney, adrenaline increases the flow of blood to our muscles, raises our heart rate and dilates our pupils. It is crucial in our fight-or-flight survival response.



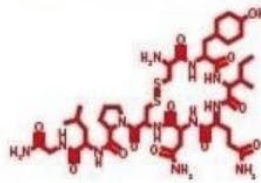
Noradrenaline

Similar to adrenaline, the release of this chemical can result in increased levels of alertness, helping to prime us for action if needed. It also increases our blood pressure and widens our air passages.



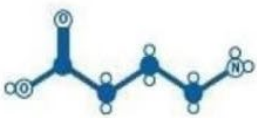
Dopamine

This is the addictive reward chemical that your brain craves. It serves to motivate you to seek out the things you need for your survival. We can sometimes find ourselves enslaved by this ancient reward mechanism.



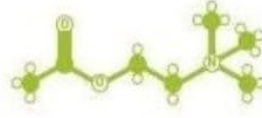
Oxytocin

Also known as the 'cuddle hormone', oxytocin is released when you're close to another person. It's essential for making strong social bonds, and it's also a key part of why we want to trust people.



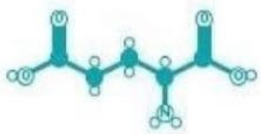
GABA

Responsible for regulating muscle tone, gamma-Aminobutyric acid (GABA) also regulates the communication between brain cells. It can calm us down by reducing the rate at which our neurons fire.



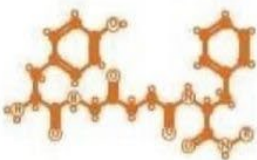
Acetylcholine

This is the main neurotransmitter in the parasympathetic nervous system that slows our heart rate, contracts smooth muscles, dilates blood vessels and increases bodily secretions.



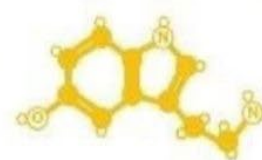
Glutamate

The most abundant neurotransmitter in the vertebrate nervous system, glutamate is used by nerve cells to transmit signals to other cells. Too much of it can cause cognitive impairments.



Endorphins

Triggered by the sensation of pain, endorphins work to inhibit the transmission of pain signals. Capable of producing a sense of euphoria, studies have suggested endorphins may also be stimulated by laughter.



Serotonin

Serotonin is linked to our wellbeing and happiness, and our levels of it are affected by exercise and exposure to sunlight. It also helps to regulate our mood balance, sleep cycle and digestion.

Self-control is strength.
Calmness is mastery. You have to
get to a point where your mood
doesn't shift based on the
insignificant actions of someone
else. Don't allow others to control
the direction of your life.
Don't allow your emotions to
overpower your intelligence.

www.TheMindsetJourney.com



Why You Don't Get What You Expect

How Tolerating Certain Behaviors Undermines Performance

We Expect Our People to:

But We Tolerate:

Trica Emerson's work on Forbes

Be on Time	Tardiness
Bring us Solutions	Bringing us Problems
Solve Problems	Simply Talking About Them
Create Value	Doing The Job
Work as a Team	Gossip and Pettiness
Use the Computer System	Spreadsheets/Shadow Systems
Put Contacts in the CRM	Hoarding Information
Prepare	Going on Gut Reactions
Be Accountable	Excuses
Spend Carefully	Excess
Follow Processes	Exceptions
Follow Through	Letting Things Slide

© Jeroen Kraaijenbrink

Perspective is Everything

Discomfort → Growth

Problems → Challenges

Rejection → Redirection

Darkness → Reveals Light

Failures → Lessons

Fears → Teachers

Pain → Power

THE PYRAMID OF SELF-ESTEEM



SELF-AWARENESS

You start to notice the things you're good at and the areas where you struggle. It's like turning on a light inside yourself, seeing all the different parts that make you who you are.



SELF-ACCEPTANCE

You start to embrace yourself, flaws and all. It's like giving yourself a big hug and saying, "It's okay to be me."



SELF-WORTH

You realize that you're valuable just because you exist. It's like finding a treasure chest inside yourself filled with all the wonderful things that make you unique.



SELF-RESPECT

You start treating yourself like you would treat a good friend — with kindness, respect, and understanding. It's like setting up boundaries to protect your heart and soul.

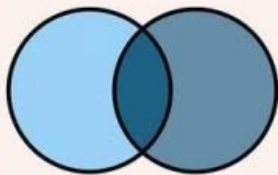


SELF-ESTEEM

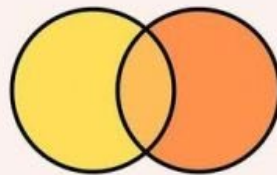
You feel good about who you are, inside and out. It's like standing tall and proud, knowing that you're worthy of love, respect and happiness.



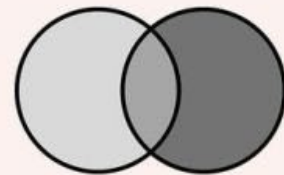
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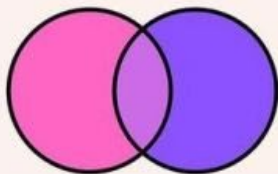
Capable & Lost



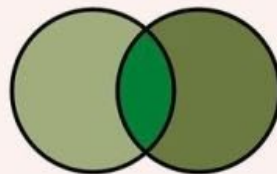
Smiling & Struggling



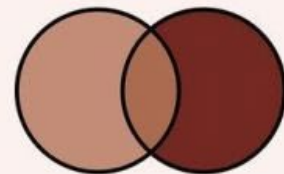
Kind & Set boundaries



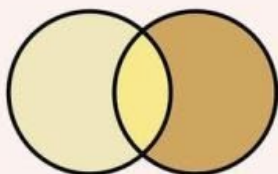
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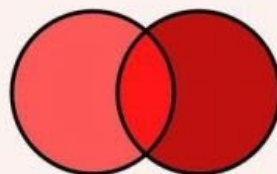
Successful & Traumatized



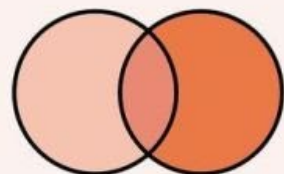
Extravert & Alone



Valuable & Flawed



Introvert & Reaching out



Loving & Questioning

THE CHALLENGES OF BECOMING A LESS HIERARCHICAL COMPANY

by Eric M. Anicich, Michael Y. Lee, and Juan Pablo Sánchez Celi



The Persistence of Zombie Structure

Old habits are like the undead: they just won't stay buried.

Regular audits, feedback sessions, and reorientation programs to eliminate this tendency



The Integration Imperative

The need to interface with units still operating under traditional hierarchies will create potential friction and misalignment.

Slowly and organically incorporate more decentralized principles into some parts of the organization.



The Razor's Edge of Empowering Leadership

The conventional paradigms of command-and-control give way to a more nuanced, and arguably challenging model of leadership.

Be open to feedback, reflect on one's leadership style, and continuously fine-tuning the approach.



The Jargon Jungle

New terminology can sometimes have the opposite effect.

Provide clear glossary of terms, orientation sessions, and regular workshops.



Juggling Multiple Change Initiatives

Balancing the shift to a flat structure with other organizational changes can lead to potential clashes and misalignments.

Provide clarity by delineating the sequence and interrelation of various change initiatives.



Uneven Progress

Different departments may not transition at the same pace.

Increase employee engagement and sense of ownership over the transition process.



Adapting External Ideas to the Internal Culture

Determining how to effectively flatten an organization's structure can be daunting.

Advice should be assessed in light of the organization's core values and capabilities, ensuring alignment and authenticity.



The Reskilling Requirement

As roles evolve, so too must skills.

Offer a mix of workshops, mentorship initiatives, and hands-on projects aimed at equipping employees.

STRUCTURAL DYNAMICS

PEOPLE DYNAMICS

Setting the Right Pace

Excessive emphasis on collective agreement can slow down decision-making processes, diverting employees from their main duties and negatively impacting essential business functions.

Staying patient and committed to the broader goal is the key.

FOLLOW ME FOR MORE TIPS



[Top Voice](#)

Stuart Andrews

9 Moods at Work



The one that takes it too seriously



The one that doesn't start talking



The one who has daily breakdowns



The one who wants to quit



The one that's always tired



The one that's stopped giving a f



The one that's already planning their next vacation



The one that does everything wrong



The one that's always hungry

EMOTIONAL AGILITY



HAPPY

- thankful
- content
- comfortable
- excited
- relieved
- confident



EMBARRASSED

- self-conscious
- isolated
- inferior
- ashamed
- guilty
- confused



ANXIOUS

- afraid
- confused
- nervous
- skeptical
- worried
- cautious



SAD

- disappointed
- regretful
- depressed
- disillusioned
- pessimistic
- tearful



ANGRY

- frustrated
- grumpy
- annoyed
- irritated
- offended
- spiteful



HURT

- jealous
- betrayed
- shocked
- victimized
- deprived
- abandoned

Go BEYOND the obvious umbrella term to identify EXACTLY what you're feeling.

SUSAN DAVID



Adam Danyal 



WE ARE

@adamdanyal

**WHAT
WE EAT**

**WHAT
WE READ**



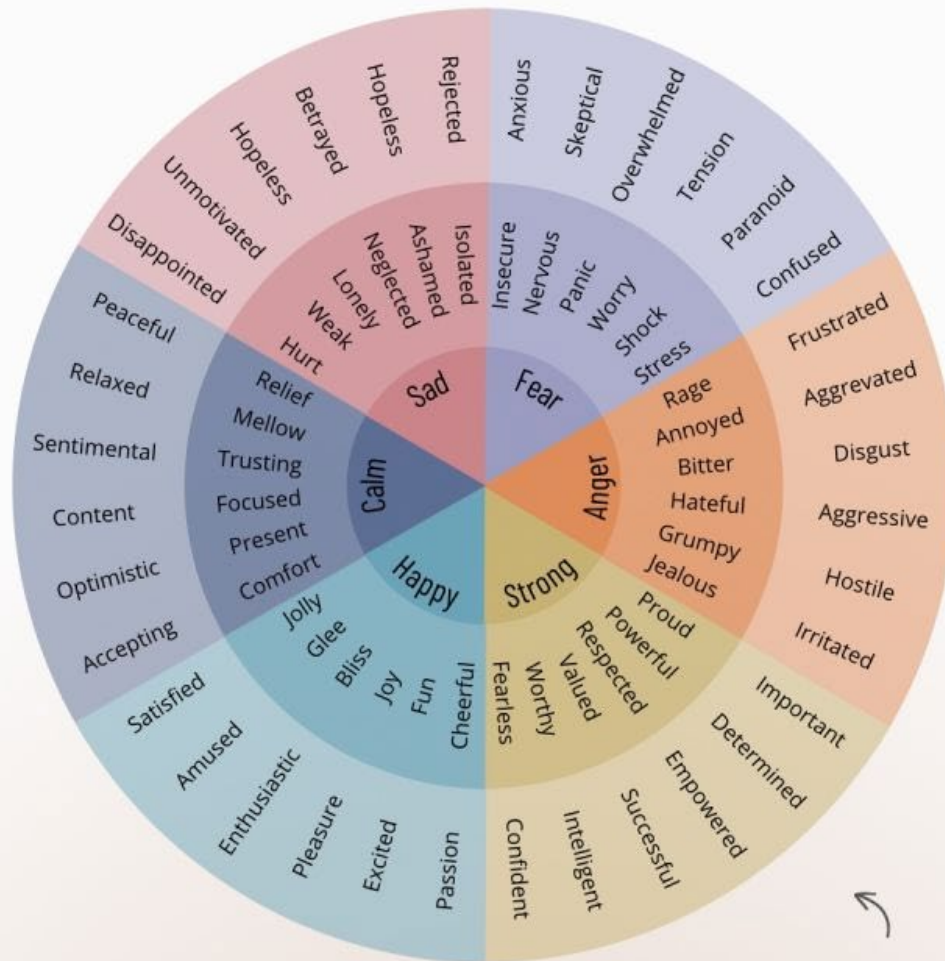
**WHAT WE
LAUGH AT**



**WHAT
WE LOVE**

adamdanyal.com

The best way to work with feelings is by **naming them**:



The Feel Wheel

Enjoy this? Follow me, **Hashim Hashim**, for more. [Linkedin.com/in/hashimhashim](https://www.linkedin.com/in/hashimhashim)

How am I **FEELING** today?

I feel...

I need to...

**Angry,
Annoyed,
Terrified,
Stressed out**



TAKE DEEP BREATHS,
COUNT TO 10 AND ASK
FOR HELP

**Confused,
Worried,
Nervous,
Frightened**



TAKE A BREAK, GET SOME
FRESH AIR AND TALK TO
SOMEONE ABOUT MY
FEELINGS

**Sick,
Tired,
Hurt,
Sad**



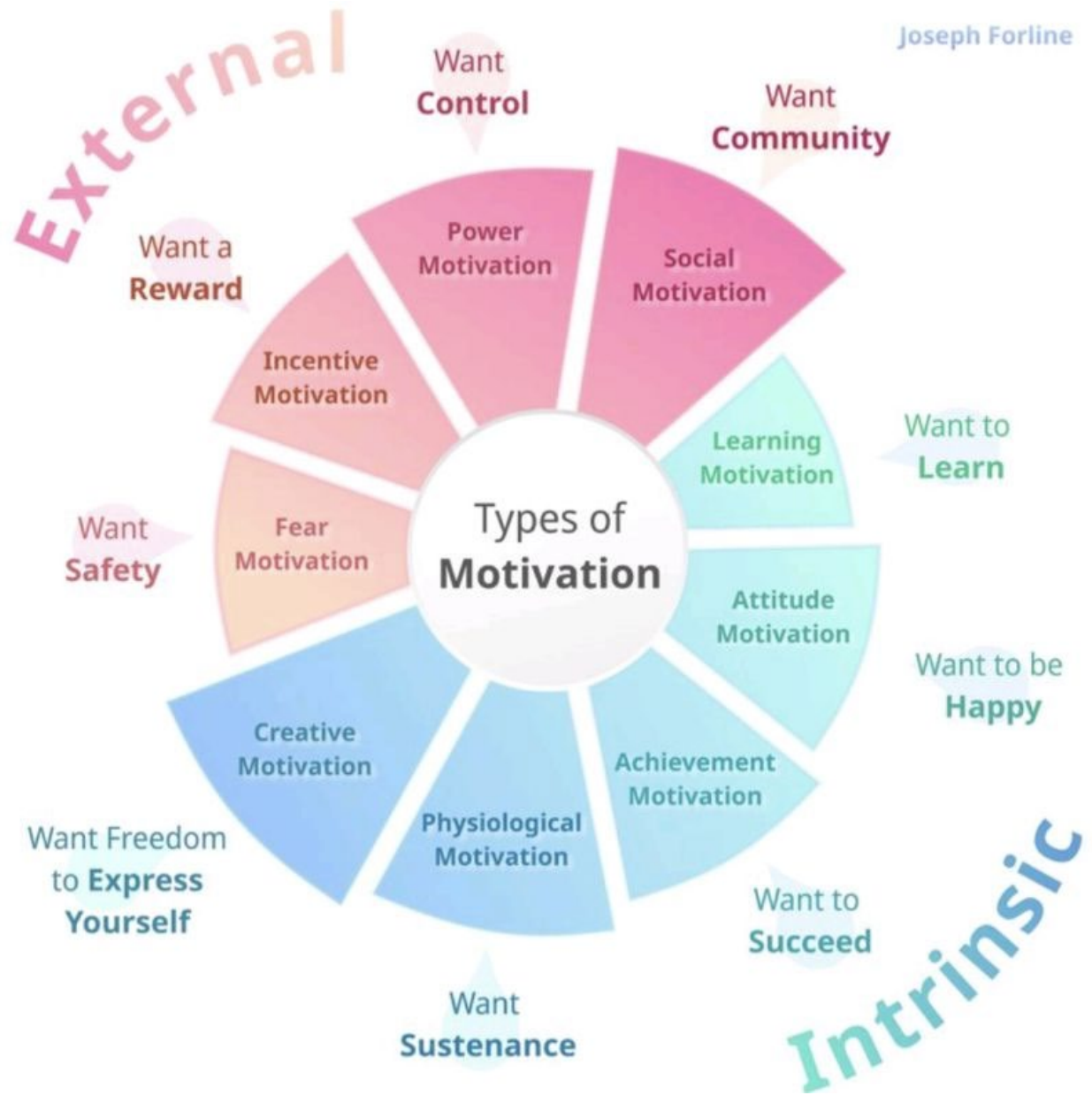
GET SOME REST, DO
SOMETHING I ENJOY,
TELL AN ADULT

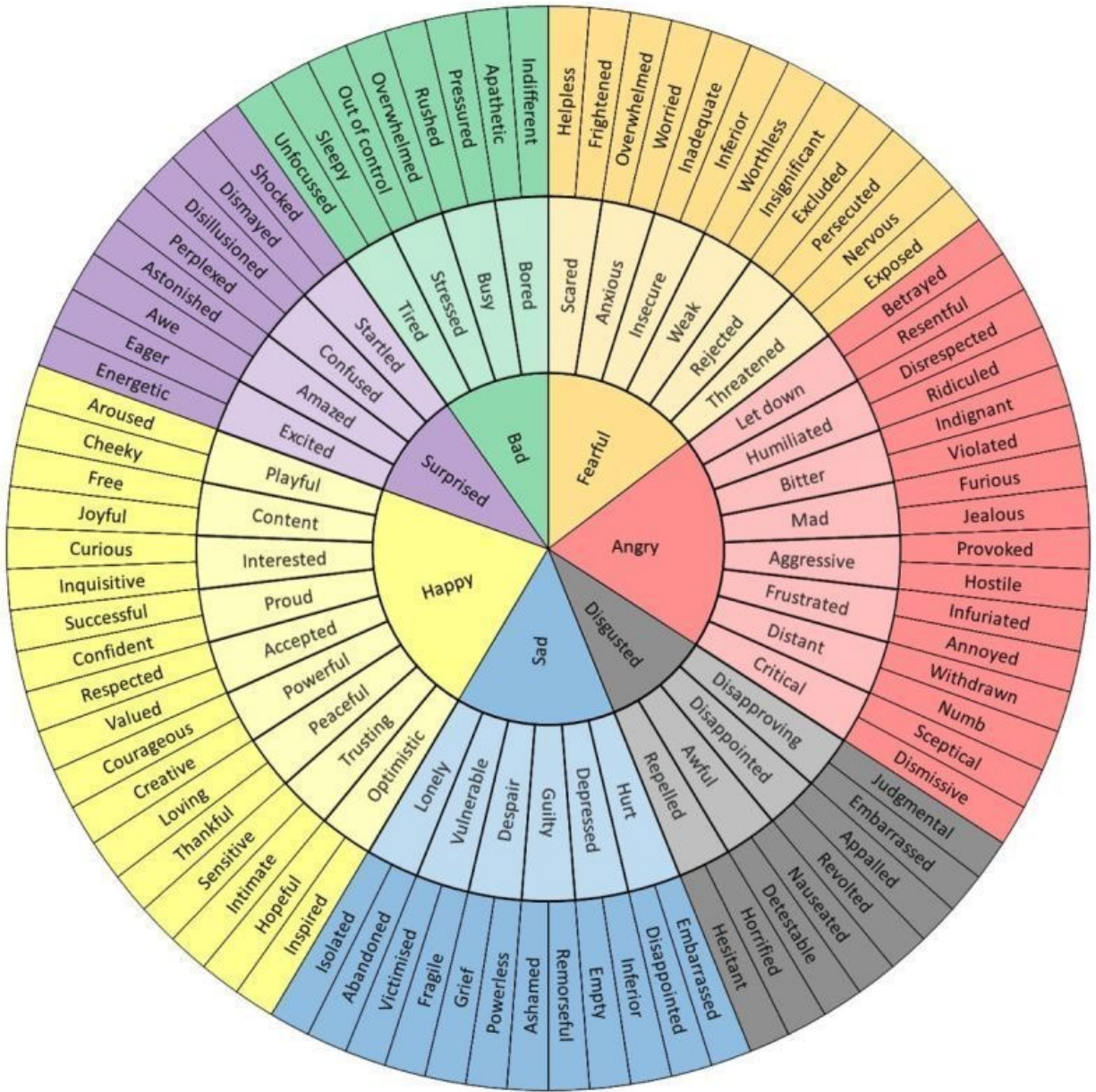
**Calm,
Excited,
Focused
Happy**



ENJOY THIS FEELING
AND SHARE IT WITH
OTHERS

Joseph Forline





Things That Can Coexist

Disruptive ideas that will
power your mindset



Dr. Miro Bada

ER Doctor unlocking
your peak potential

6 POSITIVE EMOTIONS

THAT DRIVE GROWTH & LEADERSHIP

© Véronique Barrot



INTEREST/EXCITEMENT



- Sparks curiosity and a sense of exploration.
- Increases motivation and engagement in activities.
- Promotes a sense of accomplishment and fulfilment.



JOY



- Boosts overall mood and happiness.
- Enhances resilience in coping with stress.
- Promotes a positive outlook on life.



GRATITUDE

- Fosters a sense of contentment & fulfilment.
- Improves relationships & social connections.
- Reduces feelings of envy & resentment.

© Véronique Barrot



SERENITY



- Calms the mind and reduces stress levels.
- Enhances emotional regulation and self-control.
- Contributes to a sense of inner peace.



HOPE



- Encourages optimism about the future.
- Provides motivation to pursue goals and overcome challenges.
- Improves coping abilities during difficult times.



LOVE



- Strengthens social bonds and relationships.
- Releases oxytocin, promoting feelings of trust and security.
- Enhances overall life satisfaction.

Want a high-res of this? Follow [Véronique Barrot](#) & join my [Linked & Lift](#) Newsletter





THE OPTIMIST

INTENTION:

To create a belief that the team can do it.

OUTCOME:

People wonder if they appreciate the struggle and the possibility of failure.



THE ACCIDENTAL DIMINISHER is the well-intended leader, often following popular management practices, who subtly and, completely unaware, shuts down the intelligence of others.



SIX TYPES OF ACCIDENTAL DIMINISHERS



THE RESCUER

INTENTION:

To ensure people are successful and to protect their reputation.

OUTCOME:

Their people become dependent on them, which weakens their reputation.



THE RAPID RESPONDER

INTENTION:

To keep their organization moving fast.

OUTCOME:

They move fast, but their organization moves slowly because there is a traffic jam of too many decisions or changes.



THE PACESETTER

INTENTION:

To set a high standard for quality or a pace.

OUTCOME:

Other people become spectators or give up when they can't keep up.



FROM 'MULTIPLIERS' BY LIZ WISEMAN

www.multipliersbooks.com



THE IDEA GUY

INTENTION:

For their ideas to stimulate ideas in others.

OUTCOME:

They overwhelm others, who either shut down or spend time chasing the idea du jour.



ALWAYS ON

INTENTION:

To create infectious energy and share their point of view.

OUTCOME:

They consume all the space, and other people tune them out.



10

EMOTIONS UNDERRATED AT THE OFFICE

Frustration

Leads to breakthrough ideas,

Enthusiasm

Effective change leaders are evangelical about the world they're building.

Regret

Often shows us what to do differently next time.

Devotion

We thrive in a context of high standards and an unapologetic commitment to others' success.

Happiness

There is power in sparking happiness in the workplace.

Discomfort

Much of our growth comes from outside our comfort zone.

Anger

Suppressing anger will eventually convert it into an internal toxin.

Joy

Joy is not equitably accessed, which is why it's still an "act of resistance" for some of us.

Fellowship

We need other people to help us get back up, in big and small ways.

Grace

We need to make space for our own flawed humanity before we can open up that circle to others.

Source: Harvard Business Review

Jason Kaplan

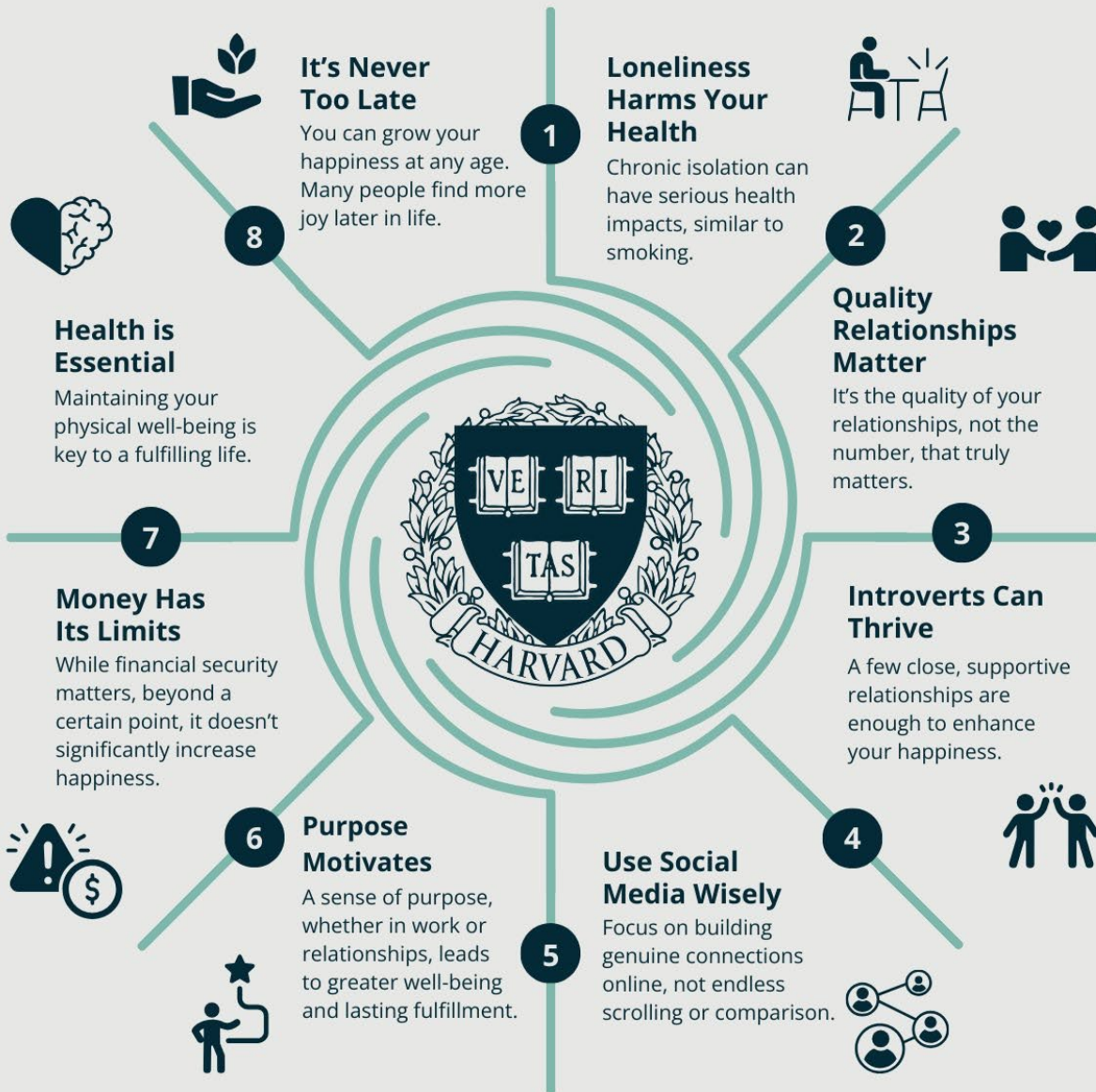
Things that can co-exist



monument

8 SURPRISING TRUTHS FROM HARVARD'S 85-YEAR STUDY ON HAPPINESS

By Dr. Christian Poensgen



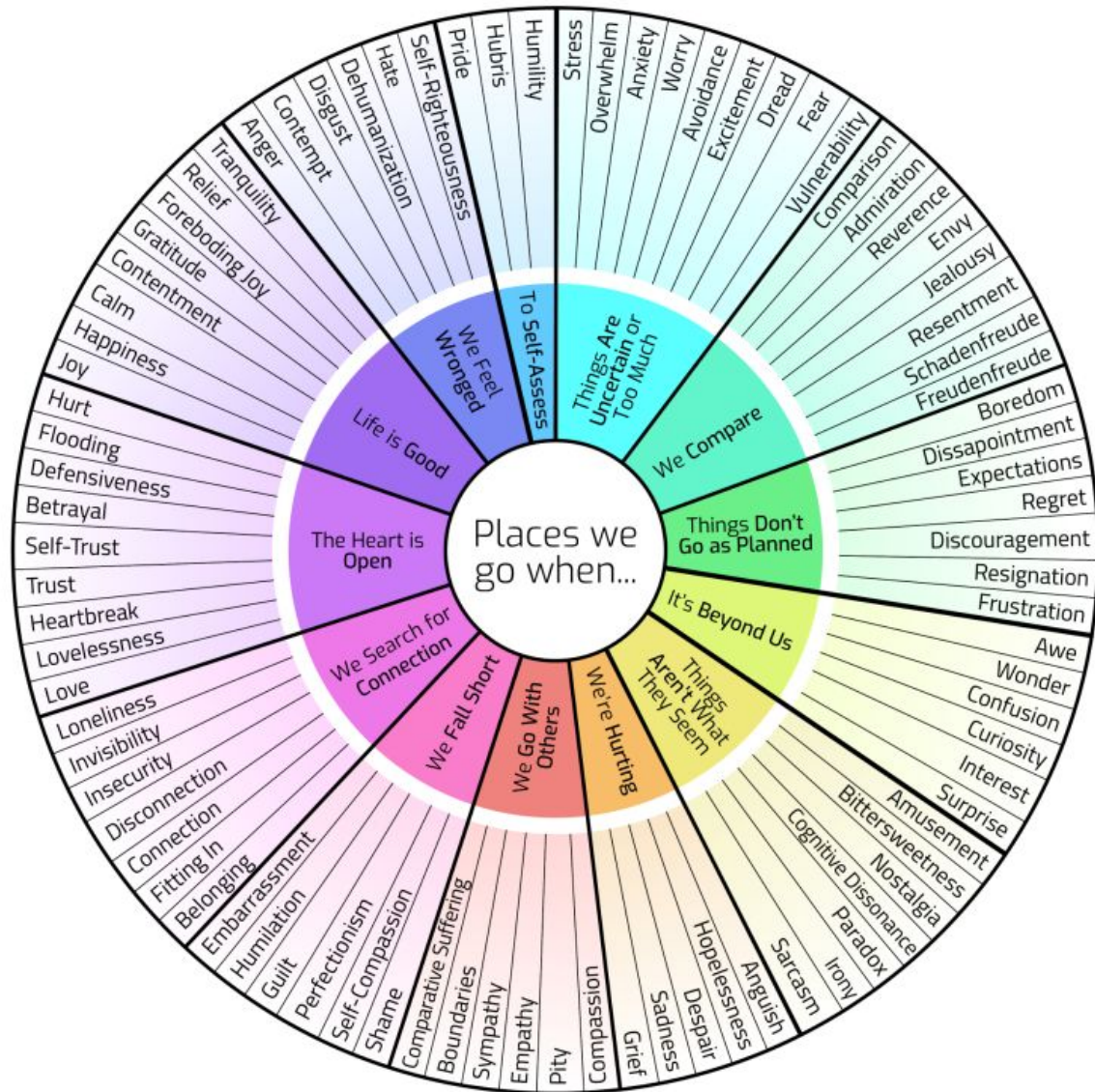
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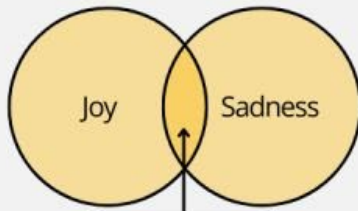
Dr. Christian Poensgen

Developing Emotional Literacy With Brené Brown's Atlas of the Heart

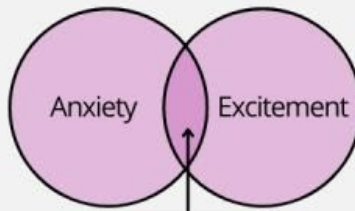
15 places we go with our emotions



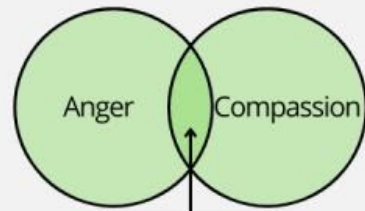
THE TRUTH ABOUT EMOTIONS



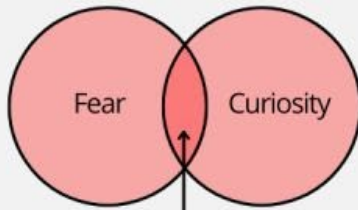
Bittersweet



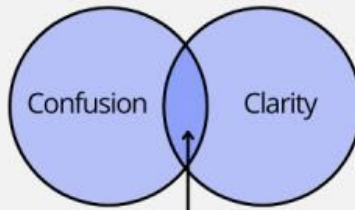
Anticipation



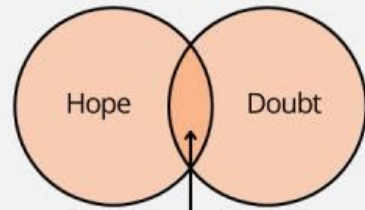
Assertiveness



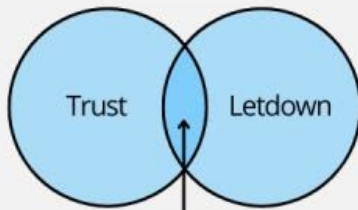
Caution



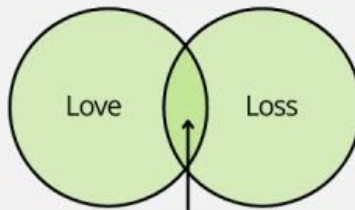
Realization



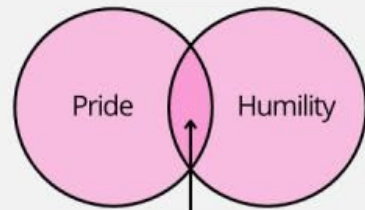
Determination



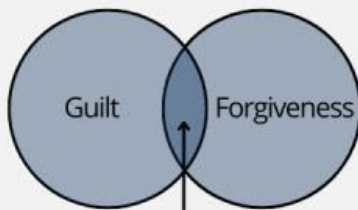
Skepticism



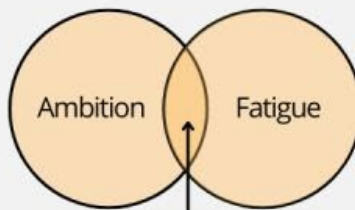
Grief



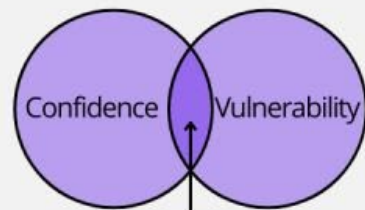
Balance



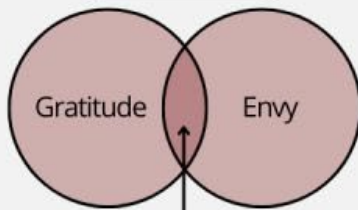
Redemption



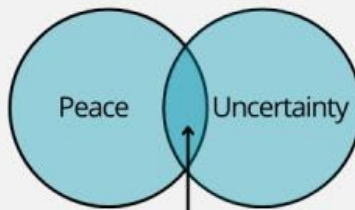
Burnout



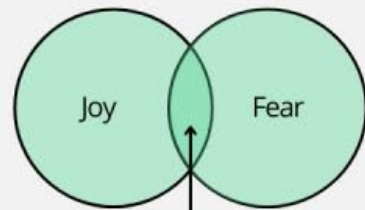
Courage



Contentment



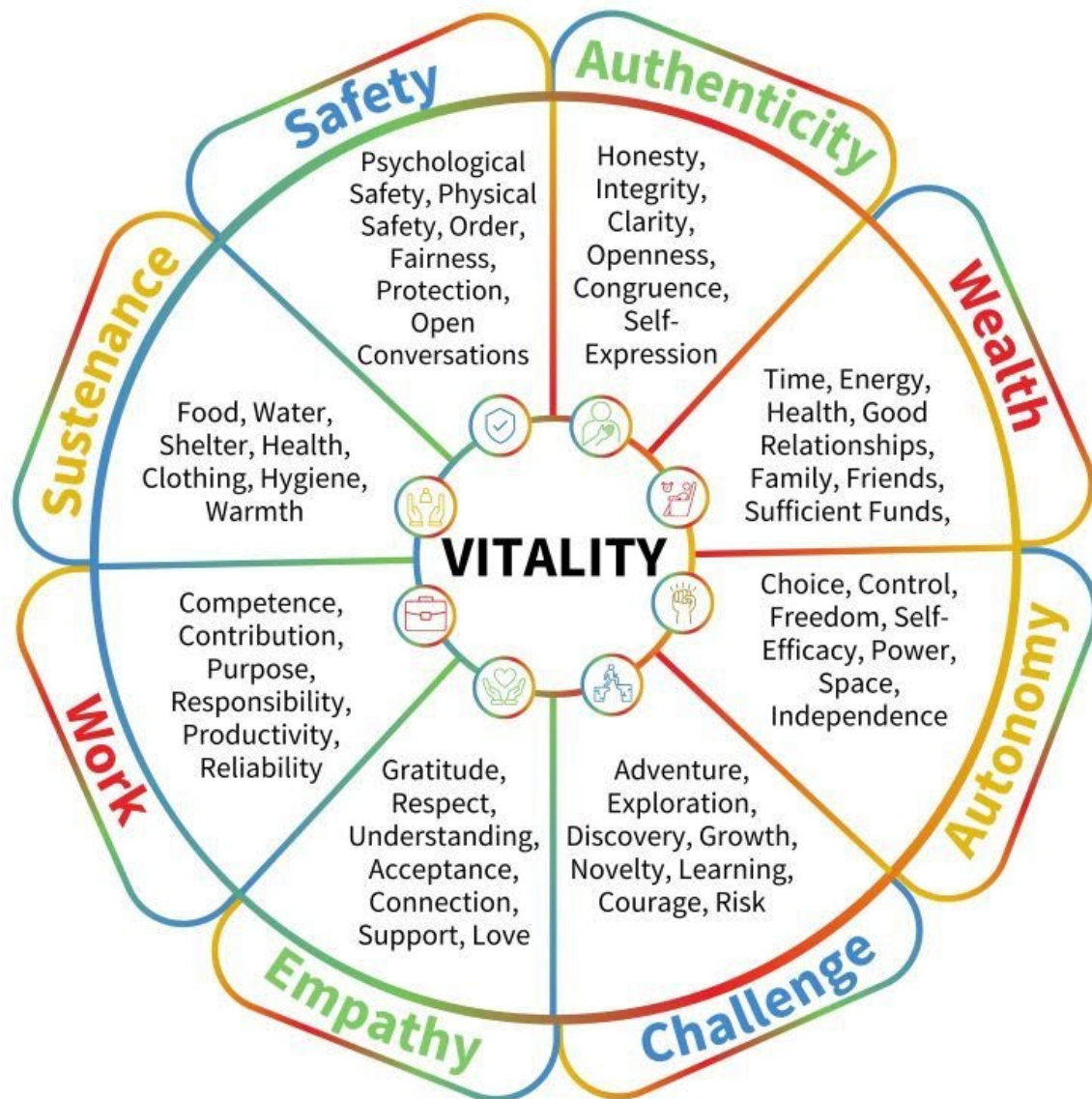
Resilience



Excitement



The Wheel of Happiness



"We need much less than we think we need."

Maya Angelou



Igor Buinevici
WildCapital.co

© Jeroen Kraaijenbrink

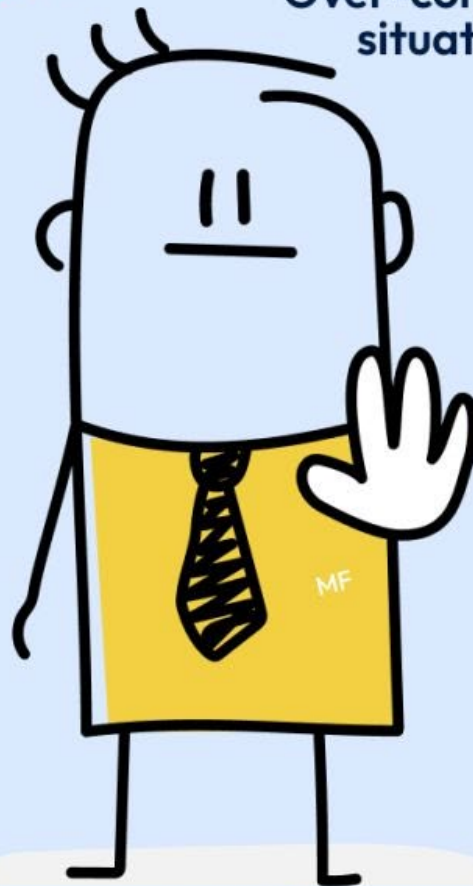


Source: Jonathan Haidt's Six Foundations of Morality

10 Habits to Break to Boost Your Happiness

- Shifting blame
- Putting happiness on hold
- Losing your sense of wonder
- Comparing yourself to others
- Escaping into screens
- Over-controlling situations
- Dwelling on complaints
- Drifting without direction
- Withdrawing from others
- Judging others

STOP



For more actionable tips, follow me & join my newsletter.



Marco Franzoni

HOW TO MANAGE YOUR EMOTIONS

Infographic by Justin Wright

The Mood Elevator

(By Larry Senn)

Grateful

Wise | Insightful
Creative | Innovative
Resourceful
Hopeful | Optimistic
Appreciative
Patient | Understanding
Sense of Humor
Flexible | Adaptive

Curious | Interested

Impatient | Frustrated
Irritated | Bothered
Worried | Anxious
Defensive | Insecure
Judgmental | Blaming
Self-righteous
Stressed | Burned-out
Angry | Hostile

Depressed

© Senn-Delaney Leadership Consulting Group, LLC

How to Apply It

1. Identify Your Floor

Ask yourself, "Where am I on the elevator?"

2. Pause Before Reacting

Slow down when you're on the lower floors.

3. Use Gratitude to Rise

Gratitude is like an express button to the top floors. List a few things you're thankful for.

4. Ask Empowering Questions

Replace "Why is this happening to me?" with "What can I learn from this?"

5. Make Conscious Choices

Know you always have a choice in how you respond.

Tips for Staying on Higher Floors

- **Practice Self-Awareness:** Check in with your emotions often. The more aware you are, the easier it is to manage.
- **Create Positive Habits:** Do things that boost your mood, like exercise, journaling, or connecting with others.
- **Be Flexible:** Being adaptable helps prevent frustration when things don't go your way.

Find all my infographics at [linkedin.com/in/jwmba](https://www.linkedin.com/in/jwmba)

Justin Wright



5 Positive Effects of

Humility

on Your Mental Wellbeing



Less stress and anxiety

Humility helps you stay **calm** because you're not constantly trying to prove yourself or be the best. You're okay with just **being you**.



Deeper relationships

When you're humble, you **listen more** and argue less. This makes your relationships stronger and more **supportive**.



Self-acceptance

Humility encourages you to accept yourself as you are, **flaws and all**. This leads to a healthier self-image and more **inner peace**.



More resilience

When you're humble, you're better at handling setbacks because you see them as opportunities to **learn**, not as failures.



More empathy

Humility helps you understand and relate to others better. This makes you more **compassionate** and less likely to judge.



Matty Piazzi

TOP 6 EMOTIONAL TRIGGERS

CONTENT BUCKETS TO MAKE PEOPLE *FEEL* SOMETHING

Created By: [@LoriLewis](#) [@OfficiallyChadd](#)

PROVIDE AMUSEMENT
ENJOYMENT
FUN



DEMONSTRATE HOW TO DO
SOMETHING "OR" TELL US
SOMETHING WE DON'T
ALREADY KNOW



EXCITE, ENCOURAGE;
BREATHE LIFE INTO
SOMETHING - LIFT
PEOPLE UP



HELP PEOPLE FEEL
PART OF SOMETHING;
BE WELCOMING



HAVE SIMILARITIES,
SOMETHING IN COMMON
WITH PEOPLE; BE POSSIBLE
TO UNDERSTAND



SHOW ABILITY TO SHARE
THE FEELINGS OF
ANOTHER

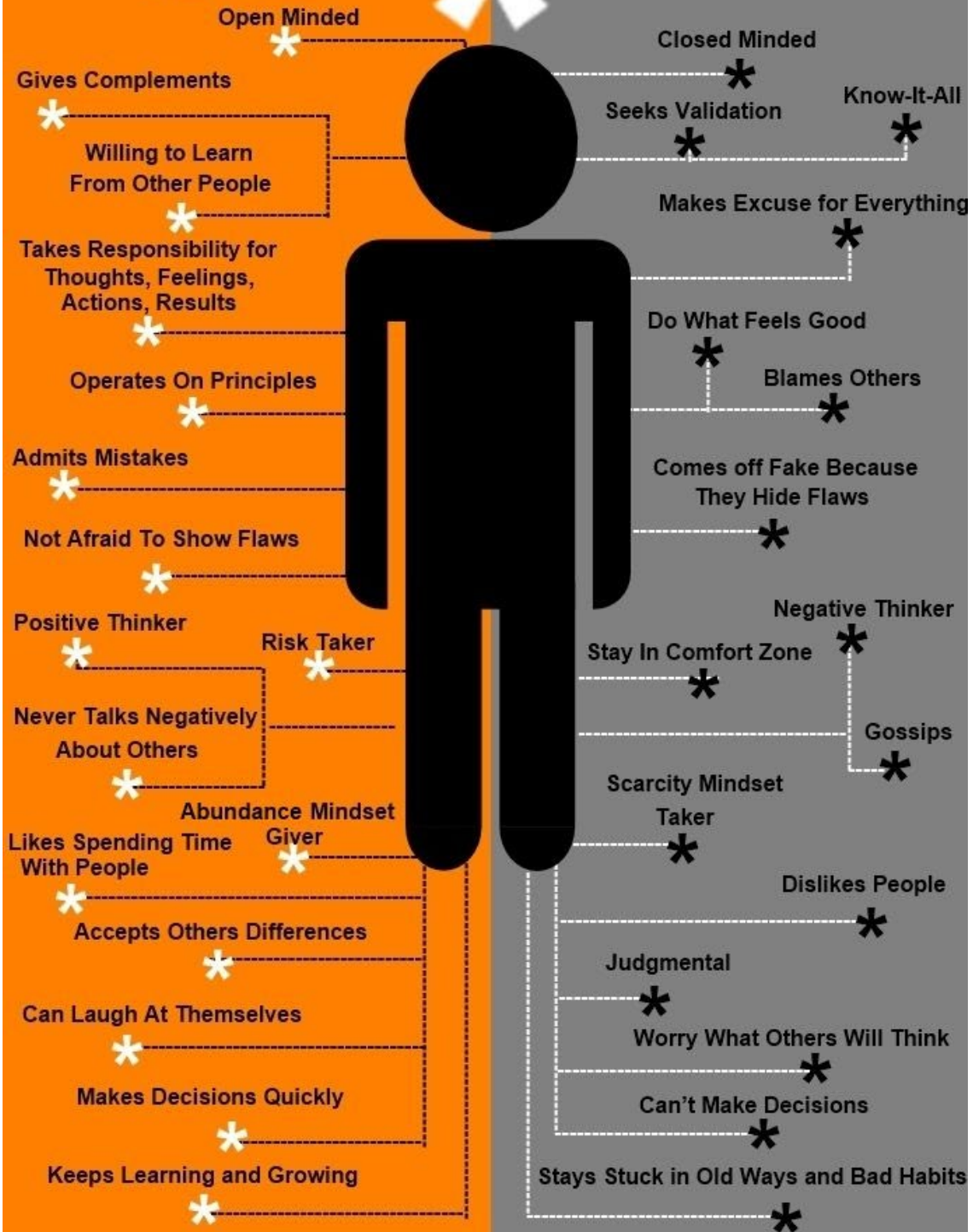


Be Useful, Be Coherent; Be Real

CONFIDENT PEOPLE

VS.

INSECURE PEOPLE



HOW TO CONTROL EMOTIONS AT WORK



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Hava Maloku | LinkedIn Top Personal Development Voice

5 SIGNS A CTO'S CAREER IS HIJACKED BY **EMOTIONS**

1 THEY **OVERUSE LOGIC**,
OVER OWN & OTHERS
EMOTIONS.

2 THEY **STRUGGLE TO
NAME THEIR FEELINGS**
& STEER THEIR RESPONSE.

3 THEY FIND IT HARD TO
MANAGE EMOTIONS
IN THEIR TEAM

4 THEY **NUMB STRONG
EMOTIONS** IN DIFFERENT
UNHELPFUL WAYS.

5 THEY DON'T KNOW
WAYS HOW TO **BEST
REGULATE EMOTIONS**

1 THEY LOSE CREDIBILITY
WITH **EMOTIONAL
OUTBURSTS**.

2 THEY **FIGHT, FLIGHT OR
FREEZE** WHEN RECEIVING
CONSTRUCTIVE FEEDBACK.

3 THEY **DAMAGE
RELATIONSHIPS** BY
BEING TOO BLACK & WHITE.

4 THEY **GET
EASILY TRIGGERED**
BY CLARIFYING QUESTIONS.

5 THEY MAKE PEOPLE **FEEL
UNSAFE** TO CONTRIBUTE
& CHALLENGE.



FOLLOW **ZORA LAZAROV** FOR
BEHAVIOR CHANGE BY DESIGN



Follow Adelina Chalmers for:
Engineering leadership insights

🌟 Top Leadership Development Voice

9 ways to **sit** with a feeling

get curious about
the feeling. Why did
it come up for you?

notice your
feelings without
judgement.

practice
compassionate
self-talk

notice your
breathing-
practice taking
slow deep
breaths

stay mindful
and present



practice
compassionate
self-talk

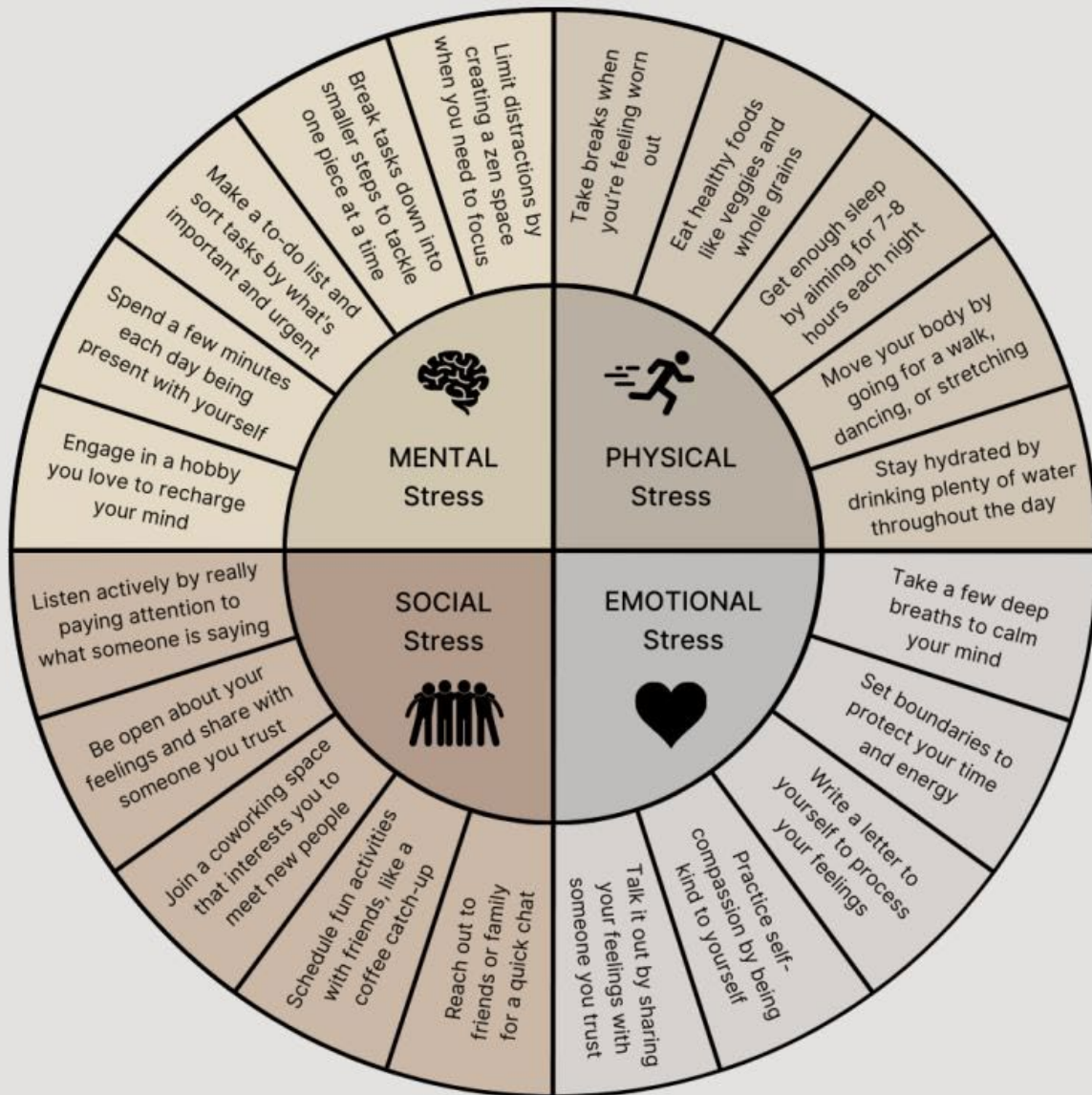
ask yourself:
what is this
feeling telling
you to pay
attention to?

notice where in your
body you feel the
emotions coming from

look beneath the
loudest feelings, ask
yourself what else
are you feeling?



The Wheel of Stress Management



LIFE'S EMOTIONAL FORMULAS

Handling Emotional Struggles

Effort
÷
Outcome

Frustration

When hard work doesn't pay off, frustration kicks in. Focus on what you can change.

Mistake
+
Responsibility

Guilt

Guilt grows when you own your mistakes. Taking responsibility helps you move forward.

Uncertainty
+
Fear

Worry

Worry feeds on the unknown. Taking small actions can calm the fear.

Unlocking Potential at Work

Goals
÷
Distractions

Focus

True focus comes when distractions are minimized and goals stay clear.

Purpose
÷
Sacrifice

Motivation

The bigger your purpose, the easier it is to push through sacrifices.

By Justin Mecham

Value
÷
Stress

Engagement

Stay engaged when the value of your work feels greater than the stress it causes.

Finding Balance and Happiness

Acceptance
÷
Expectation

Peace

Inner peace comes from accepting what is, instead of stressing over what should be.

Gratitude
÷
Desire

Happiness

Happiness grows when you focus on what you have, not what you're missing.

Preparation
-
Doubt

Confidence

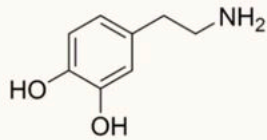
The more prepared you are, the less doubt has a chance to grow.

Follow me for more | [Justin Mecham](#) | <https://fullpotentialzone.beehiiv.com/>



DOPAMINE SECRETS

By Benjamin B. Bargetzi



TOP 5 TED-TALKS TO IMPROVE YOUR LIFE

01



Dopamine: Driving Your Brain into the Future

Discover how dopamine drives our future-thinking and motivation.

Andrew Huberman's insights on dopamine

Huberman's research has great insights on the crucial role dopamine plays in shaping our daily lives and overall wellbeing.



02

03

DOPAMINE
MINDSET
& DRIVE



Controlling Your Dopamine

Another gem from Huberman, focusing on managing dopamine to enhance focus, motivation, and overall satisfaction.

Dopamine's effects on learning and memory

Discover how dopamine affects our learning processes and memory retention.



04

05



Cell Phones, Dopamine, and Development

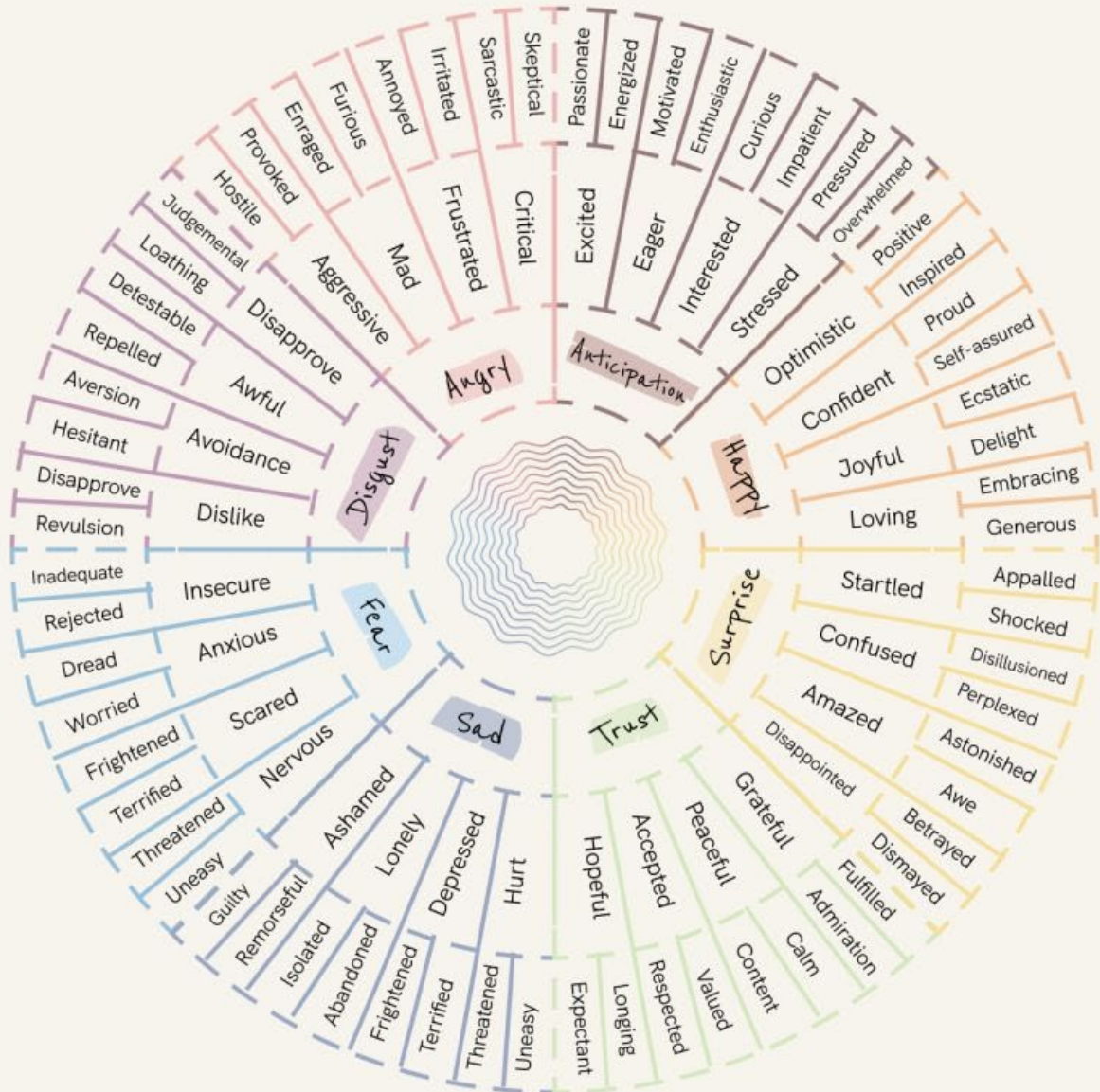
A fascinating exploration of how digital devices affect our dopamine levels and development.



Follow Benjamin Bargetzi for Neuroscience + Tech

benjaminbargetzi.com

Understand YOUR EMOTIONS

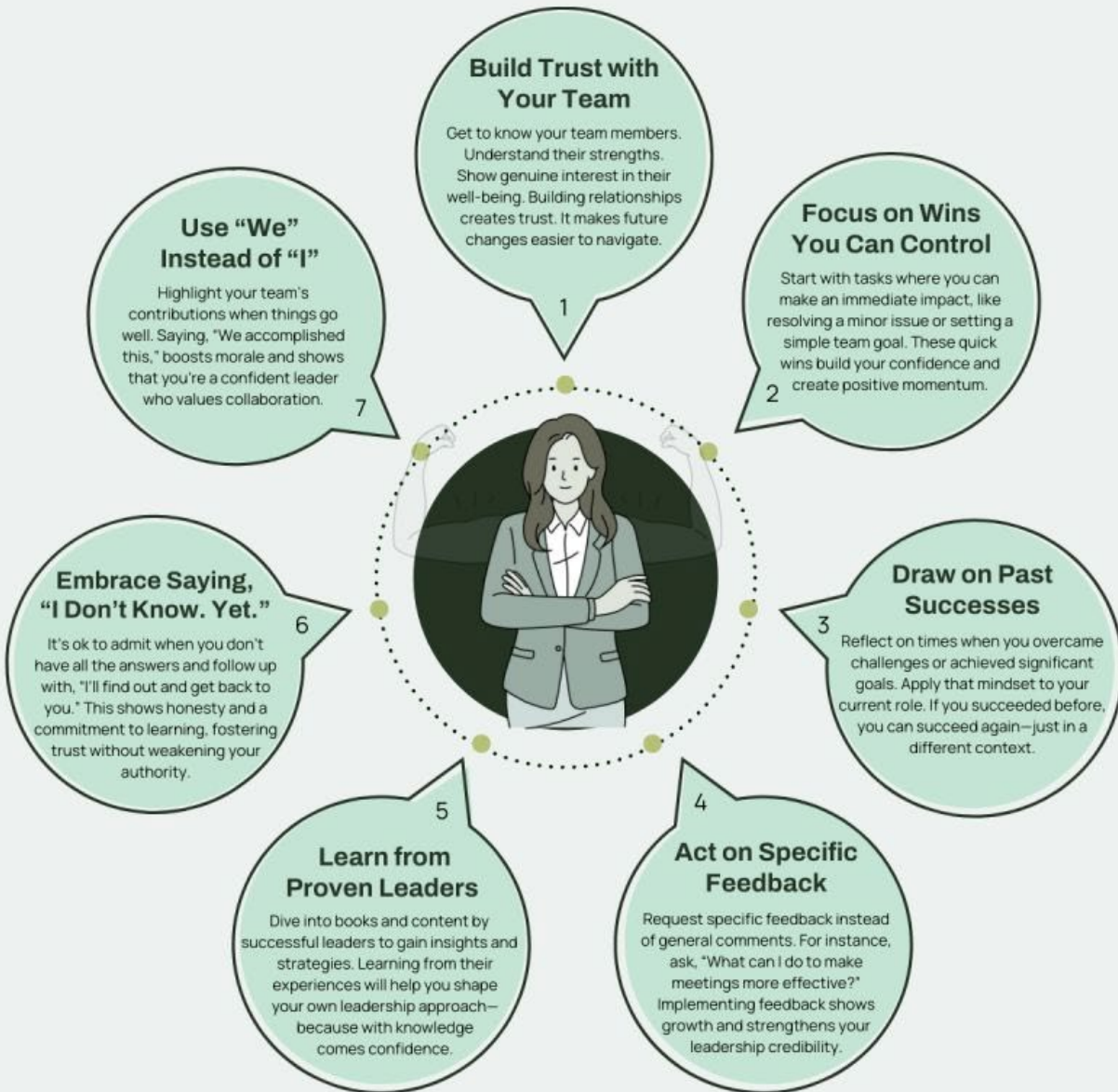


nikolas konstantin


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HOW TO BUILD CONFIDENCE AS A NEW LEADER

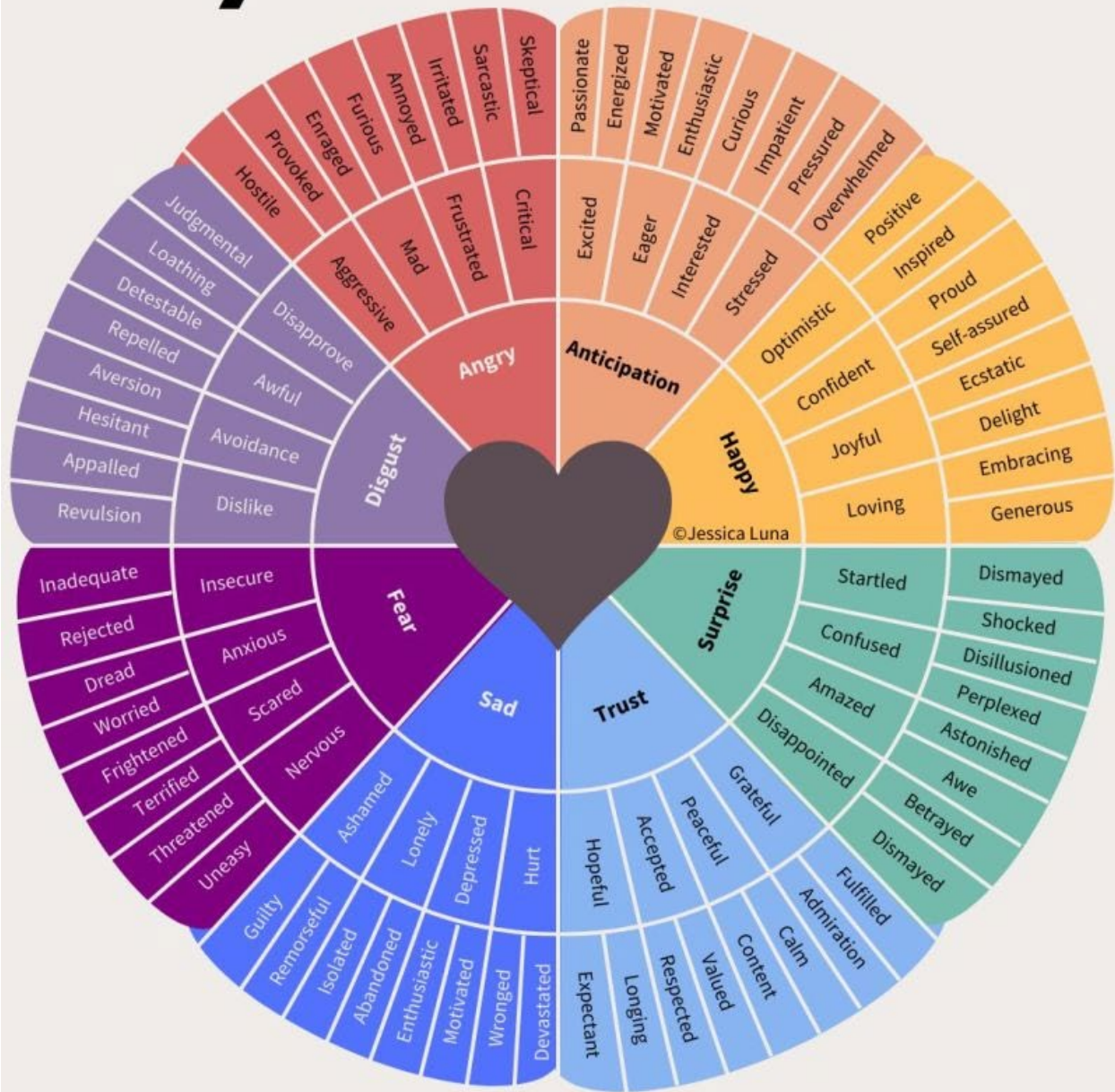
By Amy Gibson



Follow **Amy Gibson** for actionable tips on leadership

 [linkedin.com/in/amy-l-g](https://www.linkedin.com/in/amy-l-g)

understand your emotions



©Jessica Luna

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Jessica Luna

LEAD WITH COMPASSION

What Leaders Need to Unlearn and Learn to Normalize Self-Compassion

UNLEARN

LEARN



THE OPTIMIST CREED

PROMISE YOURSELF...

To be so strong that nothing can disturb your peace of mind.

To talk health, happiness, and prosperity to every person you meet.

To make all your friends feel that there is something worthwhile in them.

To look at the sunny side of everything and make your optimism come true.

To think only of the best, to work only for the best and to expect only the best.

To be just as enthusiastic about the success of others as you are about your own.

To forget the mistakes of the past and press on to the greater achievements of the future.

To wear a cheerful expression at all times and give a smile to every living creature you meet.

To give so much time to improving yourself that you have no time to criticize others.

To be too large for worry, too noble for anger, too strong for fear, and too happy to permit the presence of trouble.

To think well of yourself and to proclaim this fact to the world, not in loud word, but in great deeds.

To live in the faith that the whole world is on your side, so long as you are true to the best that is in you.

-CHRISTIAN D. LARSON, 1912

6 TOP REASONS

Employees Sometimes Cry at Work

©Daniel Hartweg



1 OVERWHELMING STRESS

High workloads, tight deadlines, and constant pressure can lead to emotional exhaustion, causing employees to break down.



2 PERSONAL ISSUES

Personal challenges such as family problems or health issues may affect an employee's emotional state, leading to tears at work.



3 WORKPLACE CONFLICTS

Disagreements or confrontations with colleagues or supervisors can create emotional distress and result in crying.



4 LACK OF SUPPORT

Feeling unsupported by management or colleagues, or not having access to necessary resources, can lead to frustration and tears.



5 RECOGNITION & VALIDATION

A lack of acknowledgment for hard work or feeling undervalued can cause emotional responses, including crying.



6 FEAR OF JOB LOSS OR INSECURITY

Concerns about job stability, potential layoffs, or feeling insecure about one's position can lead to emotional distress and tears.



If you found this helpful, [follow me](#) for more



Daniel Hartweg - "Building High Performing Organisations"



SHAME vs GUILT

The cheatsheet every leader needs to know:



“I am bad.”






“I am a liar and a terrible boss.”

-  A focus on self.
-  Negative self judgement about who you are.
-  “The intensely painful feeling or experience of believing that we are flawed and therefore unworthy of love and belonging.”
– Brene Brown
-  Highly correlated with addiction, abuse, depression and suicide.
-  Shame attacks our identity.



“I did something bad.”

“I just told a lie.”

-  A focus on behavior.
-  Guilt is the cognitive dissonance between values or identity and something that has been done.
-  INVERSELY correlated with addiction, abuse, depression and suicide.
-  Keeps our inner positive identity intact.
-  Allows us to focus on future behavior we CAN change.

The DBT 3 Minds



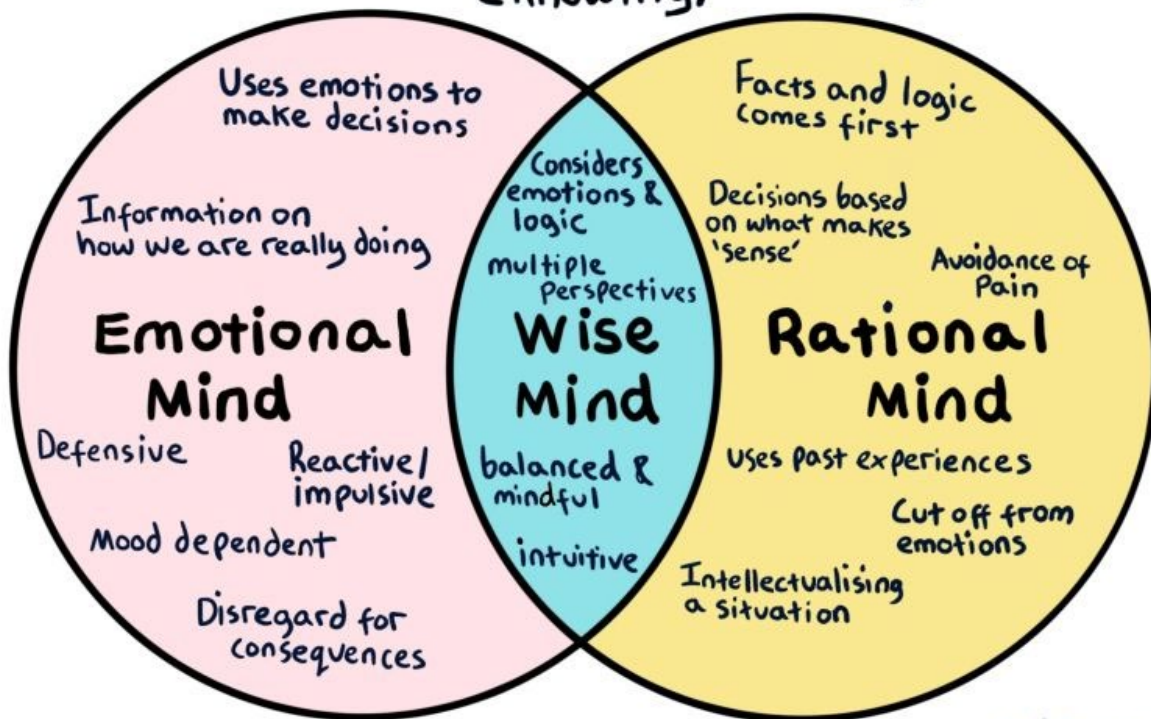
(Hot)



(Knowing)

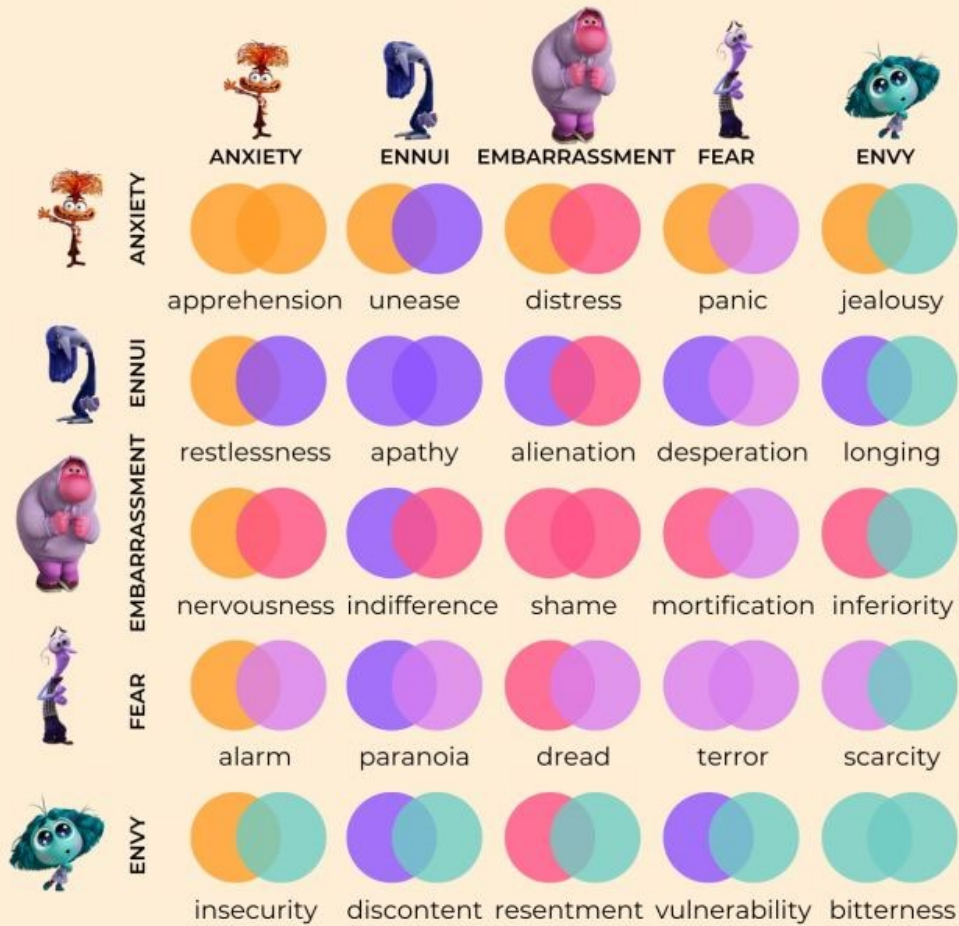


(Cool)



@heidipsychology
©Heidipickett

what do you get when complex emotions combine?



source: Photos from Disney/Pixar



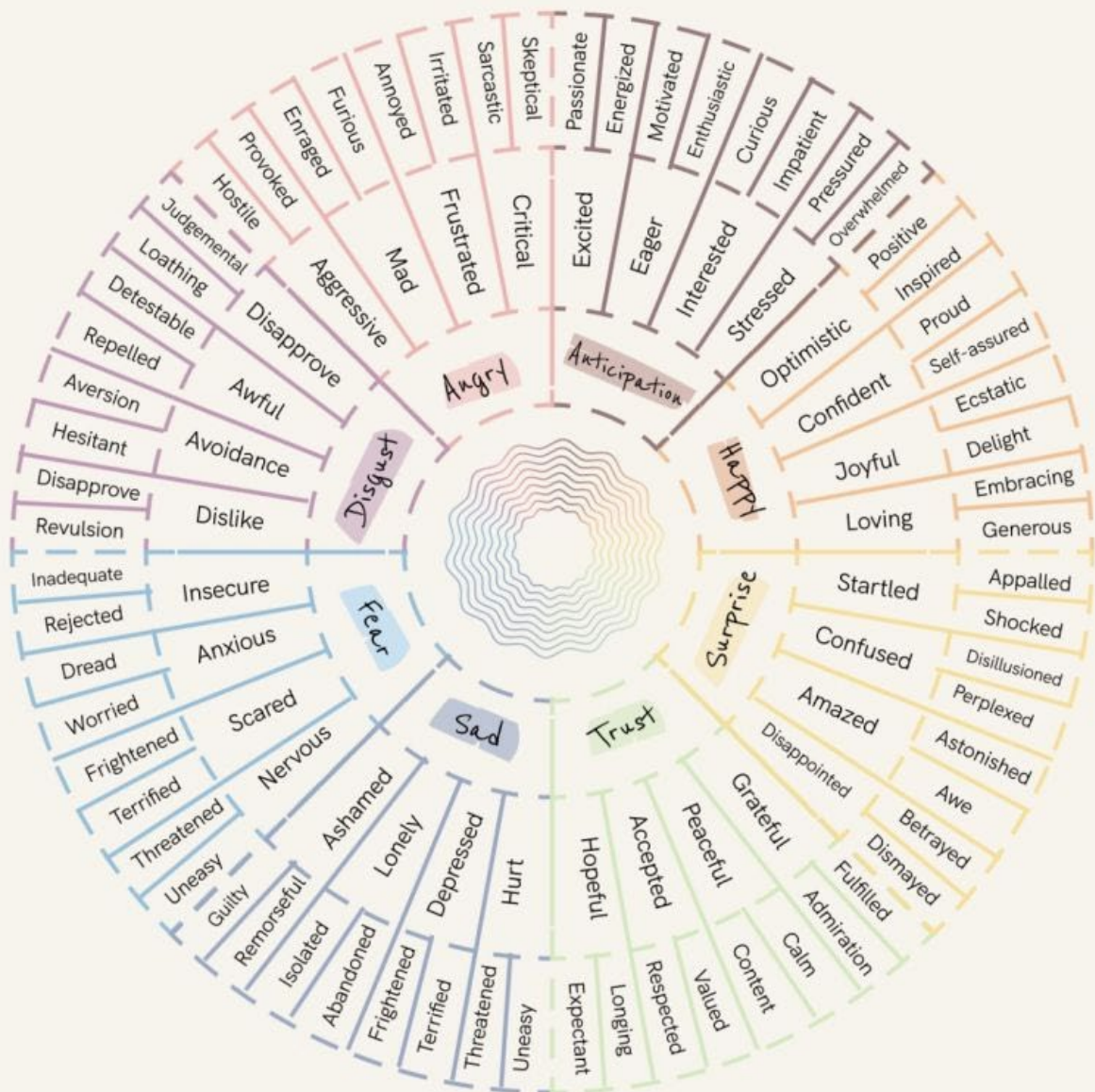
When you feel **sad**, take a sec to...

- A**ctivities → Get **moving** with something like cleaning, walking, or cooking
- C**ontributing → Do something nice for **someone else** — it helps more than you think
- C**omparisons → Think about **tough times** you've overcome or see things differently
- E**motions → Flip your mood by doing something **joyful**, like watching a funny video
- P**ushing away → Imagine putting your sadness on a **shelf** for now — just to breathe
- T**houghts → Distract your mind with a **puzzle**, list, or project that pulls you in
- S**ensations → Ground yourself with sensations like **holding ice** or tasting citrus



Matty Piazzi

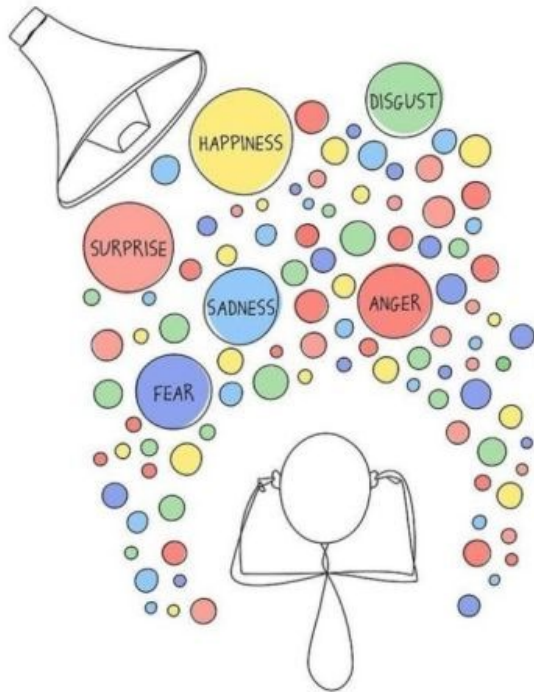
Understand YOUR EMOTIONS



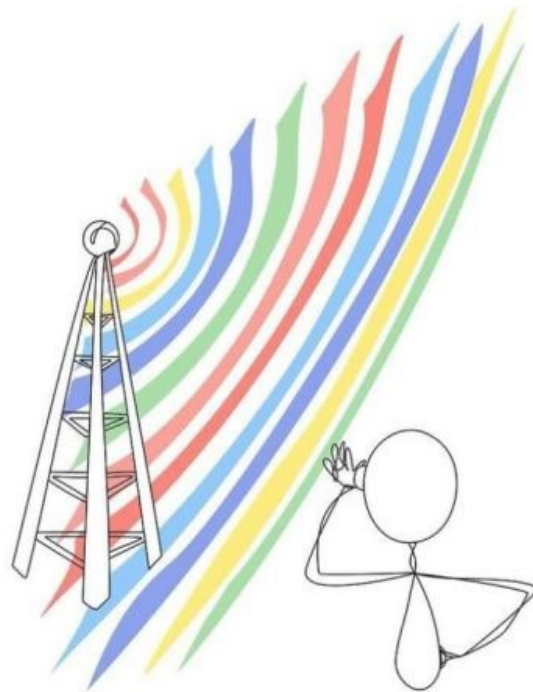
nikolas konstantin

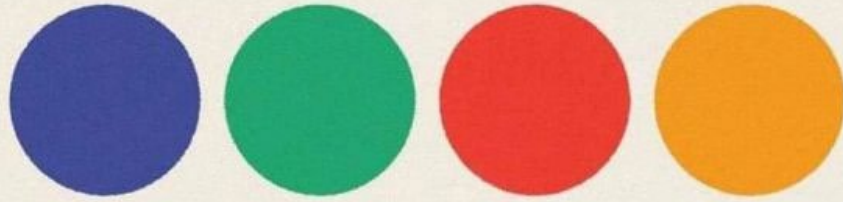
Follow Nikolas Konstantin for more!

EMOTIONS ARE NOT NOISE
TO TUNE OUT



EMOTIONS ARE DATA
SENDING IMPORTANT SIGNALS





EMOTIONS ARE AN EXPERIENCE

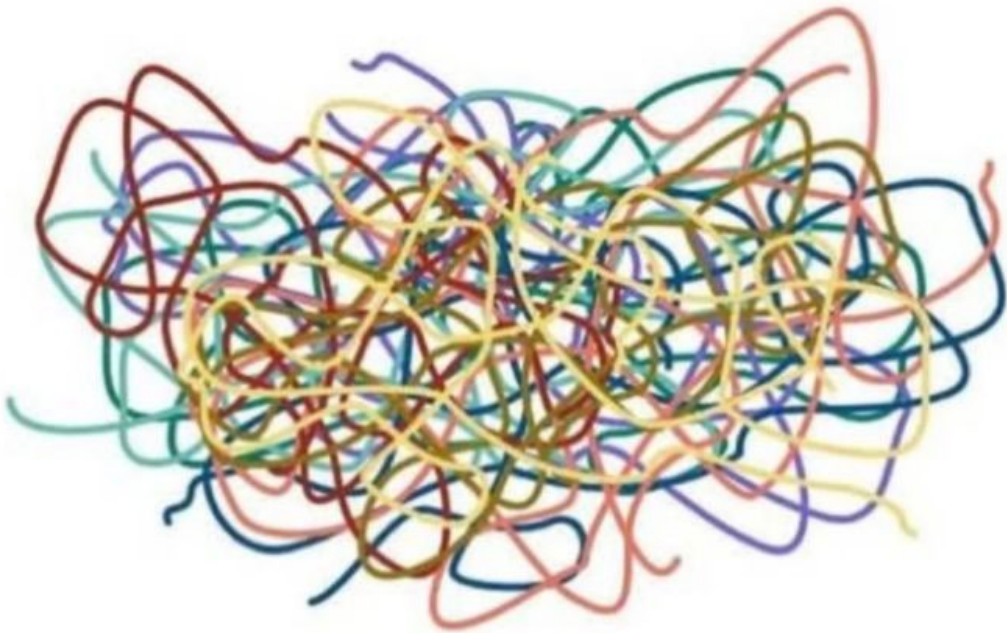


NOT AN IDENTITY.

EMOTIONS NAMED



EMOTIONS FELT



9 Ways to Master Emotions at work

1. Self Awareness

- Notice your emotional triggers
- Check- in with how you're feeling—often.



2. Pause then React

- Take a breath before responding to stress
- Think about the impact of your words & actions



2. Zoom Out to Re-frame

- Keep the big picture in mind
- How much will this matter in 5 years time?



3. Set Boundaries

- Set limits so you can focus on what matters most
- Kindly, but firmly enforce them



4. Coffee & Reset

- Step away from your desk and grab a drink (water works too)
- For 5 mins focus only on drinking it for a mini mental break



5. Assume Positive Intent

- What if you assumed everyone was trying to help you?
- Replace defensiveness with curiosity



6. Talk it Out

- Seek Emotional Support
- Talk to a trusted colleague, or manager about how you are feeling



7. Name the Feeling

- “Hello anger, what are you trying to tell me today?”
- Our feelings are messengers - listen



8. Be Prepared

- Have a plan for how you will respond to emotional triggers before they occur





At first you have a big emotional reaction



Then you learn to stop, pause and breathe



From there you choose a different response



And with time it becomes your new instinct

HOW DO YOU UNTANGLE EMOTIONS?

Here's how to use emotional intelligence to make sense of big or complicated feelings.



1. Notice

Where are you tense? Hot? Cold? Twitchy? Calm? What's your facial expression?

Because emotions affect every living cell in our bodies, we FEEL them. By noticing, we can shift from abstract spinning to what's real, here, now.

2. Name

What could you call this mixed feeling? Describe it to yourself.

If every feeling is a mix of basic emotions, what's in your current mix? By putting words to it, you're getting your logical and emotional brain areas to work together - that's EQ!

3. Navigate

If this feeling is here to help you, what's it trying to help you with?

Instead of pushing them away, treat these feelings as allies. Big feelings means we're perceiving a big opportunity or a big threat (or a mix) - what's this mix trying to get you to see?

Knowing that, what's a good step forward?

5. Emotional Regulation Strategies for AuDHD Students

(Helping students manage frustration, anxiety, and meltdowns.)

Emotion	Trigger	Coping Strategy
Frustration	Tasks that feel too difficult	Break tasks into smaller steps, use positive reinforcement
Anxiety	Unexpected changes, social interactions	Provide transition warnings, teach grounding techniques
Overwhelm	Sensory overload, too much information at once	Offer sensory breaks, use quiet spaces
Impulsivity	Excitement, difficulty waiting	Use visual reminders, teach "stop and think" strategies
Anger	Feeling misunderstood, sensory discomfort	Teach deep breathing, provide emotion charts
Sadness	Social struggles, feeling left out	Encourage journaling, provide one-on-one check-ins
Meltdowns	Accumulated stress, too many demands	Reduce stimuli, offer safe spaces, use calm-down kits
Hyperactivity	Long periods of sitting, lack of movement	Incorporate movement breaks, use alternative seating
Shutting Down	Too many instructions, fear of failure	Offer choices, use low-pressure approaches
Excitement	Overstimulation, anticipating a favorite activity	Teach self-regulation through modeling and social stories

A quote is displayed on a white rectangular sign that is suspended in a modern office environment. The office has large glass windows and a grid ceiling with recessed lighting. The sign is the central focus, with the quote text in black and pink. The background shows the interior of the office, including the floor and ceiling structure.

“

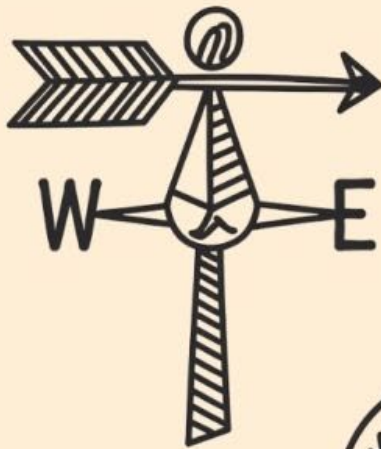
Mastering
emotions
isn't
suppression.
It's **strategy**.

Loren Rosario Maldonado

EMOTIONS ARE LIKE...

How do you think about feelings?

Weather Vane



Compass



Ball & Chain

Mirror

ARE YOU USING OR REJECTING EMOTIONS?

EMOTIONAL INTELLIGENCE

See feelings as a source of insight and energy.

Pause, notice and name feelings.

Make time to feel when it's safe and healthy to do so

Think about feelings AND actually feel them.

Feel all the feels and keep moving. They're valuable but temporary.

EMOTIONAL IGNORANCE

See feelings as a problem or distraction

Push feelings away, minimize them

Distract from feelings, eg shopping, social media

Be overly logical about feelings without feeling

Overly connect with feelings. Drama.

EMOTIONS

ARE

MESSAGES

FROM YOU,

FOR YOU



6seconds.org

4 R's of Emotional Regulation

When you're feeling reactive at work, take a sec to...

Recognize 1

Check in with yourself. Take a moment to notice what emotions are running the show right now. Are you feeling stressed, frustrated, or anxious?




Relax 2

Take a breath. Use a quick relaxation technique, like deep breathing, to calm your body and mind. This helps you feel more in control.



Reframe 3

Change your perspective. Instead of jumping to conclusions, ask yourself, "What's another way to look at this?" or "What can I learn from this?"

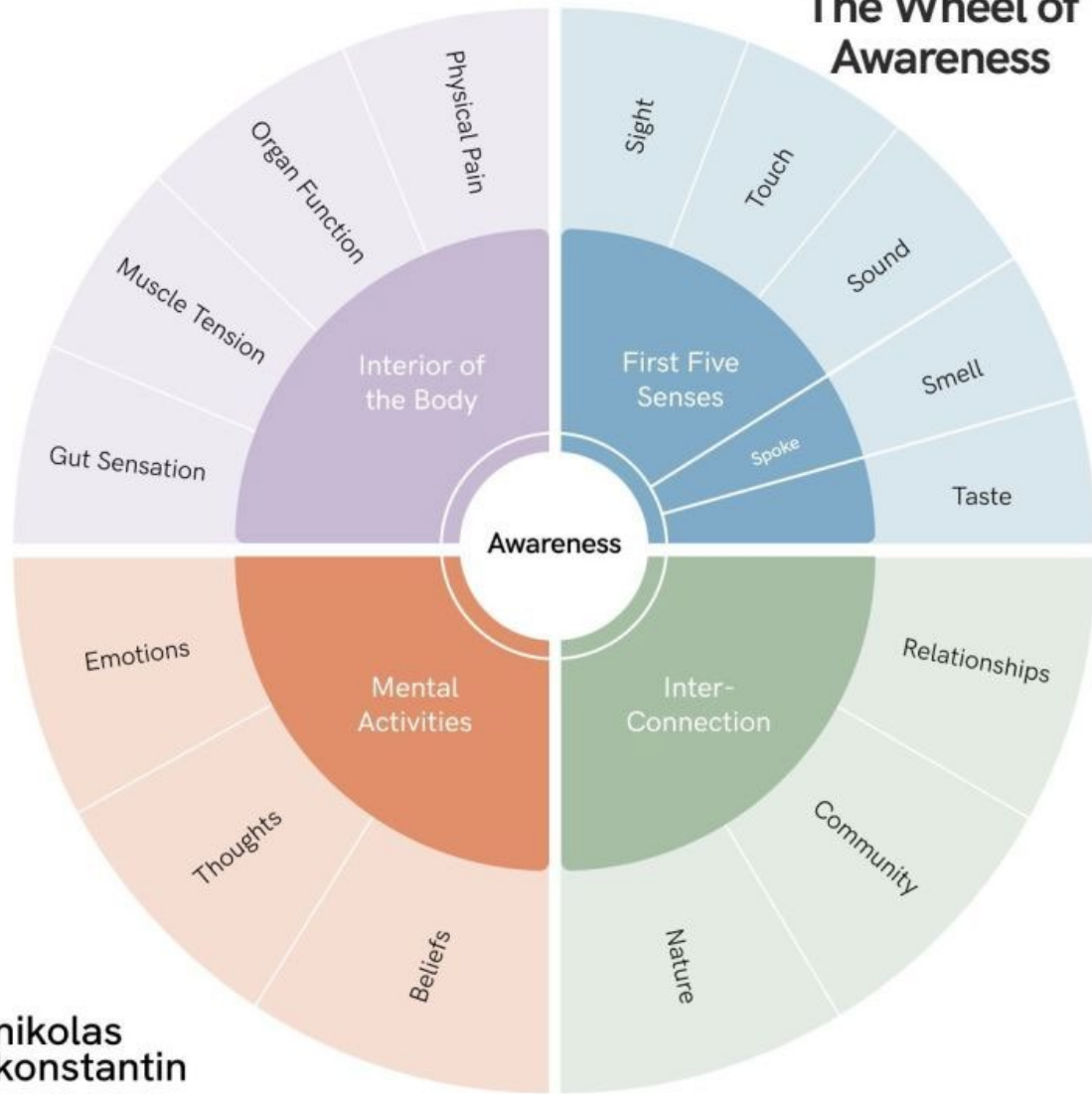


Respond 4

Act with intention. Now that you're relaxed and thinking clearly, take mindful action instead of reacting right away.



The Wheel of Awareness

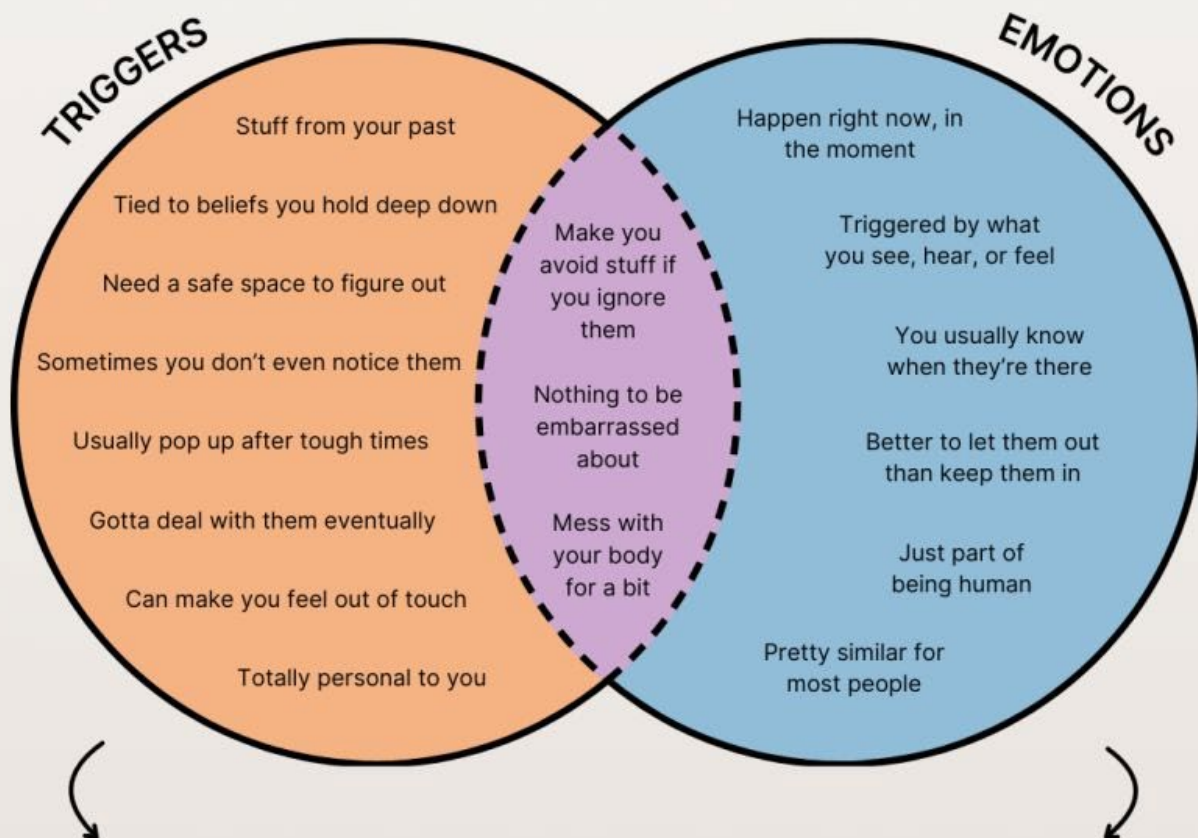


**nikolas
konstantin**

Source: Dr. Dan Siegel

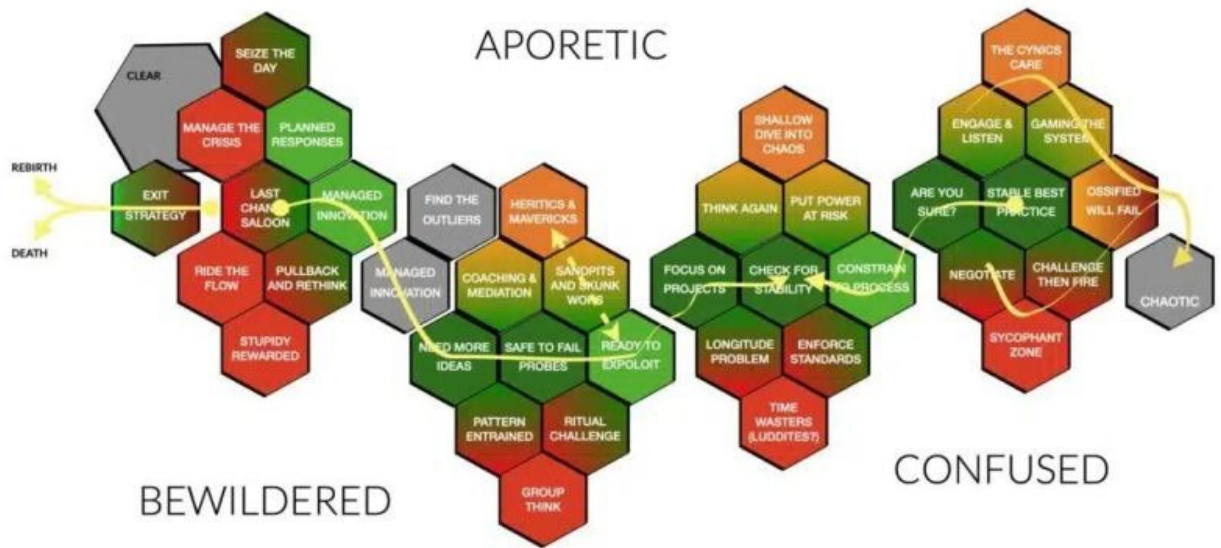
Triggers vs Emotions

How the *Past* and *Present* Shape What We Feel



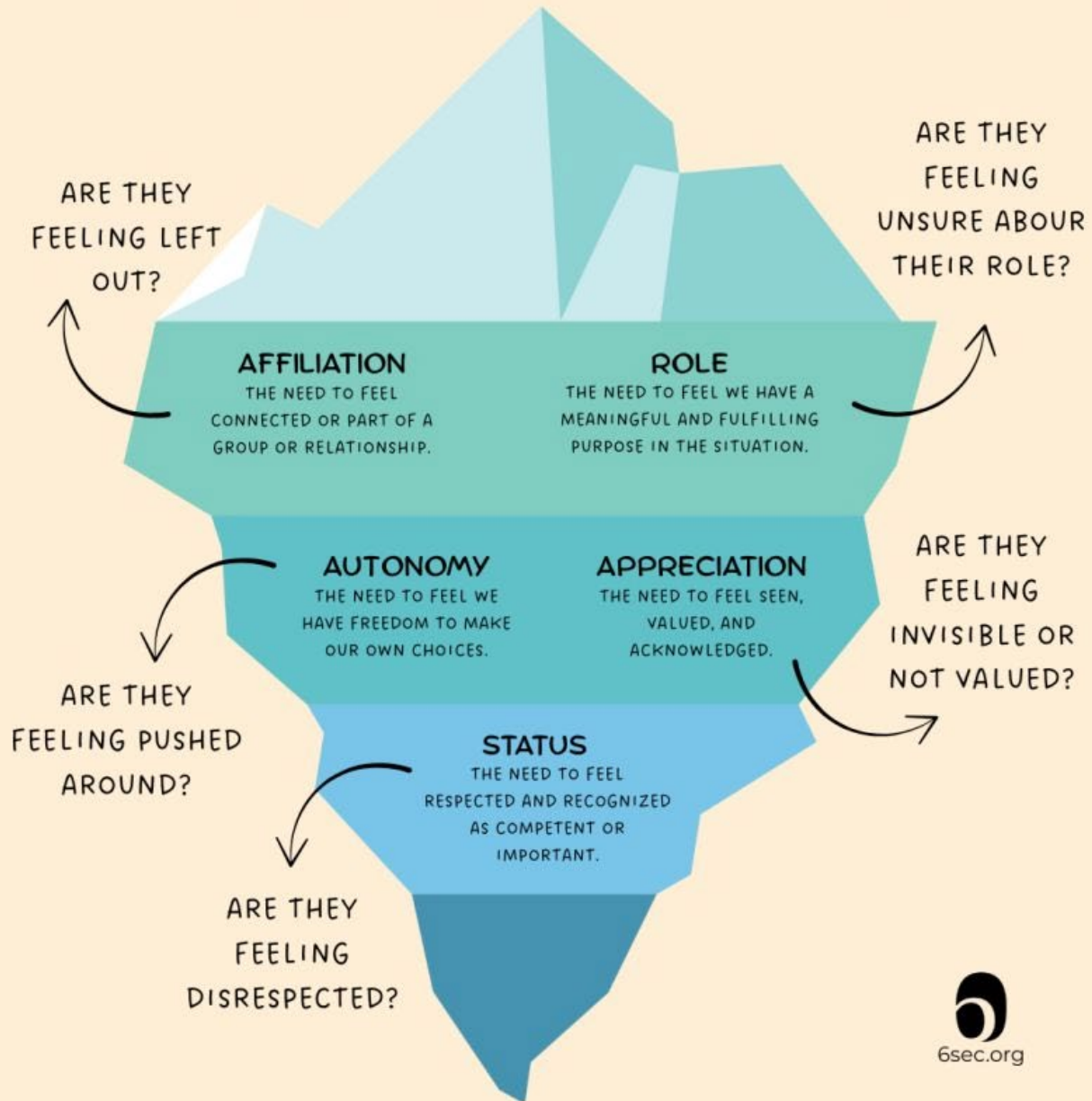
Triggers are like emotional echoes from your **past**, pressing buttons tied to old experiences and beliefs.

Emotions are like signals in the **moment**, showing up to tell you how you're feeling right now.



EMOTIONS DRIVE CONFLICT

SEEKING RESOLUTION? LOOK FOR 5 CORE EMOTIONAL NEEDS BENEATH THE SURFACE

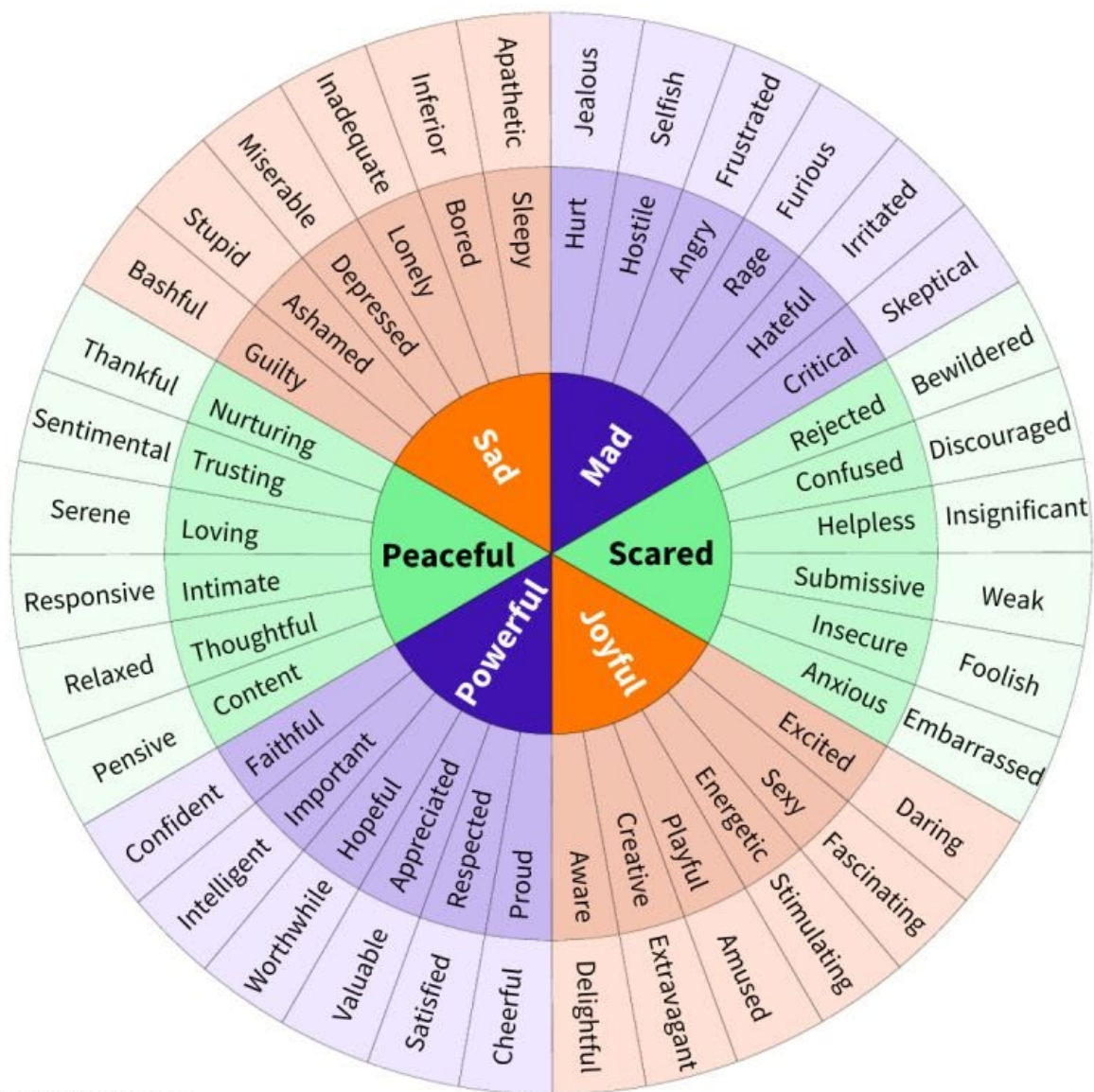


SOURCE: SHAPIRO & FISHER (2005) *BEYOND REASON: USING EMOTIONS AS YOU NEGOTIATE*

The Feeling Wheel

Know What's Driving You, Then Take Action

By Dr. Thomas Funke



(Credit: Gloria Willcox)

If you found this useful, follow me for more

 Dr. Thomas Funke



HOW EMOTIONS COMBINE

from the Practicing EQ eBook
6sec.org/practicing

primary

	ANGER	ANTICIPATION	JOY	TRUST	FEAR	SURPRISE	SADNESS	DISGUST
ANGER	rage	focus	zeal	defiance	defensiveness	outrage	betrayal	hatred
ANTICIPATION	resolve	eagerness	excitement	optimism	alertness	curiosity	foreboding	skepticism
JOY	passion	thrill	bliss	love	hope	delight	nostalgia	discernment
TRUST	conviction	faith	unity	loyalty	safeguarding	adaptability	reassurance	integrity
FEAR	defensiveness	vigilance	protective	nervous	terror	shock	vulnerability	abhorrence
SURPRISE	aggression	fascination	wonder	flexibility	alarm	amazement	disbelief	recoil
SADNESS	anguish	yearning	melancholy	consolation	helplessness	regret	despair	contempt
DISGUST	indignant	cynical	ironic	aversion	horror	repulsion	loathing	revulsion

Source: 6seconds.org

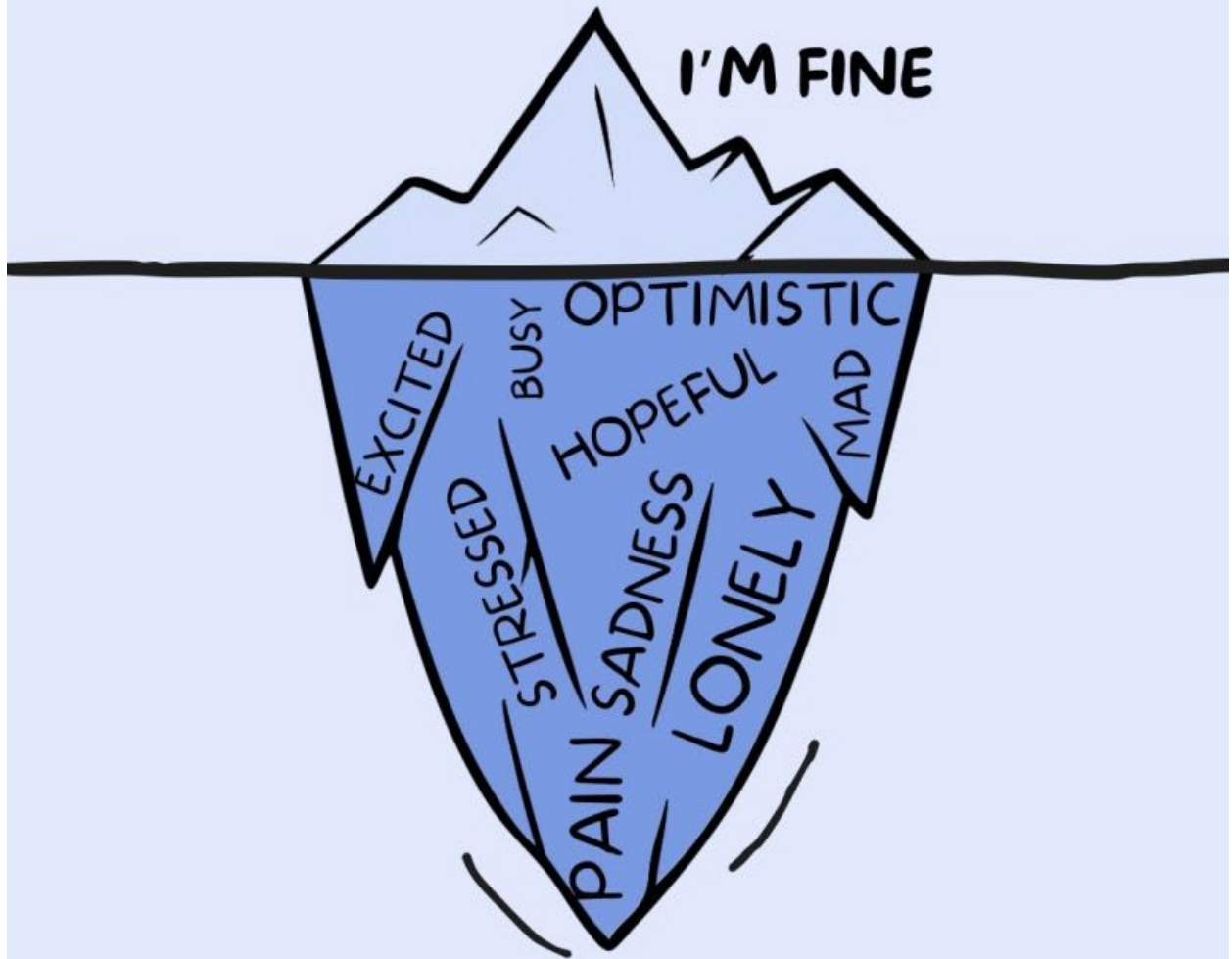
Found this valuable?
For practical advice on emotions, follow me

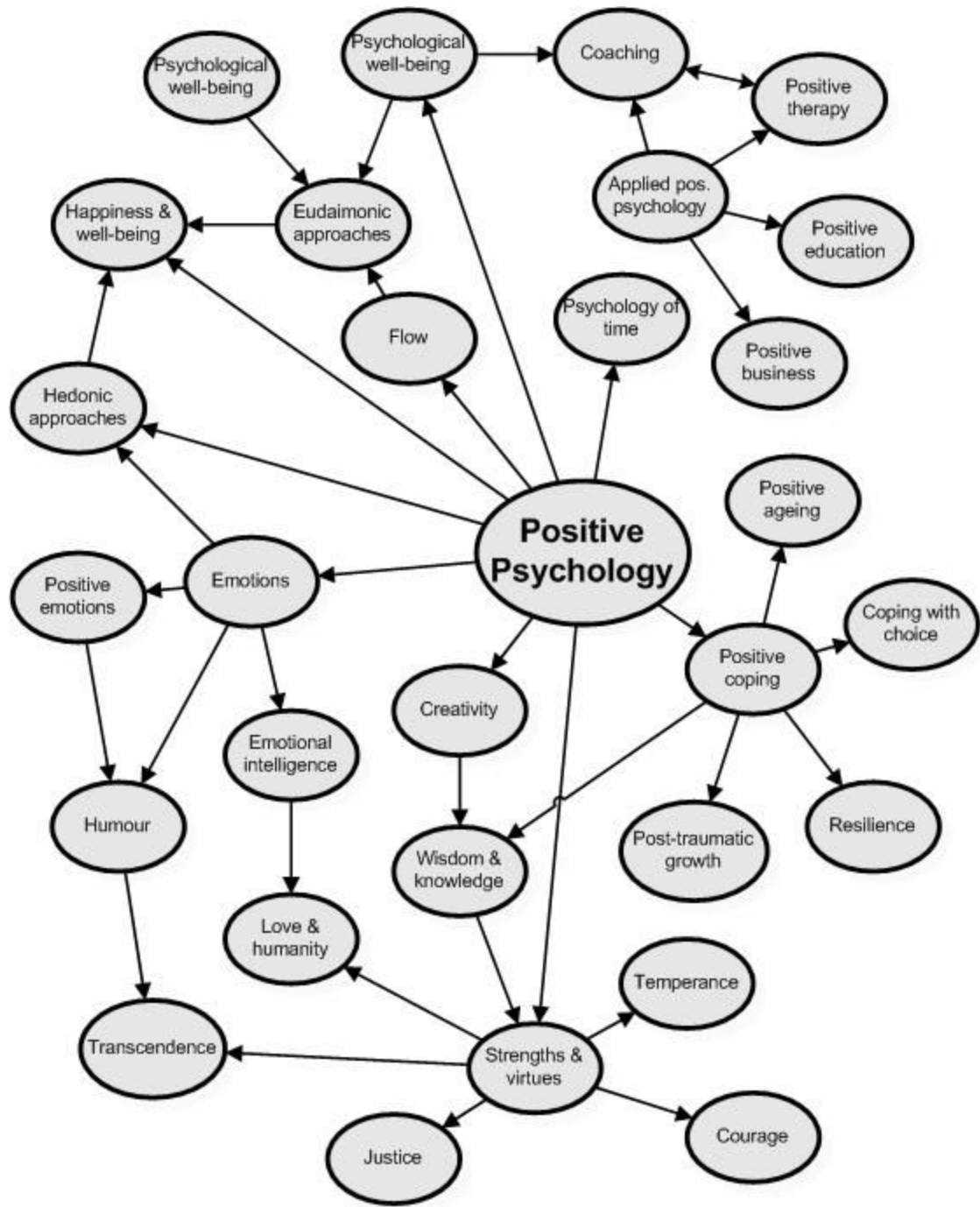


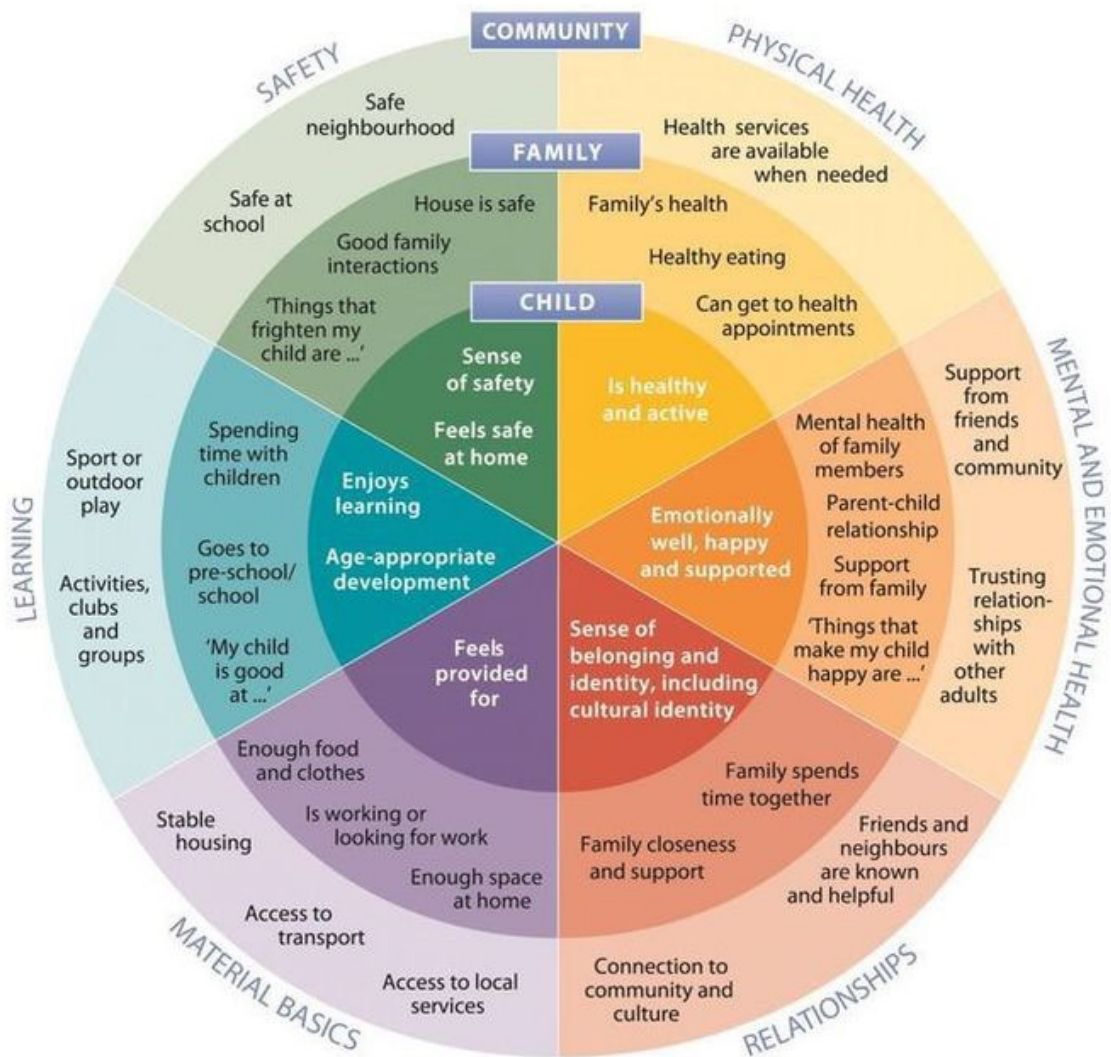
Joshua Freedman

**IT'S NOT ABOUT
MANAGING
YOUR EMOTIONS;
IT'S ABOUT
MANAGING YOUR
REACTION TO
YOUR EMOTIONS.**

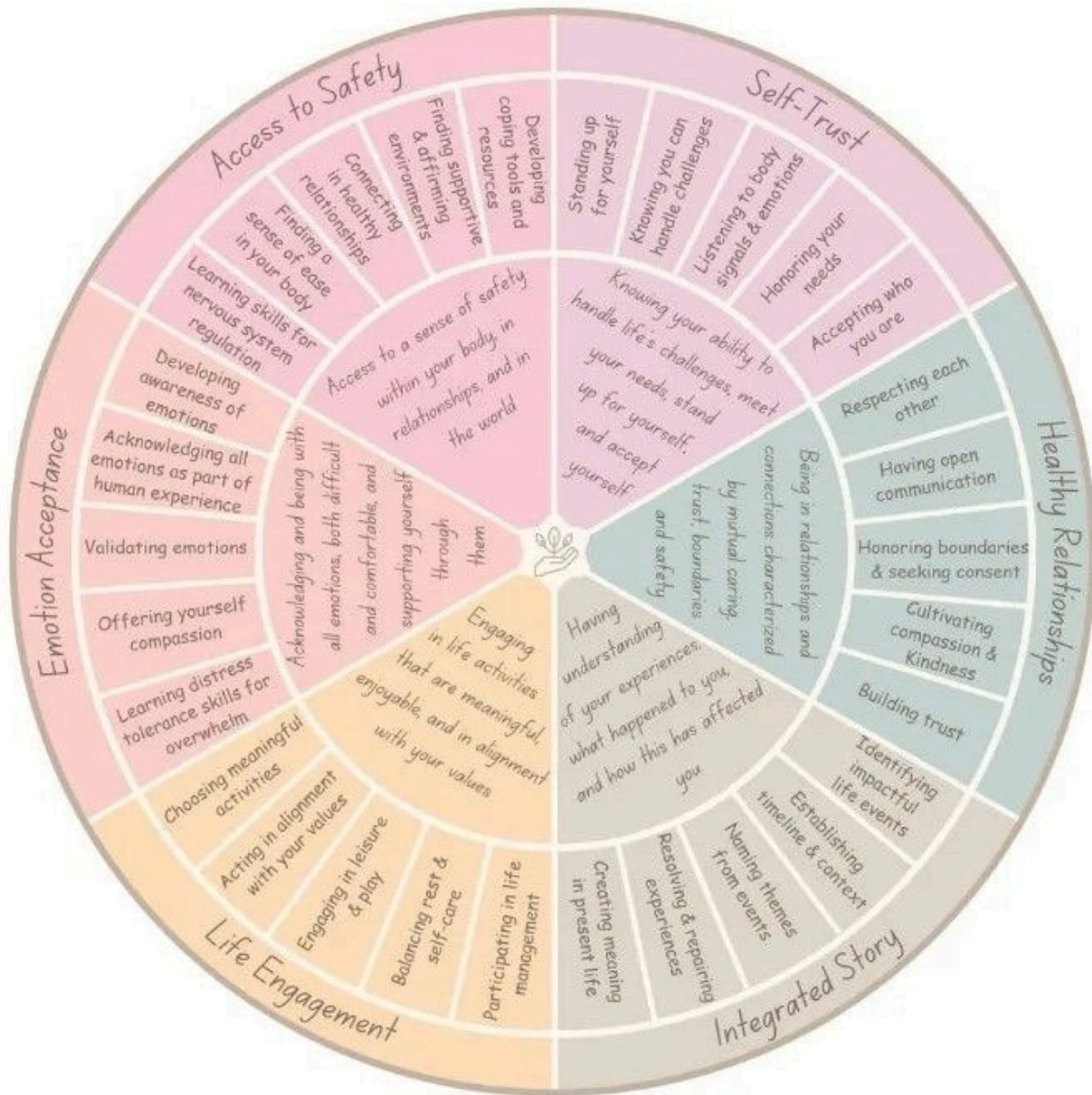
WE ALWAYS HAVE MULTIPLE FEELINGS

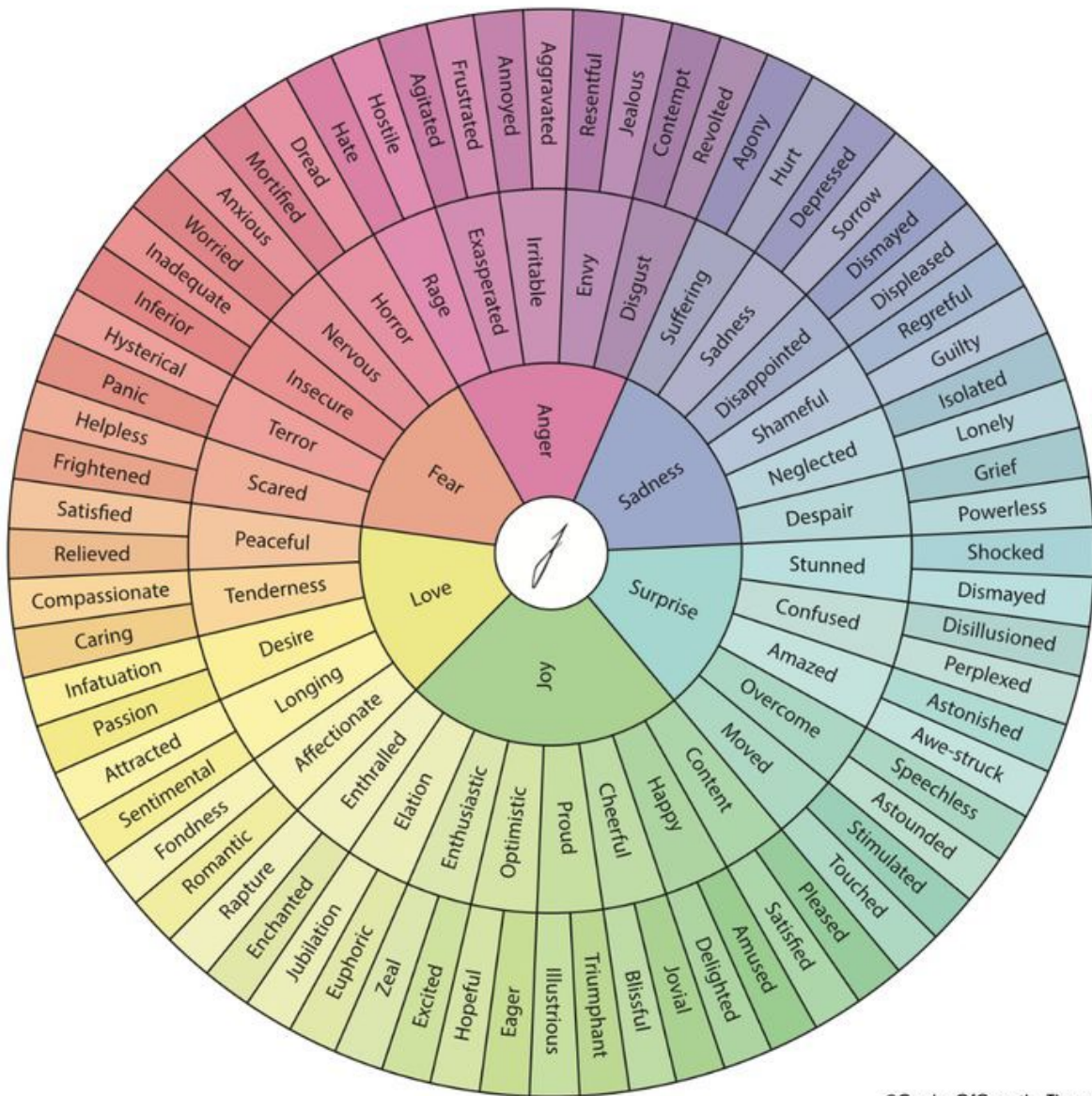






Trauma Recovery Wheel





Downward Spiral of Depression

NEGATIVE EXPERIENCES

SUPPRESSED EMOTIONS

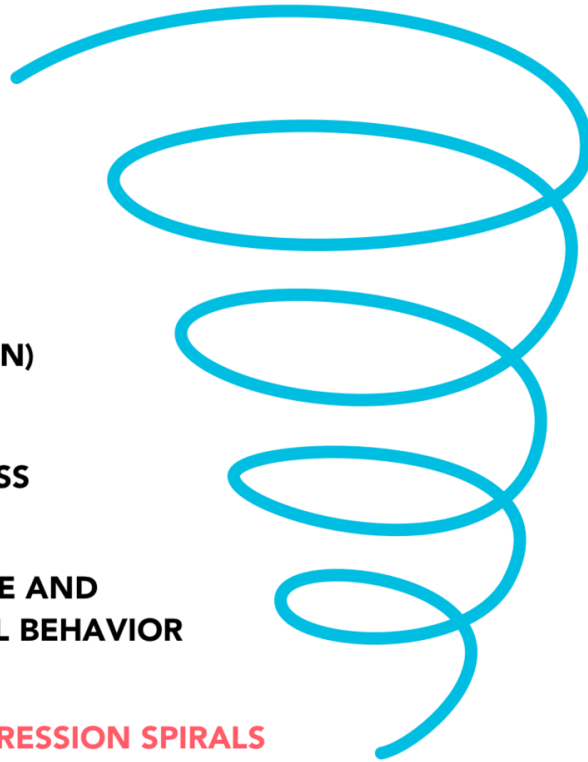
**REPETITIVE NEGATIVE
THINKING (RUMINATION)**

PHYSICAL DISTRESS

**AVOIDANCE AND
UNHELPFUL BEHAVIOR**

**DEPRESSION SPIRALS
OUT OF CONTROL**

mindmypeelings.com





WAYS PARENTS & CAREGIVERS CAN PRACTICE EMOTIONAL FIRST AID



for loneliness
CONNECT



List the people who love and support you and reach out to someone on that list.

for self-doubt
SELF-COMPASSION



Consider how you would support a dear friend and treat yourself the same way; offer yourself an affirmation.

for obsessing
POSITIVE DISTRACTION



Engage in a task that requires concentration, such as Sudoku or finding everything (color) in the room.

for guilt
AFFIRM & GROW



Acknowledge, "I feel guilty about (x), but I'll keep doing the best I can with what I know now."

for worry
CONTROL LIST



Make a list of what is within your control and focus on that. Let go of everything else.

for anger
COOL OFF



Take a timeout; move your body; practice deep breathing; play music; identify possible solutions.

for grief & sadness
PURPOSE



Acknowledge the loss of the life you expected. Give yourself grace, seek meaning and purpose.

for failure
PIVOT



Note what you have accomplished, what you have learned, and what you will do differently when you try again.

for overwhelm
ASK FOR HELP



Get a referral for a doctor, psychiatrist or therapist.
You are not alone.

KEY DIFFERENCES BETWEEN

	Definition	Characteristics
EMOTIONS VS	Emotions are intense, short-lived reactions to specific stimuli, encompassing a range of responses such as joy, anger, fear, surprise, and more.	They are often brief and intense, triggered by internal or external events, and accompanied by physiological changes. <i>Example: Feeling elated after a success or experiencing fear during a thrilling movie.</i>
FEELINGS VS	Feelings are subjective experiences that arise from emotions, influenced by personal interpretations, beliefs, and experiences.	They are individual and subjective, shaped by personal perceptions, and can be more prolonged than emotions. <i>Example: Feeling warmth and affection toward a loved one or experiencing embarrassment after a mistake.</i>
MOODS	Moods are sustained emotional states less intense than emotions, coloring our overall disposition over a more extended period.	They are more long-lasting, influencing our outlook and behavior and influenced by various factors such as environment, health, and circumstances. <i>Example: Waking up feeling cheerful and optimistic, leading to a day filled with enthusiasm, or feeling persistently low and melancholic without a clear cause.</i>

containing my emotions

EMOTIONS ARE
INCONVENIENT.



WHEN I THINK
I HAVE MINE IN
ORDER...



THEY BLOW UP
IN MY FACE.



SHOULD I TRY TO
CONCEAL THEM?



WEAR THEM ON
MY SLEEVE?



TURN THEM
INTO ART?



SHOULD I ABANDON
THEM COMPLETELY?



I TRY TO
TRAVEL LIGHT...



BUT WHAT IF I'M
SHIFTING THE
BURDEN?



IF ONLY I COULD
CONTAIN MY
EMOTIONS.



THEN I COULD
OPEN UP TO YOU...



TO REVEAL
MY DEEPEST SELF.



GRANT SNIDER

TODAY IS A NEW DAY!

*you can start fresh
wipe the slate clean*

BEGIN AGAIN

EMBRACE

kindness

practice **COMPASSION**

**STAND
UP FOR**

justice

*talk to
strangers*

ASK FOR HELP

LISTEN

with your whole heart

OFFER

HOPE

*work for the
common good*

LOVE WELL

**be the change you wish
to see in the world.**

Maria Lee

JEN EMLEN

People who have overcome darkness in their life typically have a fire inside them that is almost impossible to extinguish.

Stephen Timoney

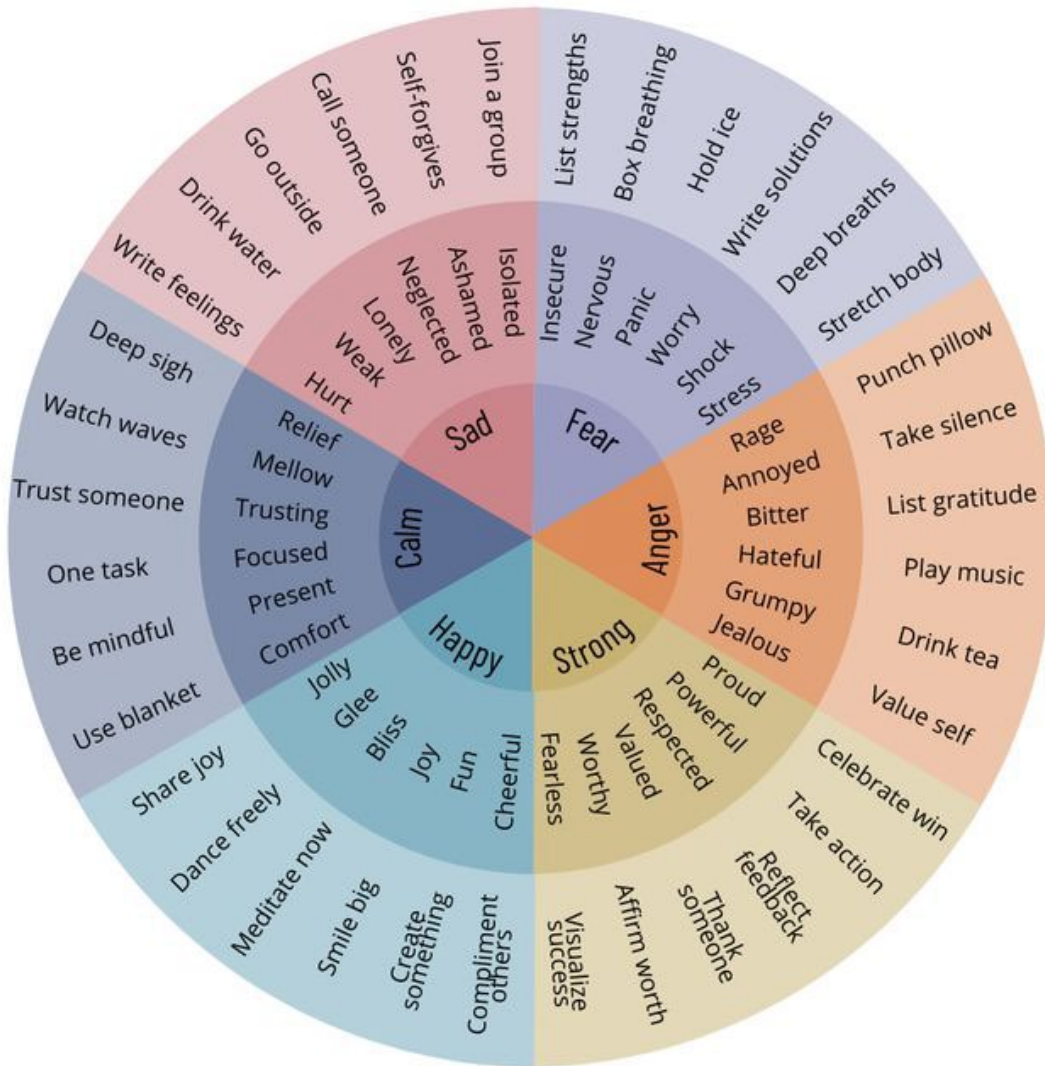
@THEMINDGEEK

IN IRISH WHEN YOU TALK ABOUT EMOTION, YOU DON'T SAY, 'I AM SAD'. YOU'D SAY, 'SADNESS IS ON ME'-
'TÁ BRÓN ORM'.

AND I LOVE THAT BECAUSE THERE'S AN IMPLICATION OF NOT IDENTIFYING YOURSELF WITH THE EMOTION FULLY. I AM NOT SAD, IT'S JUST THAT SADNESS IS ON ME FOR A WHILE. SOMETHING ELSE WILL BE ON ME ANOTHER TIME, AND THAT'S A GOOD THING TO RECOGNISE.

P. Ó TUAMA

The Coping Wheel



BENEFITS OF GRATITUDE

Physical

- stronger immune system
- less bothered by aches & pains
- lower blood pressure
- more exercising
- more sleep & feeling more refreshed upon waking up
- takes better care of own's health

Emotional

- higher levels of positive emotions
- more alert & awake
- less stressed
- more joy & pleasure
- more optimism & happiness
- reduced feelings of depression
- higher sense of self worth

Social

- more helpful & generous
- more forgiving
- more compassionate
- less lonely & isolated

HOPEFULPANDA.COM

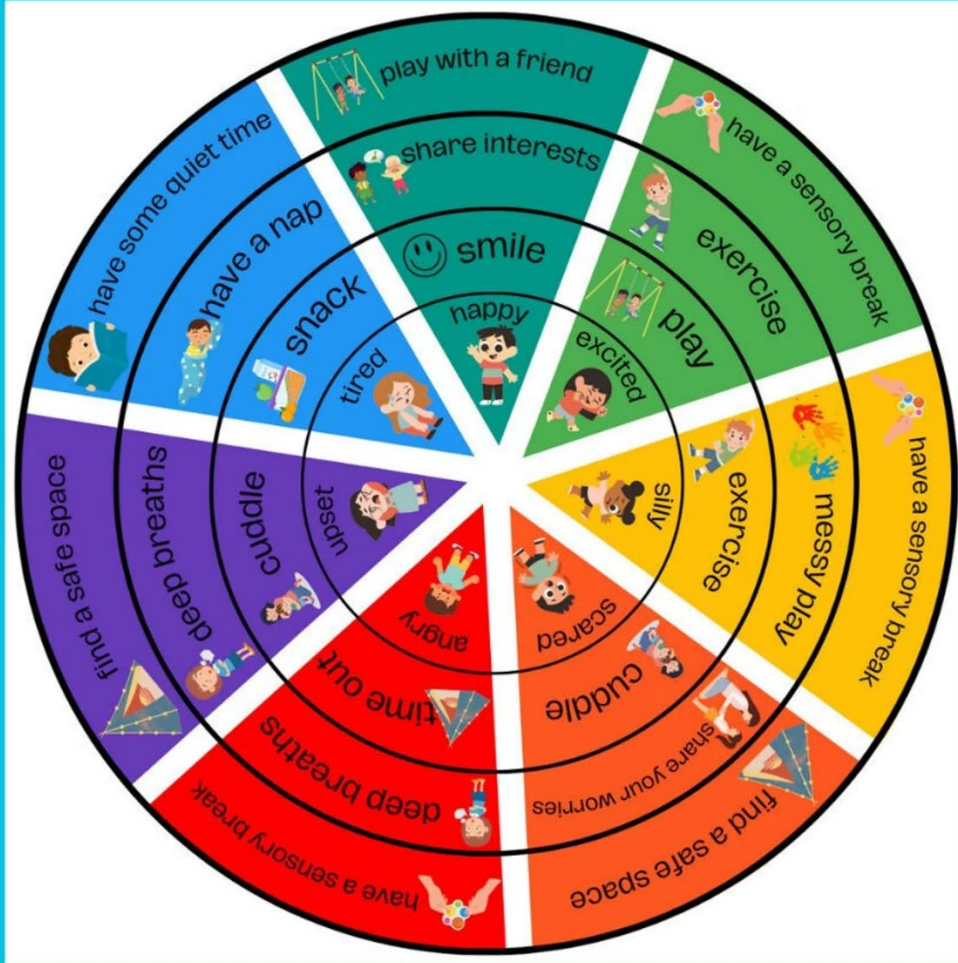


Beneath every behavior is a feeling. And beneath every feeling is a need. And when we meet that need rather than focus on the behavior, we begin to deal with the cause not the symptom.

ASHLEIGH WARNER
PSYCHOLOGIST

edu

Emotions wheel



HOW DO I FEEL TODAY?



BOOST YOUR HAPPY HORMONES

DOPAMINE

REWARD/MOTIVATION CHEMICAL

- Listen to music
- Get moving
- Get quality sleep
- Eat enough protein



OXYTOCIN

THE MOOD STABILISER

- Dinner with friends
- Give a hug
- Dance
- Give compliments

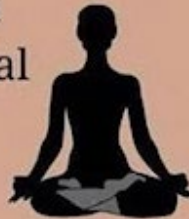
love



SEROTONIN

LOVE/CONTENTMENT HORMONE

- Yoga
- Spend time in nature
- Be in the sun
- Achieve a goal



ENDORPHINS

THE PAIN KILLER

- Move your body
- Laugh
- Be creative
- Dark chocolate



@mentalhealthlesson

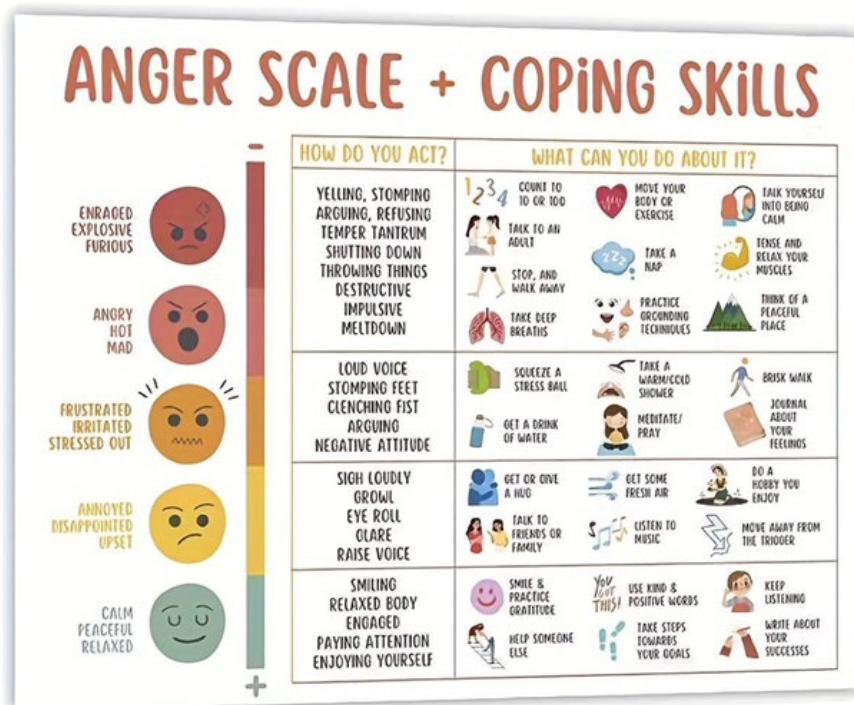
10 calming affirmations for anxiety:

- What I am experiencing is only temporary.
- My thoughts are not facts.
- I have the courage to challenge my anxiety.
- I am so much stronger than my anxiety.
- I have the power to change my thoughts.
- I am not my anxiety.
- I know how to cope. I can trust myself.
- I have control over my thoughts.
- I know what I need more than my anxiety does.
- I am safe. I've got this. I am in control.

@h.e.l.e.n.m.a.r.i.e

Trauma makes you tolerate a lot of shit you don't deserve because you don't want to lose people. Healing makes you realize some people don't deserve to be in your life, no matter how much you love them.

Mind Tendencies - Synchronistic



EQ: Emotional Intelligence

53 WAYS

To Check for Understanding

- 1. Summary Poem Activity:**
 - List 10 key words from an assigned text.
 - Do a free verse poem with the words you highlighted.
 - Write a summary of the reading based on the words you highlighted.
- 2. Invent the Quiz**
 - Write 10 higher-order text questions related to the content. Pick 2 and answer them in half a page.
- 3. The 411**
 - Describe the author's objective.
- 4. Opinion Chart**
 - List opinions about the content in one half of a T-chart, and support your opinions in the right column.
- 5. So What? Journal**
 - Identify the main idea of the lesson. Why is it important?
- 6. Rate Understanding**
- 7. Clickers (Response System)**
- 8. Teacher Observation Checklist**
- 9. Explaining**
 - Explain the main idea using an analogy.
- 10. Evaluate**
 - What is the author's main point? What are the arguments for and against this idea?
- 11. Describe**
 - What are the important characteristics or features of the main concept or idea of the reading?
- 12. Define**
 - Pick out an important word or phrase that the author introduces. What does this word or phrase mean?
- 13. Compare & Contrast**
 - Identify the theory or idea the author is advancing. Then identify an opposite theory. What are the similarities and differences between these ideas?
- 14. Question Stems**
 - I believe that _____ because _____ .
 - I am confused by _____ .
- 15. Mind Map**
 - Create a mind map that represents a concept using a diagram-making tool (like Gliffy). Provide your teacher / classmates with the link to your mind map.
- 16. Intrigue Journal**
 - List the five most interesting, controversial, or resonant ideas you found in the readings. Include page #s and a short rationale (100 words) for your selection.
- 17. Advertisement**
 - Create an ad, with visuals and text, for the newly learned concept.
- 18. 5 Words**
 - What 5 words would you use to describe _____ ? Explain and justify your choices.
- 19. Muddy Moment**
 - What frustrates and confuses you about the text? Why?
- 20. Collage**
 - Create a collage around the lesson's themes. Explain your choices in one paragraph.
- 21. Letter**
 - Explain _____ in a letter to your best friend.
- 22. Talk Show Panel**
 - Have a cast of experts debate the finer points of _____ .
- 23. Study Guide**
 - What are the main topics, supporting details, important person's contributions, terms, and definitions?
- 24. Illustration**
 - Draw a picture that illustrates a relationship between terms in the text. Explain in one paragraph your visual representation.
- 25. KWL Chart**
 - What do you know, what do you want to know, and what have you learned?
- 26. Sticky Notes Annotation**
 - Use sticky notes to describe key passages that are notable or that you have questions about.
- 27. 3-2-1**
 - 3 things you found out, 2 interesting things, and 1 question you still have.
- 28. Outline**
 - Represent the organization of _____ by outlining it.

The Stages of Psychological Development



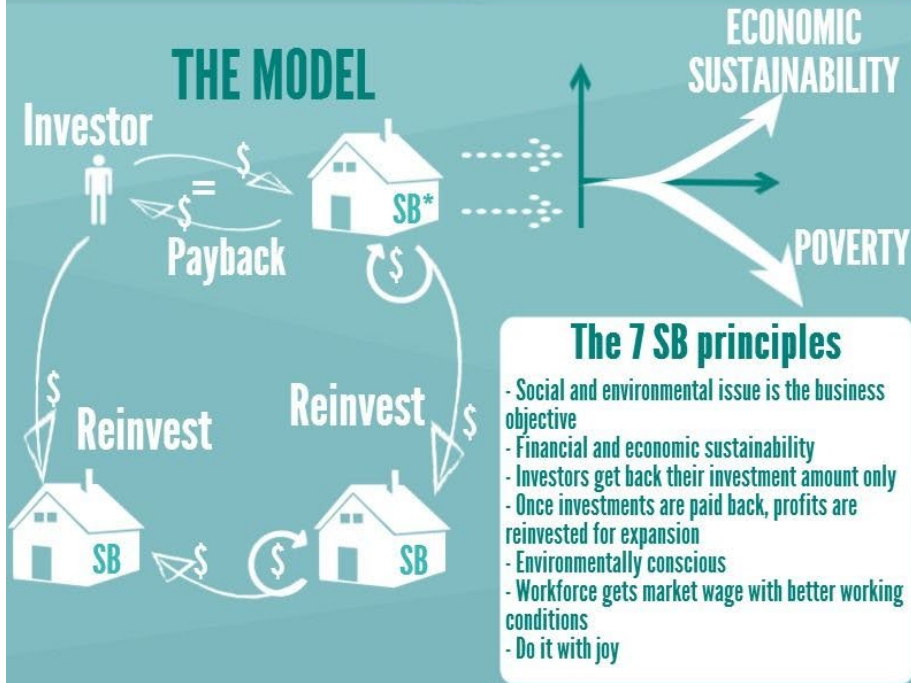
ANTICIPATION EMOTION WHEEL



WHAT IS SOCIAL BUSINESS?

A business that is:

- Designed and created to solve a social or environmental problem
- non-dividend



what Social Business is not :

A profit-maximizing business

A non-profit organization

WHY ?

Focus on social aims

Financially self-sustainable



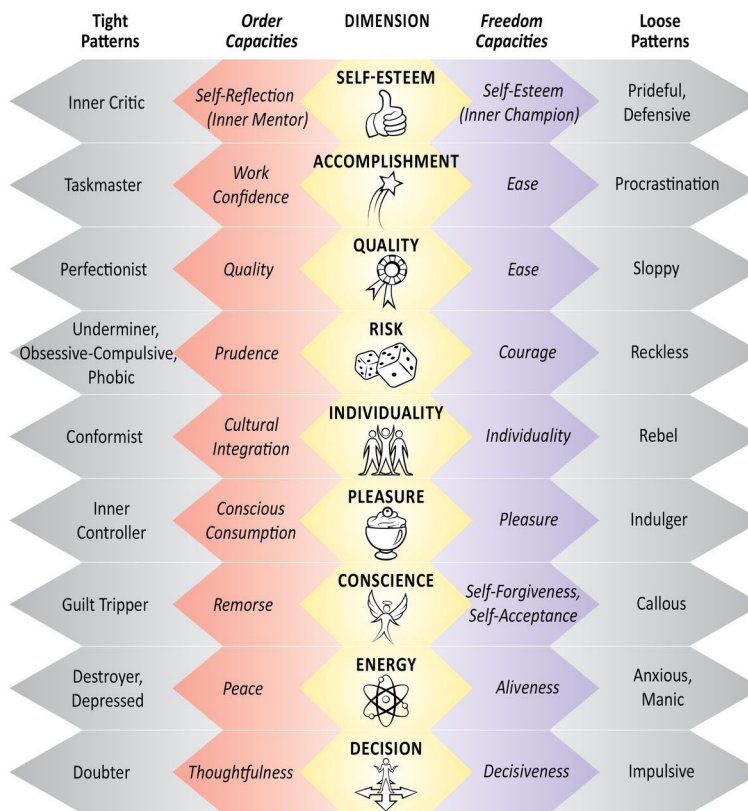
Prof. Muhammad YUNUS



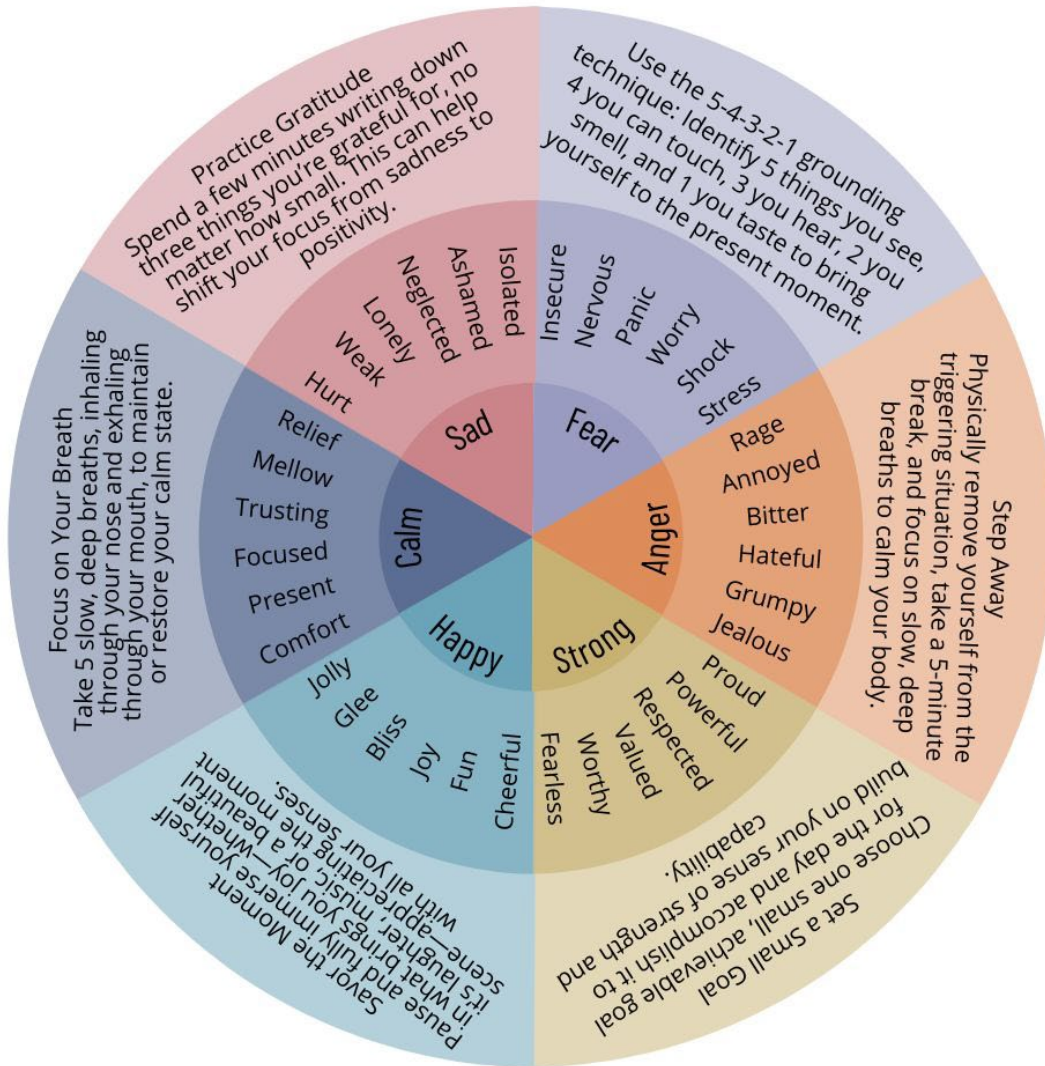
Social Business Earth

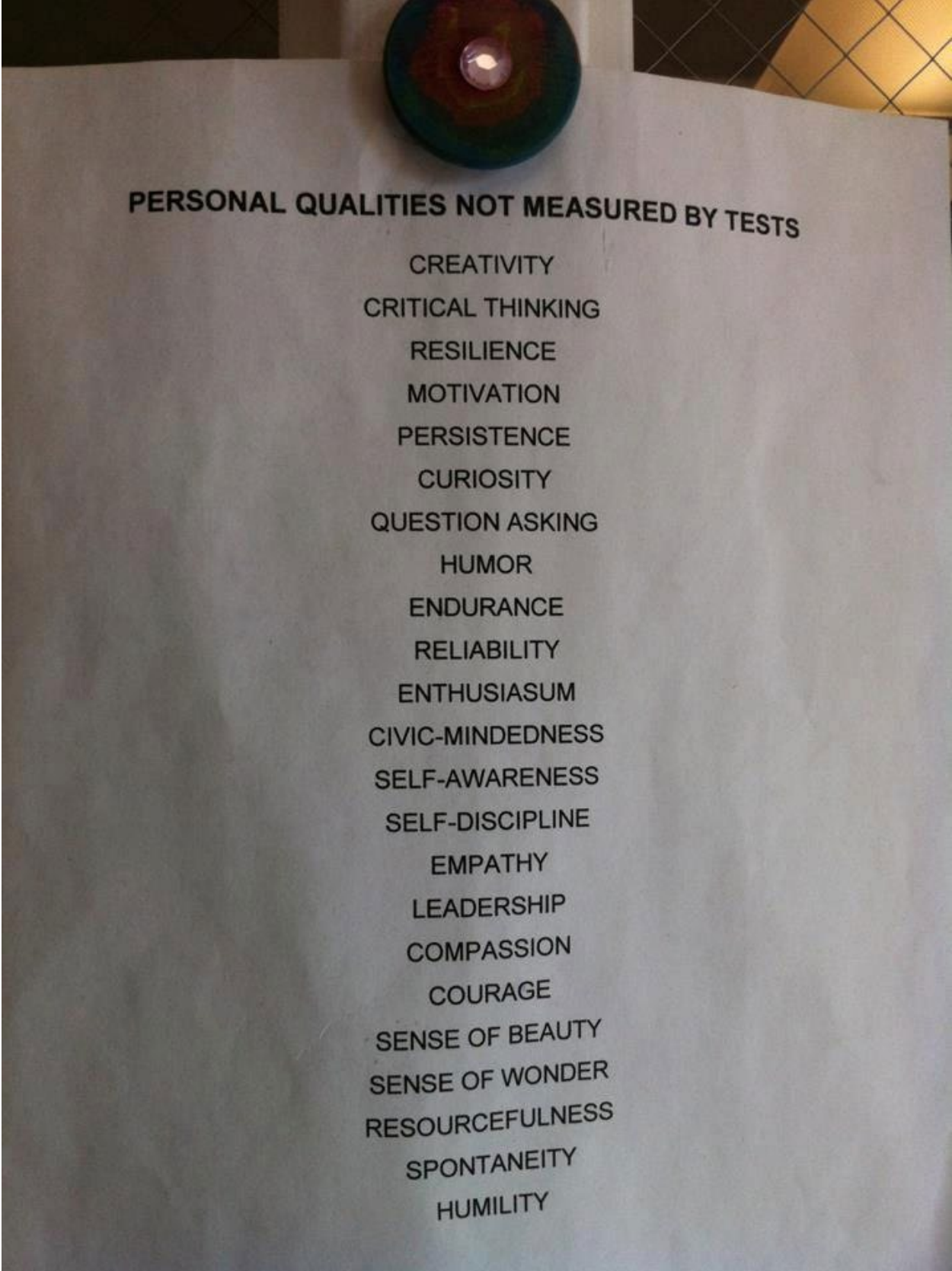
*SB = Social Business

The Inner Critic Dimension Group



The Coping Wheel





PERSONAL QUALITIES NOT MEASURED BY TESTS

CREATIVITY

CRITICAL THINKING

RESILIENCE

MOTIVATION

PERSISTENCE

CURIOSITY

QUESTION ASKING

HUMOR

ENDURANCE

RELIABILITY

ENTHUSIASM

CIVIC-MINDEDNESS

SELF-AWARENESS

SELF-DISCIPLINE

EMPATHY

LEADERSHIP

COMPASSION

COURAGE

SENSE OF BEAUTY

SENSE OF WONDER

RESOURCEFULNESS

SPONTANEITY

HUMILITY

NORMALLY

*added
announced
answered
explained
questioned
replied*

EMOTIONALLY

*begged
complained
confessed
cried
pleaded
promised
sang
scoffed
vowed*

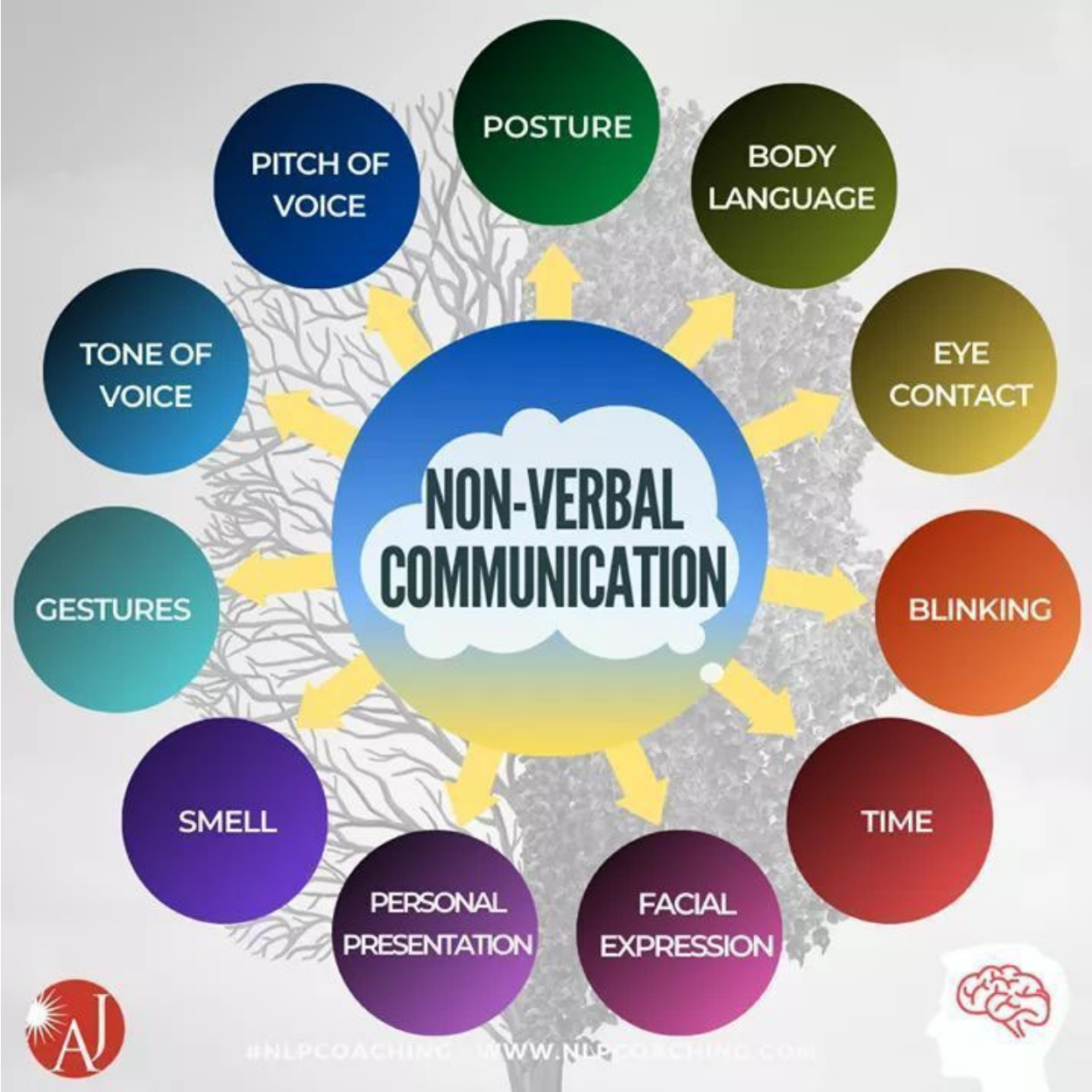
SOFTLY

*hissed
moaned
mumbled
murmured
muttered
peeped
hissed*

SAID

LOUDLY

*barked
blurted
cheered
demanded
exclaimed
hollered
laughed
scolded
screeched
shouted*



THE 5 LOVE LANGUAGES

AFFIRMATION:

Your coffee is delicious.

ACTS OF SERVICE:

I made you a coffee.

RECEIVING GIFTS:

Here's your coffee.

QUALITY TIME:

Let's go get a coffee.

PHYSICAL TOUCH:

Let me hold you like a coffee.

You've heard of red flags...
Well, here are some green ones.





Seven Things Most People Take A Lifetime To Learn

- **Feeling sad after making a decision doesn't mean it was the wrong decision.**
- **Life is not tiring. Wanting life to be a certain way but not having the confidence to make it that way, is tiring.**
- **Self-awareness is realising that there is no opponent - you're fighting against yourself.**
- **Sometimes saying 'goodbye' doesn't mean you don't love something, it just means you love yourself too.**
- **That lesson will repeat itself until you learn it.**
- **If you keep one hand on your past and one hand on your future you'll never have either.
To embrace tomorrow, you must let go of yesterday.**
- **The world starts and ends entirely inside your mind. No matter where you end up, no matter how rich, or successful you become, you won't enjoy any of it if you get there at the expense of your mental health.**

- STEVEN BARTLETT | TheMindsJournal



MIND JOURNAL

What I can control and what I can't

Data source: @mindfulenough | Infographic design by @agrassoblog for educational and motivational purposes



The Six Types of Courage

Physical Courage: To keep going with resiliency, balance & awareness.

Social Courage: To be yourself unapologetically.

Moral Courage: Doing the right thing even when it's uncomfortable or unpopular

Emotional Courage: Feeling all your emotions (positive & negative) without guilt or attachment.

Intellectual Courage: to learn, unlearn and relearn with an open & flexible mind.

Spiritual Courage: Living with purpose & meaning through a heart centered approach towards all life and oneself.



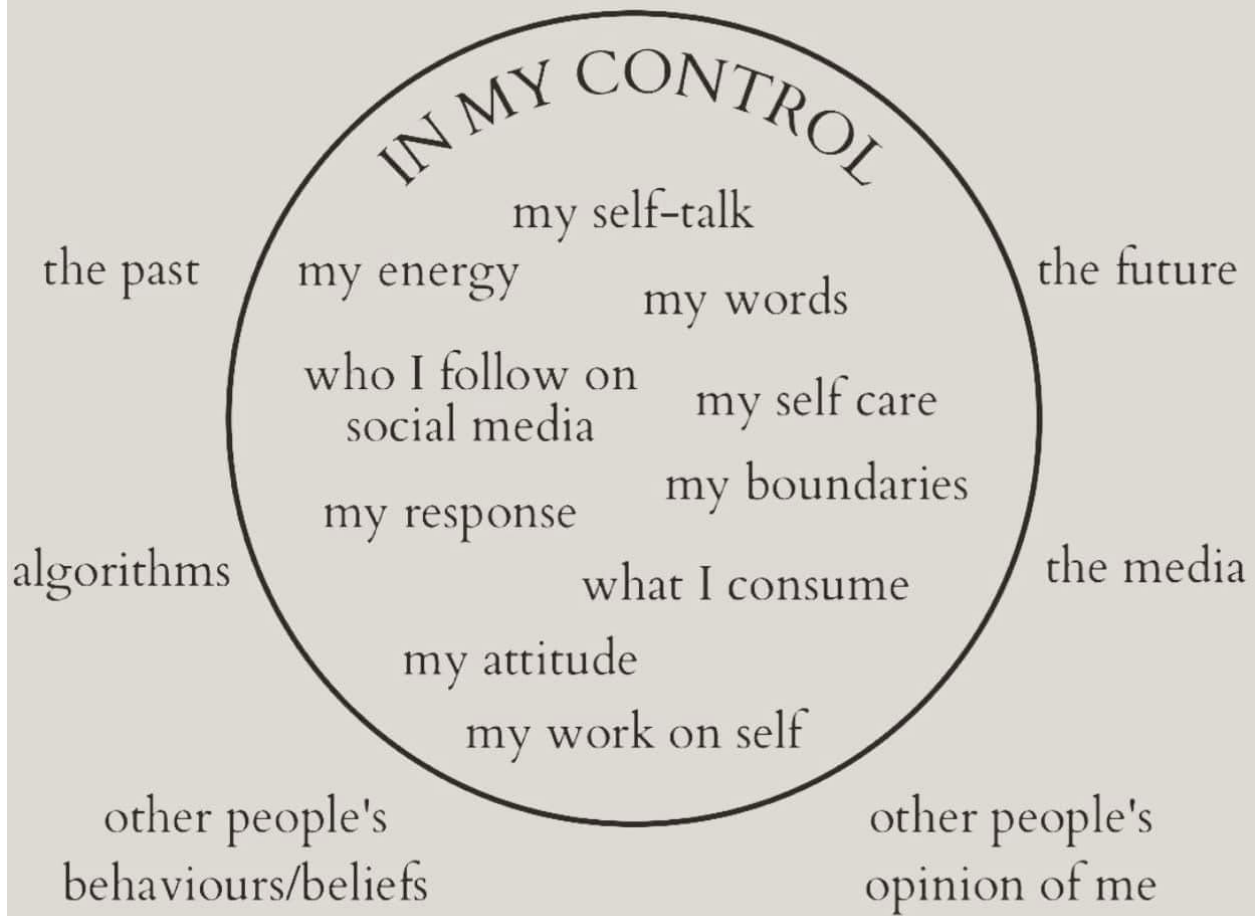
Positive Words To Describe People

adaptable
adventurous
affable
agreeable
ambitious
amiable
amorous
amusing
bright
charming
cheerful
compassionate
cool
considerate
convivial
courageous
decisive
dependable
determined
diligent
diplomatic
dynamic
easy-going
ebullient
efficient
enchanting
energetic

enthusiastic
faithful
fearless
generous
gifted
giving
gregarious
hardworking
helpful
hilarious
humble
humorous
impartial
intelligent
intuitive
joyous
kind
likable
lively
loving
loyal
magnetic
non-judgmental
observant
organized
passionate
patient

patient
peaceful
persistent
playful
polite
practical
proactive
quick-witted
relentless
reliable
resilient
resourceful
sangfroid
self-disciplined
sincere
sophisticated
strait-forward
suave
sympathetic
trustworthy
unassuming
understanding
versatile
well-read
wise
witty
zealous

OUT OF MY CONTROL



UNHEALED TRAUMA

THAT PREVENTS YOU FROM LIVING FULLY



REJECTION TRAUMA

- You easily make negative assumptions about what others are thinking
- You're wary about letting people in
- You find compromising difficult
- You're a People-Pleaser
- You have a hard time trusting people with your feelings



ABANDONMENT TRAUMA

- Fear of being left behind or abandonment
- Inability to form healthy relationships in the teenage or adult years
- Low self-esteem and feelings of self-worth
- Anxiety and insecurity
- Depression



BETRAYAL TRAUMA

- Trouble recognizing, expressing, or managing emotions
- Anxiety, depression, and other mental health symptoms
- Nightmares
- Physical pain or stomach distress
- Panic attacks



INJUSTICE TRAUMA

- Chronic chest or back pain
- Feeling fatigued or drained
- Unpredictable and irrational emotions
- Disorientation and short attention span
- Isolating and cutting oneself off from resources

codependency in relationships • an innate feeling of shame • low sense of self worth • being overly agreeable • fear of being abandoned • not being able to tolerate conflict • craving for external validation • putting your needs aside for other people • always fearing what might happen next • tolerating abusive behaviours from others

TAKE THE QUIZ TO LEARN MORE

RESULTS MAY VARY DUE TO PERSONAL FEATURES



The CryptoNaturalist

@CryptoNature



There is power in whimsy.

Whimsy is enthusiasm that refuses to defend itself with practicality.

It is finding meaning in pure enjoyment.

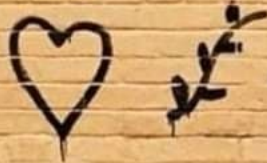
It is the practice of honoring delight for delight's sake.

When being awake feels gray and stale, try inviting more whimsy into your life.

12:37 PM · 2/1/23

If you want to know who your tribe is, speak your truth. Then see who sticks around. Those are the people who get a spot in your blanket fort.

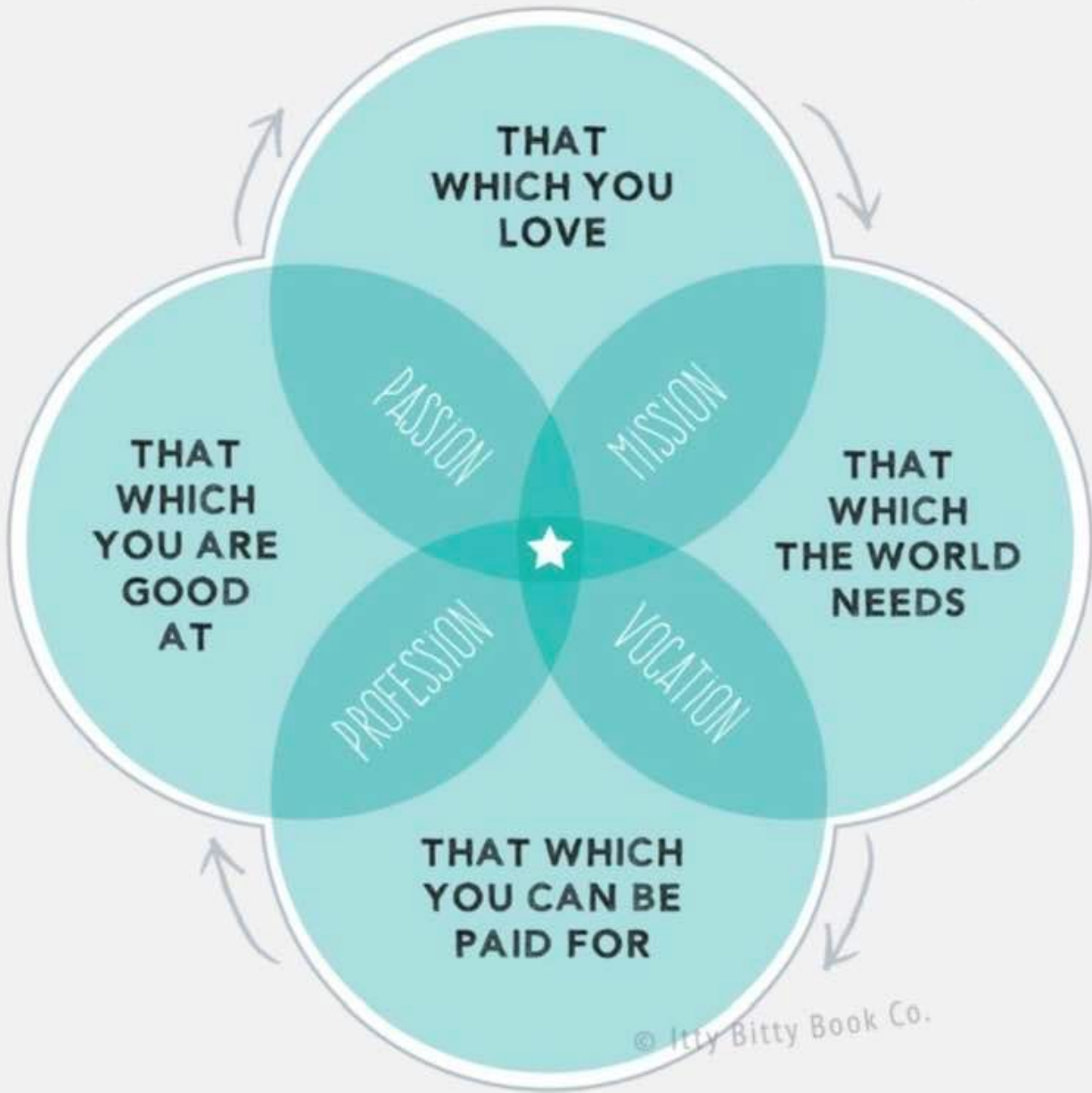
The planet DOESN'T need
more "successful" people.
The planet desperately NEEDS
more peacemakers, healers, restorers
* storytellers & lovers of ALL kinds.



ALBERT CAMUS


He said, "In the midst of hate, I found there was, within me, an invincible love. In the midst of tears, I found there was, within me, an invincible smile. In the midst of chaos, I found there was, within me, an invincible calm. I realized, through it all, that in the midst of winter, I found there was, within me, an invincible summer. And that makes me happy. For it says that no matter how hard the world pushes against me, within me, there's something stronger—something better, pushing right back."

IKIGAI



© Itty Bitty Book Co.

A REASON FOR BEING



The Goal Is Simple:

Be the best version of
yourself. Everything
else is just noise.

If you see someone falling behind walk beside them. If you see someone being ignored, find a way to include them. If someone has been knocked down, lift them up. Always remind people of their worth. **One small act could mean the world to them.**



Before you attempt to correct my tone, be aware; I'm not here to be **positive**. I'm here to do good, and that is not the same thing.

I choose Love.

**I choose Inclusion. I choose Empathy.
Compassion. Equality. Dignity. Diversity.
I choose Community. Kindness. Integrity
Honesty. Respect. I choose Justice.
I choose Facts. Peace. The Planet.
I choose Humanity.**

I choose Love.

People wonder why I give so many compliments to strangers.
I am not being fake and I'm certainly not looking for people to like me.
So when I pass someone and notice something I like, I just say it:
"Love those shoes,"
"Great hair" or
"Your eyes are beautiful."
...Why?

Because Life is hard, and this world can be a downright shitty place.

Some people are just plain mean.
You never know how much a few kind words could impact someone.
You never know what Hell they may be going through.

When you put positive vibes out into the Universe, YOU my friend, become a happier person.

Just remember that giving random compliments may actually change your life, but more importantly...it will no doubt, change someone else's as well.

..*")..*")
(,., (,., ☆♀..Bfenny~3..♀☆ ☺

***Hate has talked so loudly
for so long. Greed has
talked so loudly for so
long. Liars have talked so
loudly for so long.
Love has got to stop
whispering.***

-Marianne Williamson

And perhaps the most
beautiful paradox
of all is
how a human soul
is heartbreakingly
fragile
and unbreakably
strong
at the same time.

-h.d.-



it's not much...



but it's all
i have...

I absolutely love this. All of it

1. Compliment three people every day.
2. Watch a sunrise at least once a year.
3. Be the first to say, "Hello."
4. Live beneath your means.
5. Treat everyone like you want to be treated.
6. Never give up on anybody. Miracles happen.
7. Forget the Joneses.
8. Never deprive someone of hope. It may be all he has.
9. Pray not for things, but for wisdom and courage.
10. Be tough-minded but tenderhearted.
11. Be kinder than necessary.
12. Don't forget, a person's greatest emotional need is to feel appreciated.
13. Keep your promises.
14. Learn to show cheerfulness, even when you don't feel like it.
15. Remember that overnight success usually takes about 15 years.
16. Leave everything better than you found it.
17. Remember that winners do what losers don't want to do.
18. When you arrive at your job in the morning, let the first thing you say brighten everyone's day.
19. Don't rain on other people's parades.
20. Never waste an opportunity to tell someone you love them.

52

SOCIAL EMOTIONAL LEARNING PROMPTS

Self Awareness

1. What emotion did you feel most strongly today?
2. Describe a dream you have for your future.
3. What is something you love about yourself?
4. When do you feel most like yourself?
5. How does your mood change during the day?
6. Reflect on a time you changed your opinion.
7. What's a talent or skill you're proud of?
8. When have you felt misunderstood? Why?
9. What challenge have you overcome recently?
10. How do your thoughts affect your mood?
11. Describe a time you felt confident in yourself.
12. What makes you laugh the most?

Self Regulation

13. How do you calm down when you're upset?
14. What strategies help you focus on tasks?
15. Describe a time you had to wait patiently for something.
16. How do you prepare for a stressful event?
17. What can you do to improve a bad day?
18. Share a goal and how you plan to achieve it.
19. What's a healthy way you express your feelings?
20. How do you decide when to say no?
21. Describe a time you resisted a temptation.
22. What helps you stay motivated when you're bored?

Social Awareness

23. How can you tell someone is happy/sad?
24. Describe how someone might feel in a new place.
25. What does empathy mean to you?
26. How can you help someone who is struggling?
27. Why is it important to understand different perspectives?
28. What's a cultural tradition you're curious about?
29. How do you feel when you see someone being left out?
30. What can you do to make someone feel included?
31. Share a time you learned about another culture.
32. How does helping others benefit you and them?

Interpersonal Skills

33. How do you start a conversation with someone new?
34. What makes a friendship strong?
35. Describe how to be a good listener.
36. How can you resolve a disagreement peacefully?
37. How do you show someone you care about them?
38. How do you show someone you care about them?
39. What's the best way to ask for help?
40. Share a time you worked well in a team.
41. How do you respect others' boundaries?
42. What role do you usually take in group



THE TEN COMMITMENTS

Living Humanist Values

HumanistCommitments.org



EMPATHY

I will consider other people's thoughts, feelings, and experiences.



CRITICAL THINKING

I will practice good judgment by asking questions and thinking for myself.



RESPONSIBILITY

I will be a good person even when no one is looking and own the consequences of my actions.



ETHICAL DEVELOPMENT

I will always focus on becoming a better person.



GLOBAL AWARENESS

I will be a good neighbor to the people who share the Earth with me and help make the world a better place for everyone.



PEACE & SOCIAL JUSTICE

I will help people solve problems and handle disagreements in ways that are fair for everyone.



ENVIRONMENTALISM

I will take care of the Earth and the life on it.



SERVICE & PARTICIPATION

I will help my community in ways that let me get to know the people I'm helping.



HUMILITY

I will be aware of my strengths and weaknesses, and appreciate the strengths and weaknesses of others.



ALTRUISM

I will help others in need without hoping for rewards.

IT IS OKAY TO

MAKE MISTAKES

NOT BE OKAY

HAVE HARD DAYS

BE YOURSELF

NOT KNOW IT ALL

ASK FOR HELP

START OVER

NEED MORE TIME

SOCIAL SKILLS

* ♥ * AT-A-GLANCE * ♥ *



WHAT ARE SOCIAL SKILLS?

Social Skills are the tools we use to help us make friends, share feelings, and get along with others.



LISTENING SKILLS

Understanding and valuing what others say.



Make eye contact and nod to show you are listening.



COMMUNICATION SKILLS

Sharing thoughts clearly and respectfully.



Use "I" statements to express your feelings.



EMPATHY

Understanding and sharing the feelings of others.



Imagine how you would feel in their situation.



COOPERATION

Working together towards a common goal.



Share ideas and be willing to compromise.



CONFLICT RESOLUTION

Solving disagreements in a peaceful way.



Talk about the problem and listen to each others



RESPECT FOR OTHERS

Valuing others' feelings, opinions, and property.



Treat others as you want to be treated

TO TALK
ABOUT
FEELINGS

TO ASK
FOR HELP

TO
BREAK
DOWN



TO NOT
BE OKAY

MEN NEED TO KNOW IT'S OKAY

TO CRY



@MMSIESGHOST



TO GO TO
THERAPY



TO NEED
SUPPORT

TO BE
VULNERABLE



existennialmemes



14s ago



Oh no, my wonder is not "childlike." My whimsy is old. My frivolity is steeped in ancient wisdom.

My silliness is battle worn. My awe at the world has been long forged through trial & tribulation.

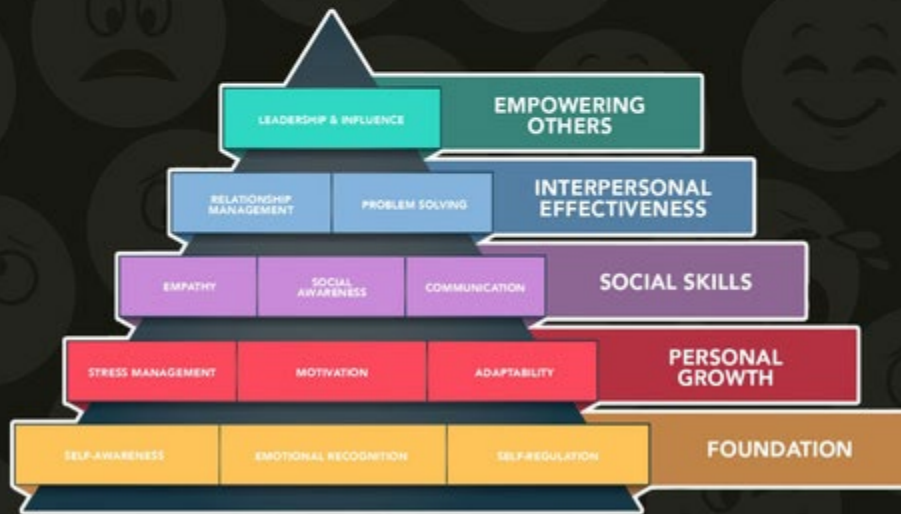
I have *earned* this wonderment. I have protected it for decades against a society that tells me constantly that it should not belong to me.

I was born with wonder, and I have carried it, against all odds, with me through adulthood.

It is not "childlike" by now it is Older than me.

EMOTIONAL INTELLIGENCE

AT-A-GLANCE



SOCIAL AWARENESS

AT-A-GLANCE



WHAT IS SOCIAL AWARENESS?

Social Awareness is all about understanding and navigating social situations. It means recognizing the emotions, needs, and dynamics around you and responding appropriately.



UNDERSTANDING GROUP

Noticing how people interact within a group and how these relationships shape the group's vibe.

💡 Next time you're in a group, observe how people contribute and interact. How do these dynamics influence the overall mood and outcomes?



RECOGNIZING SOCIAL CUES

Picking up on subtle signals like tone of voice, facial expressions, and body language.

💡 During your next conversation, focus on the subtle cues. How does the person's tone or body language change with different topics?



UNDERSTANDING SOCIAL NORMS

Being aware of the unspoken rules that guide behavior in different social settings.

💡 Think about the social norms in your daily life (at work or school, with family, in social gatherings). How do these norms shape the way you behave?



CULTURAL AWARENESS

Recognizing and respecting the diverse cultural backgrounds and practices of others.


💡 Learn about a culture different from your own. Reflect on how cultural differences might impact communication and interactions.




**Maturity is learning
to walk away from people
and situations that threaten
your peace of mind,
self-respect, values, morals,
or self-worth.**

Unknown





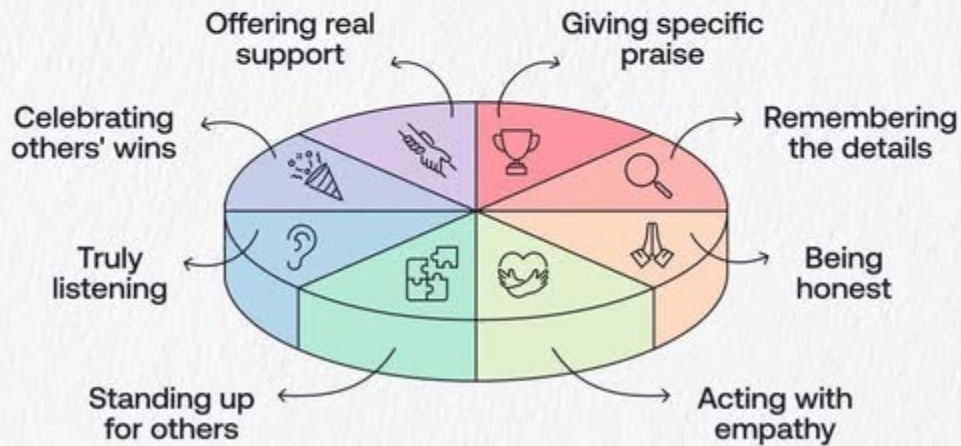
**When we say “It matters
how we treat one another”
we mean everyone,
including the
disenfranchised,
marginalized, and the
oppressed.**



KINDNESS ISN'T ABOUT:



KINDNESS IS ABOUT:



They asked:
"Why is it important to be kind?"
Spiritual Ericka

I said:
Because we walk past hundreds of
people every day, and none of
them wear signs that say, "I'm
grieving," "I'm exhausted," or
"I'm barely holding it together."
But they're everywhere. Kindness
might be the only softness they
receive today.

THE WHOLE APOCALYPSE THING GOT A BIT TOO DEPRESSING SO WE'VE REINVENTED OURSELVES AS THE FOUR HORSEMEN OF WORKING TOGETHER TO GET US ALL OUT OF THE MESS THAT WE'RE IN...



15 Things Mindful People Do Differently

1

They don't believe their thoughts
- and they don't take them all that seriously

They don't try
to avoid or
deny emotions **2**

They understand
that all things
come and go **3**

They do
one thing
at a time **4**

They turn
everyday tasks into
mindful moments **5**

They
practice
being curious **6**

They get outdoors
and embrace the
beauty of nature **7**

They enjoy
every bite
when they eat **8**

9 They slow down when
reading and truly
take the information in

10 They are fully present
when listening without
trying to control or judge

11 They take mini-breaks
every hour or so when
working or studying.

12 They
laugh at
themselves

13 They focus
on what
they're doing

14 They
challenge
existing beliefs

15 They
nourish
their bodies

Five Emotional Intelligence Mastery Skills

BY STEVE GUTZLER

Self-Awareness

Knowing one's emotional impact on others. Knowing that your vocabulary and words matter and create impact on moods, attitudes, and emotions for you, your team, and your clients.

Self-Regulation

Controlling and redirecting disruptive impulses and moods for your team.

Self-Motivation

Discovering your "why" and aligning with your purpose — which includes honoring and respecting others.

Empathy

Understanding other people's emotional makeup and placing high value on the feelings of others. Emotions matter!

Social Skills

Building rapport, respect, and mutual admiration to create a cohesive team that moves in the desired direction is so important.

People
with great
passion can
make the
impossible
happen.

SIX THINGS **MENTALLY STRONG** **PEOPLE DO**

- 1.** They move on. They don't waste time feeling sorry for themselves.
 - 2.** They embrace change. They welcome challenges.
 - 3.** They stay happy. They don't waste energy on things they can't control.
 - 4.** They are kind, fair, and unafraid to speak up.
 - 5.** They are willing to take calculated risks.
 - 6.** They celebrate other people's success. They don't resent that success.
-

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nourish
their bodies

HOW TO BE MENTALLY STRONG

1. Don't fear alone time.
2. Don't dwell on the past.
3. Don't feel the world owes you.
4. Don't expect immediate results.
5. Don't worry about pleasing everyone.
6. Don't waste time feeling sorry for yourself.
7. Don't waste energy on things you can't control.
8. Don't let others influence your emotions.
9. Don't resent on other people's success.
10. Don't shy away from responsibilities.
11. Don't give up after the first failure.
12. Don't fear taking calculated risks.

Emotional Equations

Emotions = Life

By Chip Conley

Dealing With Difficult Times

Despair = Suffering – Meaning

Disappointment = Expectations – Reality

Regret = Disappointment + Responsibility

Jealousy = $\frac{\text{Mistrust}}{\text{Self-Esteem}}$ Envy = $\frac{(\text{Pride} + \text{Vanity})}{\text{Kindness}}$

Anxiety = Uncertainty x Powerlessness

Getting The Most Out of Your Work Life

Calling = Pleasure / Pain

Workaholic = $\frac{\text{What Are You Running From?}}{\text{What Are You Living For?}}$

Flow = $\frac{\text{Skill}}{\text{Challenge}}$

Curiosity = Wonder + Awe

Defining Who You Are

Authenticity = Self-Awareness x Courage

Narcissism = $(\text{Self-Esteem})^2 \times \text{Entitlement}$

Integrity = Authenticity x Invisibility x Reliability

Finding Contentment

Happiness = $\frac{\text{Wanting What You Have}}{\text{Having What You Want}}$

Joy = Love – Fear

Thriving = $\frac{\text{Frequency of Positive}}{\text{Frequency of Negative}}$

Faith = $\frac{\text{Belief}}{\text{Intellect}}$

Wisdom = $\sqrt{\text{Experience}}$

The 6 Emotional Leadership Styles

@TheWorkplacePsychologist

Daniel Goleman

Visionary Leader

Authoritative leaders inspire and move people towards a common goal. They tell their teams where they are all going, but not how they are going to get there.

Coaching Leader

Coaching leaders connect people's personal goals with the organisation's targets. A leader using this style is empathic, encouraging and focuses on developing others.

Affiliative Leader

Affiliative leaders promote harmony within the team. This style brings people together, encouraging inclusion and resolving conflict.

Democratic Leader

The Democratic leadership style focuses on collaboration. Leaders using this leadership style actively seek input from their teams, and they rely more on listening rather than directing.

Pacesetter Leader

The Pacesetter leader focuses on performance and meeting goals. They expect excellence from their teams and will often step in to make sure that goals are met.

Coercive Leader

Coercive leaders use an autocratic approach to leadership. This style often depends on orders, the (often unspoken) threat of punishment and tight control.

Freudenfreude

noun / FROI-dən-/fròi-duh /

1. The bliss we feel when someone else succeeds, even if we weren't directly involved.
2. Inspired by the German word for "joy."
3. The opposite of schadenfreude, or pleasure we feel when witnessing someone's misfortune.



Emotional Intelligence





EMOTIONAL INTELLIGENCE IN ACTION



Powerful Questions to reflect on when you get triggered by a person or situation



ASK YOURSELF...

- WHAT AM I REALLY UPSET ABOUT?
- WHAT CAN'T I BE WITH?

FIGHT



ASK YOURSELF...

- IF I DON'T ATTEMPT TO RESOLVE THIS, CAN I LET IT GO?

FLEE



IF YOUR REACTION IS TO...

FREEZE

ASK YOURSELF...

- WHAT IS THE WORST THING THAT COULD HAPPEN IF I DO ADDRESS THIS?
- IF I DON'T ADDRESS THIS?



PLEASE

ASK YOURSELF...

- WHAT DO I NEED TO SAY NO TO?
- BY SAYING NO TO THAT, WHAT AM I SAYING YES TO?




What is one action you are willing to take on to move through this?

I will let go of...

I will speak up about...

I will accept...

I will take on...

* MOVE THROUGH TRIGGERS WITH EASE AND CLARITY *

Ikigai

A JAPANESE CONCEPT MEANING "A REASON FOR BEING"



Get the best L&D resources →



SOURCE: dreamstime

TORONTO STAR GRAPHIC

12 Simple Tips To Boost CONFIDENCE

© Michael Pedersen, www.mikepedersen.com

- 1- Focus on solutions rather than dwelling on problems.
- 2- Eliminate comparison thoughts that flash in your mind.
- 3- Visualize yourself succeeding in challenging situations.
- 4- Challenge negative self-talk and replace it with positive affirmations.
- 5- Practice mindfulness and focus on the present moment.
- 6- Embrace imperfection to free your mind to take action.
- 7- Dress in a way that makes you feel confident and expresses your unique style.
- 8- Focus on building strong relationships and connections with others.
- 9- Embrace your quirks and imperfections, recognizing that they make you unique.
- 10- Do something you would normally say no to.
- 11- Recall a time when you did a great job.
- 12- Delete toxic people who put you down.

What I can control and what I can't

Data source: @mindfulenough | Infographic design by @agrassoblog for educational and motivational purposes



THE SINGLE MOST IMPORTANT SKILL YOU DON'T LEARN IN COLLEGE

by. Yoora Park Listening



1 - LET THE OTHER PERSON SPEAK
& DON'T INTERRUPT.

2- LISTEN WITH THE INTENT TO UNDERSTAND,
NOT WITH THE INTENT TO REPLY.

3- LOOK AT THE PERSON SPEAKING.

LISTENING WAS NEVER JUST ABOUT LISTENING.

4- LOOK FOR NON-VERBAL CUES.

5- EMPATHY IS KEY.

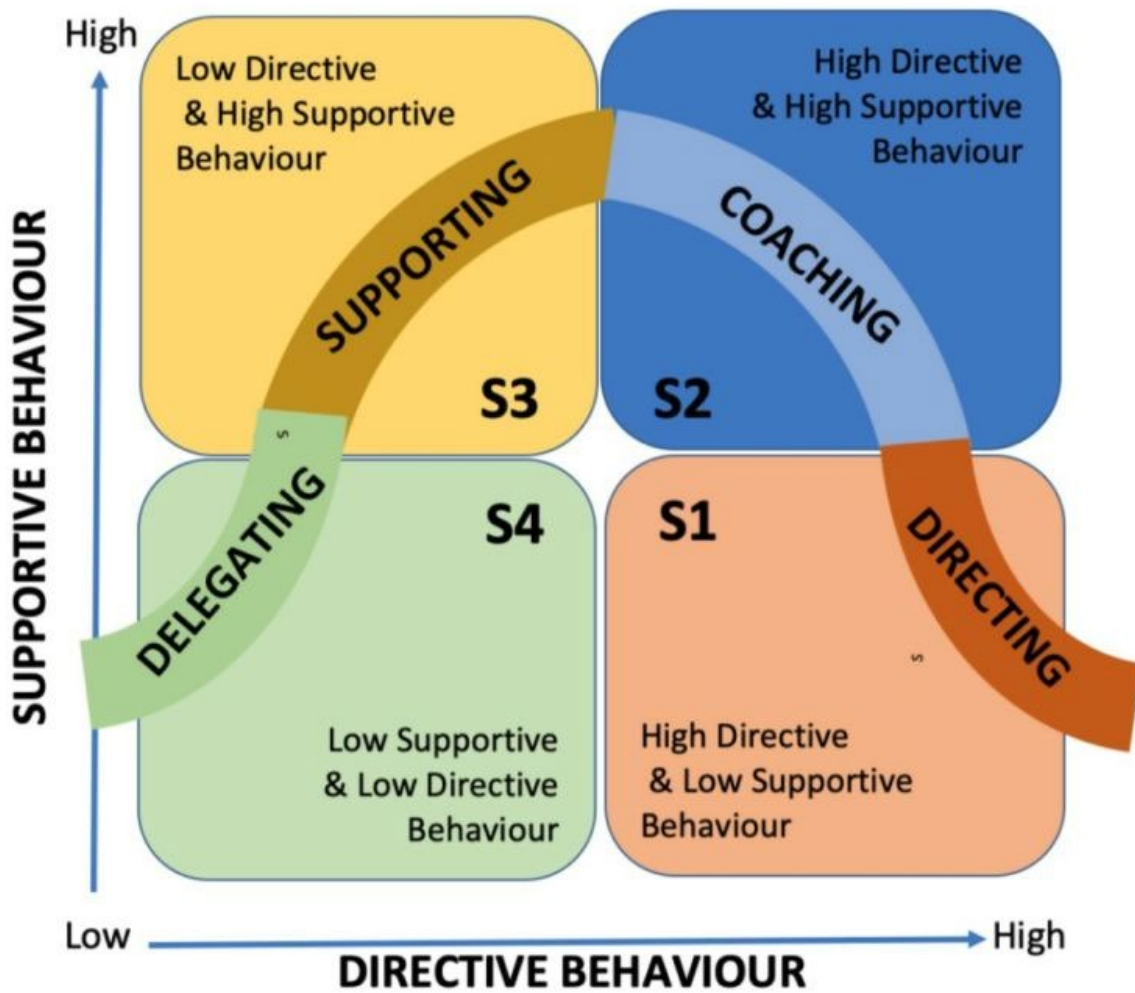
6- FOCUS ON THE MESSAGE, NOT THE WORDS.

7- BE CAREFUL NOT TO JUMP TO CONCLUSIONS.

QUESTIONS FOR THOUGHT:

Q1) Would you rather wow people with your speaking abilities
OR surprise people with your listening abilities?

Q2) What is more important to you: being looked up to
OR being someone people can go to?





**Kindness makes you
the most beautiful person
in the world, no matter
what you look like.**

Practice the Pause

*Pause before judging.
Pause before assuming.
Pause before accusing.*

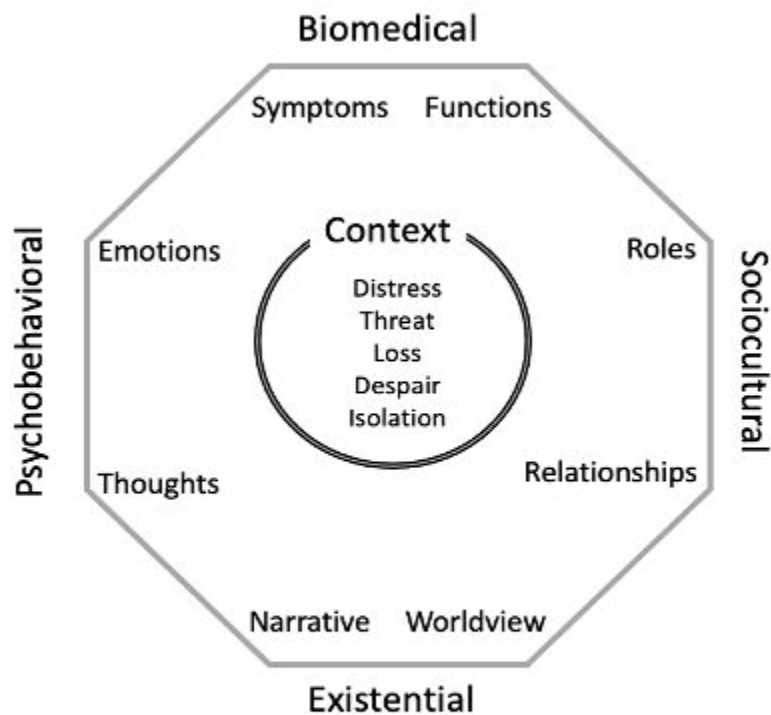


Photo by Siegfried Poepperl

*Pause whenever you're
about to react harshly, and
you'll avoid doing and saying
things you'll later regret.*

- Lori Deschene -

Comprehensive Clinical Model of Suffering



© 2021. WR Phillips, TR Egnaw, JM Uygun

Phillips WR, Uygun JM, Egnaw TR. A Comprehensive Clinical Model of Suffering. *J Am Board Fam Med.* 2023; 36:344-355; doi: 10.3122/jabfm.2022.220308R1. <https://www.jabfm.org/content/36/2/344>

Remember To Check-In On People Who:



Have been quiet lately



Never ask for help



Always seem happy



Come across as 'strong'



Seem to have it all 'figured out'



Are going through life transitions



Are always there for everyone else



Say they're 'fine'



You haven't heard from recently

Maturity

is learning to walk away from people and situations that threaten your peace of mind, self-respect, values, morals and self worth.



HOW TO IMPROVE EMOTIONAL INTELLIGENCE?

1



Notice how your behavior affects others

2



Seek feedback and accept criticism

3



Take responsibility for your words & actions

4



Learn to respond to conflict, instead of reacting

5



Learn to motivate yourself

6



Be assertive while communicating

7



Maintain a positive attitude

8



Empathize with other people

9

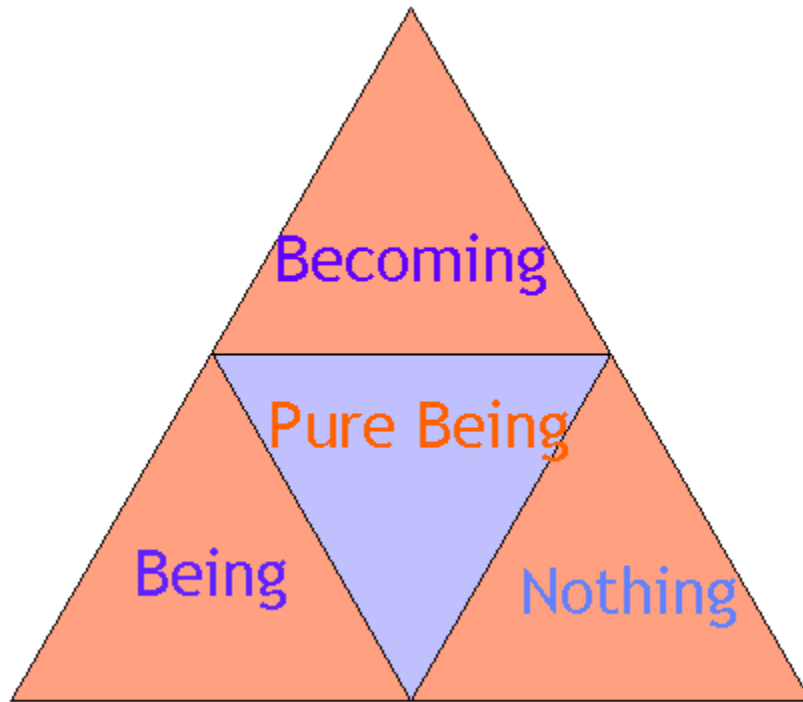


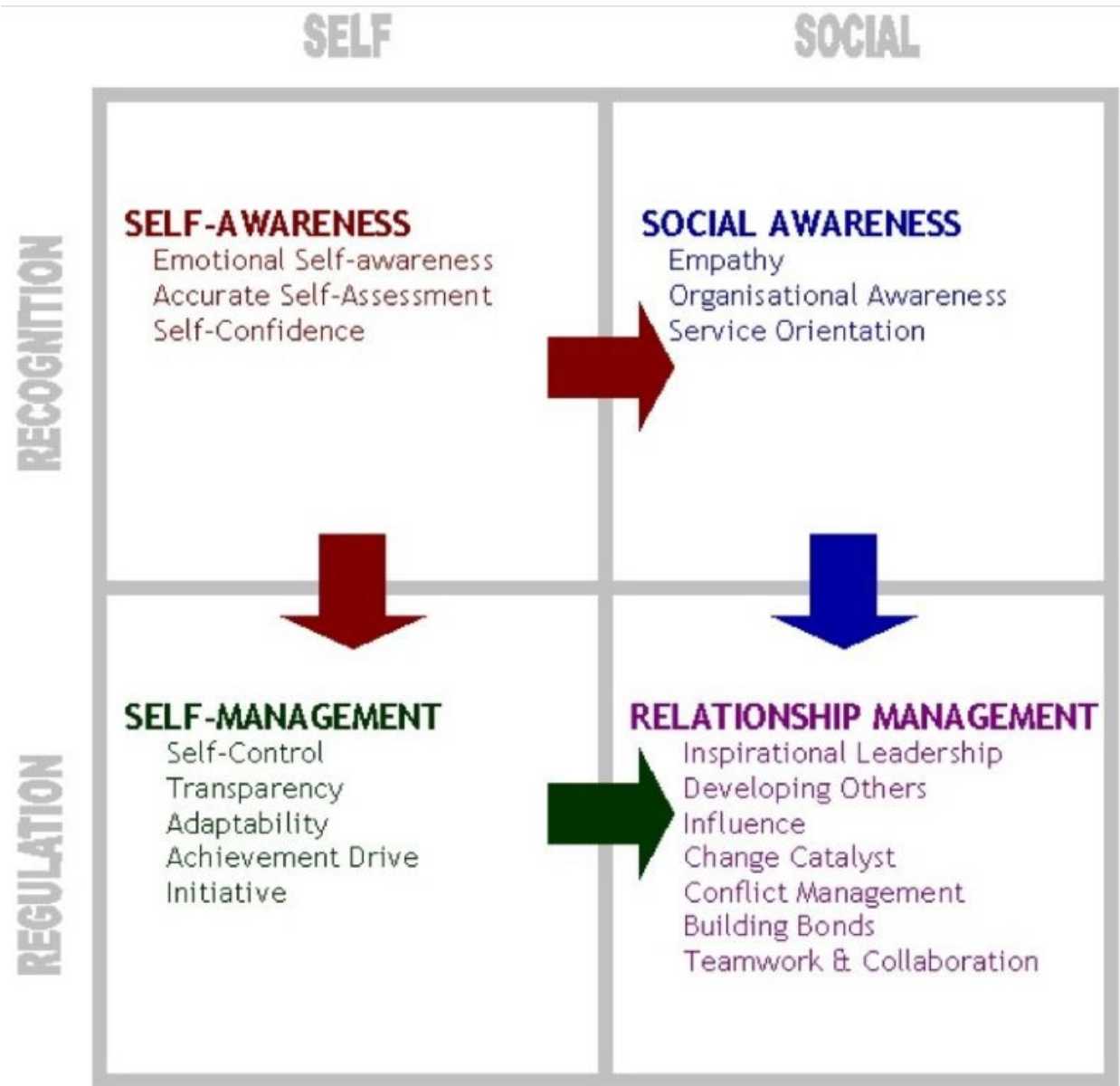
Use active listening

10

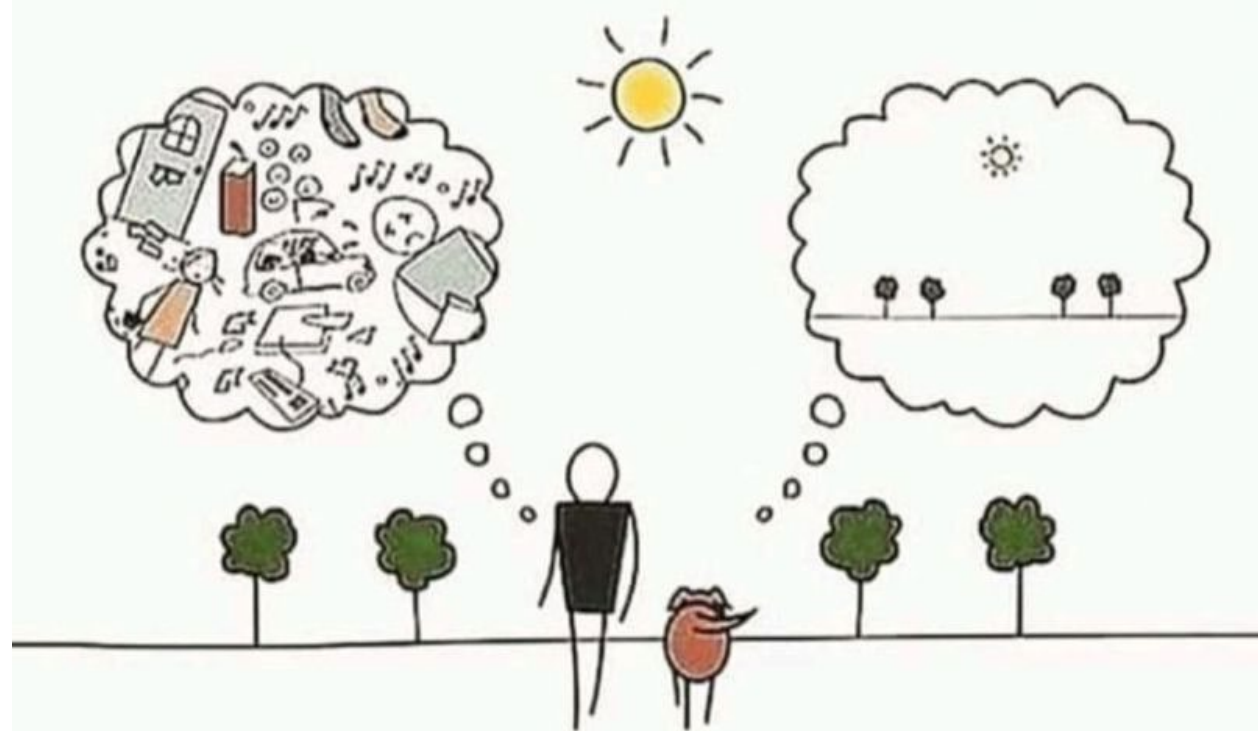


Practice self-awareness





Mind full vs Mindful




Learn to be present
and enjoy the moment.



**Your degree is just a
piece of paper, your
education is seen in
your behavior.**

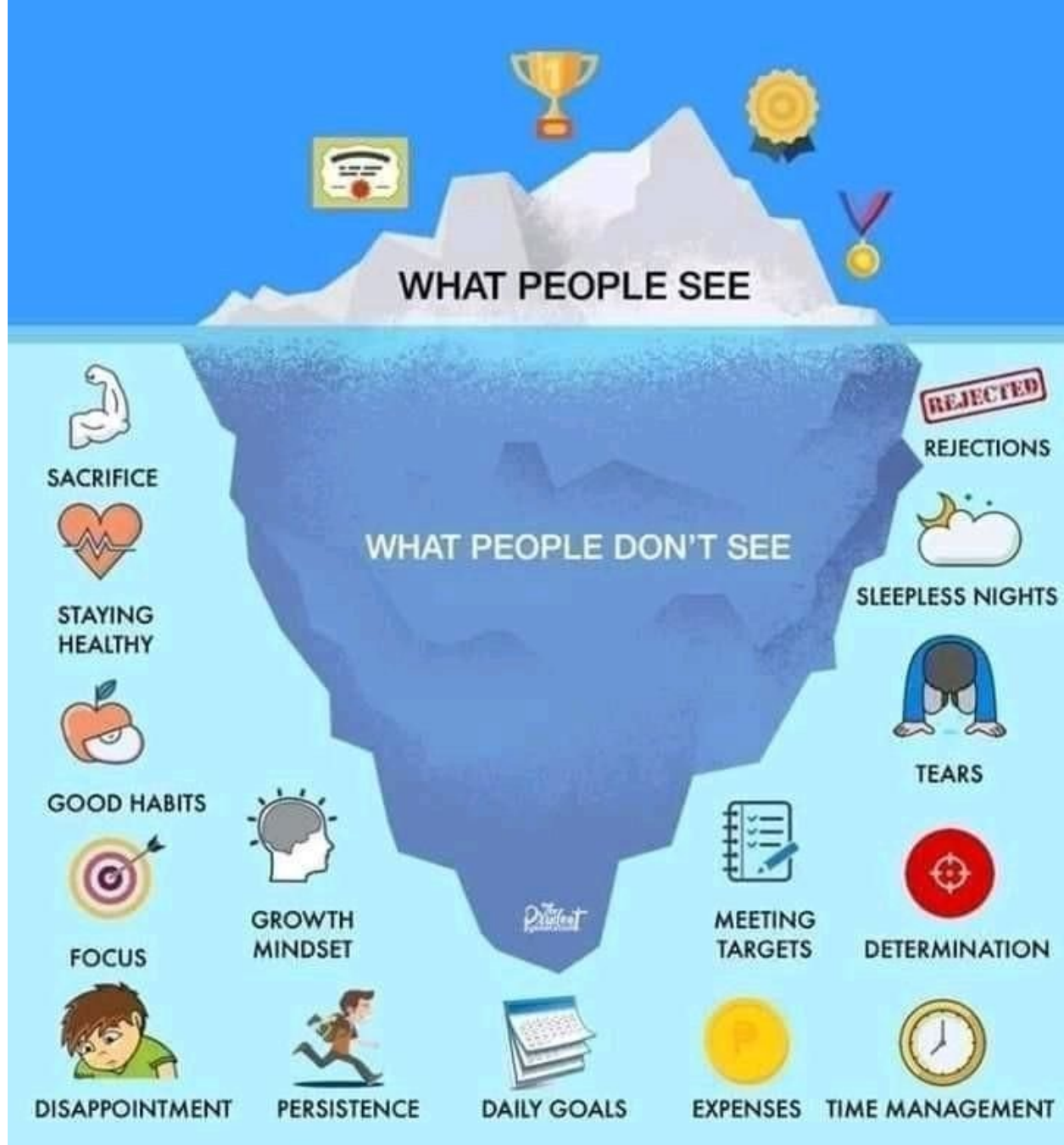
The healer also needs healing. The planner also needs surprises. The giver also needs to receive. The thoughtful also needs to be thought of. The considerate also needs to be considered.



SHOUTOUT TO EVERYONE WHO
is STILL COMMITTED TO TRYING
TO BE AN OPEN-HEARTED
AND KIND PERSON EVEN
WHILE HAVING TO PROCESS
LOTS OF HEAVY THINGS

SUCCESS IS LIKE AN ICEBERG

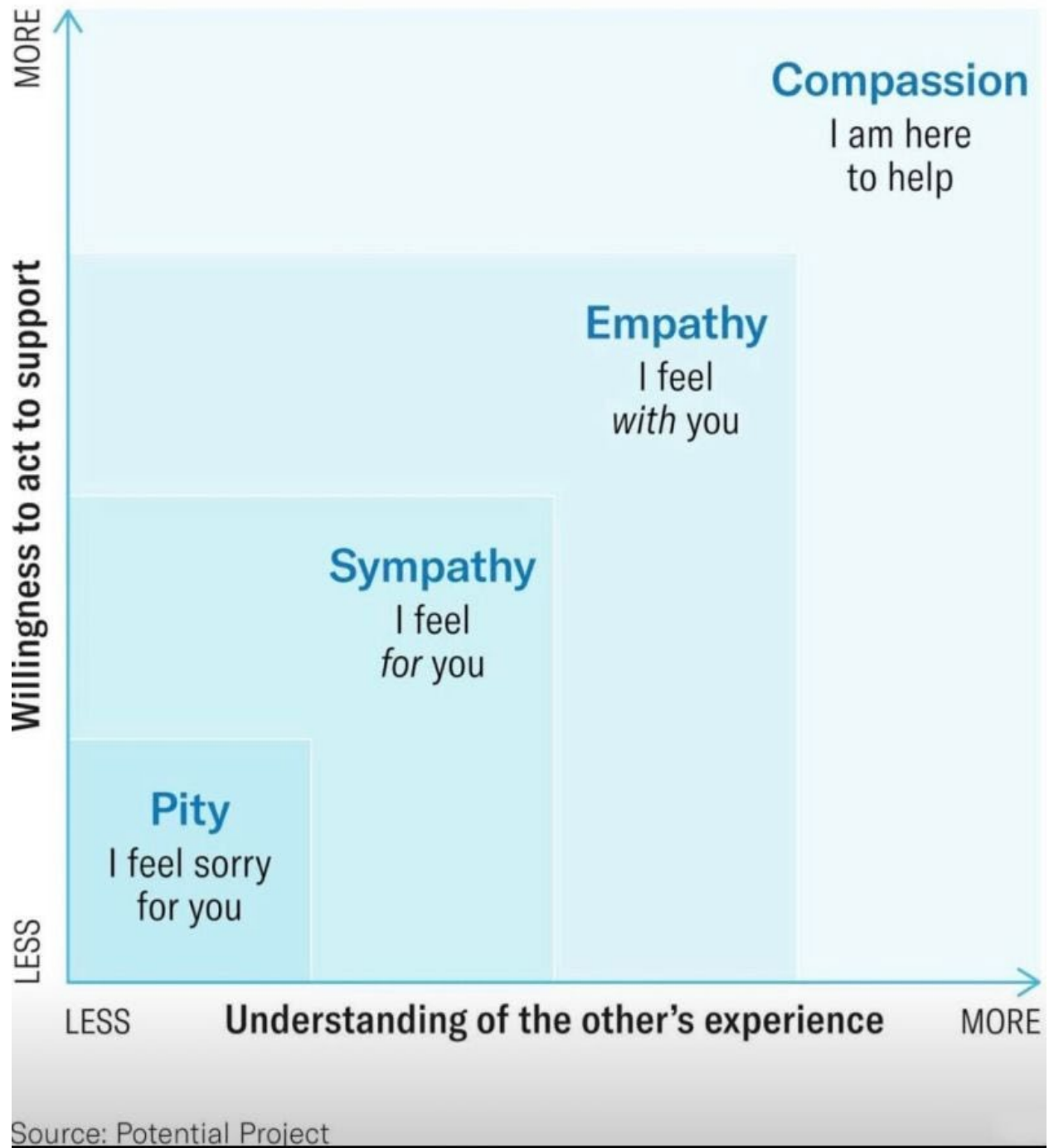
@ThePrudentGeneration



Forgive yourself first.
Release the need to replay
a negative situation over and over
again in your mind.

Do not become a hostage to your past
by always reviewing and reliving your mistakes.
Do not remind yourself of what should have,
could have or would have been.
Release it and let it go. Move on.

Compassion Goes Beyond Sympathy and Empathy



FOCUSING ON THE GOOD

TEN POSITIVE EMOTIONS & WHAT THEY DO FOR US

JOY

Inspires us to play around & get more creative.

Benefit: We gain new skills through new experiences.



GRATITUDE

Inspires us to be more kind and generous.

Benefit: We learn to care for others & strengthen relationships



CONTENTMENT

Allows us to savor good things & integrate them into new priorities or values

Benefit: We gain new perspective & sharpen priorities



INTEREST

Inspires us to learn, explore, & expand our thinking

Benefit: We gain new knowledge



HOPE

Inspires us to plan for a better future

Benefit: We grow in optimism & resilience to adversity



PRIDE

Makes us dream big

Benefit: We are more motivated & achieve greater things



AMUSEMENT

Inspires us to share laughs & good humor with others

Benefit: Humor builds social bonds & protects our health



INSPIRATION

Creates the urge to excel & achieve our personal best

Benefit: Builds grit & drives personal growth



AWE

Compels us to absorb & accommodate a vaster, more beautiful reality than we thought possible

Benefit: Creates a richer worldview



LOVE

Inspires reciprocal love, care & concern

Benefit: Builds social bonds & community



Adapted from: Fredrickson, B. L. (2013). Positive emotions broaden and build. In *Advances in experimental social psychology* (Vol. 47, pp. 1-53). Academic Press.

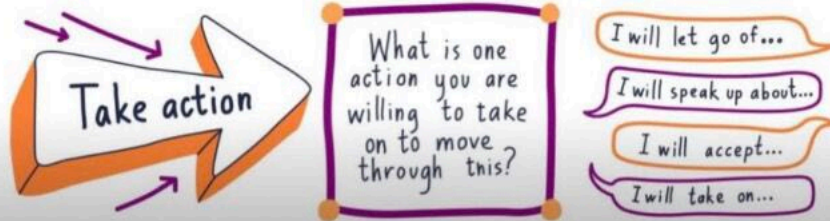
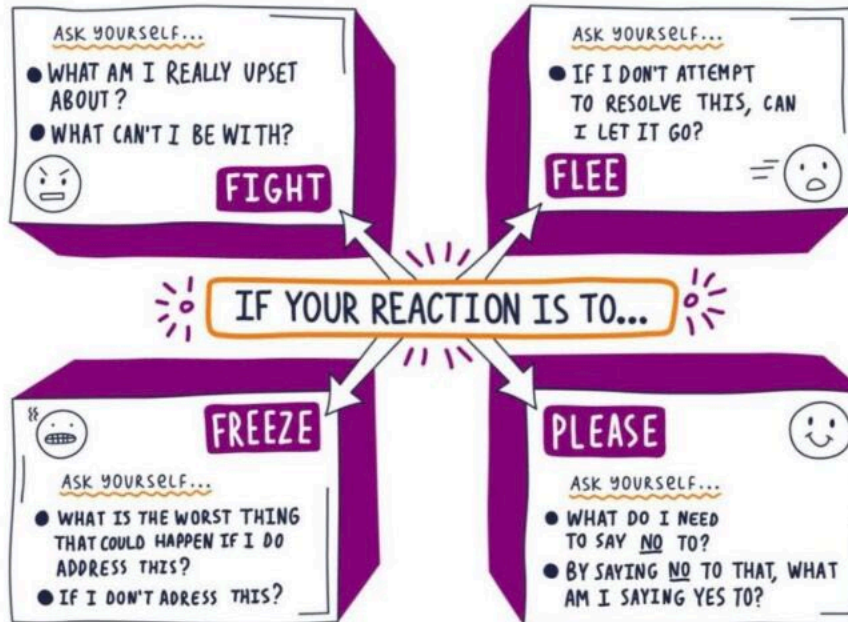




EMOTIONAL INTELLIGENCE IN ACTION



Powerful Questions to reflect on when you get triggered by a person or situation



* MOVE THROUGH TRIGGERS WITH EASE AND CLARITY *

pause

- before you judge
- before you accuse
- when you are stressed
- when you feel triggered
- when you have low energy
- when you feel overwhelmed
- when you are constantly busy
- when you are living on autopilot
- when your gut says there are red flags
- when you are reacting and not responding
- when you are experiencing strong emotions
- when you have lost connection to your true self
- when you no longer take care of your mental health
- when you aren't living in alignment with your values & beliefs

@mymentalhealthspace

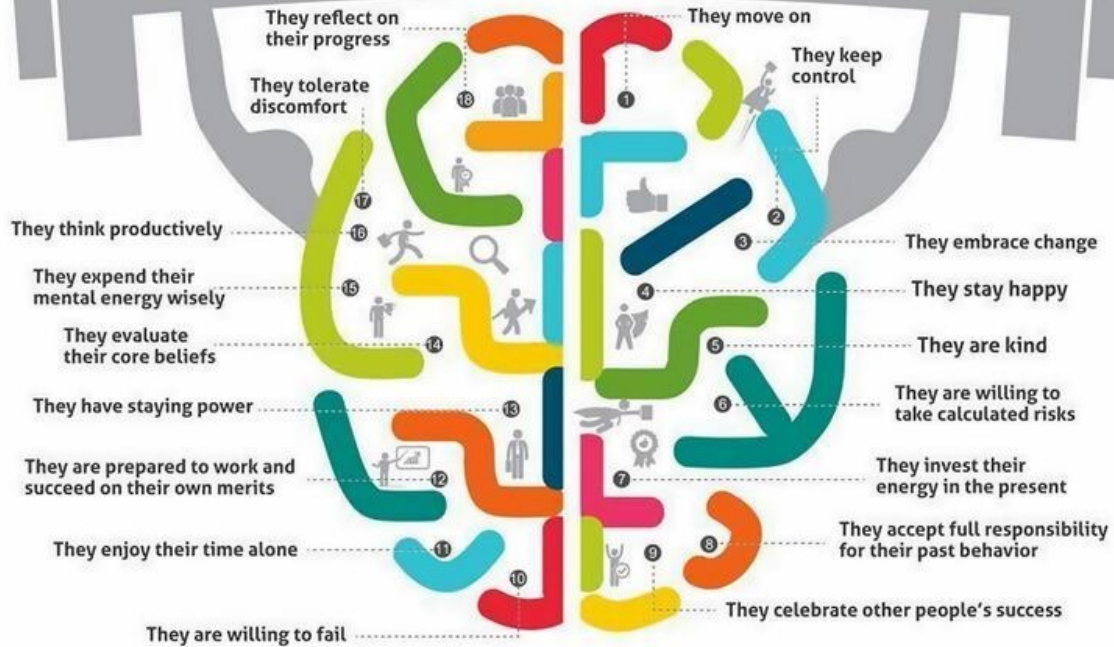
20 Compliments for

Coworkers

1. Having you on the team makes a huge difference.
2. You always find a way to get it done—and done well!
3. It's really admirable how you always see projects through from conception to completion.
4. Thank you for always speaking up in team meetings and providing a unique perspective.
5. Your efforts at strengthening our culture are not unnoticed.
6. Fantastic work!
7. Even when the going gets tough, you continue to have the best attitude!
8. It's amazing how you always help new employees get up to speed.
9. Wow! Just when I thought your work couldn't get any better!
10. I couldn't imagine working without you!
11. Your work ethic speaks for itself.
12. There's no other way to say it: We'd be lost without you.
13. Thanks for always being willing to lend a hand.
14. The pride you take in your work is truly inspiring.
15. You're so great to work with.
16. I am continually impressed by the results you produce!
17. Thank you for being so flexible.
18. It's incredible how thorough your work is.
19. Your work ethic is out of this world!
20. You have an extremely healthy perspective.

source: tinypulse

18 THINGS MENTALLY STRONG PEOPLE DO



The 20 Qualities of Heart-Centered Leadership



ANALOGIES OF OUR TRUE NATURE

Analogies can help us start to notice our true nature.
What we really are isn't the illusory separate self that appears in
the unlimited and undivided aware consciousness we really are.



YOU ARE THE ELECTRICITY
NOT THE LAMP



YOU ARE THE SKY
NOT ONE TINY CLOUD



YOU ARE WHAT IS LOOKING
NOT WHAT'S SEEN



YOU ARE THE MUSIC
NOT A SET OF NOTES



YOU ARE THE SCREEN
NOT THE MOVIE



YOU ARE THE OCEAN
NOT AN INDIVIDUAL DROP

Being

HUMBLE

means recognizing
that we are not on earth
to see how

IMPORTANT

we can become,
but to see how much


DIFFERENCE

we can make in the lives
of others.

-Gordon B. Hinckley



Fixed vs Growth Mindset



Misses the old days	Lives in the present
Fear of missing out	Learns from mistakes
Thinks the rich are evil	Helps others succeed
Complains constantly	Doesn't complain
Never likes to learn	Constantly learning
Afraid of investing	Quits bad habits
Fear of change	Takes action

HOW TO IMPROVE EMOTIONAL INTELLIGENCE?

1



Notice how your behavior affects others

2



Seek feedback and accept criticism

3



Take responsibility for your words & actions

4



Learn to respond to conflict, instead of reacting

5



Learn to motivate yourself

6



Be assertive while communicating

7



Maintain a positive attitude

8



Empathize with other people

9



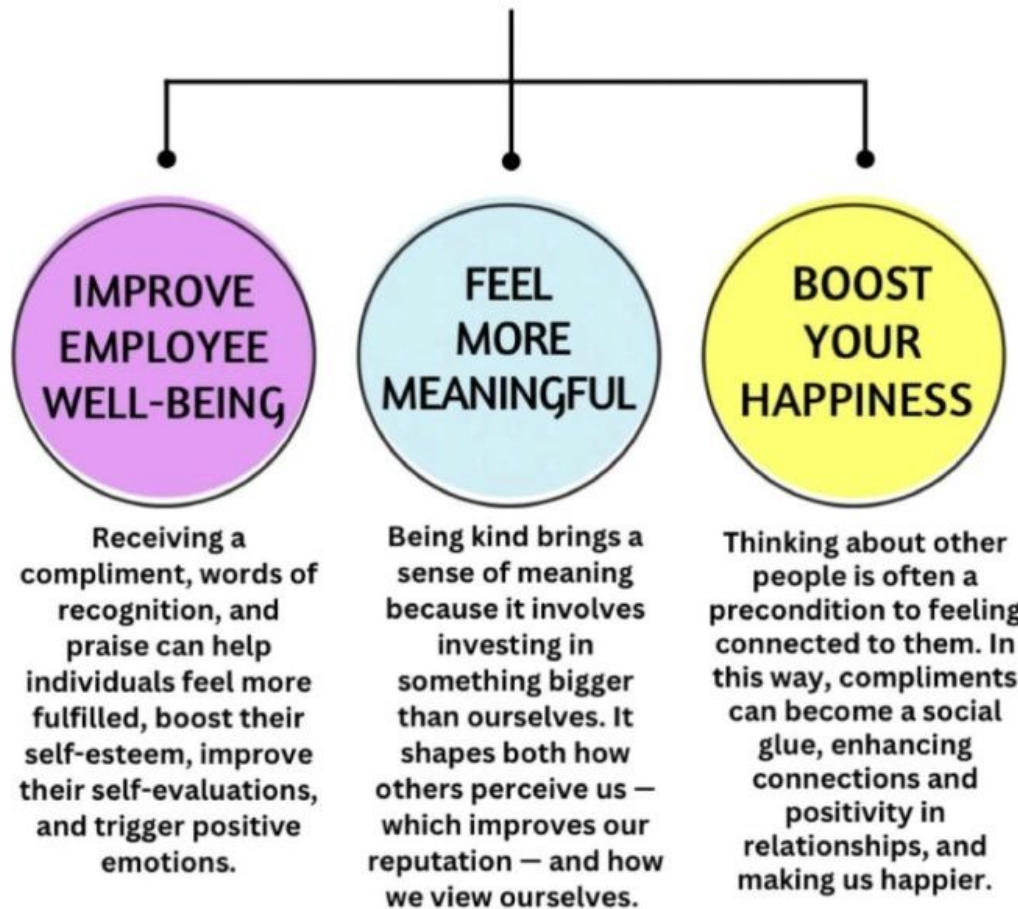
Use active listening

10



Practice self-awareness

THE POWER OF KINDNESS AT WORK



Source: Harvard Business Review

Jason Kaplan

pause

- before you judge
- before you accuse
- when you are stressed
- when you feel triggered
- when you have low energy
- when you feel overwhelmed
- when you are constantly busy
- when you are living on autopilot
- when your gut says there are red flags
- when you are reacting and not responding
- when you are experiencing strong emotions
- when you have lost connection to your true self
- when you no longer take care of your mental health
- when you aren't living in alignment with your values & beliefs

@mymentalhealthspace

THE HUMAN TOUCH

6 ESSENTIAL SKILLS DRIVING SUCCESS

HUMAN-CENTERED CULTURE

Prioritizing the human element in business, focusing on values, emotions, and interpersonal relationships to drive success.

Tangible Impact: Organizations with a human-centered culture often see increased employee satisfaction and loyalty, leading to reduced turnover and higher productivity.

EMOTIONAL INTELLIGENCE (EQ)

The ability to recognize, understand, and manage our own emotions while also recognizing, understanding, and influencing the emotions of others.

Tangible Impact: High EQ in leadership often correlates with better team morale, reduced conflicts, and improved collaboration.

SOCIAL INTELLIGENCE (SQ)

The capacity to effectively navigate and negotiate complex social relationships and environments.

Tangible Impact: High SQ can lead to improved team dynamics, better stakeholder relationships, and more effective networking.

VULNERABILITY IN LEADERSHIP

Embracing authenticity, openness, and the courage to show up, even when there's a risk of failure or criticism.

Tangible Impact: Leaders who show vulnerability often build stronger trust with their teams, leading to an open and innovative work environment.

KINDNESS AND EMPATHY

Prioritizing understanding and compassion in team interactions, leading to stronger bonds and effective collaboration.

Tangible Impact: Teams that prioritize kindness and empathy often report better cohesion, leading to faster project completion and higher quality outcomes.

PSYCHOLOGICAL SAFETY

Creating an environment where team members feel safe to take risks, voice their opinions, and be themselves without fear of retribution.

Tangible Impact: Teams with high psychological safety are more likely to share ideas, leading to better decision-making and innovation.



© Visual Jeroen Kraaijenbrink

**LET POSITIVITY
FLOW INTO EVERYTHING
YOU DO**

Always look at the bright side of life. Of course you don't ignore the really bad things. But try to see the good.

**DITCH THE FIXED
MINDSET AND GO FOR
GROWTH**

Nothing ever is just the way it is. There is room for change, growth, learning and development. Say yes rather than no.

© Brian Scudamore

**ADOPT AN ABUNDANCE
MENTALITY, NOT SCARCITY
MENTALITY**

Success and happiness are abundant. The more happy you are, the more others will be. Share and give.

**7 MINDSETS
OF HIGHLY
SUCCESSFUL
(AND HAPPY)
PEOPLE**

LISTEN TO YOUR GUT

Our rational brain is still in its infancy. Our guts are mature and know much more than we can say. Dare to follow your instinct in this data-obsessed world.

**STOP FEARING
FAILURE. INSTEAD, BE
WILLING TO FAIL**

Fail fast and cheap. People regret what they have not done ten times more than what they have done or tried.

**DON'T BE AFRAID TO
BREAK THE RULES**

Rules aren't laws. They were created at some time, by some people, for some goal. Break out of your black-box and comfort zone.

**CREATE A LONG-TERM
VISION INSTEAD OF ONLY
SHORT-TERM GOALS**

Short-termism creates stress. Living by the day is okay, but people with a vision, a purpose, a drive, know what they get up for.

WHAT ARE THE TRAITS OF A COMPASSIONATE LEADER?



ACTIVE LISTENING

They listen to their teams. But, they also communicate that they are fully aware of what they are told, being attentive and empathic at all times.



HUMILITY

A virtue attributed to those who have developed awareness of their own limitations and weaknesses, and act accordingly.



ACCEPTANCE

They accept that every person and client has a personal life with worries outside of work.



EMOTIONAL EMPATHY

They yearn to recognize other people and understand the pains people endure.



KINDNESS

They want to do good for other people.



ALTRUISM

They perform acts of kindness without expecting anything in return from others.



Do your job to the best
of your ability



Reach out to others
with intention

5 ROUTINES TO SPREAD

KINDNESS

IN YOUR WORK LIFE



Practice
self-care



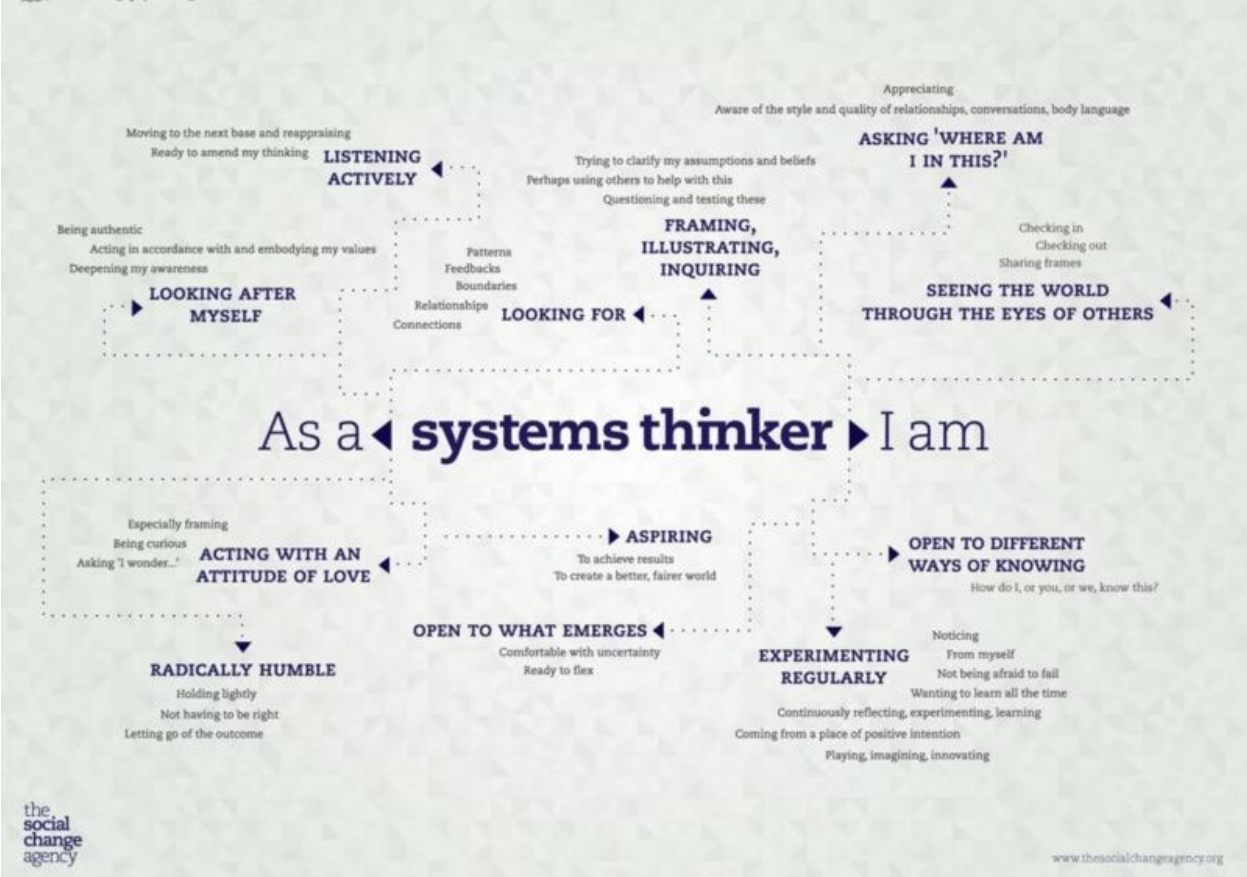
Recognize &
acknowledge
people



Be conscientious with
your feedback

Source: Ascend

Jason Kaplan



THE VALUE OF HUMILITY IN LEADERSHIP



Open Mindset

Admitting that you don't know everything endears you to employees and shows you are willing to grow and acquire new skills and knowledge.



Approachability

People find it easier to approach someone when they are humble. Not being approachable can rob leaders of potentially great ideas or suggestions.



Inspires Others

A leader who is willing to give team members credit and work side-by-side with them to reach common goals inspires others to do the same.



Trust

When team members believe you reflect the trait of humility, they are more willing to trust and follow you.



Empathetic

Leaders who understand the suffering associated with failure can better understand when team members make mistakes. The team naturally becomes willing to push harder and strive for greater things when they know mistakes will be forgiven.

Emotional Intelligence

INTRA-PERSONAL

SELF-AWARENESS

- Emotional Connection
- Self-Acceptance
- Self-Esteem
- Confidence
- Self-Assessment

SELF-MANAGEMENT

- Assertiveness
- Discipline
- Self-Control
- Trustworthiness
- Adaptability
- Positive Thinking
- Planning
- Problem-Solving

CATALYSTS

ENERGIZERS

- Motivation
- Initiative
- Drive
- Resilience
- Attitude
- Passion
- Engagement

INTER-PERSONAL

SOCIAL AWARENESS

- Empathy
- Social Responsibility
- Communication
- Rapport
- Tolerance

RELATIONSHIP MANAGEMENT

- Relationship Management
- Teamwork
- Collaboration
- Conflict Management
- Leadership
- Influence
- Service

Discover your worry type

Uncertainty
Dreader



Uncertain and
uncomfortable

Self
Doubter



Second-guessing and
hesitant

Perfection
Seeker



Never satisfied,
always exhausted

Distress
Dodger



Self-protective
and distressed

Burden
Bearer



Overworked
and overwhelmed

Catastrophic
Thinker



Worried and
expecting the worst

IQ vs EQ vs SQ

What Makes a Great Leader?

© Eric Partaker

IQ
Intelligence
Quotient

EQ
Emotional
Intelligence
Quotient

SQ
Social
Intelligence
Quotient

What it is:	How well you learn, understand, and use information.	Your ability to recognize, understand, and manage emotions.	How well you navigate social situations and manage relationships.
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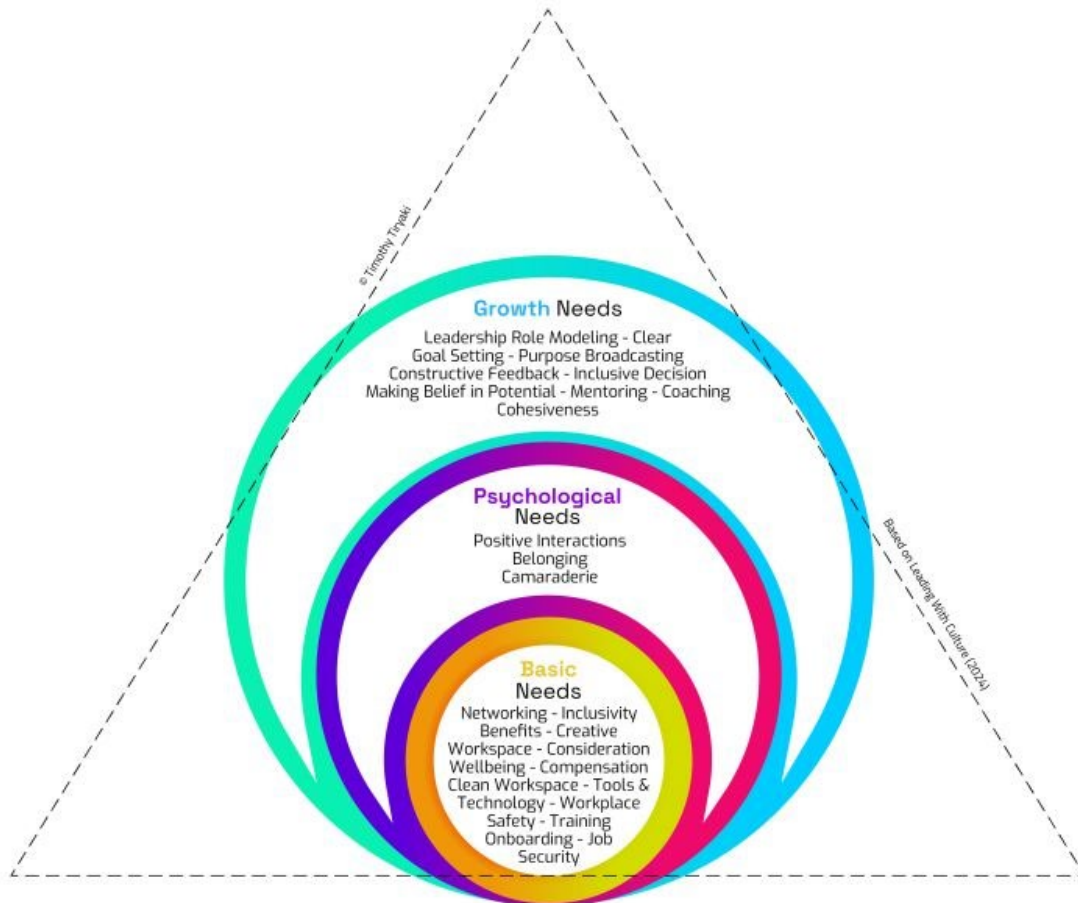
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Eric Partaker



Maslow's Hierarchy Of Needs **At Work**©





Basis	ESG	Sustainability
Approach	Outside in: Focus on enterprise value	Inside out: Focus on environment and society
Application	Primarily in the context of financial and investment analysis	Considered across various contexts, not just financial
Nature	Push factor: response to ask by investors or regulators	Pull factor: willingness to do good without external demand
Compulsion	Mandatory: helps in identifying risks and opportunities	Voluntary: embed certain practises for larger welfare
Time Horizon	Generally considered in the short to medium term	Often times, it has a long term perspective

What Sets Confident People Apart?

They don't seek **approval or praise**

They aren't afraid to **say no**

They aren't **desperate for attention**

They aren't afraid **to tell the truth**

They **don't need to prove** anything to anyone

They **respect** themselves and others

They **don't need to bully** or criticize others

They show **true interest** in other people

They aren't afraid of **trying new things** and taking risks

They embrace **positive thinking**

They aren't **afraid to be wrong** or receive feedback

They **remain calm**, whatever happens

They **aren't afraid of change** and uncertainty

They **excel in situations** of crisis

They **aren't envious** of other people's success

They **trust their intuition** and instinct

They don't yell and **don't start a fight**

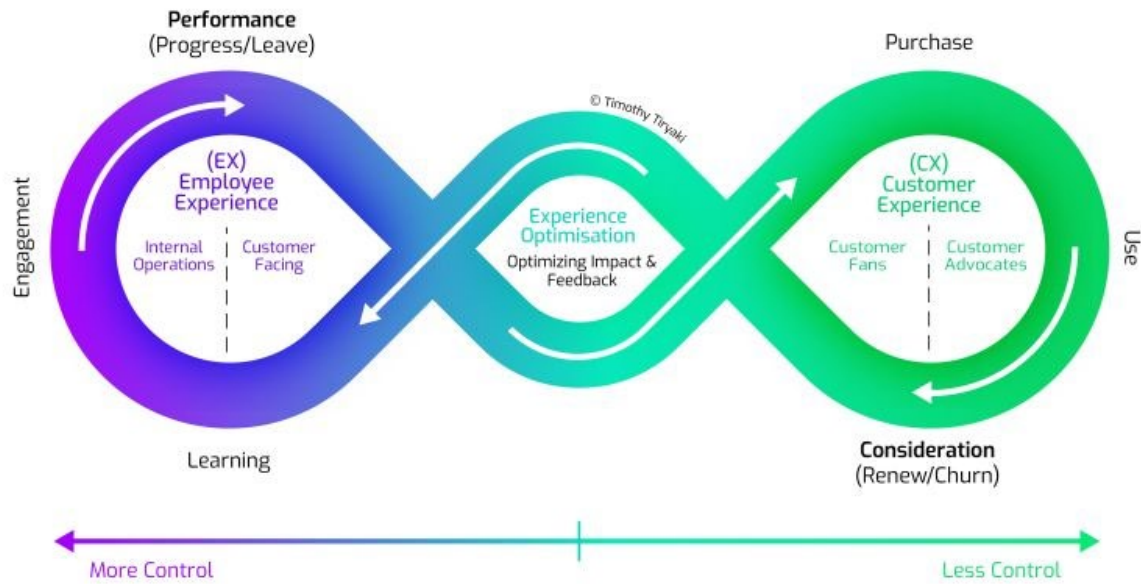
They dare to **deviate** from what is seen as normal

Adapted from MindfulBusiness.com

© Jeroen Kraaijenhink

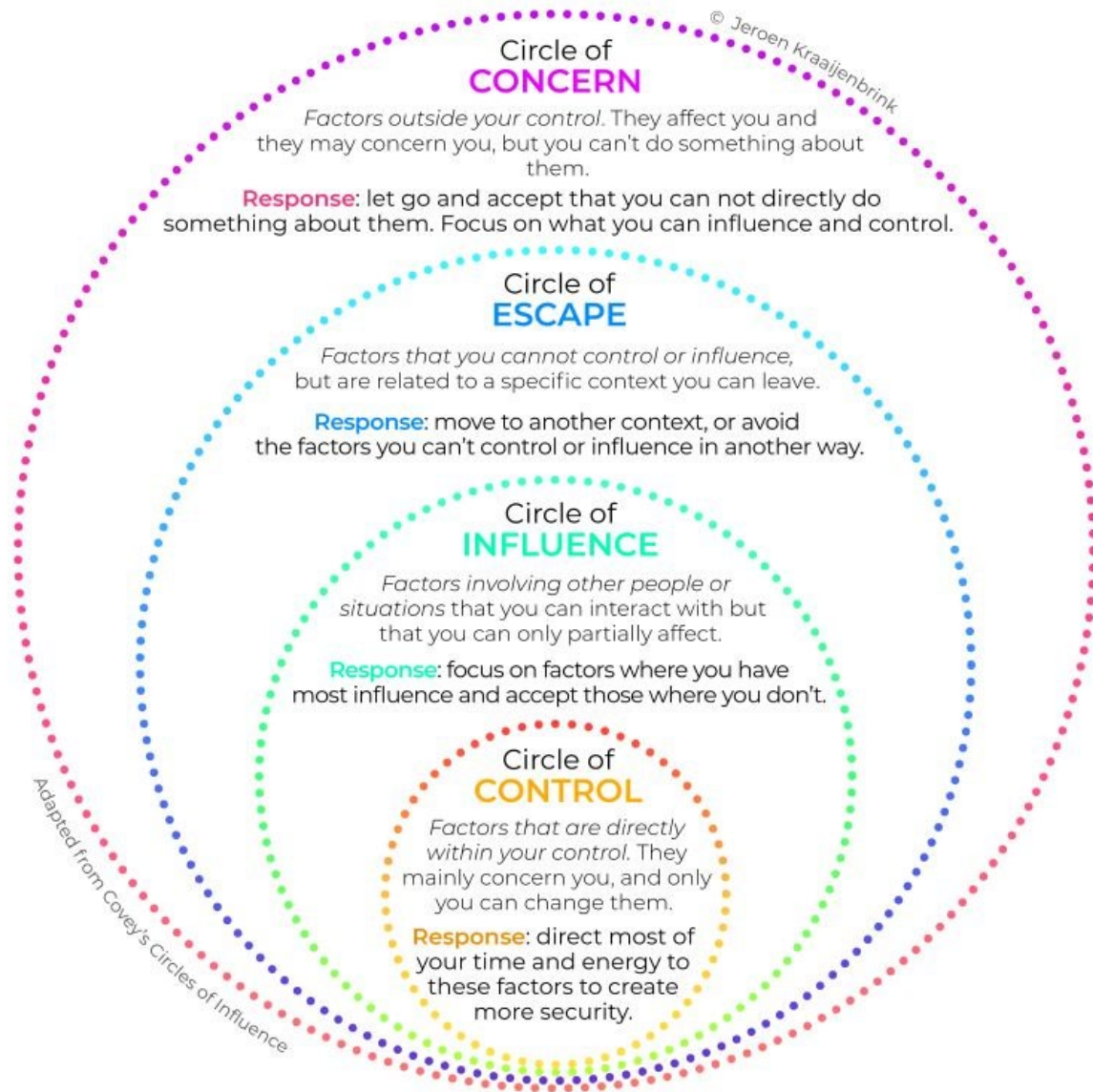
The Experience Continuum

Building Human Centered Organizations



The **FOUR** Circles of Influence

The CIAA Model



AGILE MINDSET

"DOING" AND "BEING" AGILE

LEFT **RIGHT**

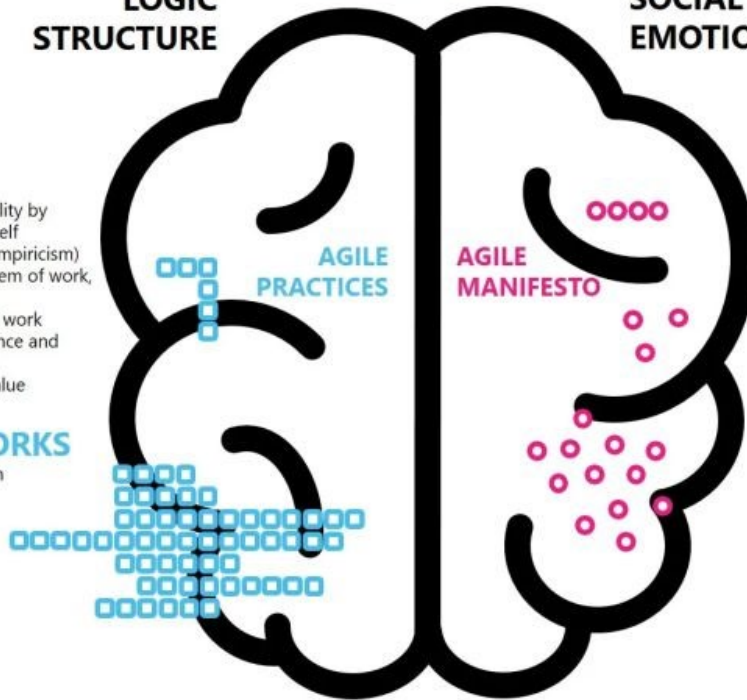
LOGIC **SOCIAL**
STRUCTURE **EMOTIONAL**

ACTIONS

- Demonstrate agility by enacting it yourself
- Inspect/adapt (empiricism)
- Manage the system of work, not its people
- Optimise flow of work
- Alignment, cadence and synchronisation
- Economic and value prioritisation

FRAMEWORKS

- Lean and Kanban
- Scrum
- XP
- SAFe®
- Nexus
- Scrum @ Scale
- LeSS



4 VALUES

- Individuals and interactions
- Collaboration
- Working solutions
- Responding to change

ETHICS

- Psychological safety
- Self-organisation
- Respect for people

12 PRINCIPLES

- Prioritise by value
- Systems thinking
- Transparency
- Decentralised decision-making
- Learning environment
- Feedback loops
- Agile as a "way of working"
- Team work
- Simplicity

8 Ways to Display Emotional Intelligence

© Justin Wright

Show Empathy

Imagine yourself in others' shoes. Try to understand them, not to "fix" them.

Keep Your Promises

Do what you say you will. Reliability builds trust and respect.

Assume Good Intent

Believe people mean well. Trust first, question later.

Lift Others Up

Encourage and support those around you. Their success is your success.

Pause Before Reacting

Stop. Think. Then respond. Emotions are just information.

Say "Thank You"

Gratitude is powerful. Recognizing others' efforts helps them feel seen and appreciated.

Ask Before Assuming

No one is a mind-reader. Questions clear up confusion.

Own Your Mistakes

Admitting when you're wrong shows strength, not weakness. Learn and move forward.



Find this valuable? Follow me, **Justin Wright**, for more. [LinkedIn.com/in/jwmba](https://www.linkedin.com/in/jwmba).

6 Effective Ways To Enhance Customer Service with Emotional Intelligence



For more valuable content, follow me



Kateryna Ostapenko @katerynaostapenko

Emotionally Intelligent Leadership



© Noemi Kis

Leading with your heart & hands, not just your head



Leading with Your Heart

Leading with empathy. Focusing on the emotional well-being of others.

1. Actively listen to team concerns and respond with genuine support.
2. Recognize individual achievements publicly to boost morale.
3. Encourage open communication to foster a sense of belonging.

Leading with Your Hands

Leading by example. Demonstrating your commitment with actions, not just words.

1. Join the team in completing urgent tasks to show solidarity.
2. Share your own experiences and lessons learned to guide others.
3. Implement regular, hands-on training sessions to enhance skills.

Leading with Your Head

Leading strategically. Making decisions with good judgment and tact.

1. Use data to inform decisions and explain your reasoning clearly.
2. Anticipate future trends and prepare the team for changes.
3. Develop clear, achievable goals and track progress meticulously.

Want a high-res PDF of this? Follow Noemi Kis and try my free newsletter.



STOP OVER-APOLOGIZING

Say *thank you* instead of *I am sorry*

Sorry for disturbing.	→	Thanks for carving out some time.
Sorry to bother you.	→	Is now a good time to talk?
Sorry for rambling.	→	Thanks for hearing me out.
Sorry for interrupting.	→	I have an idea that may help.
Sorry, I need your help.	→	Thanks for your support.
Sorry, I have a question.	→	Is now a good time for questions?
Sorry for getting emotional.	→	Thanks for giving me a safe space to talk.
Sorry, does that make sense?	→	I am happy to answer any questions.
Sorry, can I just add...	→	Before we move on, I'd like to add...
Sorry, I don't understand.	→	Can you clarify for me?

Perspective is Everything

Discomfort → Growth

Problems → Challenges

Rejection → Redirection

Darkness → Reveals Light







Failures → Lessons





Fears → Teachers

Pain → Power







HOW TO UNDERSTAND OTHERS WITHOUT WORDS

MASTERING BODY LANGUAGE

EYES	
 Looking Straight Ahead	This is usually a good sign of interest.
 Looking Up And To The Left	Looking left and up is thinking about experiences and emotions.
 Looking To The Left	Remembering a sound or checking how to get away from you.
 Looking To The Right And Up	Remembering recent experience and thinking logically.
 Looking Up	It means careful thinking, weighing both emotion and logic.
 Looking Down	Indication of submission or guilt. It may also indicate disinterest.

LIPS	
 Puckered	Typically indicate disapproval, frustration, or discomfort.
 Pursed	Signifies deep thought, concentration, or withholding emotions.
 Lip Biting	Could be a nervous habit showing anxiety/anger
 Looking At Your Lips	Might indicate that the person is finding it difficult to understand you.

FEET	
 Pointing Toes In	This indicates that you're closing yourself off, you feel awkward or insecure.
 Fidgeting	You want out of a situation, your body is getting ready to take "flight".
 Crossing Your Legs	People point the top leg toward the person who they feel is the most approachable.
 Toes Toward The Door	It signifies that the person is ready to end the conversation and move on.

HANDS	
 Palms Up/ Open	It often signals openness, honesty, and a willingness to engage.
 Palms Down	Can convey authority, dominance, or assertiveness.
 Clenched Fists	Reflects strong emotions, associated with anger, frustration, or determination.
 Chopping Movements	Often used to emphasize a point or convey authority.
 Finger Pointing	Can indicate blame, accusation, or emphasis on a particular point.
 Steepling	Suggests confidence, authority, or intellectual superiority.

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Victoria Repa | BetterMe CEO & Founder

Embrace Stoic Wisdom: A Guide for Today's Leaders



**Courage is what
it takes to stand
up and speak.
Courage is also
what it takes to
sit down and
listen.**

WHAT IS EMOTIONAL MATURITY?

TAKING
RESPONSIBILITY
FOR
ACTIONS

FREQUENTLY DOING EMOTIONAL WORK
AND SELF-REFLECTING

BEING ABLE
TO RESOLVE
CONFLICTS
INSTEAD OF
IGNORING
THEM.

ACCEPTING
REALITY,
NOT DENYING
OR DISTORTING
IT

ABILITY TO
REGULATE
EMOTIONS
RATHER THAN
ACT ON
THEM.

EMPATHY,
SENSITIVITY,
CARE FOR THE
WELLBEING &
SAFETY OF
OTHERS

LEARNING
FROM
PAST MISTAKES

IQ vs EQ vs SQ

What Makes a Great Leader?

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If you found this helpful, follow me for more



Eric Partaker



Emotional Intelligence in Leadership

Emotional Intelligence

Emotional intelligence is defined as the ability to understand and manage your emotions, as well as recognize and influence the emotions of those around you. Leaders with EI can communicate empathetically, understanding the needs and concerns of their team members and addressing them appropriately.



How to identify a lack of emotional intelligence?

Lacking critical emotional skills can lead to workplace conflict, such as misunderstandings due to an inability to recognize or understand emotions.

Individuals with low emotional intelligence often struggle to understand and regulate their own emotions, leading to frequent emotional outbursts or mood swings.

Individuals lacking emotional intelligence often deflect responsibility for their actions and blame others for their mistakes.

The four components of emotional intelligence



How emotional intelligence can make leaders more effective?

Emotional intelligence (EI) significantly influences leadership effectiveness by enhancing communication, collaboration, and overall organizational climate. Mastering emotional intelligence is essential for leaders to effectively lead and inspire their teams, ultimately driving organizational success.

Enhanced Communication

Leaders with high EI can effectively convey their thoughts and ideas, listen actively to their team members, and provide constructive feedback.

Improved Collaboration

EI fosters empathy and understanding among team members, promoting cooperation, trust, and synergy in achieving common goals.

Conflict Resolution

Leaders with EI can navigate conflicts diplomatically, addressing issues promptly and fostering a positive work environment.

Employee Engagement

Leaders who demonstrate empathy and authenticity create a supportive work culture, leading to higher levels of employee engagement, motivation, and loyalty.

Reduced Turnover

By understanding and addressing the emotional needs of their team members, emotionally intelligent leaders can mitigate burnout and dissatisfaction, reducing turnover rates.

"Leadership is not about the next election, it's about the next generation."
Simon Sinek



Igor Buinevici WildCapital.co



© Visual Jeroen Kraaijenbrink

© Brian Scudamore

DITCH THE FIXED MINDSET AND GO FOR GROWTH

Nothing ever is just the way it is. There is room for change, growth, learning and development. Say yes rather than no.

LET POSITIVITY FLOW INTO EVERYTHING YOU DO

Always look at the bright side of life. Of course you don't ignore the really bad things. But try to see the good.

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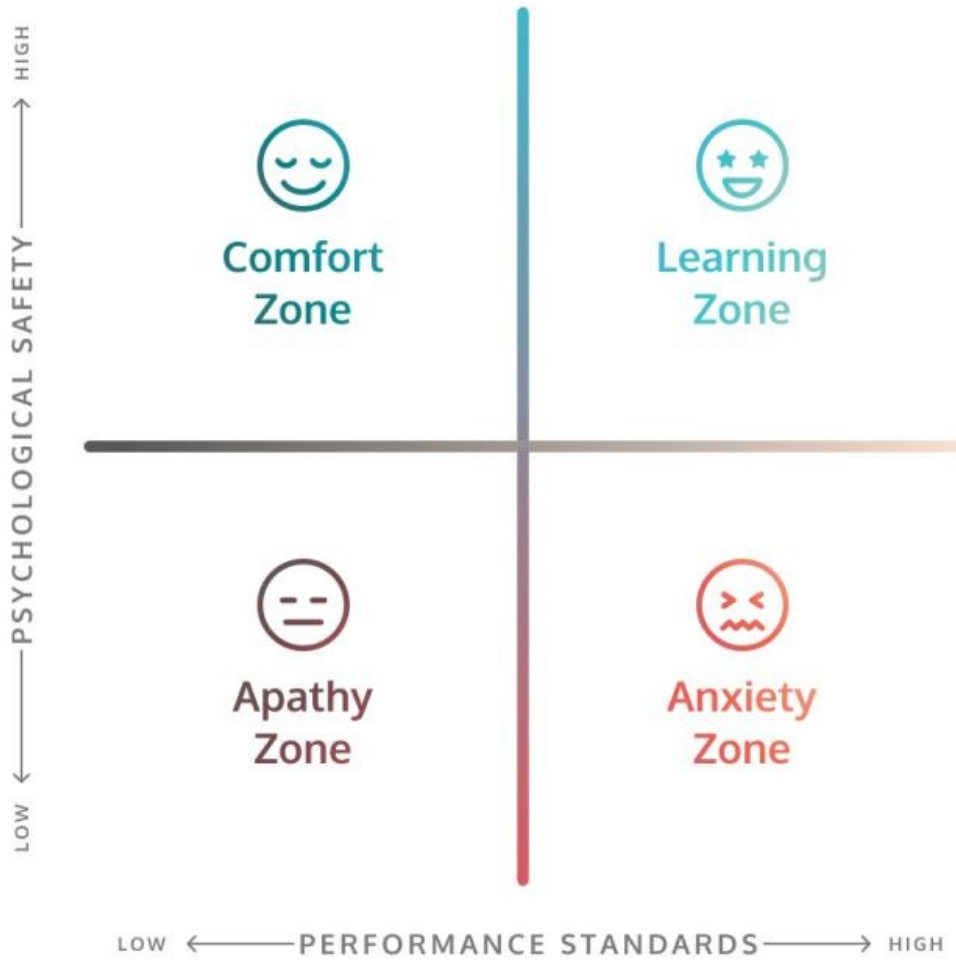
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Rules aren't laws. They were created at some time, by some people, for some goal. Break out of your black-box and comfort zone.

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Short-termism creates stress. Living by the day is okay, but people with a vision, a purpose, a drive, know what they get up for.

The Relationship Between Psychological Safety and Performance Standards



@amycedmondson

**Shoutout to those
whose **kindness**
isn't fake and
generosity is more
than just a show.**

-Sibel Terhaar

10 Behaviours Of Emotionally Intelligent People

Master these behaviors to become a top performer



Active Listening

Give your full attention and avoid interrupting. Respond with relevant comments showing you understand the message.



Understanding Your Own Emotions

Reflect on your feelings. Articulate what you are feeling and why. Understand how your emotions can affect your decisions.



Resolve Conflicts

Approach conflicts with a problem-solving attitude. Understand all perspectives and work towards a mutually beneficial resolution.



Open to Feedback

Ask for feedback regularly. Listen without being defensive. Take constructive criticism.



Being Adaptable

Adjust your behavior based on the circumstances without showing resistance.



Recognize Others' Feelings

Notice subtle cues in body language, tone of voice, and facial expressions.



Celebrating Success

Celebrate the successes of others. Foster a culture of appreciation.



Apologizing When Wrong

Admit mistakes and apologize sincerely without making excuses.



Staying Calm Under Pressure


Maintain your composure in stressful situations. Think clearly. Do not let emotions get the best of you.



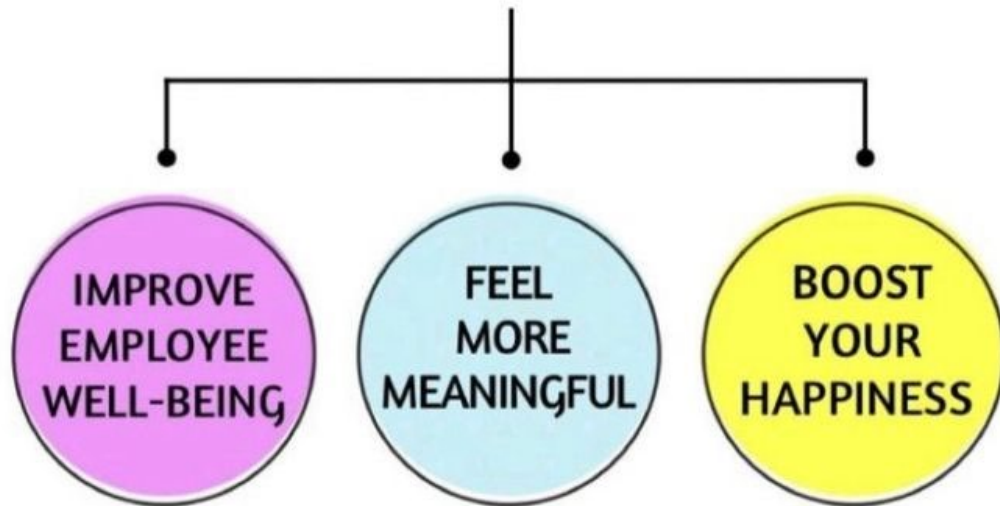
Encouraging Collaboration

Recognize the strengths of others. Combine them to achieve common goals.

Want to break into the top 1%? Follow  Will McTigue

 Repost this to help your network

THE POWER OF KINDNESS AT WORK



**IMPROVE
EMPLOYEE
WELL-BEING**

Receiving a compliment, words of recognition, and praise can help individuals feel more fulfilled, boost their self-esteem, improve their self-evaluations, and trigger positive emotions.

**FEEL
MORE
MEANINGFUL**

Being kind brings a sense of meaning because it involves investing in something bigger than ourselves. It shapes both how others perceive us – which improves our reputation – and how we view ourselves.

**BOOST
YOUR
HAPPINESS**

Thinking about other people is often a precondition to feeling connected to them. In this way, compliments can become a social glue, enhancing connections and positivity in relationships, and making us happier.

Emotional Intelligence

INTRA-PERSONAL

SELF-AWARENESS

- Emotional Connection
- Self-Acceptance
- Self-Esteem
- Confidence
- Self-Assessment

SELF-MANAGEMENT

- Assertiveness
- Discipline
- Self-Control
- Trustworthiness
- Adaptability
- Positive Thinking
- Planning
- Problem-Solving

CATALYSTS

ENERGIZERS

- Motivation
- Initiative
- Drive
- Resilience
- Attitude
- Passion
- Engagement

INTER-PERSONAL

SOCIAL AWARENESS

- Empathy
- Social Responsibility
- Communication
- Rapport
- Tolerance

RELATIONSHIP MANAGEMENT

- Relationship Management
- Teamwork
- Collaboration
- Conflict Management
- Leadership
- Influence
- Service

EMOTIONAL INTELLIGENCE FOR LEADERS

© Nihar Chhaya

PHASE 1 - SELF-AWARENESS



Identify your emotional strengths and weaknesses in leadership scenarios.



Recognize how your mood and emotions affect your team.



Keep a journal to reflect on your leadership experiences and emotional responses.

PHASE 2 - SELF-REGULATION

Develop strategies for managing your emotions under pressure.



Set an example for your team by staying calm and respectful in challenging situations.



Commit to accountability by apologizing when you handle a situation poorly.



PHASE 3 - MOTIVATION



Cultivate a passion for your work that goes beyond status and salary.

Set clear goals for yourself and your team that align with your values.



Celebrate milestones and successes with your team to maintain a positive and motivated atmosphere.

PHASE 4 - EMPATHY



Practice active listening to understand your team members' perspectives.

Encourage open communication and be approachable.



Make an effort to understand the personal and professional challenges your team faces.

PHASE 5 - SOCIAL SKILLS



Develop your conflict resolution skills to manage and resolve disputes.

Foster teamwork and cooperation among your team members.



Become adept at persuasion and leadership to guide your team towards the vision.



BRINGING IT ALL TOGETHER

When I encounter a leadership decision

I'll assess my team's emotional needs before acting

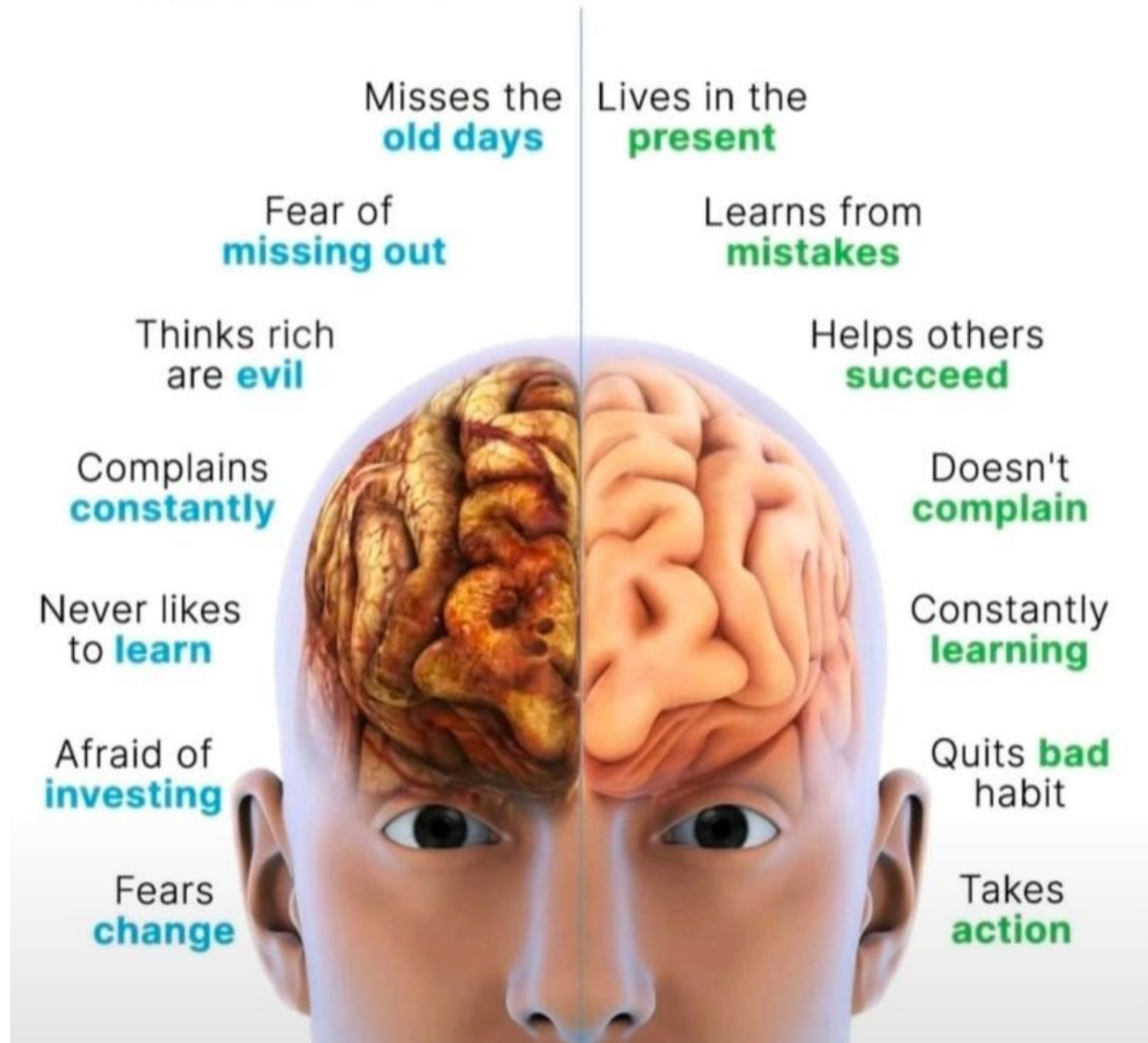
To ensure my decision reflects the goals of our project and well-being of our team

If you found this helpful, follow Nihar Chhaya



for more posts like it

Poor vs Rich Mindset



10 Characteristics of Self-Actualization



Follow **Timothy Tiryaki** for more insights on **strategy, culture and leadership**.

YOUR **GROWTH** IS ACTIVATED BY THE **WORDS** YOU CHOOSE

(And the actions you take)

FIXED
MINDSET



GROWTH
MINDSET

"I'm just not good at this."

"I can't do this any better
than I am now."

"I've always been
this way."

"Either you have it
or you don't."

"Mistakes prove I'm
incapable."

"Feedback and criticism
are personal."

"I avoid challenges because
I don't want to fail."

"I can learn how to do this."

"I can always improve
with practice."

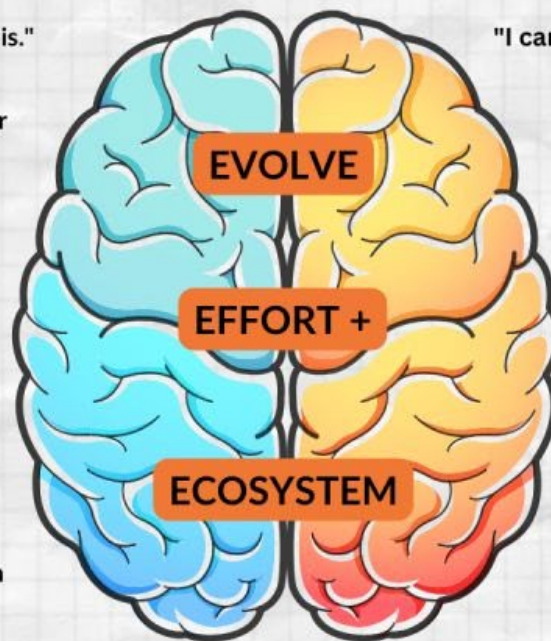
"Challenges help me
to grow and improve."

"Mistakes are learning
opportunities."

"If I don't succeed, I can
try a different strategy."

"Feedback is an opportunity
to learn and develop."

"Effort and perseverance
will help me succeed."



*"You are not stuck where you are unless you decide
to be." – Wayne W. Dyer*

For more valuable content, [follow me](#)



Vaughan Broderick and [try my newsletter.](#)

HOW TO SHOW SOMEONE COMPLETE EMPATHY

Big Idea: Complete empathy doesn't stop at the first level of recognising how someone feels. Instead, it goes further to support someone by sensing and mirroring emotions AND taking action.

What people think empathy is ...



Feeling sorry for someone

What complete empathy is ...

**COGNITIVE
EMPATHY**



- Understand their perspective
- Put yourself in their shoes
- Recalling ourselves in a similar situation
- Accepting things as they are

**EMOTIONAL
EMPATHY**



- Sensing their emotions
- Imagining experiencing a similar emotion
- Letting ourselves connect more with the person

**EMPATHETIC
ACTION**



- Beyond thoughts and feelings into action
- Offering support that fits their needs
- What they need you to do
- Listening to them without judgement

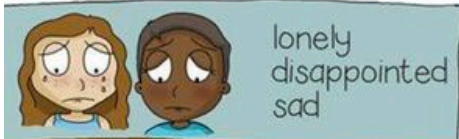
Adapted from and credit to: Six Seconds

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Vaughan Broderick and [try my newsletter](#).

I FEEL...



lonely
disappointed
sad



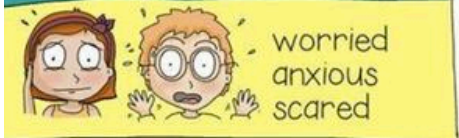
silly
excited
hyper



frustrated
annoyed
angry



tired
sick
hungry



worried
anxious
scared



happy
calm
focused



shy
confused
embarrassed



brave
proud
hopeful

WHOLEHeated
SCHOOL COACHING

I CAN...

TAKE DEEP  BREATHS

TREAT MYSELF & OTHERS WITH  KINDNESS

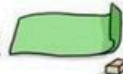
CREATE ART  OR BUILD  SOMETHING.

USE POSITIVE  SELF-TALK

 ASK FOR HELP

 EXERCISE

FOCUS  ON THE GOOD

STRETCH OR  DO YOGA

BRAINSTORM  SOLUTIONS &  TRY AGAIN

GET A DRINK OF  WATER

 TAKE A BREAK

TALK  OR WRITE  ABOUT IT

Guide to Helping Roles



Training

Sharing specific knowledge to enhance skills through structured learning.



Mentoring

Passing on advice and experience to support personal development and growth.



Consulting

Offering expert advice and solutions to address specific challenges.



Therapy

Professional treatment related to mental health and emotional well-being.



Guide to Helping Roles



Advisory

Providing advice on specific subjects or issues, often with assumed responsibility for the advice given.



Teaching

Develops thinking and capabilities by focusing on specific areas and subjects.



Coaching

Focuses on learning and guiding actions in a specific area of interest.



Counseling

Providing emotional support and assistance to individuals dealing with personal issues.

"The mediocre teacher tells. The good teacher explains. The superior teacher demonstrates. The great teacher inspires."
William Arthur Ward



Igor Buinevici 
WildCapital.co 

HOW TO LEAD WITH KINDNESS

Knowledge Sharing

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By generously sharing insights and experiences, you mentor and uplift your team.



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Chris March | LinkedIn Top Voice

KINDNESS AT WORK

© Justin Wright

Why it Pays Off

- 1 Kindness Lowers Stress**
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- 6 Kindness Improves Focus**
Regular acts of kindness flood the brain with feel-good chemicals like serotonin.
- 7 Kindness Unites Teams**
Mutual kindness builds trust, strong relationships, and psychological safety.

How to Have More

- 1 Start With Appreciation**
Frequently recognize and reward your team members' hard work and dedication.
- 2 Lead by Example**
Leaders need to model kind behavior. Show empathy and respect in your interactions.
- 3 Practice Active Listening**
Give your full attention in conversations. Make eye contact, nod, and ask questions.
- 4 Offer Flexibility**
Recognize that employees have lives outside of work. Help them balance responsibilities.
- 5 Assume Positive Intent**
You never know what someone else is going through. Be patient and understanding.
- 6 Encourage Helpfulness**
If you see someone struggling, offer to help lighten their workload or lend an ear.
- 7 Make Kindness a Habit**
Set a daily goal to perform acts of kindness, like giving compliment. Small acts add up.

Find this helpful? Follow **Justin Wright** for more. [LinkedIn.com/in/jwmba](https://www.linkedin.com/in/jwmba).

12 KEYS TO BECOME A BETTER PERSON

Source: King_of_entrepreneur | Infographic design by agrassoblog.org for educational and motivational purposes



EMOTIONAL INTELLIGENCE CHECKLIST

Self-Awareness

- Recognize your emotions
- Understand your triggers
- Reflect on your feelings

Self-Regulation

- Control impulsive reactions
- Manage stress effectively
- Maintain a calm demeanor

Motivation

- Set personal goals
- Stay focused on tasks
- Cultivate a positive attitude

Empathy

- Listen to understand
- Recognize others' feelings
- Show genuine concern

Social Skills

- Build strong relationships
- Communicate clearly
- Resolve conflicts amicably

Communication

- Express emotions appropriately
- Give and receive feedback
- Engage in active listening

Decision Making

- Consider emotional impact
- Evaluate options calmly
- Learn from past outcomes

Conflict Management

- Address issues promptly
- Find win-win solutions
- Maintain respectful dialogue

Stress Management

- Practice relaxation techniques
- Balance work and life
- Seek support when needed

Adaptability

- Embrace change
- Adjust to new situations
- Stay open to feedback

Teamwork

- Collaborate effectively
- Support team members
- Celebrate team successes

Leadership

- Inspire and motivate others
- Lead by example
- Create a positive environment

Personal Development

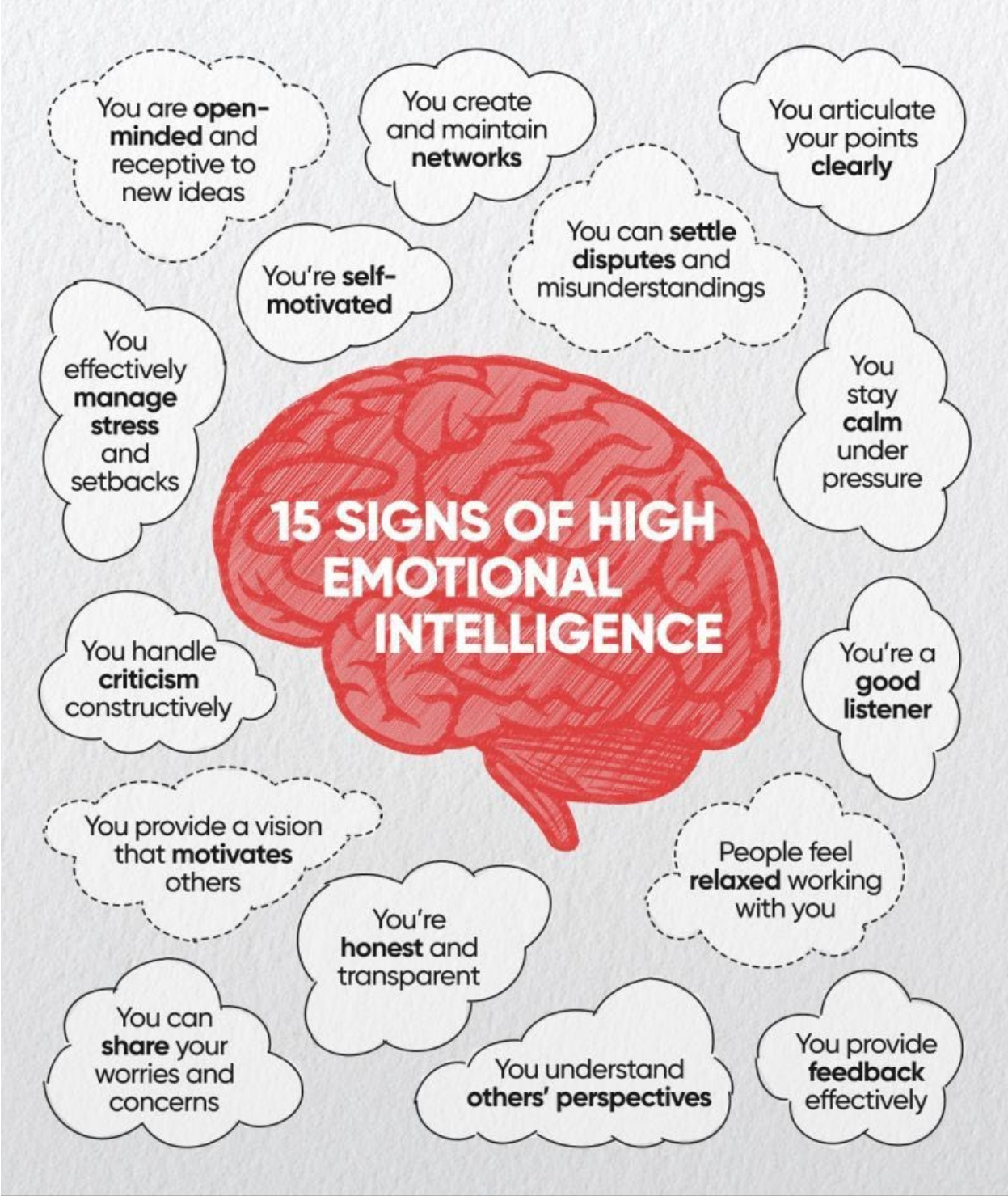
- Seek continuous learning
- Reflect on personal growth
- Develop new skills



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15 SIGNS OF HIGH EMOTIONAL INTELLIGENCE

You are **open-minded** and receptive to new ideas

You create and maintain **networks**

You articulate your points **clearly**

You're **self-motivated**

You can **settle disputes** and misunderstandings

You effectively **manage stress** and setbacks

You stay **calm** under pressure

You handle **criticism** constructively

You're a **good listener**

You provide a vision that **motivates** others

People feel **relaxed** working with you

You're **honest** and transparent

You can **share** your worries and concerns

You understand **others' perspectives**

You provide **feedback** effectively

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Victoria Repa | BetterMe CEO & Founder

A smart person
knows what to say.

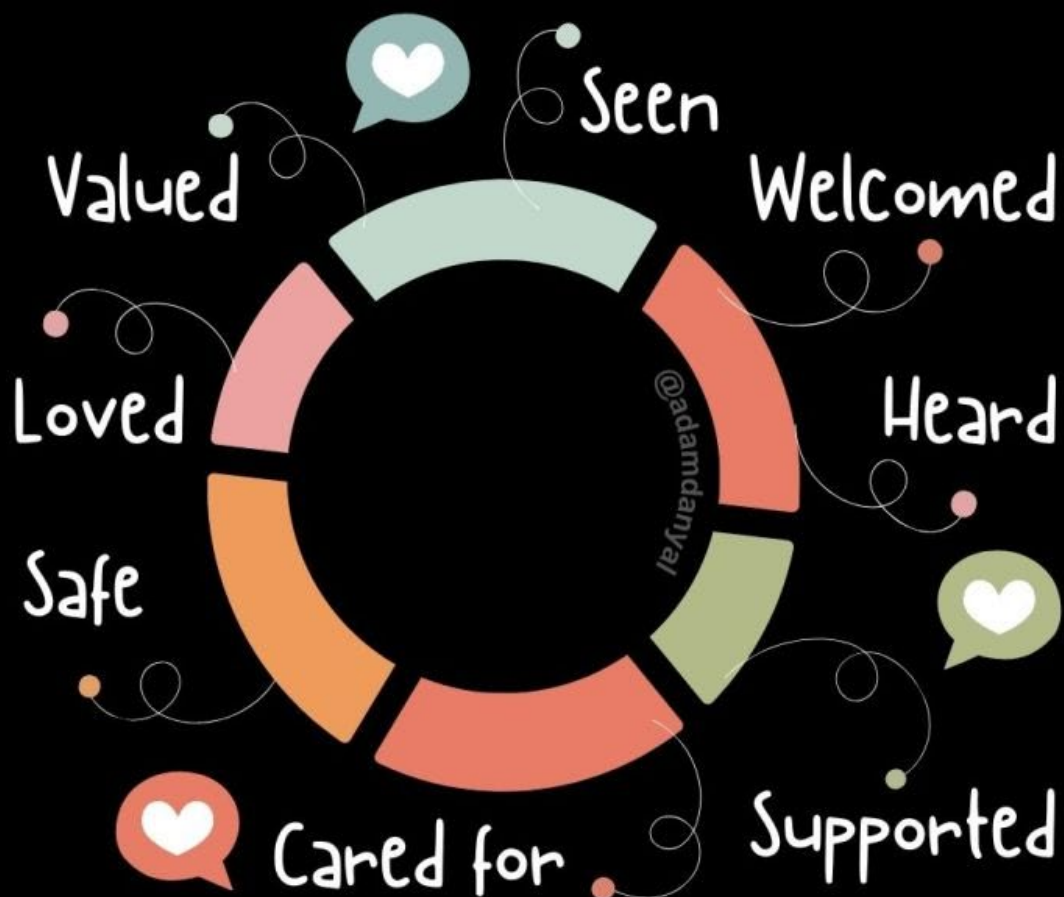
A wise person
*knows whether or not
to say it.*





Adam Danyal 

Be the **reason** someone **feels**:



adamdanyal.com

14 Phrases Every Manager Should Say



"As we look ahead into the next century, leaders will be those who empower others."

Bill Gates



Igor Buinevici 
WildCapital.co 

Maturity

is learning to walk away from people and situations that threaten your peace of mind, self-respect, values, morals and self worth.



Kind Leaders

(empathetic accountability)

vs.

Nice Leaders

(passive acceptance)

source: Jessica Luna



Prioritize care



Loyal to their values



Concerned with maintaining authenticity



Rock the boat when it's worth it



Face difficult conversations



Explain problems realistically



Lead during challenging times

© Jeroen Kraaijenbrink



Prioritize politeness



Loyal to the moment



Concerned with vanity reputation



Too scared to rock the boat



Avoid difficult conversations



Sugarcoat problems





Follow during challenging times


24 SIGNS YOU HAVE HIGH EMOTIONAL INTELLIGENCE





BY CHRIS DONNELLY | <https://chris-donnelly.co.uk/>

 You can control your own emotions in times of stress.


 You have empathy and understanding for others.


 You are calm when pressure is high.


 You make decisions carefully understanding different points of view.


 You help others in times of distress.


 You can manage team conflicts with ease.

 You can manage your own motivation.


 You are resilient when times get tough.

 You can adapt fast to a crisis.

 You are integral, honest and trusting.

 You have mastered self control.


"IQ gets you hired, but EQ gets you promoted."


 You keep an open mind no matter what.


 You make others feel comfortable and at ease.


- Daniel Goleman


 You encourage feedback and thrive off it.

 You can build high performing teams.


 You listen more than you talk.

 You acknowledge others emotions and treat people with respect.


 You create a positive atmosphere for others.


 You communicate with clarity and efficiency.

 You feel comfortable in different social environments.

 You have strong patience with others.

 You are self assured and confident.

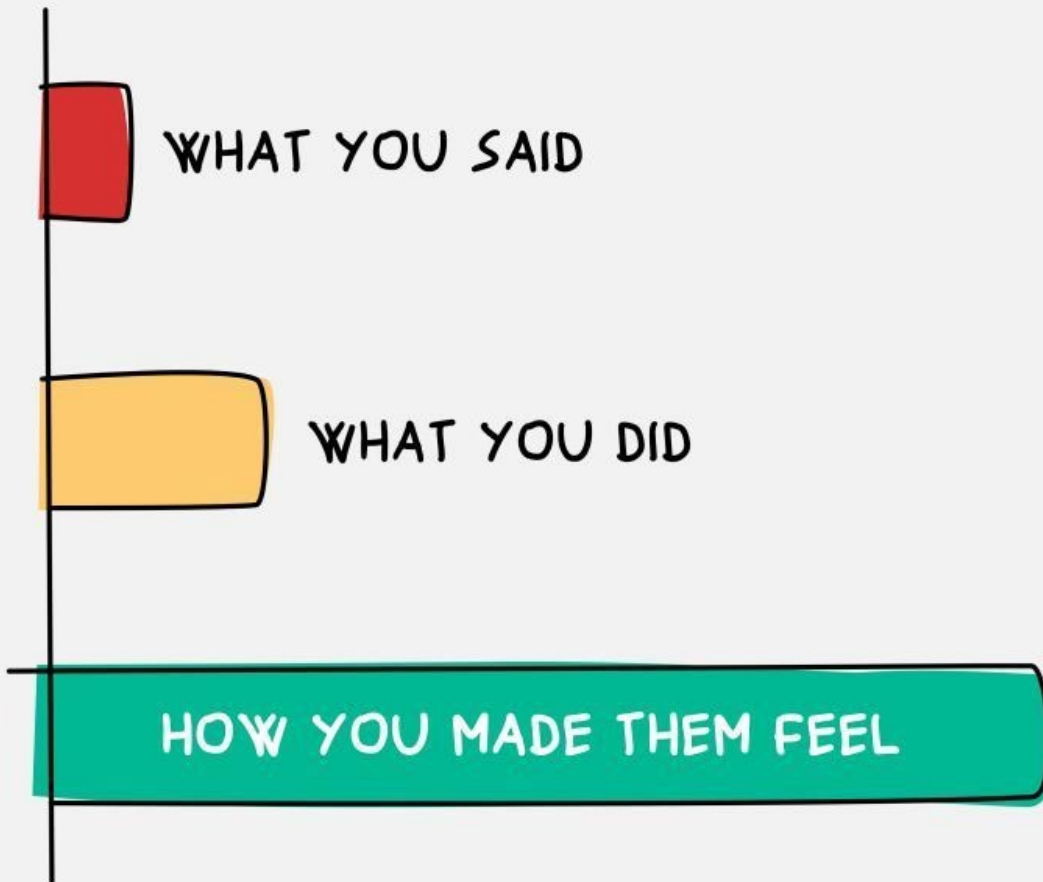
 You are okay being vulnerable and encourage others to be the same.

 You make new people feel welcomed.



Download this high-res sheet from my newsletter [Step by Step](https://chris-donnelly.co.uk/). Join 100,000 people and subscribe here: <https://chris-donnelly.co.uk/>

HOW MUCH PEOPLE REMEMBER



3 WAYS EMOTIONAL INTELLIGENCE HELPS YOU IMPROVE TEAMWORK



DIVERGENCE

Seek contrasting views – embrace diverse perspectives for richer solutions. Use EQ to build trust & belonging so you get contrasting perspectives.

Tip: Make sure the quiet voices are heard.

CONNECTION

Create common ground – foster collaboration for stronger team synergy. Emotions are a universal language, EQ helps you help people feel that.

Tip: Invite people to share more of who they are.

JOY

Amplify emotional fuel – boost morale and engagement for sustained teamwork. It's not just "fun," it's working with great people on meaningful projects.

Tip: Celebrate the struggles as much as the triumphs.

TEAMWORK

sense of shared purpose and belonging to work together as a greater whole



Measure What Matters
Teamwork is one of the 5 drivers of trust-centered teams measured by the EQ Performance Metrics assessments.

Found this valuable?

For practical advice on emotional intelligence, follow me, [Joshua Freedman](#)

8 WAYS TO DISPLAY YOUR EMOTIONAL INTELLIGENCE

Infographic by Justin Wright



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5 LANGUAGES OF APPRECIATION

HOW TO USE THEM IN THE WORKPLACE

Words of Affirmation:

This means recognizing each team member's unique contributions verbally.

How to show:
Offer praise during meetings, acknowledge hard work publicly.



Acts of Service:

Sometimes, actions speak louder than words.

How to show:
Offer help with tasks, assist with deadlines, volunteer for company events.



Quality Time:

Building trust and strengthening connections through meaningful conversations is important.

How to show: Spend lunch breaks chatting with team members to learn more about them, schedule 1-on-1 meetings for support.



Tangible Gifts:

Thoughtful presents can show appreciation and acknowledgment.

How to show:
Give a personalized thank-you card, a small gift card, or a company-branded item as gratitude.



Physical Touch:

Less common but effective, physical gestures convey warmth and support among team members.

How to show:
Offer handshakes, fist bumps, high fives, or friendly pats on the back.



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Victoria Repa | BetterMe CEO & Founder

Emotional Intelligence in Leadership

Emotional Intelligence

Emotional intelligence is defined as the ability to understand and manage your emotions, as well as recognize and influence the emotions of those around you. Leaders with EI can communicate empathetically, understanding the needs and concerns of their team members and addressing them appropriately.



How to identify a lack of emotional intelligence?

Lacking critical emotional skills can lead to workplace conflict, such as misunderstandings due to an inability to recognize or understand emotions.

Individuals with low emotional intelligence often struggle to understand and regulate their own emotions, leading to frequent emotional outbursts or mood swings.

Individuals lacking emotional intelligence often deflect responsibility for their actions and blame others for their mistakes.

The four components of emotional intelligence



How emotional intelligence can make leaders more effective?

Emotional intelligence (EI) significantly influences leadership effectiveness by enhancing communication, collaboration, and overall organizational climate. Mastering emotional intelligence is essential for leaders to effectively lead and inspire their teams, ultimately driving organizational success.

Enhanced Communication

Leaders with high EI can effectively convey their thoughts and ideas, listen actively to their team members, and provide constructive feedback.

Improved Collaboration

EI fosters empathy and understanding among team members, promoting cooperation, trust, and synergy in achieving common goals.

Conflict Resolution

Leaders with EI can navigate conflicts diplomatically, addressing issues promptly and fostering a positive work environment.

Employee Engagement

Leaders who demonstrate empathy and authenticity create a supportive work culture, leading to higher levels of employee engagement, motivation, and loyalty.

Reduced Turnover

By understanding and addressing the emotional needs of their team members, emotionally intelligent leaders can mitigate burnout and dissatisfaction, reducing turnover rates.

"Leadership is not about the next election, it's about the next generation."
Simon Sinek



Igor Buinevici
 WildCapital.co

EQ LEADERSHIP STYLES

BASED ON THE WORK OF DANIEL GOLEMAN'S MODEL OF EQ



Visionary	Motivates people toward a vision	"Come with me"	Self-confidence, empathy, change catalyst
Coaching	Developing people for the future	"Try this"	Developing others, self awareness, empathy
Affiliative	Creates harmony and builds emotional bonds	"People come first"	Empathy, building relationships, communication
Democratic	Forges consensus through participation	"What do you think?"	Collaboration, team leadership, communication
Pacesetter	Sets high standards for performance	"Do as I do now!"	Conscientiousness, drive to achieve, initiative
Commanding	Demands immediate compliance	"Do what I tell you"	Drive to achieve, initiative, self-control

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Roger M. Thompson and try my free newsletter

How to Not Ruin Relationships

(IN BUSINESS & LIFE):



1) Be unfailingly reliable



- Do what you say, when you say it
- Consistency builds trust

2) Communicate with radical candor



- Be honest, especially when it's uncomfortable
- Candor shows respect

3) Don't make it all about you

- Be curious about others
- Listen more than you speak



4) Keep your word, even when it hurts



- Integrity is doing the right thing
- Guard your reputation

5) Address issues directly



- Have courageous conversations
- Approach with empathy and understanding

6) Be quick to forgive



- Forgive easily, but don't be a doormat
- Forgiveness is a strength

7) Add value relentlessly



- Help others get what they want
- Be a force for good

8) Celebrate others' successes



- Give others a pat on the back
- Their success doesn't diminish yours



Join my newsletter to learn my business principles, systems, mental models, and scaling to \$20M annual revenue: <https://lnkd.in/ewHNVx4N>

The secret to being a great manager without losing your humanity:

Radical Candor



Radical Candor source: Kim Scott

1 Radical Candor

Direct feedback delivered with genuine care for the person's growth

Pro Tip: Praise publicly, critique privately.

Offer constructive feedback one-on-one to create a safe space.

Check out the tips in the 3 other boxes to improve your radical candor.

2 Obnoxious Aggression

Harsh, critical feedback given without regard to the person's feelings

How to improve:

- **Listen actively:** Make an effort to understand the other person's perspective before responding.
- **Show empathy:** Balance your directness with genuine concern for the person's feelings.

3 Manipulative Insecurity

Insincere interactions driven by hidden agendas and self-interest

How to improve:


- **Practice servant leadership:** Develop genuine relationships rather than using people for your gain.
- **Avoid gossip:** Address issues directly with the person involved, not behind their back.

4 Ruinous Empathy

Avoiding difficult conversations to spare short-term pain

How to improve:


- **Prioritize honesty:** Recognize that avoiding tough conversations can harm more than help.
- **Have courageous conversations:** Push yourself to address issues even when it feels uncomfortable.

Find this valuable? Follow me for more  **Ben Meer**

maximize your leadership personality

©Jessica Luna

	Introvert	Ambivert	Extrovert
Benefits	<ul style="list-style-type: none"> • Manage Self - self-aware, reflective, & introspective • Collab w Others - empathetic, can form deep 1:1 bonds, leads by example • Execute Work - detail-oriented, high focus, deep thinkers, thoughtful decision-making 	<ul style="list-style-type: none"> • Manage Self - balanced communicators, adaptive, versatile • Collab w Others - empathetic & understanding • Execute Work - easily works in solo & group settings, excels at change management 	<ul style="list-style-type: none"> • Manage Self - confident communicators, adaptive • Collab w Others - quickly & easily establish bonds, effective collaborators • Execute Work - enjoys group work & planning, motivating to team
Challenges	<ul style="list-style-type: none"> • Manage Self - confidence, misunderstood / seeming unapproachable • Collab w Others - influencing others, establishing relationships • Work Execution - setting & communicating expectations, decision-making in group settings 	<ul style="list-style-type: none"> • Manage Self - ambiguity in identity & preferences • Collab w Others - giving too much (burnout), finding consensus amongst audience • Work Execution - defining / choosing a leadership style 	<ul style="list-style-type: none"> • Manage Self - impulsive, rely on external validation • Collab w Others - overwhelming / dominant to others, seek constant stimulation • Work Execution - strategic thinking & decision-making
Solutions	<ul style="list-style-type: none"> • Manage Self - practice confidence-building, self-care, & address unapproachability by explaining • Collab w Others - practice vulnerability in relationships to influence • Work Execution - practice setting expectations & decision-making 	<ul style="list-style-type: none"> • Manage Self - practice self-reflection & self-acceptance • Collab w Others - practice setting boundaries to manage energy & diplomatic command of room • Work Execution - create leadership style to reflect their values & goals 	<ul style="list-style-type: none"> • Manage Self - pause before acting & speaking, find intrinsic validation • Collab w Others - balance assertiveness with empathy, practice inclusive leadership • Work Execution - learn & use decision-making strategies to gather adequate info. & input

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EQ-DRIVEN VS. IQ-DRIVEN LEADERSHIP STYLES

EQ-Driven

IQ-Driven

Interpersonal focus on building relationships

Focus

Analytical approach prioritizing logic & data

Motivational comms using emotive language to connect

Communication

Efficient comms conveying information directly and clearly

Conflict resolution by finding common ground

Resolution

Problem-solving by analyzing complex info

Adaptability by staying composed under pressure

Planning

Strategic thinking via clear goals and devising business strategies

Team motivation by tapping into emotional needs to drive passion

Motivation

Innovation by driving new ideas thru analytical skills.


Employee development thru personal growth

Development

Technical expertise thru leveraging strong cognitive abilities

© Nadeem Ahmad

ACHIEVE LEADERSHIP EXCELLENCE BY BALANCING EQ AND IQ

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Nadeem Ahmad

6 WAYS TO FOSTER EMOTIONAL INTELLIGENCE FOR BETTER BALANCE.

© Véronique Barrot

06 FOSTER CONNECTIONS

➤ Build genuine connections with your team. These relationships empower people and drive collective success.

05 CULTIVATE EMPATHY

➤ It's about leading with heart, not just mind.

04 PAUSE BEFORE REACTING

➤ It gives you a chance to choose your response
↳ rather than being a slave to instinct. This self-regulation is a sign of emotional maturity.

01 LISTEN ACTIVELY

➤ It's not just about hearing words,
↳ but understanding the emotions behind them.

02 SELF-REFLECTION

➤ Leaders who reflect on their own emotional responses and triggers
↳ are better equipped to manage them.

03 FEEDBACK AS A GIFT

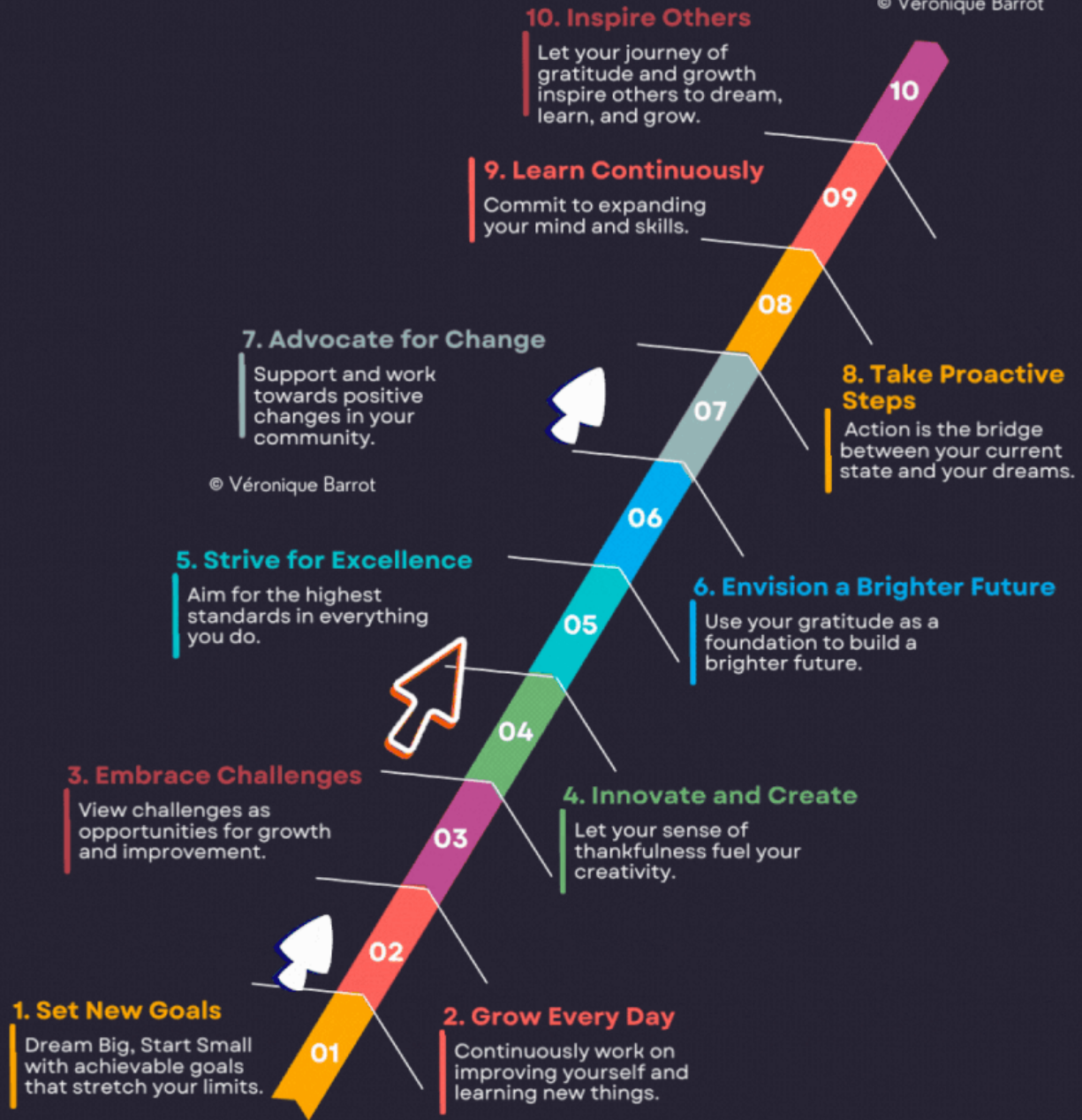
➤ It's an opportunity for empowerment, for yourself and others. View it as a tool for growth, not criticism.

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10 STEPS TO BALANCE GRATITUDE WITH A DESIRE FOR PROGRESS

© Véronique Barrot



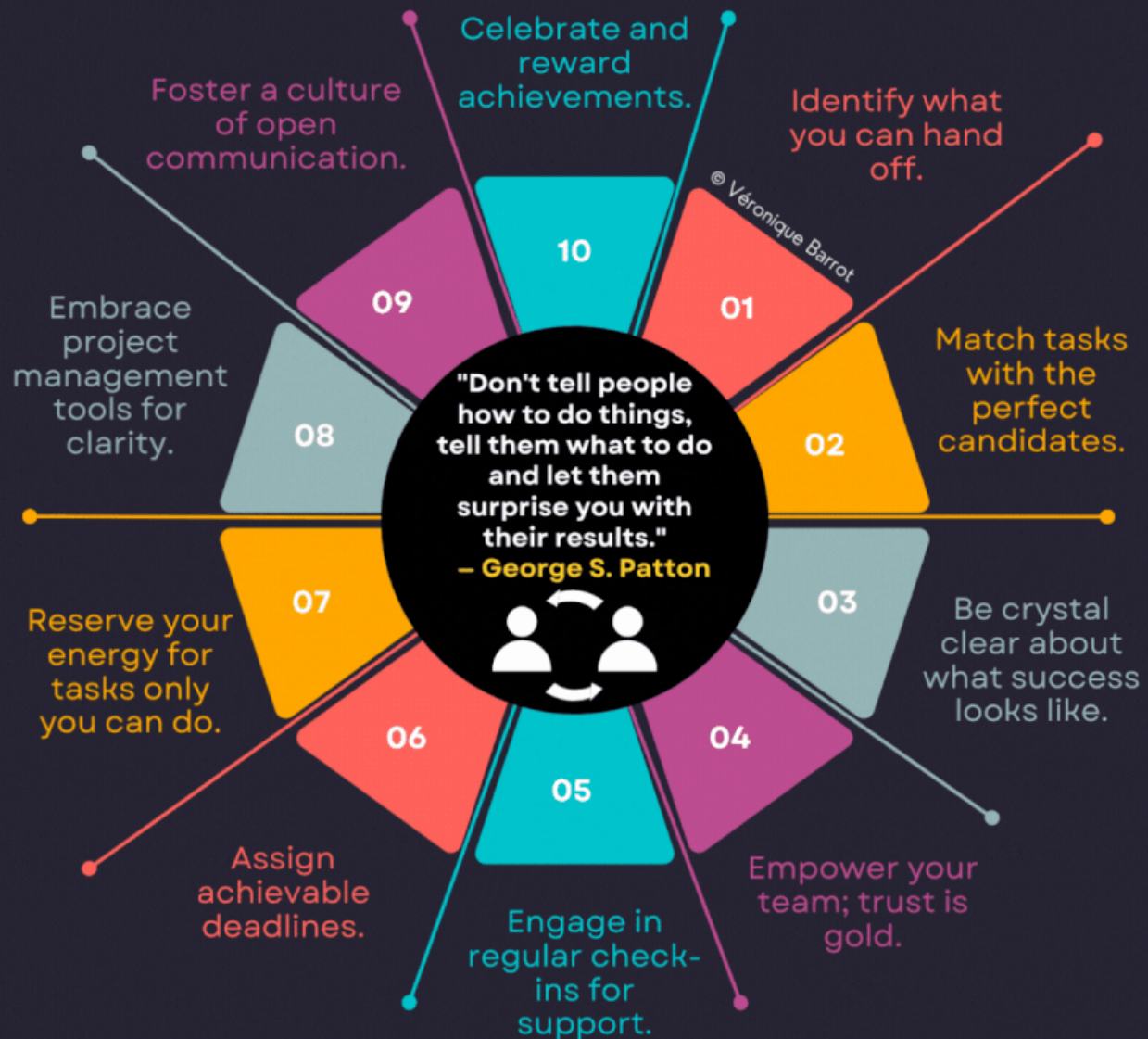
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10 TIPS TO TURN DELEGATION INTO YOUR PRODUCTIVITY POWERHOUSE

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16 ways to improve your EQ

Self Awareness

What

Pause & name your emotions

Journal your emotions & thoughts daily

Get a bird's eye view of yourself

Invest in talk therapy

Why

Create habit of recognizing your emotions real-time

Process them & have a record to reflect

Observe your emotions & thoughts objectively

Get professional guidance for extra support

Self Management

What

List your coping strategies

Prioritize mental self-care

Master thought-flipping

Get control of total health & wellness

Why

Create a go-to note so you don't have to think about it

Create habit of proactively addressing mental health

Question & redirect negative thoughts real-time

Mental, physical, & relationship health work together

©Jessica Luna

Social Awareness

What

Start with a greeting

Remove distractions before conversations

Have post-meeting dissections with a mentor / friend

Contingency-plan for personalities

Why

Get mood of the person / room

Be present & practice active listening

Confirm your understanding with an expert

Have a game plan to address potential outcomes

Relationship Management

What

Be reliable & organized

Acknowledge your emotions & rationale

Build trust with vulnerability

Invite the elephant in for tea (or peanuts)

Why

Create higher perceived competence & show respect

Explain your "why" to humanize your decisions & words

Form deeper, lasting connections & influence

Clear the awkward roadblock to move forward

Beginner

Advanced


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Jessica Luna

20 sentences that will maximize your social intelligence

1. To solve an issue quickly, be soft on the person and hard on the problem.
2. Pretend everyone was sent to teach you something.
3. Pause in speaking + eye contact = confidence.
4. Make people feel important with the SHR Method: Seen, Heard, Remembered.
5. A person's favorite sound is their name, so remember it (h/t Dale Carnegie).
6. "Praise publicly. Criticize privately." —Warren Buffett
7. To give feedback, first make the other person feel you care about them.
8. "Unspoken expectations are premeditated resentments." —Neil Strauss
9. The best networking strategy is a helping others first strategy.
10. Loneliness is a silent pandemic; assume people want to meet you.
11. Practice going first, e.g., "Hi, I'm Ben."
12. Build the habit of responding with "Yes, and" because it advances their idea.
13. Avoid complaining or gossiping (nobody likes to hear it).
14. Storytelling is a superpower; use a structure like setup, tension, & resolution.
15. Every dog has its day because dogs are friendly (lesson in there).
16. "The quality of your relationships determines the quality of your life." —E. Perel
17. To discover blindspots, build an inner circle that will give you honest feedback.
18. Normalize "I don't know anything about that yet" as a successful answer.
19. Record and study your speaking like an athlete watching game film.
20. "Great leaders create more leaders, not followers." —Roy T. Bennett

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7 WAYS LEADERS CAN DEEPLY UNDERSTAND PEOPLE



1

ACTIVELY LISTEN

2

DEVELOP EMOTIONAL INTELLIGENCE

3

MAINTAIN OPEN LINES OF COMMUNICATION

4

GATHER REAL DATA ON WHAT PEOPLE THINK AND FEEL

5

CO-CREATE SOLUTIONS TO PROBLEMS

6

OBSERVE TO UNDERSTAND

7

CO-CREATE PERSONALIZED DEVELOPMENT PLANS



Catherine McDonald [in](#)

KINDNESS AT WORK

By Justin Wright

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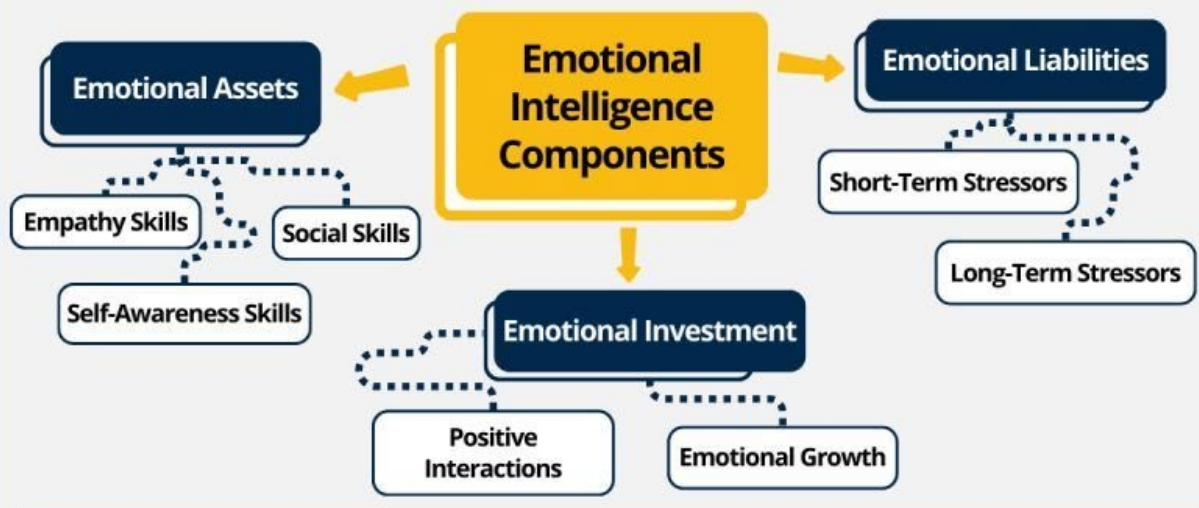
- 1 Start With Appreciation**
Frequently recognize and reward your team members' hard work and dedication.
- 2 Lead by Example**
Leaders need to model kind behavior. Show empathy and respect in your interactions.
- 3 Practice Active Listening**
Give your full attention in conversations. Make eye contact, nod, and ask questions.
- 4 Offer Flexibility**
Recognize that employees have lives outside of work. Help them balance responsibilities.
- 5 Assume Positive Intent**
You never know what someone else is going through. Be patient and understanding.
- 6 Encourage Helpfulness**
If you see someone struggling, offer to help lighten their workload or lend an ear.
- 7 Make Kindness a Habit**
Set a daily goal to perform acts of kindness, like giving compliment. Small acts add up.

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Justin Wright



EMOTIONAL INTELLIGENCE MINDMAP



@Justin Mecham



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12 Signs Of High Emotional Intelligence

Master These Behaviors To Become A Top Performer



Stay Positive In Tough Times

- Look for the good even when things are tough.
- Help others stay positive too.



Seek Feedback

- Look for helpful criticism.
- Ask for feedback often and listen openly.



Say Sorry Sincerely

- Admit mistakes and apologize without excuses.
- Learn from your errors.



Stay Calm Under Pressure

- Keep your cool in stressful times.
- Think clearly and don't let emotions control you.



Control Your Emotions

- Know how you feel and how it affects you.
- Use ways to stay calm and balanced.



Notice Others' Feelings

- Watch for facial expressions, body language, and tone of voice.



Listen Carefully

- Pay full attention and don't interrupt.
- Reply to show you understand.



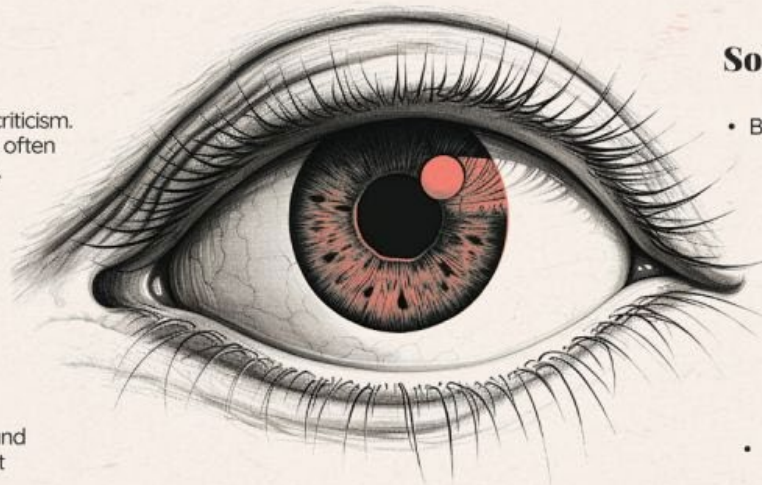
Solve Conflicts Kindly

- Be curious in conflicts.
 - Understand everyone's side and find a fair solution.



Adapt Quickly

- Change how you act based on what's needed.



Collaborate Well

- Build a positive team culture.
- Use everyone's strengths to reach goals together.



Make Real Connections

- Build trust and respect in relationships.
- Show interest and be genuine with others.



Understand Your Emotions

- Think about how you feel and why.
- See how your emotions affect your choices.

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8 Ways to Display Emotional Intelligence

© Justin Wright

Show Empathy

Imagine yourself in others' shoes. Try to understand them, not to "fix" them.

Keep Your Promises

Do what you say you will. Reliability builds trust and respect.

Assume Good Intent

Believe people mean well. Trust first, question later.

Lift Others Up

Encourage and support those around you. Their success is your success.

Pause Before Reacting

Stop. Think. Then respond. Emotions are just information.

Say "Thank You"

Gratitude is powerful. Recognizing others' efforts helps them feel seen and appreciated.

Ask Before Assuming

No one is a mind-reader. Questions clear up confusion.

Own Your Mistakes

Admitting when you're wrong shows strength, not weakness. Learn and move forward.



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TOP 12 EMOTIONAL INTELLIGENCE TIPS

Monthly Self-Reflection



- ✓ Reflect on your emotions, actions, and interactions monthly.
- ✓ Note what went well and areas to improve.

Quarterly Emotional Check-Ins



- ✓ Assess your emotional health with a mentor quarterly.
- ✓ Set and track emotional goals.

Create an Emotional Intelligence Plan



- ✓ Plan to increase your emotional intelligence over the next year.
- ✓ Set goals like improving empathy, managing stress, and better communication.

Set Emotional Intelligence Goals



- ✓ Set key performance indicators for your emotional growth.
- ✓ Track and review them regularly for continuous improvement.

Share Your Emotional Intelligence Journey



- ✓ Share your emotional intelligence progress with peers or mentors.
- ✓ Gain insights, support, and inspire others.

Spontaneous Emotional Assessments



- ✓ Do quick emotional checks in unexpected situations.
- ✓ Adapt and manage your emotions effectively.

Empathy Check



- ✓ Assess your empathy at different stages of interactions.
- ✓ Work on improving empathy to build stronger relationships.

Relationship Mapping



- ✓ Map key relationships in your life.
- ✓ Find ways to improve emotional connections.

Manage Emotional Triggers



- ✓ Identify situations that trigger negative emotions.
- ✓ Develop strategies to handle triggers and grow emotionally.

Emotional Forecasting



- ✓ Predict emotional challenges and successes ahead.
- ✓ Prepare strategies for various emotional situations.

Daily Emotional Journal



- ✓ Keep a daily log of your emotions and reactions.
- ✓ Understand your emotional patterns and triggers.

Evaluate Emotional Balance



- ✓ Rate yourself on self-awareness, self-regulation, social awareness, and relationship management.
- ✓ Identify areas needing improvement.



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NEVER MISTAKE KINDNESS FOR WEAKNESS AND HARSHNESS FOR STRENGTH.

© Véronique Barrot

You can be kind and still be:

- **Resilient:** Kindness often requires enduring challenges and staying strong.
- **Decisive:** Making tough decisions with compassion shows true leadership.
- **Assertive:** Kindness doesn't mean you can't stand up for yourself and others.
- **Confident:** Showing kindness can coexist with self-assurance and strong leadership.
- **Influential:** Kindness can inspire and motivate others, fostering a positive environment.

You can be harsh and still be:

- **Insecure:** Harshness can sometimes mask a lack of confidence or fear of vulnerability.
- **Isolated:** Being harsh can push people away, leading to a lack of genuine connections.
- **Misunderstood:** Harsh actions can be misinterpreted and may not convey true intentions.
- **Regretful:** Harshness can lead to remorse when reflecting on interactions and relationships.
- **Unsuccessful:** Harsh leadership can create a toxic environment, hindering long-term success.

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Global Personality Trends

Graphic created by **Jeremy Conwell-Watts** from **16Personalities.com** dataset (2M+ Respondents from online self-assessment surveys)

1. How do you identify or connect to others?

ISTJ 18% Detail-oriented, practical, organized, and systematic. They are often seen as the "straight shooter" who gets the job done.	ISFJ 18% Caring, responsible, and practical. They are often seen as the "glue" that holds teams together.	INFJ 6% Idealistic, intuitive, and principled. They are often seen as the "peacekeeper" who seeks harmony.	INTJ 2% Strategic, logical, and independent. They are often seen as the "visionary" who sees the big picture.
ISTP 6% Practical, logical, and objective. They are often seen as the "problem solver" who finds creative solutions.	ISFP 6% Artistic, sensitive, and practical. They are often seen as the "creative" who brings a unique perspective.	INFP 6% Idealistic, sensitive, and principled. They are often seen as the "dreamer" who lives by their values.	INTP 6% Logical, analytical, and objective. They are often seen as the "thinker" who enjoys intellectual challenges.

2. How do you prefer to take in information?

ESTP 6% Practical, logical, and objective. They are often seen as the "doer" who gets things done.	ESFP 6% Artistic, sensitive, and practical. They are often seen as the "entertainer" who brings joy to others.	ENFP 6% Idealistic, intuitive, and principled. They are often seen as the "innovator" who seeks new ideas.	ENTP 6% Strategic, logical, and independent. They are often seen as the "debater" who enjoys intellectual challenges.
ESTJ 6% Detail-oriented, practical, organized, and systematic. They are often seen as the "straight shooter" who gets the job done.	ESFJ 6% Caring, responsible, and practical. They are often seen as the "glue" that holds teams together.	ENFJ 6% Idealistic, intuitive, and principled. They are often seen as the "peacekeeper" who seeks harmony.	ENTJ 6% Strategic, logical, and independent. They are often seen as the "visionary" who sees the big picture.

3. How do you prefer to make a decision?

E Extroversion You prefer to work with others and share your ideas.	I Introversion You prefer to work alone and think things through.
T Thinking You prefer to use logic and objective criteria to make decisions.	F Feeling You prefer to use your emotions and the needs of others to make decisions.

4. How do you prefer to live your outer life?

S Sensing You prefer to focus on the facts and details of the present.	N iNtuition You prefer to focus on the big picture and future possibilities.
J Judging You prefer to have a structured and organized life.	P Perceiving You prefer to have a flexible and adaptable life.



THE THREE MINDS

RATIONAL



EMOTIONAL



Ali Aydan 

CEO & Majority Shareholder @ **AMADEO** (UK)

Be the **reason** someone **feels**:



© Ali Aydan

KIND LEADERS



NICE LEADERS

Address issues directly and constructively.	Conflict	Avoid conflict to keep everyone happy.
Set clear expectations and hold their team accountable.	Accountability	Let things slide to avoid upsetting anyone.
Give honest feedback to help others grow.	Feedback	Sugarcoat feedback to protect feelings.
Encourage continuous improvement and learning.	Improvement	Accept the status quo to maintain harmony.
Show empathy and understanding.	Empathy	Offer superficial sympathy without real understanding.
Take responsibility and lead by example.	Responsibility	Focus on being liked and avoid difficult decisions.
Encourage open and honest communication.	Communication	Avoid tough conversations to keep the peace.



HOW TO TAKE NOTHING PERSONALLY

STAY CALM AND KEEP YOUR POWER

THE 4 AGREEMENTS MODEL h/t Don Miguel Ruiz

Be Impeccable with Your Word

- Speak with integrity and say what you mean.
- Don't use your words against yourself or others.

Don't Take Anything Personally

- Understand that what others say or do is a reflection of them, not you.
- Let go of the need for approval.



Don't Make Assumptions

- Ask questions and express what you really want.
- Communicate clearly to avoid misunderstandings.

Always Do Your Best

- Your best will change from moment to moment.
- Avoid self-judgment, blame, and regret.

6 WAYS TO KEEP YOUR PEACE



Mindful Detachment

- When someone says something hurtful, pause and remind yourself that it's not about you.
- Take a deep breath and let it go.



Self-Reflection

- When emotions are high, take a moment to reflect on why you're feeling hurt.
- Is it really about you?



Healthy Boundaries

- Set clear boundaries. You don't have to respond to everything.
- Protect your peace by not engaging in negativity.



Gratitude Practice

- When tempted to take something personally, shift your focus to something you're grateful for.
- This realigns your perspective.



Mantra Repetition

- Create a personal mantra like "I choose peace" or "It's not about me".
- Repeat it when you feel challenged.



Visualization

- Visualize a protective bubble around you.
- Negative words bounce off, keeping your peace intact.

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KINDNESS AT WORK

By Justin Wright

Why it Pays Off

- 1 Kindness Lowers Stress**
It reduces stress levels and lowers heart disease for both givers and receivers.
- 2 Kindness Spreads Quickly**
Employees who receive kindness are 27% more likely to pay it forward to coworkers.
- 3 Kindness Boosts Revenue**
Compassionate leadership results in 20% greater annual company revenue.
- 4 Kindness is Highly Valued**
It's the most valued leadership quality, outranking work ethic and competence.
- 5 Kindness Attracts Talent**
Kinder cultures have greater employee satisfaction and more job applicants.
- 6 Kindness Improves Focus**
Regular acts of kindness flood the brain with feel-good chemicals like serotonin.
- 7 Kindness Unites Teams**
Mutual kindness builds trust, strong relationships, and psychological safety.

How to Have More

- 1 Start With Appreciation**
Frequently recognize and reward your team members' hard work and dedication.
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Justin Wright



20 Self-Reflection Questions That Will Transform Your Life:

Written by Colby Kultgen

1. Who brings out the best in you? Can you **schedule more time** with them?
2. If you keep your **current habits**—in 5 years will your life be better or worse?
3. What advice would your **future self** give you right now?
4. Which areas of your life would benefit from **setting stronger boundaries**?
5. Are your **actions aligned** with what you want, or just what others expect?
6. What do you want people to say about you **at your funeral**?
7. Who do you owe **an apology**? Can you do it today?
8. What would your **ideal week** look like? How could you make it a reality?
9. What **truth about yourself** are you denying?
10. What part of your life needs to change, and why **haven't you done it yet**?
11. What can you do to **improve by 1%** today?
12. What's getting **too much attention** from you? What's not getting enough?
13. What current habit is stopping you from **making progress**?
14. What would you change about your life if you were **guaranteed success**?
15. What's the **bravest thing you** could do today?
16. What's something you love that **you've given up**? Can you start again?
17. If your life was a book, what would you want the **one-page summary** to say?
18. What are you **willing to struggle for** because it's worth it?
19. What was the best day this month? Can you **plan more days like it**?
20. What action can you take in the **next 5 minutes** that you'll be proud of?

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100 DAYS OF KINDNESS: CHALLENGE FOR A BETTER WORKPLACE

STEP 0:

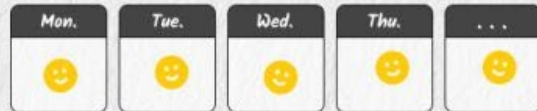
Choose *10 acts of kindness* you want to start practicing or use the list below:

-  Greet everyone with a smile.
-  Offer to help someone with a task.
-  Ask colleagues how they are feeling.
-  Listen actively when someone is speaking.
-  Compliment a colleague on their work.
-  Share a useful resource or tip with a coworker.
-  Support someone when they are struggling.
-  Show gratitude for small favors.
-  Ask for a colleague's opinion.
-  Be a positive role model.



STEP 1:

Start with *one simple act of kindness* every day for 10 days.



STEP 2:

For the next 10 days, continue with act #1 and *add a new act of kindness*.



STEP 3:

Keep going, adding one new act every 10 days until you're practicing 10 acts daily.



STEP 10:

By day 100, you'll be practicing all 10 acts daily, spreading positivity and transforming your workplace into a *kinder environment*.

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Victoria Repa | BetterMe CEO & Founder

EMOTIONAL INTELLIGENCE

WISDOM BY BRUCE LEE

Resilience

Bounce back from setbacks. Flow around obstacles calmly.



Self-Awareness

Understand your emotions and their impact on your actions.



Empathy

Understand others' perspective and respond with compassion.



Adaptability and Flexibility

Be like water: adapt your emotions to handle challenges.



Humility and Openness

Remain humble and open to learning from others.



Authenticity

Be true to yourself in all situations. Authenticity builds trust.



Patience


Practice patience with yourself and others. Growth takes time.



Managing Emotions

Control your emotions rather than being controlled by them.



Find this valuable? [Repost & Follow](#)  Hava Maloku | LinkedIn Top Personal Development Voice

KINDNESS FOR LEADERS

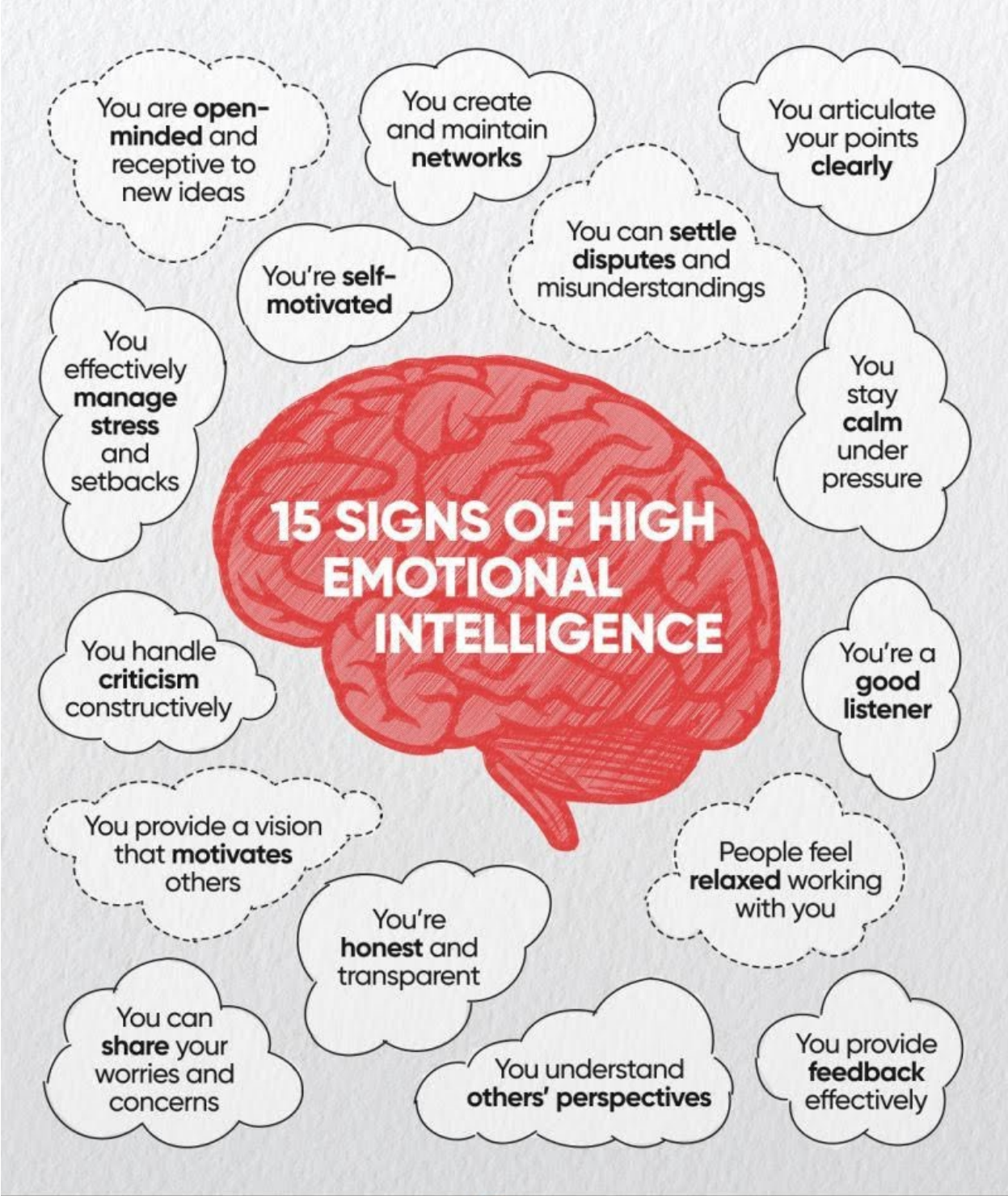
HOW TO BECOME THEIR BEST BOSS EVER



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15 SIGNS OF HIGH EMOTIONAL INTELLIGENCE

You are **open-minded** and receptive to new ideas

You create and maintain **networks**

You articulate your points **clearly**

You're **self-motivated**

You can **settle disputes** and misunderstandings

You effectively **manage stress** and setbacks

You stay **calm** under pressure

You handle **criticism** constructively

You're a **good listener**

You provide a vision that **motivates** others

People feel **relaxed** working with you

You're **honest** and transparent

You can **share** your worries and concerns

You understand **others' perspectives**

You provide **feedback** effectively

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THE PRESENT IS PRECIOUS

1



Notice Your Thoughts

- ✓ Recognize when your thoughts drift to the past or future.
- ✓ Becoming aware is the first step to making a change.

© Nadeem Ahmad

2



Practice Mindful Breathing

- ✓ Bring your focus back to the present by paying attention to your breath.
- ✓ Take a few deep breaths, noticing the sensation of air entering and leaving your body.

3



Reflect on Gratitude

- ✓ Take a few minutes each day to think about or write down what you're grateful for.
- ✓ This helps shift your focus from what's missing to what you have.

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Nadeem Ahmad

the very small Feelings Thesaurus

ANGRY ANNOYED THREATENED FRUSTRATED REPULED AGGRESSIVE OUTRAGED RESENTFUL OFFENDED DISGUSTED FURIOUS	HAPPY OPTIMISTIC GRATEFUL GLAD CONTENT CHEERFUL FULFILLED DELIGHTED SATISFIED JOY SENTIMENTAL	SAD DISAPPOINTED POWERLESS BORED PAIN GRIEF BUMMED DOWN EMPTY HELPLESS DEPRESSED DISCOURAGED
PEACEFUL CALM TRUSTING SAFE RELAXED BALANCED LOVING NURTURING GROUNDED GENTLE CONNECTED	SURPRISE SHOCKED CONFUSED EMBARRASSED DUMFOUND STARTLED DAZED BEWILDERED AMAZED ASTONISHED TAKEN ABACK	FEARFUL WORRIED NERVOUS ANXIOUS HESITANT CAUTIOUS VULNERABLE FRIGHTENED SCARED OVERWHELMED STRESSED
SHAME LONELY REJECTED ISOLATED HUMILIATED INADEQUATE INSIGNIFICANT JEALOUS IGNORED AWKWARD ABANDONED	EXCITED AMUSED SILLY ENTHUSIASTIC THRILLED PLAYFUL CURIOUS ANIMATED HOPEFUL HYPER AWE	POWERFUL CONFIDENT PROUD COURAGEOUS IMPORTANT BRAVE CREATIVE SUCCESSFUL FIERCE INSPIRED DARING

HOW TO BE KIND, NOT NICE IN YOUR CAREER

	KINDNESS	VS	NICENESS
Motivation	Genuine concern for others		Desire for approval or avoidance of conflict
Focus	Long-term well-being		Short-term comfort
Approach	Honest and direct, even when difficult		Avoidance of difficult conversations or feedback
Impact	Fosters trust and positive change		Enables complacency

01.

Give honest feedback

Don't shy away from providing constructive feedback

02.

Set Clear Boundaries

Politely but firmly decline unreasonable requests

03.

Address Conflicts Directly

Address disagreements openly seeking solutions

04.

Practice Empathy

Put yourself in others' shoes

05.

Be Authentic

Don't try to be someone you're not

06.

Celebrate Successes

Acknowledge the achievements of your colleagues

07.

Offer Help

Be willing to support colleagues in need

If You Found This Valuable Follow



Natalia Cano

lookinside.coach

Repost

The Power of Vulnerability

© Jay Mount Consulting Ltd.

“Vulnerability is not winning or losing; it’s having the courage to show up and be seen when we have no control over the outcome.” — Brené Brown

1 Build Authenticity

Model: Brené Brown’s Research



Identify Real Emotions

- Be genuine with your team.
- Share Personal Stories**
 - Connect through shared experiences.
- Acknowledge Weaknesses**
 - Show that you’re human too.
- Continuous Improvement**
 - Regularly reflect and grow.

2 Strengthen Trust

Model: Trust Equation

- Share Challenges**
 - Build trust by being open.
- Seek Feedback**
 - Show you value team input.
- Be Transparent**
 - Clear communication is key.
- Review Regularly**
 - Check in and adjust as needed.



3 Encourage Innovation

Model: Psychological Safety

- Promote Risk-Taking**
 - Support creative ideas.
- Celebrate Failures**
 - Learn from mistakes together.
- Provide Support**
 - Ensure team feels safe.
- Regular Brainstorming**
 - Foster a creative culture.



© Jay Mount Consulting Ltd.

4 Foster Empathy

Model: Emotional Intelligence



- Listen Actively**
 - Understand team needs.
- Show Appreciation**
 - Recognize their efforts.
- Be Approachable**
 - Create an open environment.
- Empathy Workshops**
 - Train to improve understanding.

5 Enhance Team Collaboration

Model: Collaborative Leadership



- Promote Open Dialogue**
 - Encourage team discussions.
- Facilitate Team Building**
 - Organize team activities.
- Resolve Conflicts**
 - Address issues promptly.
- Regular Check-Ins**
 - Keep track of team dynamics.

6 Drive Personal Growth

Model: Growth Mindset

- Encourage Learning**
 - Support continuous education.
- Provide Resources**
 - Offer training and tools.
- Set Personal Goals**
 - Help team set and achieve goals.
- Mentorship Programs**
 - Guide through mentorship.



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EMOTIONALLY INTELLIGENT LEADERSHIP IN 7 STEPS

How to Lead with Empathy and Insight

1. Self-Awareness

Recognize your emotions and how they impact your thoughts and actions.

Before deciding, ask, "How do I feel, and how might this affect my choice?"

Quick tip: Practice daily mindfulness or journaling to identify & manage emotional triggers.



2. Self-Regulation

Managing your emotional reactions in productive ways.

Apply a "3-second rule" before responding in conflicts to stay calm and clear.

Quick tip: Pause before responding, especially in emotionally charged situations.



3. Motivation

Be motivated by genuine purpose, not just external rewards.

Set goals aligned with your passion and purpose, and revisit them regularly for motivation.

Quick tip: Align your personal values with your leadership goals.



4. Empathy

The ability to understand and share the feelings of others.

In meetings, show understanding by summarizing others' feelings, eg, "I hear you're frustrated about..."

Quick tip: Practice active listening—listen to understand, not just to respond.



5. Social Skills

Building and managing relationships effectively.

Foster team collaboration by encouraging open dialogue and recognizing contributions regularly.

Quick tip: Master the art of non-verbal communication (body language, eye contact).



6. Managing Stress and Burnout

Keep calm & balanced in high-pressure situations.

Implement a 5-minute daily check-in to assess and address stress before it impacts performance.

Quick tip: Use breathing techniques or short breaks to manage stress during workdays.



7. Cultivating a Growth Mindset

Encouraging a culture of learning, resilience, and adaptability.

Celebrate progress, not just achievements, within your team to foster continuous development.

Quick tip: Reframe challenges as opportunities for growth.



How to Use Emotional Intelligence in Leadership Today

1. Lead by example: Stay calm and composed in stressful situations to set the tone for your team.

2. Encourage open communication: Create a safe space for sharing ideas and emotions.

3. Check-in Regularly: Make it a habit to ask, "How are you feeling?" and actually listen.

Find this valuable? Follow **Hetali Mehta**



For more!

Repost

How to Navigate Conflict w/ Emotional Intelligence

Pause to fully understand before responding to minimize misunderstandings



Use "I feel" phrases to reduce defensiveness

Speak kindly

Use breathing techniques to stay calm and lower tensions

Address conflicts immediately to prevent resentment

Reconnect post-conflict to strengthen relationships

Focus on collaborative solutions, not blame

Identify and manage triggers to avoid escalation

Respectfully agree to disagree



Adapt to emotional tones for effective communication

Start with mutual agreements to promote cooperation

Know and communicate limits clearly to prevent misunderstandings

Understand others' views to bridge differences



Dr. Carolyn Frost

6 GRATITUDE PRACTICES FOR LEADERS

ENHANCING YOUR APPROACH THROUGH GRATITUDE



Start with Thanks

Start meetings by thanking team members to create a positive mood.



Show Appreciation

Handwritten thank-you notes show personal appreciation for hard work.



Public Praise

Publicly praise team members to motivate and show their work is valued.



Be Specific

When thanking team members, highlight their positive impact.



Listen Actively

Active listening makes team members feel heard and respected.



Personal Bonds

Casual chats and personal interest in staff show you care about them.

T

Take
Time

H

Help
Generously

A

Appreciate
Often

N

Notice
Wins

K

Kindness
Counts

S

Share
Credit

37% higher employee engagement in companies with strong recognition cultures.

Tips for Higher Engagement:

- ▶ Create a culture of recognition to create engagement.
- ▶ Publicly acknowledge achievements during company events.
- ▶ Use social platforms to celebrate team successes.

Forbes



23% increase in happiness can be achieved through regular gratitude practices.

Tips for Increasing Happiness:

- ▶ Leaders can keep a gratitude journal to enhance happiness.
- ▶ Sharing gratitude with team members boosts morale.
- ▶ Encourage employees to express gratitude to each other.

Harvard Health Publishing



THE UMSL DAN NETWORK

UMSL | Doctor of Business Administration

ELEMENTS OF ENCOURAGEMENT

A Simple Way to Elevate Your Team

Get Specific

"Great job" is nice. This is better - "Your innovative approach in the Miller project is *unforgettable*."

Catch Excellence in Action

Don't wait for the home run. Celebrate the daily wins that build towards big victories.

Keep It Real

Authenticity is required. Mean what you say, say what you mean. People can spot a fake.

Express Potential

Go beyond the now.
"The way you navigated that client issue shows real leadership potential."

Share Wins Publicly (when appropriate)

It's not just recognition — it's setting the bar for excellence.

The Mini MBA for Self-Leadership and Emotional Intelligence



The Future of you

Tomas Chamorro-Premuzic

Key Message: Your future success relies on becoming three things: a brand, a change agent, and a hyperconnector. Focus on your reputation to build a strong personal brand.



A Shared Purpose Drives Collaboration

Vineet Nayar

Key Message: A shared purpose is essential for fostering effective collaboration in the workplace. It aligns individuals around common goals, boosts engagement and efficiently.



Why Is It So Hard to Leave a Bad Job?

Marlo Lyons

Key Message: Leaving a toxic job is tough, but understanding why people stay can help you navigate the challenges more effectively.



Resilience: How to Build a Personal Strategy for Survival

Gill Corkindale

Key Message: Resilience is developed by confronting adversity, learning from setbacks, and applying personal strategies to adapt and grow, ensuring long-term success in both personal and professional challenges.



It's Time to Rethink Traditional Career Trajectories

April Rinne

Key Message: By rethinking how we approach and discuss career paths in today's unpredictable world, we can establish new norms that foster adaptability and drive long-term success.



Crucibles of Leadership

Warren Bennis & Robert J. Thomas

Key Message: True leadership is characterized by the ability to find meaning in adversity, learn from challenges, and emerge stronger and more resilient.



What Stories Are You Telling Yourself?

Kelsey Alpaio

Key Message: By recognizing negative "self-stories," analyzing their origins, and intentionally choosing empowering narratives, we can shift our mindset and create positive change in our lives.



New Rules for Teamwork

Angus Dawson & Katy George

Key Message: Modern teamwork thrives on cross-functional collaboration, focusing on continuous learning, testing, and adapting to improve performance and move beyond traditional models.



Don't Leave Your Personal Life at Home

Stewart D. Friedman

Key Message: Prioritizing only your career is a mistake; bringing your whole self—personal life, community, and passions—to work boosts energy, productivity, and focus, ultimately benefiting both you and your performance.



Boost Your Emotional Intelligence

Emma Seppälä

Key Message: Boost emotional intelligence at work by improving self-awareness, self-regulation, and positive connections, using simple techniques like body awareness, breathing exercises, and acts of kindness.



Follow me for more insights **Dr. Thomas Funke**, Founder & CEO of Tomorrow University

10 Do's and Don'ts to strengthen your **EMOTIONAL INTELLIGENCE:**

Understand how your actions are perceived by others

Self-Awareness

Be arrogant, selfish, or think you're above critique

Seek to understand how a person is really feeling

Empathy

Make assumptions or try to make it about you

Be able to restate someone's point so they say "Yes, exactly!"

Active Listening

Be so caught up in your response that you forget to listen

Pay attention to others' reactions, body language, and mood

Emotional Awareness

Fail to adjust based on explicit or implicit feedback

Maintain composure and take a step back in charged situations

Emotional Control

Get defensive and make hot-headed outbursts

Work well with others, sharing info, ideas, and credit

Collaboration

Fail to see their needs, inputs, and desires

Change your approach when circumstances change

Adaptability

Stubbornly stick to your ways, ignoring others

Find common ground and lead with mutual respect

Diplomacy

Use harsh or insensitive language

Lean into conflict, looking for a peaceful path forward

Conflict Resolution

Shy away from difficult situations

Recognise great work and say thank you often

Appreciation

Withhold credit or try to take it for yourself

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THE POWER OF KINDNESS IN THE WORKPLACE

By Amy Gibson

Encourages Innovation

Kindness supports an environment where team members feel safe to propose new ideas.

Attracts Top Talent

Companies that prioritize kindness appeal more to potential hires.

Boosts Team Morale

Kindness creates a positive work environment, boosting spirits & motivation.

Strengthens Culture

Leading with kindness strengthens trust within the team, creating a more supportive culture.

Healthier Conflicts

Kindness enables respectful disagreements, encouraging healthy debate and stronger solutions.

Handling Challenges

Fostering a culture of kindness equips teams to better manage tough situations.

Increases Productivity

When people feel valued, they are more engaged and productive in their work.

Enhances Brand Reputation

A reputation for kindness enhances your brand's image, attracting & retaining loyal customers.

Better Teamwork

When team members experience kindness, they're more open to collaborating and sharing ideas.

Healthier Employees

A culture of kindness helps to alleviate workplace stress, leading to healthier, more productive employees.

Positive Customer Experience


A culture of kindness extends to customer interactions, resulting in better service and satisfaction.

Fosters Loyalty

Employees who feel valued are more loyal, engaged, and contribute to a harmonious workplace.



Follow **Amy Gibson** for actionable tips on leadership.

 [linkedin.com/in/amy-l-g](https://www.linkedin.com/in/amy-l-g)

Traits for People with Combination of Both Being Highly Intuitive and Emotionally Intelligent

1 Unusually perceptive

These special individuals have an uncanny knack for picking up on things that others might miss

2 Exceptionally Adaptable

People with this rare combination of traits have an impressive ability to adapt to different situations and people

3 Deeply Reflective

They have an inner dialogue that is constantly at work, analysing their own thoughts, feelings, and reactions.

4 Natural Peacemakers

They're able to navigate tricky interpersonal dynamics with grace and tact, often bringing opposing parties together and finding common ground

5 Profoundly Empathetic

With their keen sense of intuition, they can pick up on the subtlest emotional cues. They can sense when someone is not okay, even if that person is trying to hide it

6 Excellent Listeners

Being an excellent listener is a remarkable trait that those with high emotional intelligence and intuition naturally possess.

7 Authentic and Genuine

They are comfortable with who they are, flaws and all, and aren't afraid to show their true selves to the world. This authenticity stems from their deep self-awareness and acceptance

8 Empower Others

They do this by acknowledging and validating the feelings of others, offering their support, and encouraging them to express their emotions without fear of judgement



CULTURAL PERSPECTIVE ON EMOTIONAL INTELLIGENCE

High-Context

Japan, China, Arab countries

- People use body language and hints to show emotions.
- EI helps them understand feelings without saying much.

Low-Context

U.S., Germany

- People say what they feel directly and clearly.
- EI means expressing emotions with words, not body language.

Expressive

Mediterranean, Latin America

- People openly show how they feel, like happiness or sadness.
- EI is about being free to express emotions and care for others.

Reserved

Scandinavia, East Asia

- People hide their emotions to stay calm and avoid problems.
- EI means controlling emotions and staying peaceful.

High-Context vs. Low-Context Communication

Emotional Expression



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Hava Maloku | LinkedIn Top Personal Development Voice

KINDNESS AT WORK

By Justin Wright

Why it Pays Off

- 1 Kindness Lowers Stress**
It reduces stress levels and lowers heart disease for both givers and receivers.
- 2 Kindness Spreads Quickly**
Employees who receive kindness are 27% more likely to pay it forward to coworkers.
- 3 Kindness Boosts Revenue**
Compassionate leadership results in 20% greater annual company revenue.
- 4 Kindness is Highly Valued**
It's the most valued leadership quality, outranking work ethic and competence.
- 5 Kindness Attracts Talent**
Kinder cultures have greater employee satisfaction and more job applicants.
- 6 Kindness Improves Focus**
Regular acts of kindness flood the brain with feel-good chemicals like serotonin.
- 7 Kindness Unites Teams**
Mutual kindness builds trust, strong relationships, and psychological safety.

How to Have More

- 1 Start With Appreciation**
Frequently recognize and reward your team members' hard work and dedication.
- 2 Lead by Example**
Leaders need to model kind behavior. Show empathy and respect in your interactions.
- 3 Practice Active Listening**
Give your full attention in conversations. Make eye contact, nod, and ask questions.
- 4 Offer Flexibility**
Recognize that employees have lives outside of work. Help them balance responsibilities.
- 5 Assume Positive Intent**
You never know what someone else is going through. Be patient and understanding.
- 6 Encourage Helpfulness**
If you see someone struggling, offer to help lighten their workload or lend an ear.
- 7 Make Kindness a Habit**
Set a daily goal to perform acts of kindness, like giving compliment. Small acts add up.

Find all my infographics at [linkedin.com/in/jwmba](https://www.linkedin.com/in/jwmba)

Justin Wright



EQ-DRIVEN LEADER QUADRANT

Self

Self-awareness & management completeness
(Internal & External)
(Internal Only)

Self-Absorbed Leader

Strengths:

- Confident, High Performer (individually)
- Likely mentally-healthy
- May be skilled at political / strategic conversations

Opportunities:

- May be socially awkward / out of touch with group
- Difficulty influencing & building consensus around common goal to execute

EQ-Driven Leader

- Mentally-Healthy
- Authentic & Confident
- Empathetic & Nurturing for People Development
- Collaborative & Influential
- Effective in Execution

©Jessica Luna

Immature Leader

Strengths:

- Aware of individual strengths & self
- Likely feels their potential to lead & group & sometimes enjoys it

Opportunities:

- Timid in group settings & decision-making, not sure how they fit in
- Difficulty reading people & collaborating

People-Pleaser Leader

Strengths:

- Highly empathetic
- May be a good coach

Opportunities:

- High burn out potential (or already there)
- Lack personal focus / growth mindset
- Defer to group-think & weak decision-maker
- Ineffective in execution

Ability to gather & act on empathy data 

Others

Find this valuable? **Follow me** for more.



Jessica Luna

Emotional Intelligence

Behaviors At Work

8 Ways to Display Emotional Intelligence & Why they matter



Offer Help, Not Blame

The behavior: Focus on solutions when problems come up.

Why it matters: It keeps the team moving forward positively.

How to do it: Ask "How can I help fix this?" instead of "Whose fault is this?"

Listen to Understand Not to Respond

The behavior: Let others finish their thoughts before speaking.

Why it matters: It shows respect and helps you understand fully.

How to do it: Focus on what's being said, not on what you'll say next.

Read the Room

The behavior: Notice and respond to others' emotions.

Why it matters: It helps you adjust your approach for better outcomes.

How to do it: Watch body language and tone of voice, not just words.

Stay Calm Under Pressure

The behavior: Keep your cool when tensions rise.

Why it matters: It helps maintain a productive atmosphere.

How to do it: Take deep breaths and speak slowly and calmly.

Show Appreciation for Ideas

The behavior: Thank others for their contributions.

Why it matters: It encourages more sharing and builds goodwill.

How to do it: Say "Thank you for sharing that perspective" or "I appreciate your input."

Admit When You Don't Know

The behavior: Be honest about gaps in your knowledge.

Why it matters: It builds trust and opens the door for learning.

How to do it: Simply say, "I don't know, but I'd like to find out."

Ask Questions to Understand

The behavior: Use questions to dig deeper into others' ideas.

Why it matters: It shows you value their input and want to learn more.

How to do it: Start with "Can you tell me more about..." or "What do you mean by..."

End on a Positive Note

The behavior: Summarize progress and next steps at the end.

Why it matters: It leaves everyone feeling productive and clear on what's next.

How to do it: Say "Here's what we've achieved today, and here's what we'll do next."

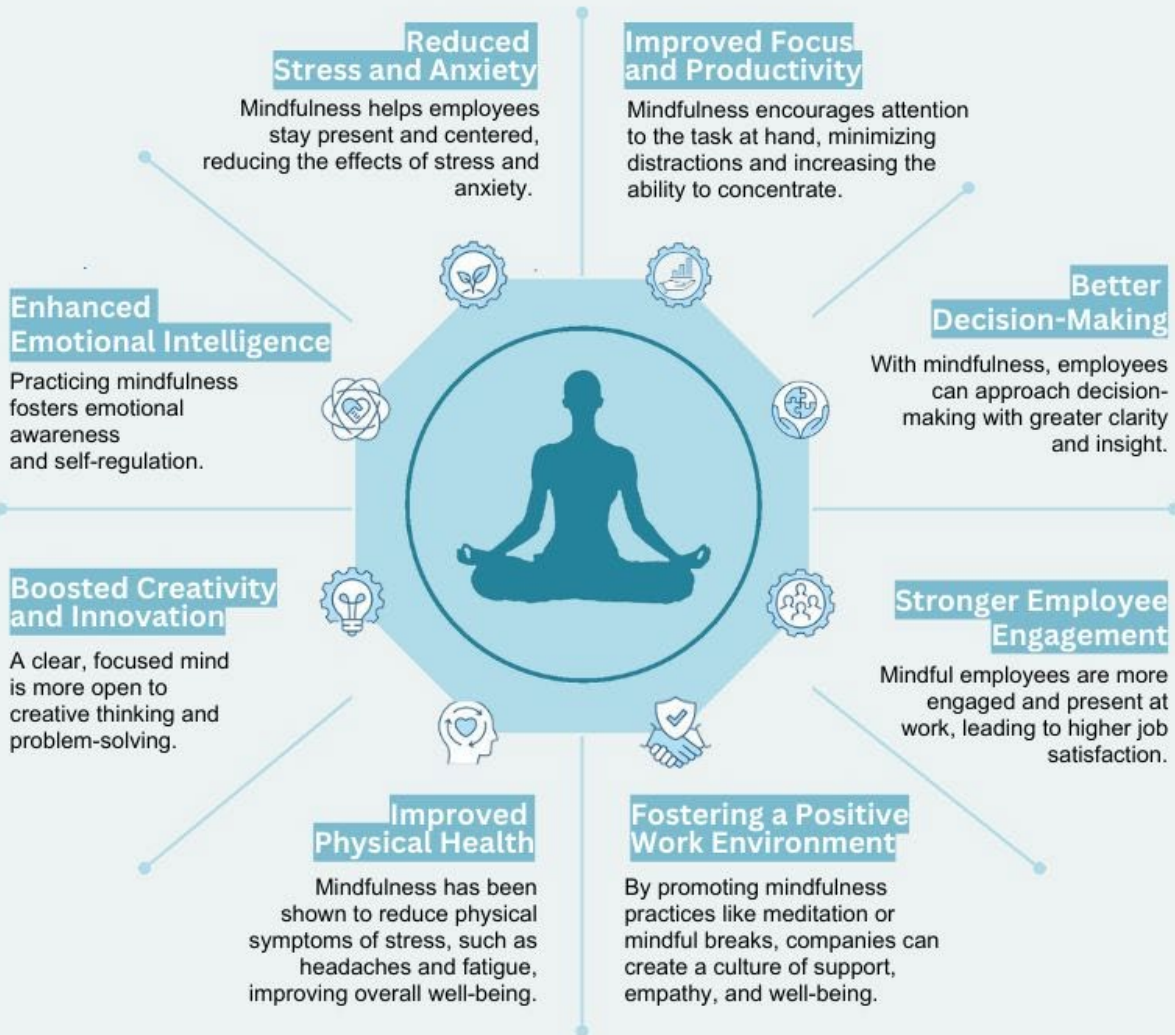
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MINDFULNESS AT WORK

Improving Focus, Wellness,
and Performance



If this resonated with you, be sure to follow for more updates.

Clarissa Celli

CONFLICT RESOLUTION WITH EMOTIONAL INTELLIGENCE

Understand Your Feelings

Why it matters:

Knowing how you feel helps you stay calm.

What to do:

Take a moment to think about if you're mad, sad, or frustrated before you react.



Find Something You Both Agree

Why it matters:

Agreeing on something makes it easier to solve.

What to do:

Talk about what you both want or agree with.



Stay Calm

Why it matters:

Staying calm helps solve problems better.

What to do:

If you're angry, pause and breathe. This helps you talk more kindly.



Turn Problems Into Learning

Why it matters:

Problems help us grow and understand more.

What to do:

Think about what you can learn from the situation.



Think About Their Feelings

Why it matters:

Understanding others' feelings makes it easier to solve

What to do:

Listen carefully and try to imagine how they feel.



Work Together for a Solution

Why it matters:

Working together solves the problem faster.

What to do:

Think of ideas that help both of you.



Listen Without Interrupting

Why it matters:

Listening shows respect and helps solve things.

What to do:

Listen closely without planning your reply.



Ask Helpful Questions

Why it matters:

Questions help you understand the problem better.

What to do:

Ask them how they feel or what they need.



Use Kind Body Language

Why it matters:

How you stand or speak can calm things down.

What to do:

Don't cross your arms or raise your voice; stay friendly.



Learn for Next Time

Why it matters:

Reflecting on a conflict helps you grow.

What to do:

Think about what went well and what you can do better.



HOW TO BE EMOTIONALLY INTELLIGENT

Self-Awareness:

Recognize your emotions to see how they shape thoughts and actions.

Adaptability:

Adjusting emotions & behavior to navigate change & new situations.

Self-Regulation:

Managing emotions, avoiding impulsive actions, & staying calm under stress.

Mindfulness:

Staying present and engaged to manage emotions and reduce stress.

Empathy:

Understanding & relating to the emotions and perspectives of others.

Emotional Resilience:

Recovering from setbacks and staying strong through adversity.

Motivation:

Staying driven by internal goals and maintaining focus despite challenges.





Social Skills:

Building strong relationships and handling conflicts constructively.



Framework of emotional intelligence:

The Mayer-Salovey 4 Branch Model of Emotional Intelligence

-  **Perceiving Emotions:** Recognizing emotions in oneself and others accurately.
-  **Using Emotions:** Enhancing problem-solving with emotions.
-  **Understanding Emotions:** Grasping emotional language & complex relationships.
-  **Managing Emotions:** The ability to regulate emotions in oneself and others.

Six Seconds Model



Know Yourself:

Increasing self-awareness, understanding your emotions & behaviors.

Choose Yourself:

Managing your reactions, being intentional about your actions.

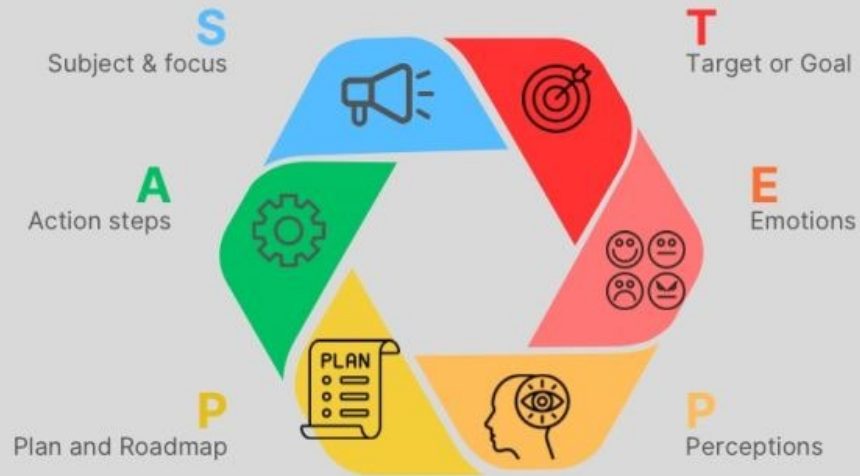
Give Yourself:

Align your actions with purpose and empathy.

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STEPPA EQ Coaching Model



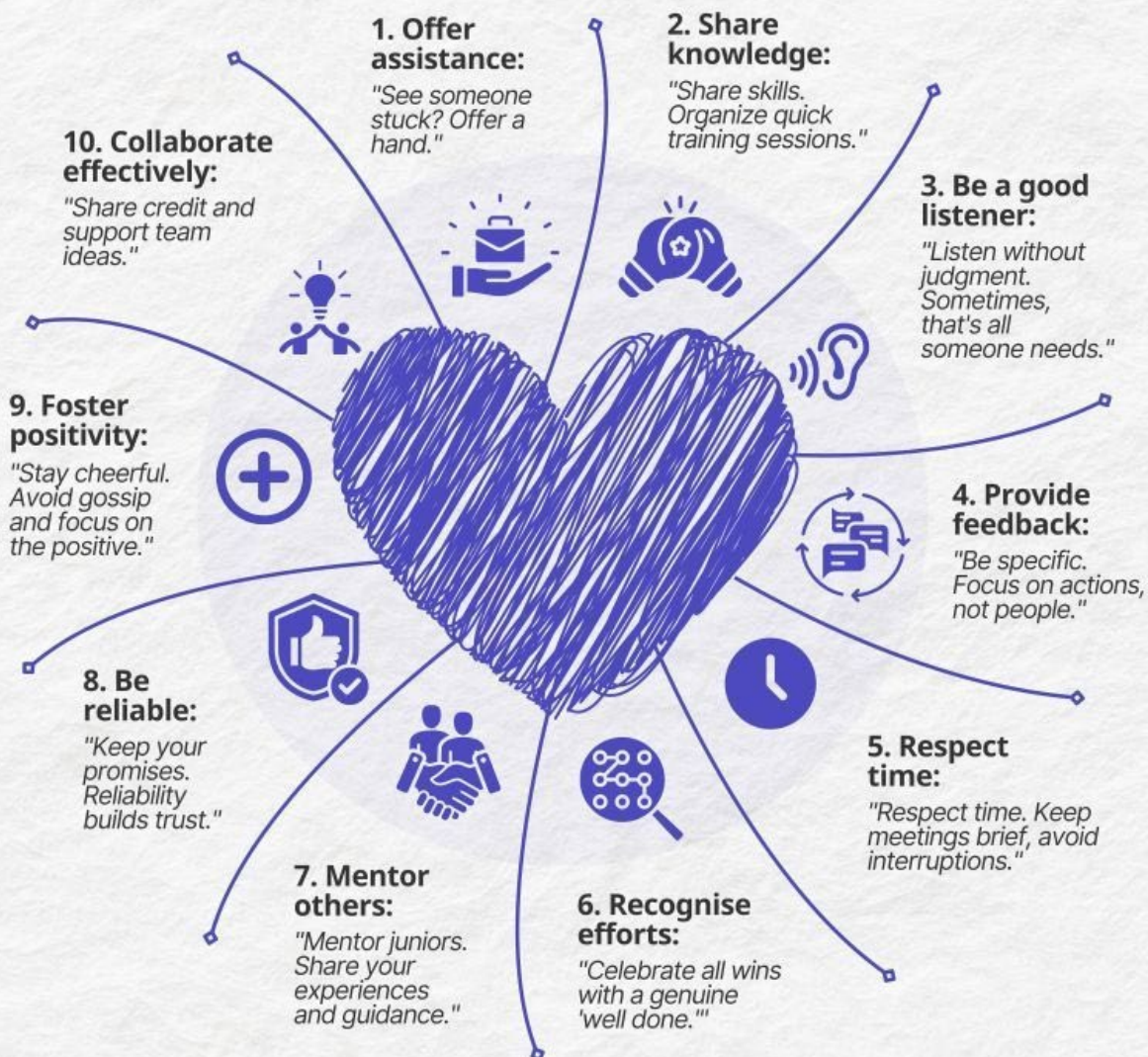
15 Things Emotionally Intelligent People Do Differently

1. They stay composed under pressure, choosing calm over chaos.
2. They listen to understand, not just to respond.
3. They set boundaries without guilt to protect their peace.
4. They manage stress proactively, and know when to step back.
5. They pause before reacting, avoiding emotional outbursts.
6. They forgive easily and let go of grudges for their own peace.
7. They trust themselves and seek validation from within.
8. They embrace discomfort, knowing growth lies beyond it.
9. They read the room and adjust to the emotional climate.
10. They focus on solutions to channel energy into progress.
11. They handle conflict directly, not dramatically.
12. They recover before they need to, avoiding burnout.
13. They can identify and name emotions clearly.
14. They balance logic with emotion to make sound decisions.
15. They build trust through consistent actions to enhance reliability.



10 ACTS OF KINDNESS AT WORK

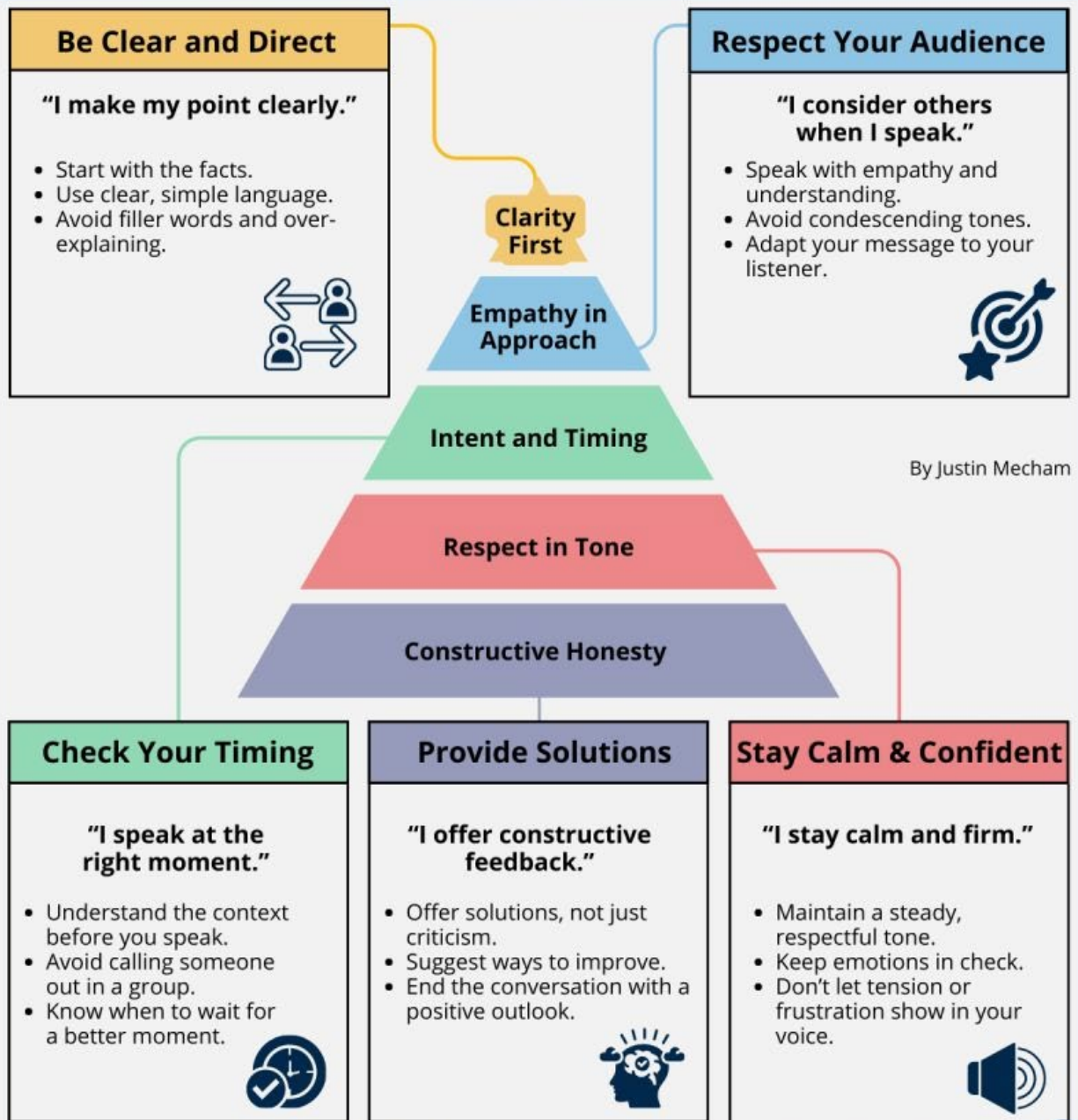
THE ULTIMATE GUIDE FOR KIND EMPLOYEES & LEADERS



Want this high-res PDF? [Sign up to my newsletter](#) | Follow  **Luke Tobin** for more.

RESPECTFUL, NOT RUTHLESS

HOW TO BE DIRECT WITHOUT BEING CRUEL



By Justin Mecham

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The 3 Keys to Great Leadership



IQ
(Intellectual Quotient)

What is IQ?

A measure of one's cognitive abilities, including analytical thinking, problem-solving skills, and logical reasoning.

Key Attributes:

- **Analytical:** Problem-solving capabilities and analytical skills.
- **Methodical:** Memory, attention to detail, and mathematical prowess.
- **Wit:** Understanding complex ideas and the ability to learn quickly.

Impact on Success:

- Fundamental for academic achievements and excelling in technical fields.
- Enhances ability to make logical decisions and solve complex problems efficiently.

Development Tips:

- Embrace lifelong learning, explore new subjects, and cultivate curiosity.
- Practice mindfulness to improve focus and cognitive functions.



EQ
(Emotional Quotient)

What is EQ?

Quantifies one's ability to perceive, control, and evaluate emotions in oneself and others.

Key Attributes:

- **Empathy:** Understanding and sharing the feelings of others.
- **Self-awareness:** Recognizing one's own emotions and their impact.
- **Self-regulation:** Managing emotions to respond appropriately.

Impact on Success:

- Key for developing strong relationships, effective leadership, and teamwork.
- Enables better conflict resolution, stress management, and emotional resilience.

Development Tips:

- Practice active listening and empathetic engagement with others.
- Reflect regularly on personal emotional responses and triggers.



SQ
(Social Quotient)

What is SQ?

Measures one's ability to understand social dynamics and build meaningful relationships.

Key Attributes:

- **Social awareness:** Recognizing and navigating social cues and norms.
- **Adaptability:** Flexibly adjusting in different social settings.
- **Influence:** Inspiring or affecting others within a social framework.

Impact on Success:

- Facilitates the creation of supportive networks and the ability to inspire or lead others.
- It enhances one's reputation, trustworthiness, and ability to effect change.

Development Tips:

- Practice clear and effective communication skills, focusing on assertiveness and active listening.
- Engage in diverse social activities and groups.

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Mindfulness In The Moment

How To Regain Balance
When You Are Triggered
By Negative Emotions



When you feel a clenched jaw, rapid breathing, sinking feeling in your stomach, and feeling hot or sweaty

To promote a calming response to restore your equilibrium

To reduce the effects of stress and anxiety when you experience negative emotions

Tony Gambill

Misconceptions about Emotional Intelligence (EQ)



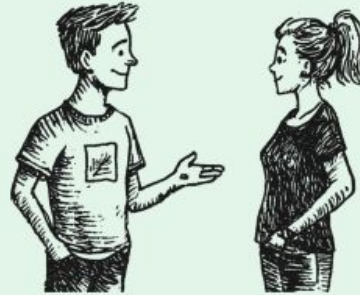
Fatou Seck Mathon @sargal coaching

Blame vs Empower

your words will make or break your team



- ✗ Whose fault is it?
- ✗ You always make these mistakes.
- ✗ I can't believe you let this happen.
- ✗ I shouldn't have to remind you about this.
- ✗ Why didn't you just follow instructions?
- ✗ You've let the whole team down.
- ✗ If you'd done your job, we wouldn't be in this mess.
- ✗ This is why I have to double-check your work.
- ✗ Why didn't you see this coming?
- ✗ I shouldn't have trusted you with this project.



- ✓ Let's review what happened and prevent it next time
- ✓ How can I support you?
- ✓ What got in the way? Let's solve it together.
- ✓ Let's set up a system to keep this on track.
- ✓ Was anything unclear? Let's go over the guidelines together.
- ✓ Let's focus on how we can improve as a team.
- ✓ What can we learn here to prevent this in the future?
- ✓ Let's identify any areas where you need extra support.
- ✓ What can we do to anticipate issues like this in the future?
- ✓ There is a steep a learning curve. How can I help?

Follow **Dora Vanourek**



for Modern Leadership + anti-Burnout insights

How To Speak With High Emotional intelligence



EXPRESS EMPATHY AT WORK

When You're Wrong

- ✗ Defend yourself
- ✓ I was wrong about that.

When You Need Support

- ✗ Struggle alone
- ✓ I need some help

When You Don't Know

- ✗ Pretend to know
- ✓ I don't know enough to make that call.

When Someone Disagrees

- ✗ Argue your point
- ✓ You might be right.

After a Mistake

- ✗ Blame others
- ✓ That's on me.

When Making Decisions

- ✗ Assume you know best
- ✓ Let's hear your perspective first.

When It's Tough

- ✗ Hide the issue
- ✓ This isn't working.

Too Many Tasks

- ✗ Take on everything
- ✓ I'll need a hand with this

Unrealistic Deadlines

- ✗ Agree blindly
- ✓ Let's set a more realistic date.

Need More Time


- ✗ Respond quickly
- ✓ Let me think and get back to you.

Against Your Values

- ✗ Say yes out of fear
- ✓ Not for me, Thank you.

When You Disagree

- ✗ Stay silent
- ✓ I disagree, and here's why

For more like this follow  Dr. Miro Bada

Get my top 50+ cheat sheets here: PeakProtocol.co

15 Things Nobody Tells You About Emotional Intelligence

1. The most emotionally intelligent response is often silence.
2. What bothers you most in others reveals your own work.
3. High empathy without boundaries becomes self-sabotage.
4. True EQ shows up in handling rejection, not success.
5. Real EQ means choosing honest over comfortable.
6. The better you read people, the more alone time you need.
7. Your EQ drops when you're hungry, tired, or stressed.
8. High EQ's shadow side is perfectionism.
9. Being emotionally aware with yourself is harder than with others.
10. Reading fiction builds EQ better than self-help books.
11. Spotting manipulation becomes easier, and harder to ignore.
12. Most people don't want solutions - they want to be heard.
13. It's not about never losing control - it's about recovering quickly.
14. You can't control others' emotions, only your response.
15. Authenticity matters more than being liked.



6 EMOTIONAL INTELLIGENCE SKILLS FOR LEADERS

The CEO Accelerator by Eric Partaker

1. SELF-AWARENESS

Leaders with self-awareness understand their strengths, weaknesses, and triggers. They don't let emotions control their decisions. This keeps them grounded and genuine.



2. EMPATHY

Empathetic leaders go beyond surface-level listening. They actively try to understand what their team members are going through, creating an environment of trust and support.



3. SELF-REGULATION

Strong leaders don't react impulsively. They pause before responding, allowing them to handle challenges calmly and make thoughtful decisions under pressure.



4. SOCIAL AWARENESS

Emotionally intelligent leaders pick up on unspoken cues. They're attuned to the team's morale and can sense when things are off, addressing issues before they escalate.



5. MOTIVATION

They are driven by purpose, not just personal gain. This type of leader brings energy and focus to their goals, inspiring the team to stay committed, even during tough times.



6. CONFLICT RESOLUTION

Emotionally intelligent leaders tackle conflicts head-on. They address issues directly and fairly, promoting open communication and maintaining team unity.



Find this valuable? Follow **The CEO Accelerator by Eric Partaker**

| [linkedin.com/company/ceo-accelerator](https://www.linkedin.com/company/ceo-accelerator)

7 Elements of Emotional Intelligence

By Justin Wright

1. Being Self-Aware

You understand your own emotions, strengths, and weaknesses. This helps you handle challenges better.

2. Recognizing Emotions

You notice how you and others are feeling. This helps you respond appropriately in different situations.

7. Building Healthy Relationships

You get along well with others and solve problems together. This creates a positive environment for everyone.

3. Pausing Before Reacting

You take a moment to stop and think before acting on your emotions. This helps you respond in a healthy way, not impulsively.

6. Motivating Yourself

You keep yourself going, even when things are hard. This helps you overcome setbacks and reach your goals.

4. Showing Empathy

You make an effort to understand others' feelings. This builds trust and deepens your relationships.

5. Managing Stress

You know how to stay calm under pressure. This helps you think more clearly and make good choices.



Find all my infographics at [linkedin.com/in/jwwba](https://www.linkedin.com/in/jwwba)

Justin Wright



BUILD APPRECIATION AT WORK

SIMPLE STEPS TO VALUE EMPLOYEES



Appreciation Builds Loyalty:
Valued employees are more likely to stay.



It's Rare but Powerful:
Most workplaces don't prioritize appreciation, but it can transform engagement



Appreciation Drives Results:
Valued employees work harder and are more motivated.

Appreciation That Works

Public Recognition

Recognize employees in real time to celebrate achievements.

Create a Slack channel or use team meetings to give quick shout-outs.

Example: "Thanks to James for going the extra mile on the project!"

Recognize employees publicly in newsletters or social media.

By Justin Mecham

Peer-to-Peer Recognition

Encourage employees to recognize each other's efforts.

Start a "Thank You Board": Digital or physical space where employees leave messages of appreciation.



Kudos Cards: Employees can send small notes of gratitude to colleagues for a job well done.

The 5-to-1 Feedback Method

For every piece of constructive feedback, offer five positive ones.

Written feedback: For every critique, give five specific compliments.

Start meetings with gratitude: everyone shares a positive about a colleague.

Personalized Appreciation

Tailor appreciation to individual preferences.

Ask employees how they prefer recognition—publicly or privately.

Appreciation profiles: Track how each team member prefers to be recognized.

How to Measure Success

Surveys



Quarterly, ask employees anonymously if they feel appreciated.

Retention



Track employee retention rates over time.

Engagement



Measure employee engagement scores regularly.

Follow me for more | [Justin Mecham](https://fullpotentialzone.beehiiv.com/) | <https://fullpotentialzone.beehiiv.com/>



Five Components - OF - EMOTIONAL INTELLIGENCE

Social Skills

Being able to create and maintain healthy relationships



Self-awareness

The knowledge of one's own thoughts, feelings and motivations

Decision-making

The ability to make responsible choices and accept their outcome

Self-regulation

The ability to regulate emotions and actions in a variety of environments

Empathy

The capacity to empathize and appreciate another perspective



Kindness starts with how you treat yourself.

Take a lunch break today without guilt



Gratitude shared is gratitude multiplied.

Send a Slack message or email to thank a colleague for something specific they did.



Listening is the rarest form of kindness.

In your next meeting, focus on understanding before responding.



Recognizing effort matters more than results.

Acknowledge a teammate's hard work, even if the outcome wasn't perfect.



People remember how you make them feel, not what you say.

Offer a genuine smile or a quick "How are you doing today?"



Giving credit costs nothing but builds everything.

Publicly highlight someone's contribution during your next team meeting.

12 PRACTICAL WAYS TO SHOW KINDNESS TO YOUR COLLEAGUES (THAT GO A LONG WAY)

HELP!

Offering help beats waiting to be asked.

Notice when someone is overwhelmed and ask, "What can I take off your plate?"

**"NO ACT OF KINDNESS, NO MATTER HOW SMALL, IS EVER WASTED."
— AESOP**

© Veronique Barrot



Kindness isn't soft.

Deliver feedback with care by pairing honesty with empathy.



Kindness survives tough conversations.

Say: "I respect you and want to resolve this together," in your next disagreement.



A simple check-in can change a day.

Text or call a colleague after a stressful project to ask how they're feeling.



Generosity extends beyond work tasks.

Offer to grab coffee or lunch for a teammate buried in deadlines.



Kindness ripples beyond the moment.


Be intentional about leaving someone better than you found them, every interaction.

Get access to 100+ high-value resources (free) at www.LinkAndLift.com

Véronique Barrot





Suren Samarchyan 

2% Happier With Every Post

10 traits that define truly kind people:

- 1. They forgive easily.**
- 2. They say thank you often.**
- 3. They assume good intentions.**
- 4. They ask how others are doing.**
- 5. They admit when they're wrong.**
- 6. They listen more than they speak.**
- 7. They encourage others to succeed.**
- 8. They show up for people in small ways.**
- 9. They choose kindness even when it's hard.**
- 10. They give without expecting anything back.**

8 WAYS TO DEVELOP YOUR EQ THROUGH EMPATHY

The Leadership Academy - Over 30,000 attendees world-wide
Developing the NexGen of leaders



©2024 Joseph B. Murphy



Joe Murphy

Creating Leaders at All Levels

crossXcurrent

10 SUBTLE HABITS THAT SET HIGHLY SELF-AWARE PEOPLE APART.

By Véronique Barrot



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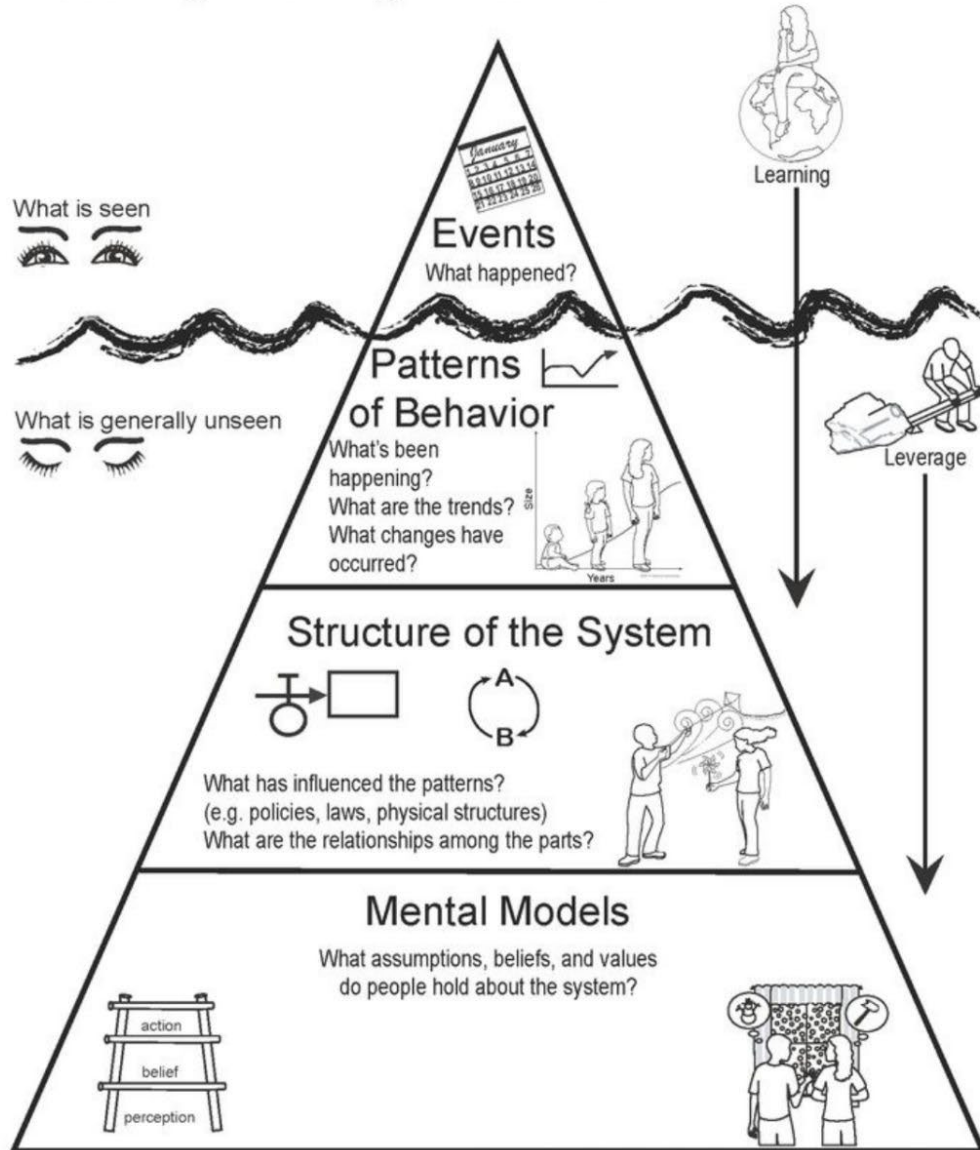
Véronique Barrot



Visible Behaviors

Generative Conditions

Iceberg... Seeing What's Below the Surface



Adapted by Systems Thinking in Schools, Waters Foundation, www.watersfoundation.org, from Innovation Associates, Inc.

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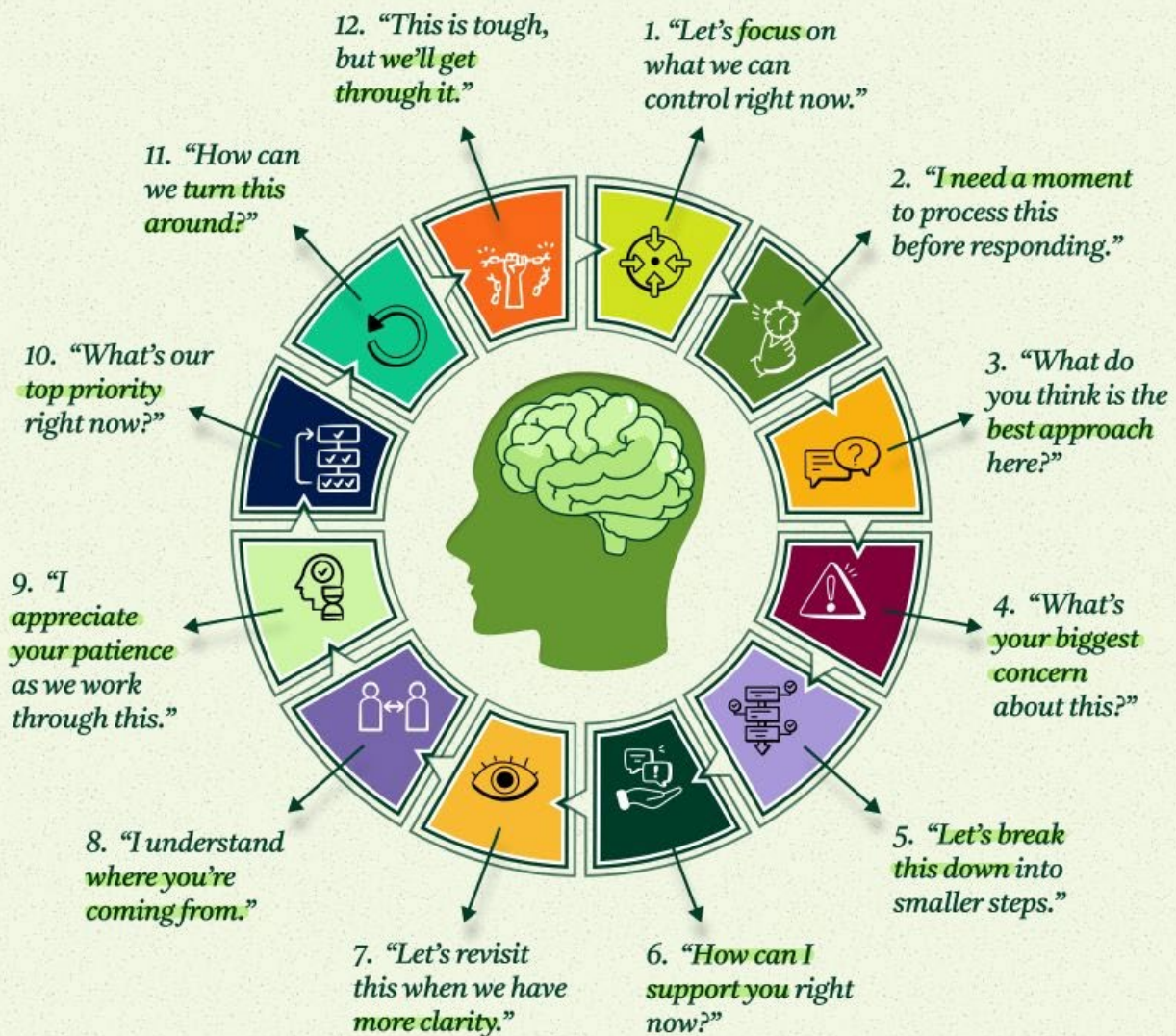
12 Sentences

Emotionally Intelligent

People Use Under Pressure



12 Phrases Emotionally Intelligent People Use In Pressure Moments



USING IKIGAI

TO FIND YOUR LIFE'S PURPOSE

Align your passions and strengths to boost productivity. Ikigai helps you meet real needs, bringing more satisfaction, motivation, and efficiency to your life.

© Dr. Christian Poensgen

- **Reflect on Your Passions:**
Think often about what you love, what you're good at, and what drives you.

- **Align Goals with Purpose:**
Set goals that match your passions and strengths. Ensure they inspire you.



- **Simplify Your Day:**
Remove tasks that don't align with your Ikigai. Focus on what truly matters.

- **Meaningful Tasks:**
Start your day with the tasks that matter most. This sets a positive tone.

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Dr. Christian Poensgen

Stages of Psychosocial Development

HonuIntervention.com



Psychosocial Crisis	Virtues	Existential Question	Examples
Trust vs Mistrust	Hope	Can I trust the world?	Feeding, abandonment
Autonomy vs Shame & Doubt	Will	Is it okay to be me?	Toilet training, clothing self
Initiative vs Guilt	Purpose	Is it okay for me to do, move, and act?	Exploring, using tools or making art
Industry vs Inferiority	Competence	Can I make it in the world of people and things?	School, sports
Identity vs Confusion	Fidelity	Who am I? Who can I be?	Social relationships
Intimacy vs Isolation	Love	Can I love?	Romantic relationships
Generativity vs Stagnation	Care	Can I make my life count?	Work, parenthood
Integrity vs Despair	Wisdom	Is it okay to have been me?	Reflection on life

Resources
 Erikson, E. H. (Ed.). (1963). *Youth: Change and challenge*. Basic books.
 Macaow, Alexander Stone, ed. (2014). *MCAT Behavioral Science Review*. New York City: Kaplan Publishing, p. 220



4 THEORIES OF EMOTION



JAMES-LANGE THEORY

One of the earliest theories

Psychological stimuli or arousal will cause the autonomic nervous system (ANS) to react, leading to the experience of emotions



CANNON-BARD THEORY

Opposes the James-Lange Theory

The body and emotions act together simultaneously instead of one after another



COGNITIVE APPRAISAL THEORY

A theory that Richard Lazarus explored

A person would first experience a stimulus, think, and then experience a physiological response and emotion



FACIAL-FEEDBACK THEORY

Strongly connected to the theories of Charles Darwin and William James

Facial expressions impact emotion instead of being a response to emotion

CBT EXERCISES

www.thepsychologist.in

Schedule time for worrying

Identify your Worry Tree

Dig in your believes

Identify unproductive thoughts

Understand the purpose

Replace unproductive thoughts

Positive visualization

Turn mountains into molehills

Review how you behaved

Schedule time for worrying

Self soothe

Deep breathing and meditation

Journal Prompts for self-care

Exercise

www.thepsychologist.in

Be in the moment

Anxiety free social media

Have a healthy bedtime

Be with family and friends

Avoid food that increase your anxiety

Read good things for your mental health

Watch funny videos

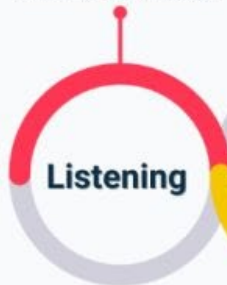
Get outside in nature

Listen to music

Learn creative new things

6 WAYS LEADERS CAN DEMONSTRATE KINDNESS

Leaders often assume they know what's on their team's mind.



Listening

Overwhelmed employees can feel isolated or unsupported.



Support

Leaders who avoid vulnerability miss chances to connect.



Authenticity



Recognition

The team's hard work can sometimes go unnoticed.



Positivity

Negativity can quietly (and quickly) spread and hurt morale.



Inclusivity

Teams feel disconnected when decisions are made without them.

KINDNESS CREATES A CULTURE OF TRUST AND GROWTH

Active Listening and Empathy

- ▶ Truly listen. During regular 1:1s, give your undivided attention and practice empathy by seeing challenges through their eyes.

Recognition and Appreciation

- ▶ Celebrate your team's wins. Be specific when giving compliments and acknowledge their unique contributions regularly.

Support and Encouragement

- ▶ Offer help when someone struggles. Encourage creative ideas and remind the team of your vision to keep them motivated.

Creating a Positive Environment

- ▶ Foster positivity with small gestures—like starting meetings with a warm greeting or assuming the best when mistakes happen.

Vulnerability and Authenticity

- ▶ Share your own challenges and admit when you're wrong. Show your team you're human, and they'll trust you more.

Inclusivity and Empowerment

- ▶ Include diverse perspectives in decision-making. Empower individuals by delegating responsibilities that stretch their potential.

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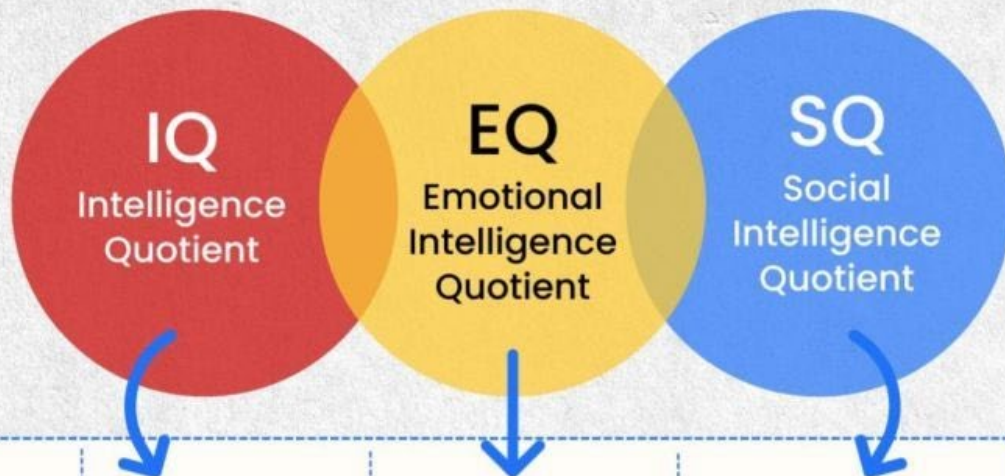


Nadeem Ahmad

IQ vs EQ vs SQ

What Makes a Great Leader?

© Eric Partaker



What it is:	How well you learn, understand, and use information.	Your ability to recognize, understand, and manage emotions.	How well you navigate social situations and manage relationships.
Why it matters:	Essential for making strategic decisions, solving problems, and innovating in business.	Key to managing teams effectively, building personal resilience, and leading with empathy.	Crucial for building strong relationships, networking, and collaborating well.
Examples:	Analyzing market trends to guide a company's strategic direction. Creating innovative solutions to complex business challenges.	Resolving team conflicts by understanding different perspectives. Motivating employees through challenging times by showing empathy.	Building lasting partnerships through effective networking. Facilitating smooth team collaborations by understanding group dynamics.

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Eric Partaker

Top Voice

KIND VS NICE

NICE IS EASY, KIND IS RIGHT



Integrity vs. Conformity

✔ **Kind:** Make decisions based on what's right, even when it's difficult or unpopular.

✘ **Nice:** Go along with others to keep everyone happy, even if it means compromising your principles.



Sincerity vs. Flattery

✔ **Kind:** Celebrate others' hard work and dedication with sincere recognition, which strengthens bonds.

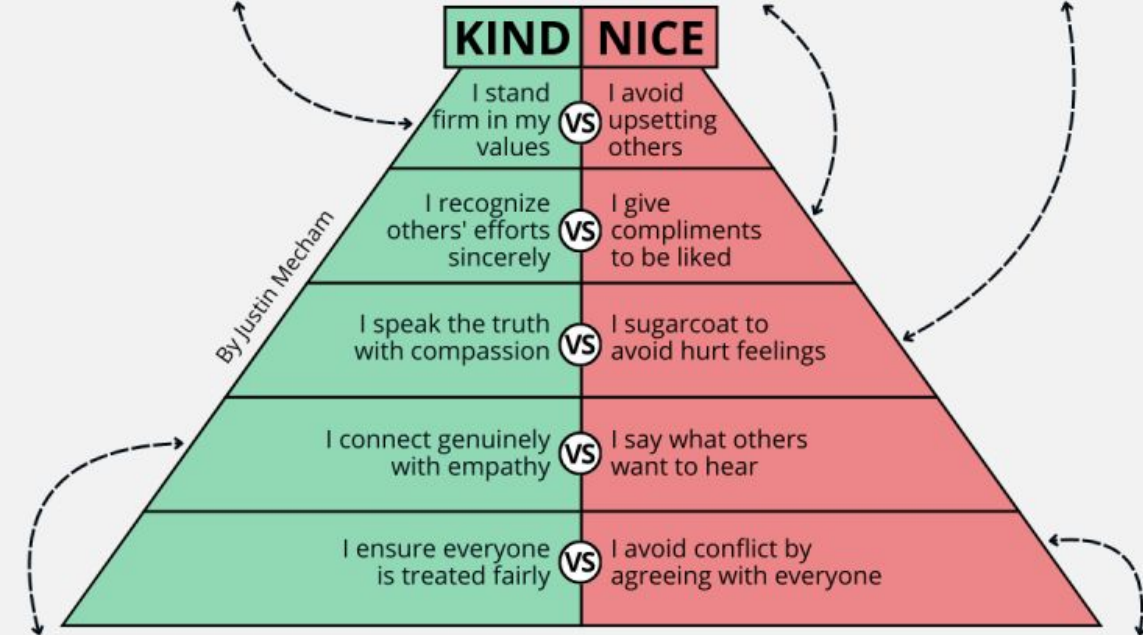
✘ **Nice:** Give vague praise just to maintain a positive image, which can come off as insincere.



Honesty vs. Sugarcoating

✔ **Kind:** Speak the truth, but do it with compassion. It helps others grow and builds trust.

✘ **Nice:** Soften every critique to avoid upsetting others, which often leaves people unclear about where they stand.



Genuine Connection vs. People-Pleasing

✔ **Kind:** Build true relationships by showing empathy and understanding, which deepens connections.

✘ **Nice:** Say things just to please others, which might lead to weak and shallow relationships.



Fairness vs. Compliance

✔ **Kind:** Ensure all are treated with fairness. This may not always be what people want, but it's the right approach for lasting respect.

✘ **Nice:** Avoid saying no to keep the peace, even if it leads to more problems down the road.

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11 Laws of Kind Leadership

by Amy Gibson



Follow **Amy Gibson** for actionable tips on leadership

[linkedin.com/in/amy-l-g](https://www.linkedin.com/in/amy-l-g)

THE HIDDEN COSTS OF LOW EQ

YOUR TEAM FEELS IT—HERE'S HOW TO FIX IT

1. Trust Dies Fast

People nod in meetings, then whisper in hallways.

Action:

- Ask directly: "What am I not seeing?"
- Thank people who dare to disagree.

4. Client Trust Breaks

Your team's stress leaks into every call.

Action:

- Listen to your own tone in meetings.
- Practice tough talks until they feel natural.

6. Decisions Slow Down

Everyone waits for your mood to "feel right."

Action:

- Give clear yes/no power to others.
- Defend their decisions publicly.

2. Talent Goes Silent

They stop bringing you problems or ideas.

Action:

- Schedule "future talks" (no agenda, just dreams).
- Fight for their growth like it's yours.

3. Ideas Stop Flowing

Teams stay quiet when they feel judged.

Action:

- Make it safe to share wild ideas.
- Celebrate the crazy ideas (even failed ones).

5. Motivation Drains Away

Monday excitement turns to Friday exhaustion.

Action:

- Start every meeting with a team win.
- Catch people doing things right.

7. Team Spirit Dies

One eye roll from you kills ten good ideas.

Action:

- Ask: "How did I make them feel?"
- Let them see you working on you.

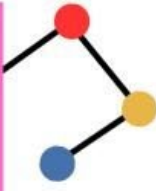



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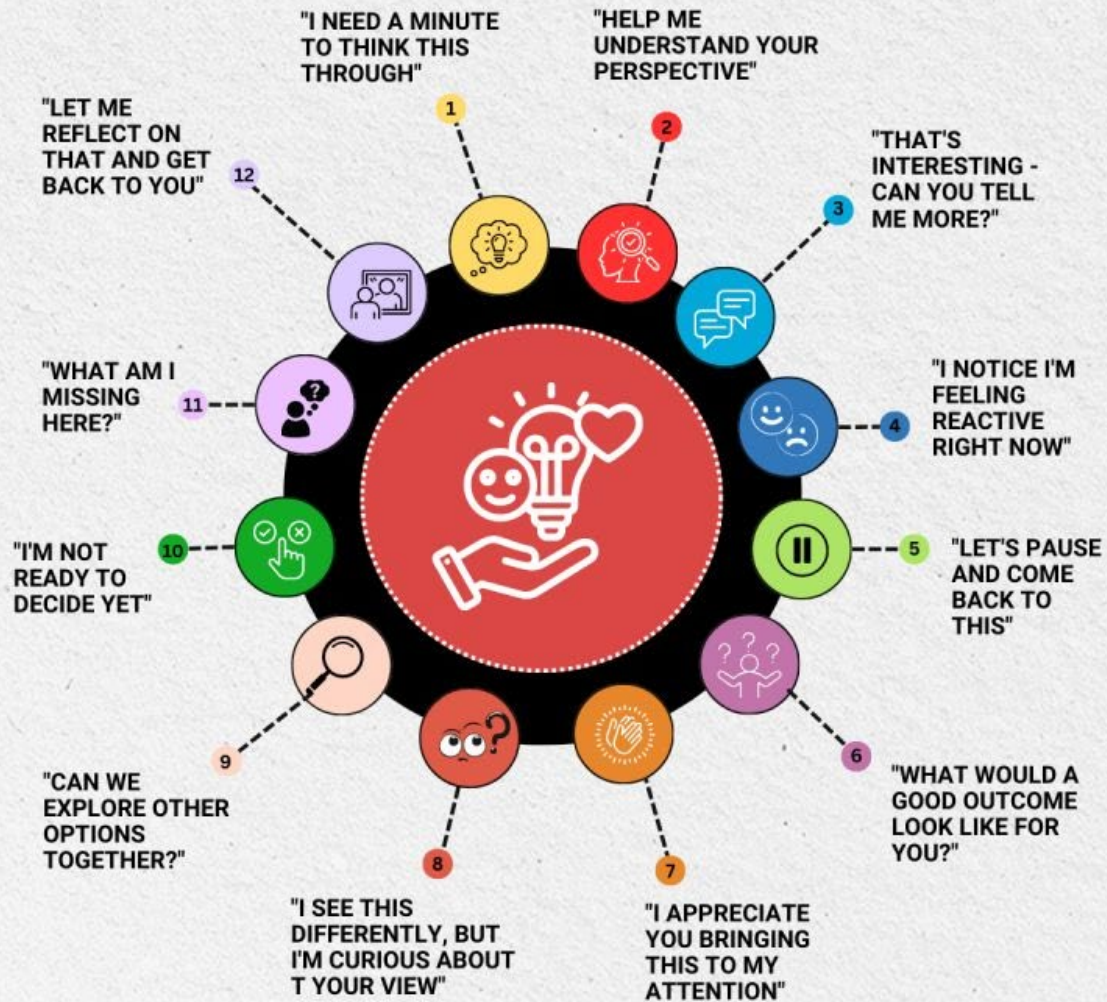
for modern leadership & innovation insights.

The Periodic Table Of EMOTIONAL INTELLIGENCE

<div style="display: flex; justify-content: space-around;"> <div style="display: flex; flex-direction: column; gap: 5px;"> <div style="display: flex; align-items: center;"> Self-awareness</div> <div style="display: flex; align-items: center;"> Self-regulation</div> <div style="display: flex; align-items: center;"> Motivation</div> </div> <div style="display: flex; flex-direction: column; gap: 5px;"> <div style="display: flex; align-items: center;"> Social Skills</div> <div style="display: flex; align-items: center;"> Empathy</div> </div> </div>		<div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; background-color: #4DB6AC; margin-right: 5px;"></div> <div> <p>Em Emotional Awareness</p> <p>Recognising one's emotions and their effects.</p> </div> <div style="margin-left: 10px;"> <p>Symbol</p> <p>KPI</p> <p>Explanation</p> </div> </div> 			
<div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; background-color: #FF9800; margin-right: 5px;"></div> <div> <p>CmT Commitment</p> <p>Alignment with the goals of the group or organisation.</p> </div> </div> <div style="margin: 0 10px;">  </div> <div style="width: 20px; height: 20px; background-color: #395468; margin-right: 5px;"></div> <div> <p>CmUn Communication</p> <p>Listening openly and sending convincing messages.</p> </div>	<div style="width: 20px; height: 20px; background-color: #4DB6AC; margin-right: 5px;"></div> <div> <p>Em Emotional Awareness</p> <p>Recognising one's emotions and their effects.</p> </div>	<div style="width: 20px; height: 20px; background-color: #4DB6AC; margin-right: 5px;"></div> <div> <p>Sr Self-reflection</p> <p>Regular practice of reflecting on one's behaviour and emotions.</p> </div>			
<div style="width: 20px; height: 20px; background-color: #FF9800; margin-right: 5px;"></div> <div> <p>OpTi Optimism</p> <p>Persistence in pursuing goals despite obstacles and setbacks.</p> </div>	<div style="width: 20px; height: 20px; background-color: #F44336; margin-right: 5px;"></div> <div> <p>SMan Self-management</p> <p>Managing one's internal states, impulses, and resources.</p> </div>	<div style="width: 20px; height: 20px; background-color: #395468; margin-right: 5px;"></div> <div> <p>If Influence</p> <p>Wielding effective tactics for persuasion, influencing others strategically.</p> </div>	<div style="width: 20px; height: 20px; background-color: #4DB6AC; margin-right: 5px;"></div> <div> <p>Lb Leadership</p> <p>Inspiring and guiding individuals or groups towards common goals.</p> </div>	<div style="width: 20px; height: 20px; background-color: #4DB6AC; margin-right: 5px;"></div> <div> <p>AcSA Accurate Self-assessment</p> <p>Ability to understand one's strengths and weaknesses.</p> </div>	<div style="width: 20px; height: 20px; background-color: #4DB6AC; margin-right: 5px;"></div> <div> <p>CoNf Confidence</p> <p>Sense of self-worth and personal capabilities.</p> </div>
<div style="width: 20px; height: 20px; background-color: #FF9800; margin-right: 5px;"></div> <div> <p>DrV Drive</p> <p>Inner drive to improve or meet a standard of excellence.</p> </div>	<div style="width: 20px; height: 20px; background-color: #F44336; margin-right: 5px;"></div> <div> <p>Ad Adaptability</p> <p>Flexibility in handling change and adapting to new circumstances and challenges.</p> </div>	<div style="width: 20px; height: 20px; background-color: #F44336; margin-right: 5px;"></div> <div> <p>INv Innovativeness</p> <p>Comfort with novel ideas, approaches, and new information.</p> </div>	<div style="width: 20px; height: 20px; background-color: #395468; margin-right: 5px;"></div> <div> <p>CnMg Conflict Management</p> <p>Negotiating and resolving disagreements.</p> </div>	<div style="width: 20px; height: 20px; background-color: #395468; margin-right: 5px;"></div> <div> <p>TeCa Team Capabilities</p> <p>Creating group synergy in pursuing collective goals.</p> </div>	<div style="width: 20px; height: 20px; background-color: #FFC107; margin-right: 5px;"></div> <div> <p>Un Understanding</p> <p>Sensing others' feelings and perspectives, and taking an active interest in them.</p> </div>
 <div style="width: 20px; height: 20px; background-color: #F44336; margin-right: 5px;"></div> <div> <p>Sp Self-control</p> <p>Keeping disruptive emotions and impulses under control.</p> </div>	<div style="width: 20px; height: 20px; background-color: #F44336; margin-right: 5px;"></div> <div> <p>Tp Transparency</p> <p>Maintaining integrity and honesty in all actions and communications.</p> </div>	<div style="width: 20px; height: 20px; background-color: #FFC107; margin-right: 5px;"></div> <div> <p>HpOt Helping Others</p> <p>Anticipating, recognising, and meeting others' needs.</p> </div>	<div style="width: 20px; height: 20px; background-color: #FFC107; margin-right: 5px;"></div> <div> <p>DvReg Diversity Recognition</p> <p>Acknowledging and respecting different cultures and viewpoints.</p> </div>	<div style="width: 20px; height: 20px; background-color: #FFC107; margin-right: 5px;"></div> <div> <p>Pd Political Dynamics</p> <p>Reading a group's emotional currents and power relationships.</p> </div>	

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12 SENTENCES EMOTIONALLY INTELLIGENT PEOPLE USE UNDER PRESSURE



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Lucas Bean

Five Key Elements of Emotional Intelligence

- 1 Self-awareness**
An understanding of one's own thoughts, emotions, and motivations.
- 2 Self-regulation**
The capacity to manage emotions and behavior effectively across diverse environments.
- 3 Empathy**
The ability to empathize and understand alternative perspectives.
- 4 Decision-making**
The ability to make responsible decisions and accept their outcome.
- 5 Social Skills**
The skill to establish and sustain healthy relationships.



Where L&D pros learn & grow together.

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Benjamin Kill

10 Subtle Signs of High Emotional Intelligence

1. You're curious about criticism, not crushed by it

You ask "What can I learn?" instead of getting defensive

2. You catch emotions before they catch you

You notice triggers before they become reactions

3. You're comfortable with uncomfortable conversations

You lean into difficult topics others avoid

4. You notice who isn't speaking

You create space for quiet voices and diverse perspectives



5. You practice delayed response

You pause between stimulus and reaction, always

6. You're fluent in other people's perspectives

You naturally see situations from multiple angles

7. You own your emotional mistakes

You apologise specifically, not generally

8. You sense the room's energy instantly

You detect subtle mood shifts others miss

9. You're immune to emotional manipulation

You recognise tactics without falling for them

10. You make others feel understood

You reflect meaning, not just words

Follow Anna Findlay



for more Career Advice that Actually Works

7

SECRETS OF EMOTIONALLY INTELLIGENT PEOPLE



1 Emotions are temporary and manageable
Try Tara Brach's RAIN technique:
In difficult moments, Recognize, Allow, Investigate, Nurture

2 Self-awareness is the foundation of growth
Practice daily body scans to boost physical awareness

3 Resilience and grit are built through adversity
Try daily micro-challenges ~ small, intentional discomforts

4 Self-care is essential for emotional well-being
Create a Joy List and do one item daily

5 Boundaries are necessary for healthy relationships
Try the JADE technique with challenging people: Don't Justify, Argue, Defend, or Explain

6 Active listening + empathy enhances relationships
Practice Silent Listening for 2 minutes daily

7 Forgiveness = Freedom
Write a "letting go" letter (then destroy it)



8 WAYS TO DISPLAY YOUR EMOTIONAL INTELLIGENCE

Infographic by Justin Wright



Find this valuable? Follow me, **Justin Wright**, for more. [LinkedIn.com/in/jwmba](https://www.linkedin.com/in/jwmba).

12 PHRASES

EMOTIONALLY INTELLIGENT LEADERS USE TO BUILD INSTANT TRUST



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| Marco Franzoni



Emotional Intelligence

Behaviors At Work

8 Ways to Display Emotional Intelligence & Why they matter



Offer Help, Not Blame

The behavior: Focus on solutions when problems come up.

Why it matters: It keeps the team moving forward positively.

How to do it: Ask "How can I help fix this?" instead of "Whose fault is this?"

Listen to Understand Not to Respond

The behavior: Let others finish their thoughts before speaking.

Why it matters: It shows respect and helps you understand fully.

How to do it: Focus on what's being said, not on what you'll say next.

Read the Room

The behavior: Notice and respond to others' emotions.

Why it matters: It helps you adjust your approach for better outcomes.

How to do it: Watch body language and tone of voice, not just words.

Stay Calm Under Pressure

The behavior: Keep your cool when tensions rise.

Why it matters: It helps maintain a productive atmosphere.

How to do it: Take deep breaths and speak slowly and calmly.

Show Appreciation for Ideas

The behavior: Thank others for their contributions.

Why it matters: It encourages more sharing and builds goodwill.

How to do it: Say "Thank you for sharing that perspective" or "I appreciate your input."

Admit When You Don't Know

The behavior: Be honest about gaps in your knowledge.

Why it matters: It builds trust and opens the door for learning.

How to do it: Simply say, "I don't know, but I'd like to find out."

Ask Questions to Understand

The behavior: Use questions to dig deeper into others' ideas.

Why it matters: It shows you value their input and want to learn more.

How to do it: Start with "Can you tell me more about..." or "What do you mean by..."

End on a Positive Note

The behavior: Summarize progress and next steps at the end.

Why it matters: It leaves everyone feeling productive and clear on what's next.

How to do it: Say "Here's what we've achieved today, and here's what we'll do next."

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Find this helpful?

Repost to help others

12 ACTS OF KINDNESS THAT TAKE JUST 10 MINS

12.

Simply smile and greet everyone warmly



1.

Send a **thank-you email** to a helpful colleague



3.

Compliment a coworker's effort or work

2.

Offer to grab a **coffee** for someone who's working hard



4.

Praise someone's idea in a meeting



11.

Bring in a **small treat** for your team



5.

Invite a new coworker for lunch or coffee



10.

Check in on a stressed coworker



9.

Write a quick **LinkedIn** recommendation



8.

Thank your manager for **their support**



7.

Highlight a colleague's **expertise** in public



6.

Share a **useful resource** with your team



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Victoria Repa | BetterMe CEO & Founder

16 QUESTIONS TO EVALUATE YOUR **EMOTIONAL** INTELLIGENCE

Am I consistently able to regulate my emotions?

Do I understand body language and pick up on cues?

Do I sometimes act impulsively and regret it later?

Do I learn and grow from my emotional experiences?

Do I struggle with handling others' emotions and feelings?

Do I consider both present and future emotions in decisions?

Do I work well in teams and embrace different approaches?

Can I express a variety of emotions to others?

Am I able to adjust my emotions and behaviors as needed?

Am I comfortable with conflict and finding solutions?

Can I accept difficult emotions, even negative ones like anger?

Do I remain non-judgmental and accept others' emotions?

Do I express gratitude and appreciation for others?

Do I find myself reacting impulsively without thinking?

Do I stay calm and positive during rough times?

Do I get overwhelmed by challenging situations?



8 Power Moves Of Highly Emotionally Intelligent People



Want a **High-Resolution** version of this? Sign up for my **FREE** Level Up Community



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12 Sentences

Emotionally Intelligent

People Use Under Pressure



Debunking Kindness Myths

Myth 1

Kindness means avoiding conflict.

Reality

Kindness is about addressing conflict with respect and empathy.

Myth 2

Kind people are pushovers.

Reality

Kindness requires strong boundaries.

Myth 3

Kindness is only about helping others.

Reality

Being kind boosts your own mental and physical health.

Myth 4

Kindness is soft—it's for people who can't be assertive.

Reality

Kindness takes courage and emotional intelligence.

Myth 5

Kindness has to be big and showy to matter.

Reality

Small acts of kindness often have the biggest impact.

Myth 7

You're either kind or successful – never both.

Reality

The best leaders inspire loyalty and trust while driving results.

Myth 6

Kindness is always reciprocated.

Reality

Being kind is about who you are, not what you get in return.

Found this valuable? Follow me for more actionable tips to improve your life.

Suren Samarchyan



INTERVIEW

Emotional Intelligence

10 Power Moves

They Can't Ignore

You take a deliberate pause before key answers

You use the interviewer's name naturally once

You acknowledge what isn't on your resume

You ask about their journey with genuine curiosity

You maintain calm energy when tech issues hit

You bring up potential concerns proactively

You share credit in every success story

You reference earlier conversation points naturally

You own your career pivots with conviction

You follow up with personal references



Count to 2, then respond.
Shows thoughtful confidence

Early in your biggest story.
Creates unconscious connection

"What I'm working on improving is..."
Signals rare self-awareness

"What brought you to this company?"
Flips the power dynamic

"Thanks for your patience"
becomes your power move

"Let me address what you might be wondering..."
Shows confidence

Name drop teammates.
Proves you're a culture builder

Weave their words into your stories.
Shows deep listening

"That shift taught me..."
Transforms gaps into growth

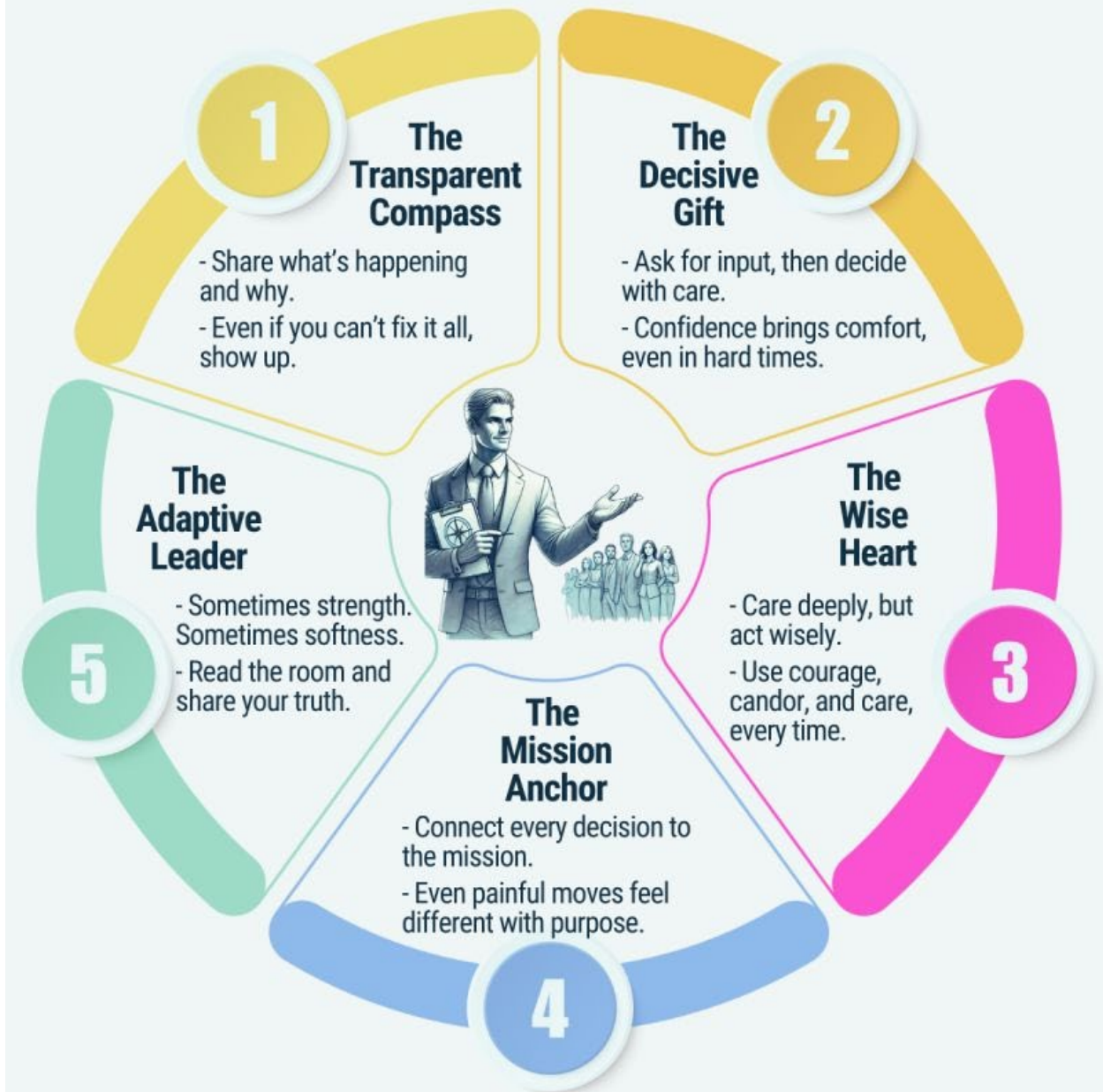
"Your point about X resonated..."
Shows thoughtful reflection


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SECRETS TO BEING KIND AND FIRM

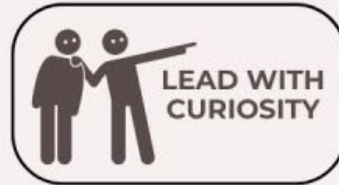
Making the tough calls without losing trust



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Secrets of Strong Connections

Speak with Impact. Listen with Intention



11 things emotionally intelligent people do to have powerful conversations



9 Acts of Kindness

Powerful Ways to Spread Positivity at Work

By Justin Wright

Cheer for Their Success

Success isn't a competition—celebrate others' wins until it's your turn.

Ask How They're (Really) Doing

Show you care by asking with genuine curiosity.

Show Appreciation

A simple "Thank you" or "Great job" can mean so much.

Take a Walk Together

Connect with a quick break and casual conversation.

Ask for Their Input

Invite ideas and feedback to show you value their perspective.

Respect Off-Hours

Let people unplug and recharge without work interruptions.

Invite Someone New

Make others feel included by welcoming them into your group.

Share Your Expertise

Teach or guide when your knowledge can help someone else succeed.

Offer to Help (Without Being Asked)

Step in when someone looks like they could use a hand.

Get my 80 best cheat sheets for free at [BrillianceBrief.com](https://brilliancebrief.com)

Justin Wright



15 EQ Phrases

The Command The C-Suite

1. "Help me understand..." → Not "Why did you," but an invitation to align
2. "Here's what I'm seeing..." → Observation without accusation.
3. "What's your perspective on..." → Shows you value their strategic lens.
4. "I'm recalibrating based on...." → Demonstrates agile thinking + ownership.
5. "Let's pressure test this..." → Invites constructive dissent.
6. "I appreciate the courage in..." → Rewards calculated risks.
7. "What would make this impossible?" → Surfaces hidden constraints early.
8. "I'm curious about the data behind..." → Questions without challenging.
9. "Walk me through your thinking..." → Shows respect for their process.
10. "Here's where I may be wrong..." → Strength through vulnerability.
11. "What are we not seeing?" → Creates psychological safety.
12. "This is what success looks like..." → Alignment without dictation.
13. "I'm committed to..." → Personal stake in outcomes.
14. "What would you do differently?" → Empowers innovative thinking.
15. "Let's align on next steps..." → Clarity without micromanagement.



Follow Loren Rosario-Maldonado for more.

THE 4 QUADRANTS OF EMOTIONAL INTELLIGENCE



Self-awareness



Self-management

Social awareness



Relationship
management



EQ In Action: The 4 Faces of Care



How to grow your Emotional Intelligence



Active Listening

Do: Be able to restate someone's point so they say "Yes, exactly!"
Don't: Be so caught up in your response that you forget to listen



Empathy

Do: Seek to understand how a person is really feeling
Don't: Make assumptions or try to make it about you



Self-Awareness

Do: Understand how your actions are perceived by others
Don't: Be arrogant, selfish, or think you're above critique



Emotional Awareness

Do: Pay attention to others' body language, reactions, and mood
Don't: Fail to adjust based on explicit or implicit feedback



Feedback

Do: Give direct, honest feedback
Don't: Think you're being nice by keeping people in the dark



Input

Do: Ask how you can do better
Don't: Neglect acting on it transparently



Motivation

Do: Take the initiative, finding strength within yourself
Don't: Need external validation or constant hand holding



Collaboration

Do: Work well with others, sharing info, ideas, and credit
Don't: Fail to see their needs, inputs, and desires



Diplomacy

Do: Find common ground and lead with mutual respect
Don't: Use insensitive language



Mindfulness

Do: Take actions to improve, like breathing or meditation
Don't: Think the mind is fixed



Appreciation

Do: Lean into conflict, looking for a peaceful path forward
Don't: Avoid difficult situations



Adaptability

Do: Change your approach when circumstances change
Don't: Stubbornly stick to your ways, ignoring others



Conflict Resolution

Do: Lean into conflict, looking for a peaceful path forward
Don't: Avoid difficult situations



Influence

Do: Understand others' desires and motivations first
Don't: Try to dictate or coerce



Emotional Control

Do: Maintain composure and take a step back in charged situations
Don't: Get defensive or make hot-headed outbursts



Socialability

Do: Take an interest in others and ask them questions
Don't: Blame others for awkwardness - engage with them

Follow **Cristina Grancea**




for leadership insights.

12 Sentences Emotionally Intelligent People Use Under Pressure



12 Power Phrases to Increase Teen's EQ





**YOUR IMPACT
LASTS LONGER
THAN YOUR TITLE.
CHOOSE TO BE
KIND TODAY.**

Quote by Laura Morgan

11 Laws of Kind Leadership

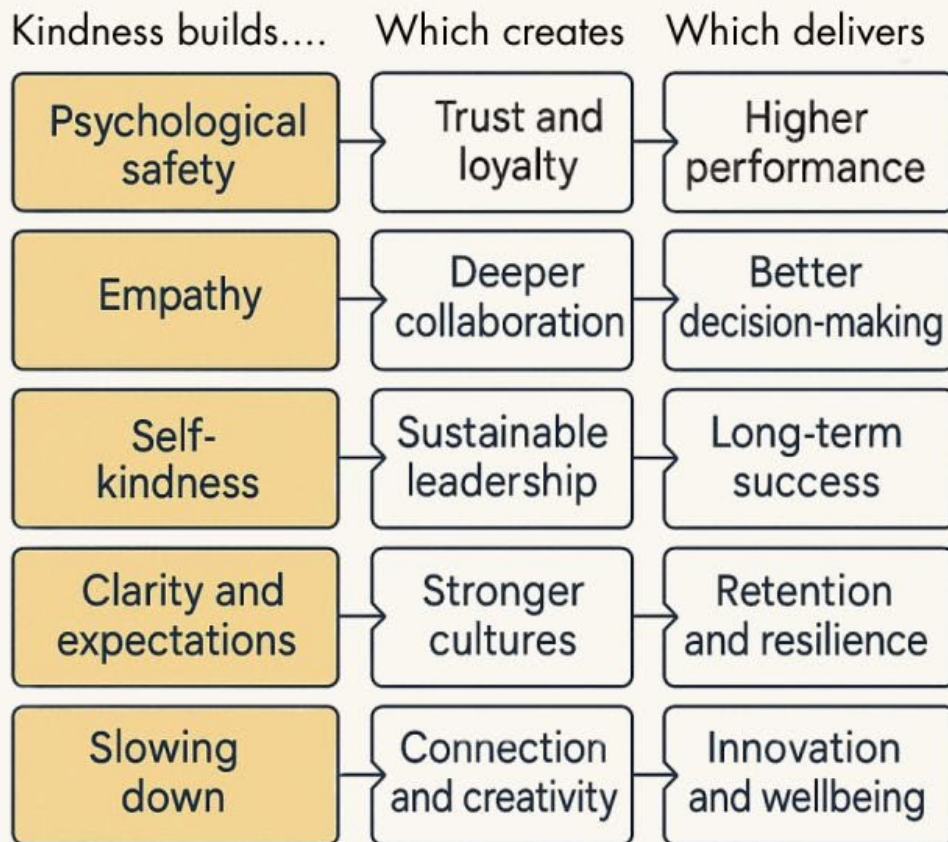
by Amy Gibson



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The quiet power of kindness at work



GRAHAM ALLCOTT

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16 QUESTIONS TO EVALUATE YOUR

EMOTIONAL INTELLIGENCE

Am I consistently able to regulate my emotions?

Do I understand body language and pick up on cues?

Do I sometimes act impulsively and regret it later?

Do I learn and grow from my emotional experiences?

Do I struggle with handling others' emotions and feelings?

Do I work well in teams and embrace different approaches?

Am I able to adjust my emotions and behaviors as needed?

Can I accept difficult emotions, even negative ones like anger?

Do I express gratitude and appreciation for others?

Do I find myself reacting impulsively without thinking?

Do I stay calm and positive during rough times?

Do I get overwhelmed by challenging situations?

Do I consider both present and future emotions in decisions?

Can I express a variety of emotions to others?

Am I comfortable with conflict and finding solutions?

Do I remain non-judgmental and accept others' emotions?



BOTH CAN BE TRUE

12 Things Emotionally Intelligent People Understand

By Justin Wright

Feel Angry

Control Your Response

You can feel angry and still choose how you respond.

Show Empathy

Keep Healthy Boundaries

You can care deeply and still protect your energy.

Name Your Feelings

Be Surprised By Them

You can know what you feel and still be caught off guard by it.

Be Confident

Admit You Don't Know

You can feel confident and still say, "I'm not sure."

Stay Calm

Feel Stress Inside

You can appear calm and still feel overwhelmed.

Demand Respect

Give It First

You can expect respect and still lead with it.

Listen Without Judgment

Challenge Harmful Ideas

You can listen openly and still speak up when it matters.

Share Struggles

Lift Others Up

You can be honest about your own pain and still be a source of strength.

Hold Accountable

Believe in Them

You can set high standards and still believe in someone's potential.

Trust Your Gut

Check the Facts

You can trust your instincts and still pause to verify.

Have Opinions

Stay Open to Change

You can stand firm in your views and still be willing to grow.

Lead With Kindness

Make Tough Calls

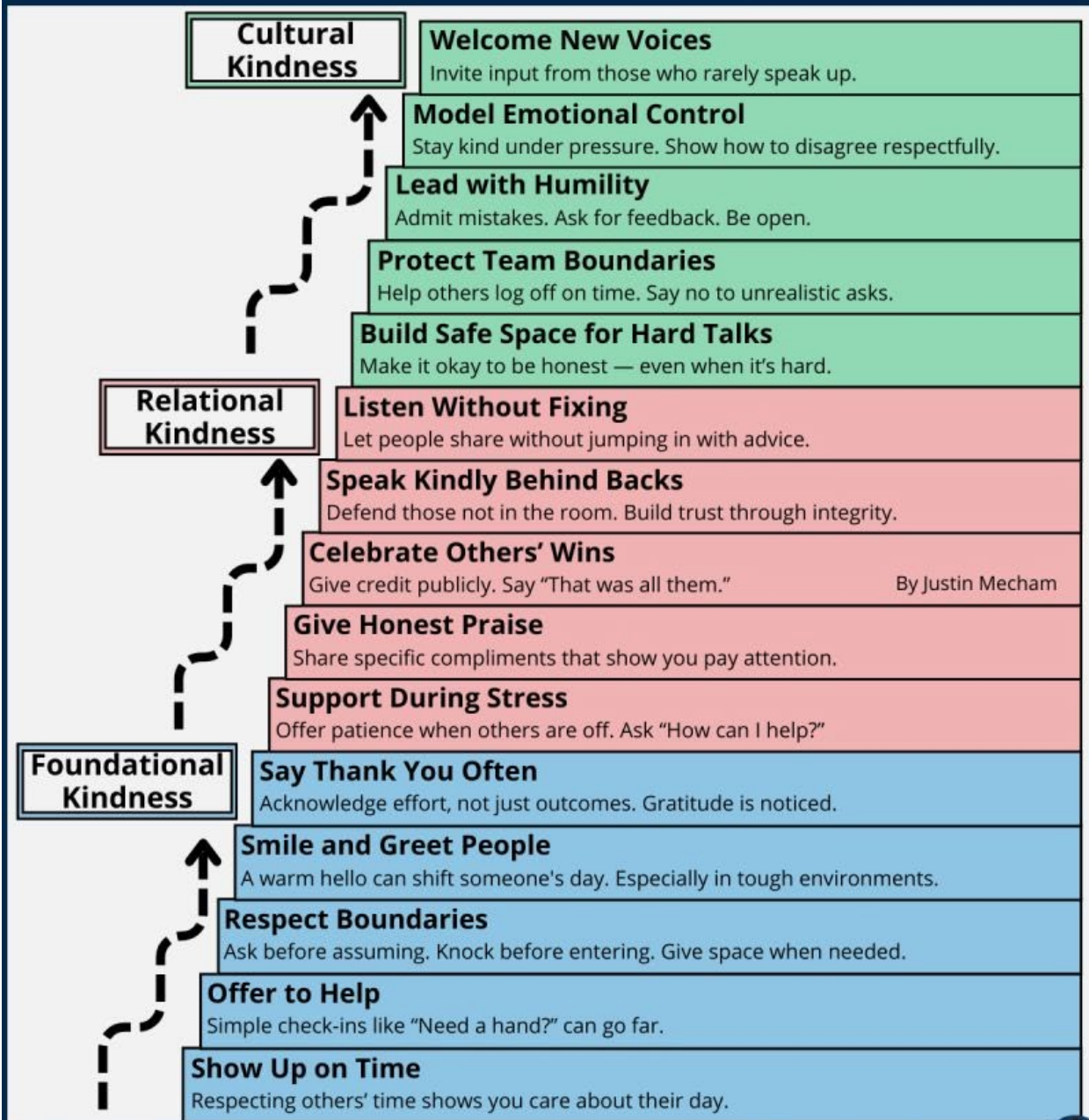
You can lead with heart and still make hard decisions.

Get my 80 best cheat sheets for free at [BrillianceBrief.com](https://brilliancebrief.com)

Justin Wright



LEVEL UP WITH KINDNESS



Follow [Justin Mecham](#) | Get FREE PDFs of My Sheets at thejustinmecham.com



THE 4 LEADERSHIP QUOTIENTS

IQ

INTELLIGENCE QUOTIENT



Measures cognitive abilities, essential for problem-solving and complex decision-making, equipping leaders to handle dynamic challenges thoughtfully.

EQ

EMOTIONAL INTELLIGENCE QUOTIENT



Represents emotional intelligence, fostering self-awareness, empathy, and relationship-building, crucial for trust and cohesive team dynamics.

SQ

STRATEGY QUOTIENT



Reflects strategic thinking, aligning vision with action to anticipate, plan, and steer the organization toward long-term success.

XQ

EXECUTION QUOTIENT



Captures execution strength, ensuring strategy turns into impactful results, driving accountability and measurable outcomes in operations and key strategic initiatives.



Follow **Jakob Bovin** for impactful insights on leadership

Emotional Intelligence

Do's and Don'ts



Active Listening

Do: Make eye contact, face the person, ask questions to clarify
Don't: Focus so much on how to respond that you fail to truly listen



Self-Awareness

Do: Recognize how your actions impact and come off to others
Don't: Assume your actions have no effect on others, they do.



Feedback

Do: Offer clear, open feedback
Don't: Think it's kind to withhold constructive feedback, it's not



Initiative

Do: Be a self-starter, finding motivation internally
Don't: Require others to push or motivate you



Diplomacy

Do: Respect others' views and work to find common ground
Don't: Belittle or ignore others



Gratitude

Do: Appreciate and recognize wins and hard work
Don't: Ignore the power of a simple "thank you"



Conflict Resolution

Do: Embrace difficult situations, looking for a good path forward
Don't: Ignore conflict, address it



Emotional Control

Do: Take a break before reacting and work to manage emotions
Don't: Let hot-headed outbursts lead to future regrets

© Jeroen Kraaijenbrink

Empathy

Do: Work to understand the feelings of others
Don't: Try to insert yourself or assume you know without asking



Emotional Awareness

Do: Notice the tone, mood, body language, and reactions of others
Don't: Ignore this feedback, even if it's subtle, adjust based on it



Input

Do: Ask for feedback from others
Don't: Get defensive or fail to hear it and act on it



Teamwork

Do: Collaborate, sharing your time and knowledge
Don't: Withhold information or take all of the credit



Mindfulness

Do: Work to be present and aware of your thoughts and feelings
Don't: Live in the past or the future



Adaptability

Do: Adjust when things change, staying flexible in your approach
Don't: Do things the same way just because you always have



Influence

Do: Seek to understand what motivates and matters to others
Don't: Just tell them what to do.



Sociability

Do: Be kind to others and get to know them
Don't: Think it's a waste of time - even a few minutes is impactful



Source: George Stern

YOUR BODY IS SMARTER THAN YOUR BRAIN.

*Every emotion has a physical address—
and your body delivers the message first.*

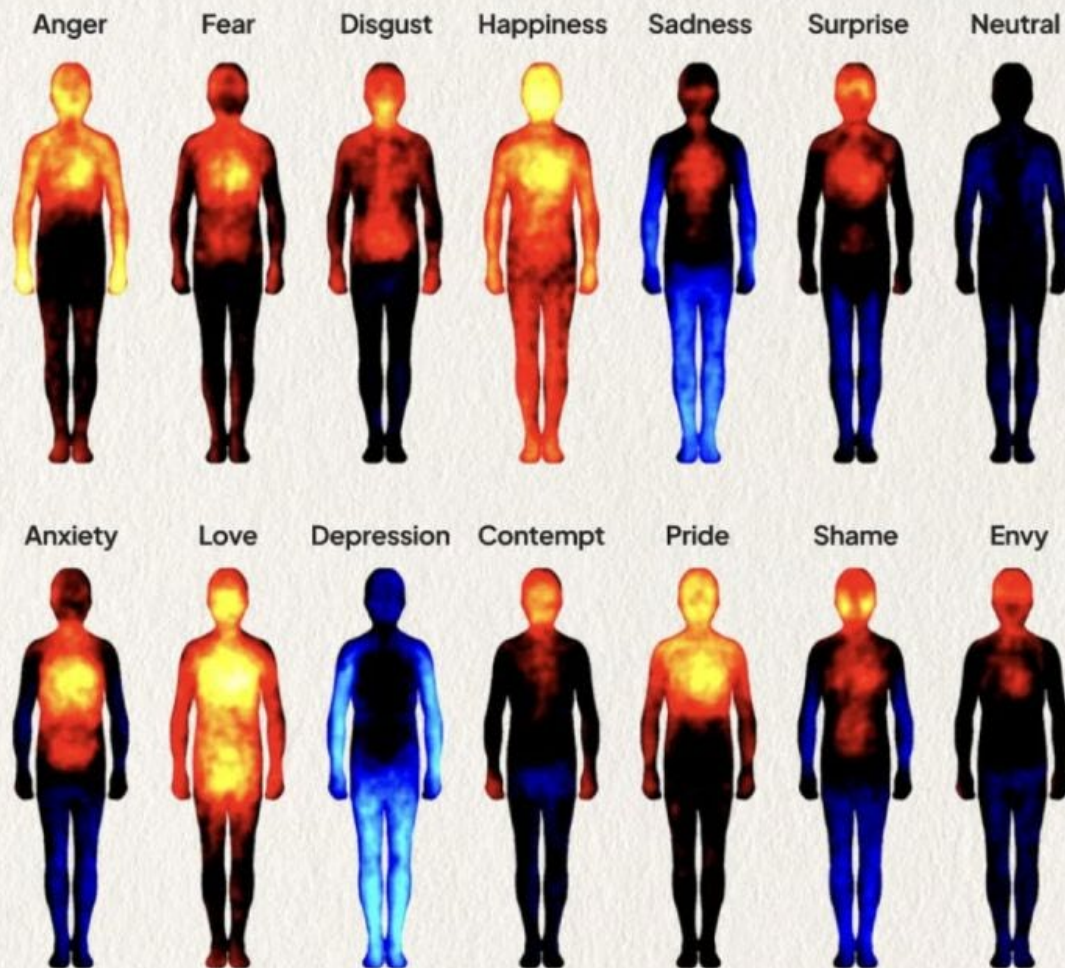


Image adapted from Nummenmaa et al., "Bodily Maps of Emotions," PNAS (2013).

Follow



Silvia Stolarcikova for more.



Quote by Gary Vaynerchuk

7 TYPES OF KINDNESS

Kindness Is the New Superpower in the Office

by Natan Mohart

1. Emotional Kindness

Responding with care to how others feel.

- Acknowledge your teammates' emotions.
- Be someone they can talk to during tough days.
- Give compliments that uplift and encourage.



2. Mental Kindness

Supporting mental clarity and well-being.

- Listen without jumping to conclusions.
- Offer help in solving challenges.
- Encourage short breaks during pressure moments.



3. Social Kindness

Building human connections at work.

- Invite someone new for lunch or a walk.
- Organize small team rituals.
- Regularly check in on colleagues.



4. Creative Kindness

Encouraging expression and imagination.

- Share creative tools or ideas.
- Support others' side projects or passions.
- Gift something made with care.



5. Spiritual Kindness

Helping others find meaning and purpose.

- Encourage colleagues to follow their passions.
- Share inspiring ideas or stories.
- Respect different beliefs and worldviews.

6. Sensory Kindness

Creating a pleasant and calming environment.

- Use headphones in shared spaces.
- Keep the area tidy and distraction-free.
- Be mindful of noise and lighting.



7. Physical Kindness

Offering help with everyday physical needs.

- Help carry heavy items.
- Share healthy snacks or meals.
- Offer a supportive gesture, like a hand or hug.



Found this helpful? Follow **Natan Mohart**



for more posts like this!

HOW TO HANDLE CRITICISM WITH EMOTIONAL INTELLIGENCE

By Amy Gibson

1. Stay Calm and Listen

Why it matters:

Emotional reactions shut down productive conversations.

What to Do:

- Pause and breathe before responding
- Listen without interrupting
- Confirm understanding by repeating key points



2. Take Time to Process

Why it matters:

Immediate reactions come from emotion, not reflection.

What to Do:

- Step away if needed
- Write down key takeaways
- Schedule follow-up if necessary



3. Separate Feelings from Facts

Why it matters:

Personalizing criticism blocks valuable insights.

What to Do:

- Focus on message, not delivery
- Find truth in the feedback
- View criticism as a chance to grow



4. Ask Clarifying Questions

Why it matters:

Vague criticism leads to missed growth opportunities.

What to Do:

- Request specific examples
- Seek clarity instead of assuming
- Ask for improvement suggestions



5. Control the Urge to Justify

Why it matters:

Defensiveness blocks learning.

What to Do:

- Try "I see what you mean"
- Skip excuses and blame-shifting
- Acknowledge before responding



6. Respond with Gratitude

Why it matters:

Appreciation encourages trust and open communication.

What to Do:

- See criticism as growth
- Thank them for their input
- Show you value their feedback



7. Take Action and Follow Up

Why it matters:

Ignoring feedback damages credibility and leads to repeated mistakes.

What to Do:

- Identify one actionable change
- Share how you're applying input
- Follow up to show commitment



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7 MYTHS ABOUT KINDNESS IN LEADERSHIP

By Amy Gibson

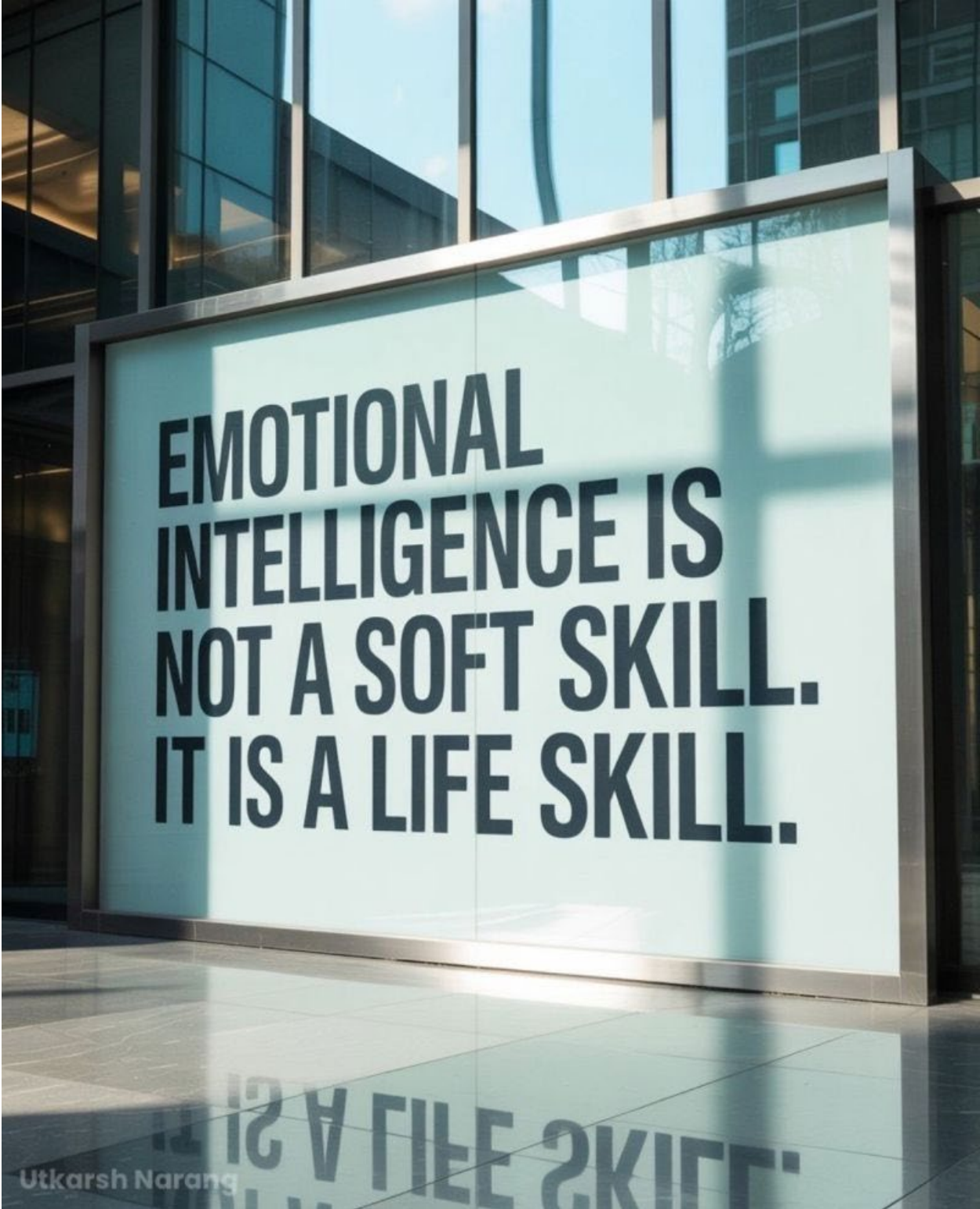


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A large, modern glass wall in a building, featuring a prominent quote in bold, black, sans-serif capital letters. The quote reads: "EMOTIONAL INTELLIGENCE IS NOT A SOFT SKILL. IT IS A LIFE SKILL." The wall is set against a background of a modern building with large windows. The floor is highly reflective, showing a clear reflection of the text on the wall. The overall scene is brightly lit, suggesting a sunny day.

**EMOTIONAL
INTELLIGENCE IS
NOT A SOFT SKILL.
IT IS A LIFE SKILL.**

Utkarsh Narang

The EQ Spectrum



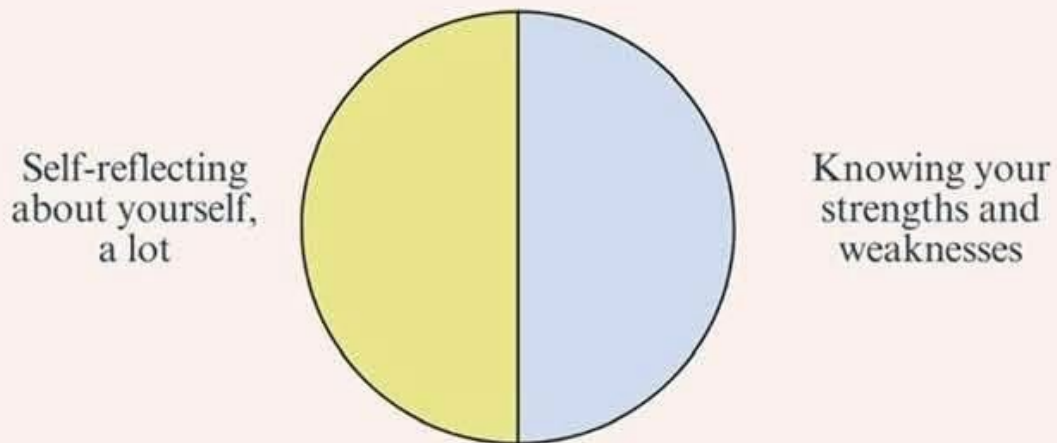
Dr. Carolyn Frost

That Commands Respect

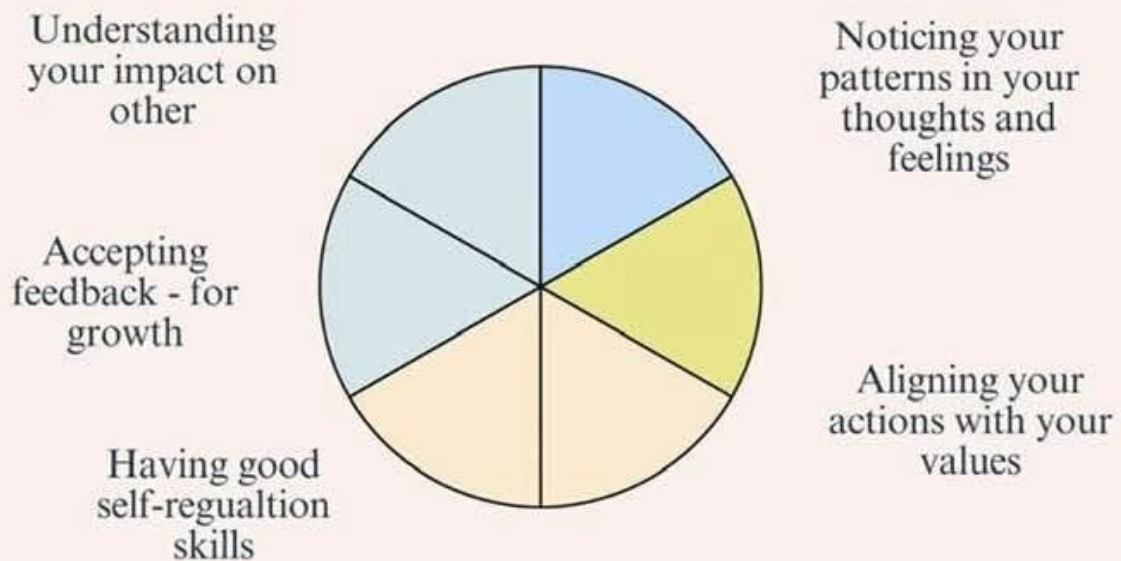
	● TOO LOW	● SWEET SPOT	● TOO HIGH
1 Setting Boundaries	"That's not my job" - shuts down harshly	"I'm at capacity through Friday. Which should I prioritize?"	Takes on everyone's work, burns out from over-giving
2 Giving Feedback	"This is wrong, fix it" - blunt and dismissive	"I noticed X. Here's what would strengthen this..."	Sugarcoats everything, avoids tough conversations
3 Handling Conflict	Bulldozes through, creates more tension	Addresses issues directly but respectfully	Avoids all conflict, lets resentment build for months
4 Reading the Room	Misses social cues, steamrolls conversations	Adapts communication style to the audience	Absorbs everyone's mood, can't focus on own goals
5 Responding to Criticism	Gets defensive, argues back immediately	"Help me understand your perspective better"	Takes everything personally, spirals into self-doubt
6 Team Meetings	Dominates discussion, interrupts others	Contributes meaningfully, creates space for others	Never speaks up, loses influence and credibility
7 Managing Up	Challenges authority publicly, creates friction	Asks clarifying questions, offers solutions	Says yes to everything, becomes a doormat
8 Net-working	Only talks about themselves, transactional approach	Genuine curiosity about others, mutual value exchange	Exhausted by everyone's problems, can't maintain connections
9 Decision Making	Ignores team input, makes unilateral choices	Gathers input, decides with confidence	Paralyzed by weighing every perspective, never decides



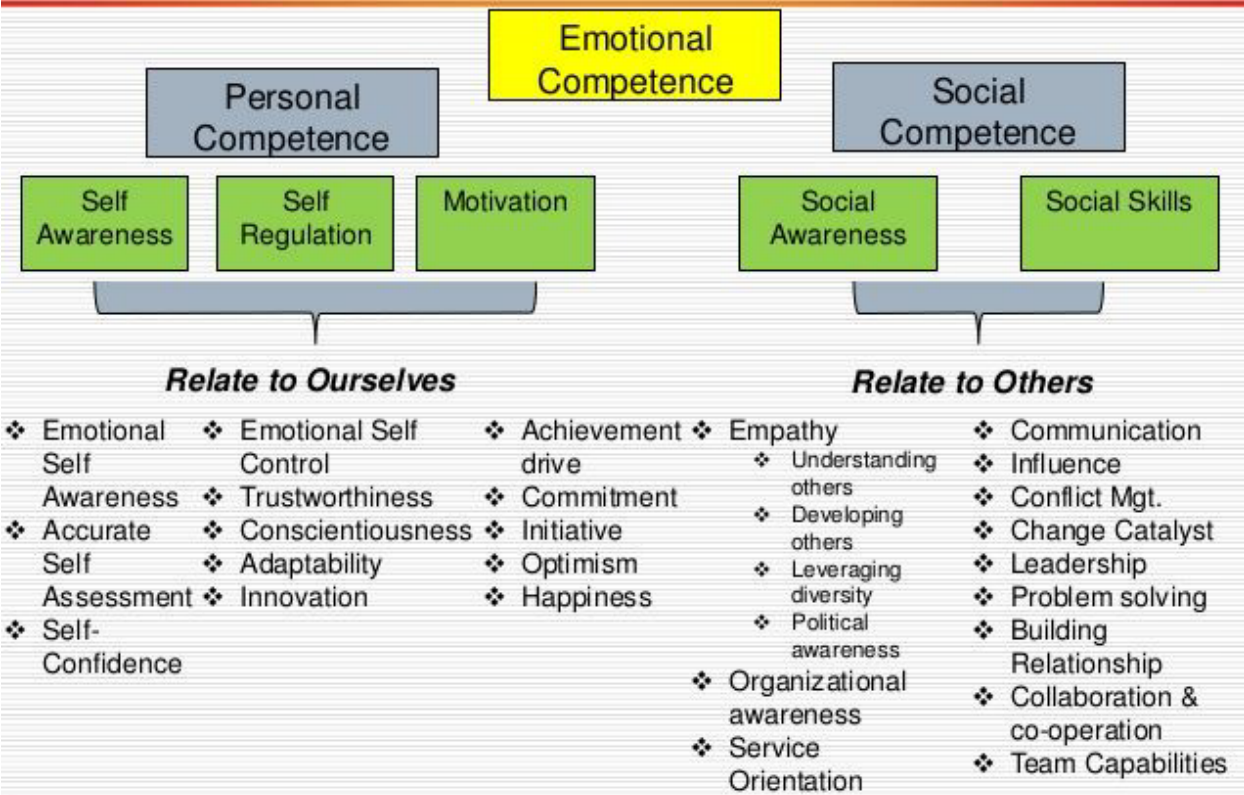
What people think *self-awareness* is



What self-awareness *REALLY* is



The Structure of Emotional Competence



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FRANCISCAN VERSION
SERENITY PRAYER
FOR OUR TIMES

**God, grant me the patience
to work with the unjust systems
I cannot change today,
the courage to strategically
enact progress when
I know I can, and
the wisdom to know that,
despite structural oppression,
I still can make a difference.
Amen.**

Let's Talk

I agree
with you because ...

This
reminds
me of...

What
I heard you
say was...

I learned
that...

Could you please
**tell me
more**
about...

I'm
surprised
that...

I noticed
that...

According
to the text...

Could you
**explain your
answer?**

This
makes me
wonder
about...

I understand
what you are saying,
but I think...

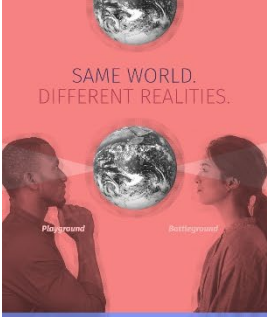
I figured
out that...

I would **like to
point out...**

I think the
author is
trying to
say...

This makes me
think about...

Could you
show me?



SAME WORLD.
DIFFERENT REALITIES.

WHAT REALITY
DO YOU SEE?

Have you ever wondered why people think and act so differently from each other? Some people seem to see the world as a playground. For others, it's more like a battleground. What if these different views shape us in powerful ways?

PRIMAL
WORLD BELIEFS

Primal World Beliefs are our most basic beliefs about the world as a whole.

By mining many sources of data over five years, researchers have identified 10 distinct primal world beliefs - including three that have captured influence.

How safe do you see the world?

Safe (vs. Dangerous)

Those who see the world as safe view it as a place of opportunity, growth, and hope. They are more likely to take risks and embrace change.

Those who see the world as dangerous view it as a place of risk, uncertainty, and fear. They are more likely to be cautious and avoid change.

How full of interesting and beautiful things do you see the world?

Enticing (vs. Dull)

Those who see the world as enticing view it as a place full of beauty, interest, and wonder. They are more likely to explore and learn.

Those who see the world as dull view it as a place of monotony and boredom. They are more likely to be satisfied with routine.

How full of intention and purpose do you see the world?

Alive (vs. Mechanistic)

Those who see the world as alive view it as a place of meaning, purpose, and intention. They are more likely to be motivated and engaged.

Those who see the world as mechanistic view it as a place of randomness and chaos. They are more likely to be disengaged and skeptical.

GOOD vs. BAD

Most of the 20 original fall under safe, enticing, and alive. There are five that researchers suggest see the world as good or bad.



- | | | |
|---|---|---|
| Pleasurable
(vs. Unpleasant) | Interesting
(vs. Boring) | Intentional
(vs. Unintentional) |
| Regenerative
(vs. Degrading) | Beautiful
(vs. Ugly) | Needs Me
(vs. Doesn't Need Me) |
| Progressing
(vs. Stagnant) | Abundant
(vs. Scarce) | Interactive
(vs. Non-interactive) |
| Harmless
(vs. Threatening) | Worth Exploring
(vs. Not Worth Exploring) | |
| Cooperative
(vs. Competitive) | Meaningful
(vs. Meaningless) | |
| Stable
(vs. Chaotic) | Improvable
(vs. Not to be Improved) | |
| Just
(vs. Unjust) | Funny
(vs. Not Funny) | |

26

NEUTRAL PRIMALS

Five primals don't change if you see the world as good or bad.

Uncontrollable (vs. Controllable)
Demerit (vs. Merit)
Nonreciprocal (vs. Reciprocal)
Overmoderate (vs. Not Overmoderate)
Unavailable (vs. Available)

PRIMALS

These 10 distinct primal world beliefs are the foundation of how we see the world. They shape our thoughts, feelings, and actions. Understanding these beliefs can help us better understand ourselves and others.

There's a good reason why you see the world as good or bad. It's not just about the world itself, but about how we think and feel. Our primal world beliefs are the lens through which we view the world. They shape our thoughts, feelings, and actions. Understanding these beliefs can help us better understand ourselves and others.



		Level 1	Level 2	Level 3	Level 4
Empathy	GOAL	Understanding that other people experience things differently	Discover non-obvious insights	Discover deeper human-centered insights	Discover a full spectrum of human-centered insights (indiv/group etc)
	SKILL LEVEL	Little experience/comfort eliciting info from others unlike themselves	Ability to develop diverse approach. Some experience eliciting info from others.	Ability to understand perspectives and experiences of others	Ability to understand others and the system/process in which they operate and ability to think like others
Define	GOAL	Pick one insight/problem out of many/fill in a very guided statement	Understand multiple insights and needs and synthesize into a single problem statement with guidance	Develop multiple deep insights and synthesize into a single problem statement with little to no guidance	Develop multiple complex problem statements with no guidance
	SKILL LEVEL	Ability to prioritize based on perceived importance of an insight/problem	Ability to synthesize information and prioritize insights based on perceived needs	Ability to synthesize info based on needs and insights originating from multiple non-obvious internal and external sources	Ability to understand and synthesize deep insights based on a complete system
Ideate	GOAL	To be able to come up with lots of ideas and defer judgment	To develop over 20 ideas off of a single well-crafted HMW	Develop multiple HMWs, Generate a spectrum of ideas from the HMWs and narrow to a few actionable ideas	Use multiple techniques for ideation for a single insight and repeat
	SKILL LEVEL	Ability to generate and record ideas with others	Ability to build off others ideas and develop wild ideas	Ability to lead a brainstorm through a spectrum of ideas from low hanging to wild	Ability to use Multiple techniques to inspire a complete range of ideas
Prototype	GOAL	create a representation of your idea that someone else can understand	Create a representation of an idea that can be evaluated by others	Create a representation that allows one to evaluate specific features of a given idea and develop multiple iterations	Create multiple representations that allow you to evaluate specific features from multiple perspectives and develop multiple iterations
	SKILL LEVEL	Ability to make a physical or visual representation of an idea	Ability to create a physical or visual representation of an idea that can be evaluated and improved	Ability to identify variables of an idea that need to be evaluated and iterate off feedback	Ability to create more complex prototypes addressing multiple approaches to solving a problem
Test	GOAL	To try or show a prototype to see how well it works	To try or show a prototype and effectively solicit feedback	to create a testing scenario to specific features and assign clear team roles such as presenter, notetaker, observer...	Real world testing with a range of users and scenarios that address the needs and perspectives of the complete system
	SKILL LEVEL	The ability to use a prototype to determine how well an idea works	Ability to set up an effective prototype test, solicit feedback, and organize feedback received into actionable results	Ability to solicit feedback about specific features, construct a representative testing situation and capture results to inform future iteration	Ability to identify best situations in the real world for testing and test with multiple representative populations and capture complex results to inform future iterations

TODAY IS A NEW DAY!

*you can start fresh
wipe the slate clean*

BEGIN AGAIN

EMBRACE

kindness

practice **COMPASSION**

**STAND
UP FOR**

justice

*talk to
strangers*

ASK FOR HELP

LISTEN

with your whole heart

OFFER

HOPE

*work for the
common good*

LOVE WELL

**be the change you wish
to see in the world.**

©Marta Pe

JEN PERIN

BENEFITS OF GRATITUDE

Physical

- stronger immune system
- less bothered by aches & pains
- lower blood pressure
- more exercising
- more sleep & feeling more refreshed upon waking up
- takes better care of own's health

Emotional

- higher levels of positive emotions
- more alert & awake
- less stressed
- more joy & pleasure
- more optimism & happiness
- reduced feelings of depression
- higher sense of self worth

Social

- more helpful & generous
- more forgiving
- more compassionate
- less lonely & isolated



THE WORLD IS SCARY RIGHT NOW.

It's okay to feel that.
It's okay to share that.

But we can still love ourselves and be afraid.
We can still love each other and be afraid.

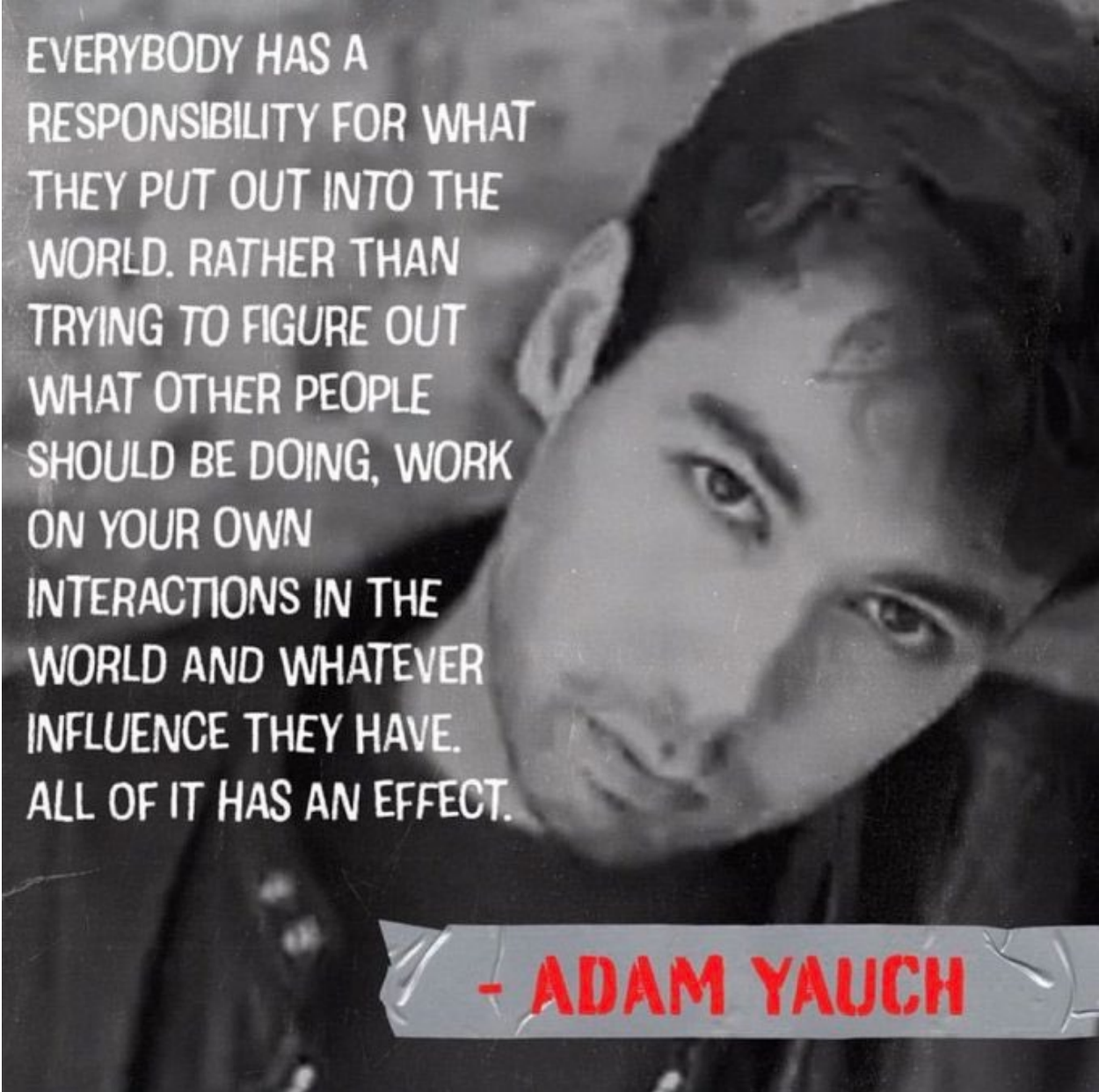
We can be proud of who we are and be afraid.

Our fear doesn't diminish who we are.
Their hate doesn't change how wonderful our
communities are.

Give yourself grace to feel what you feel.

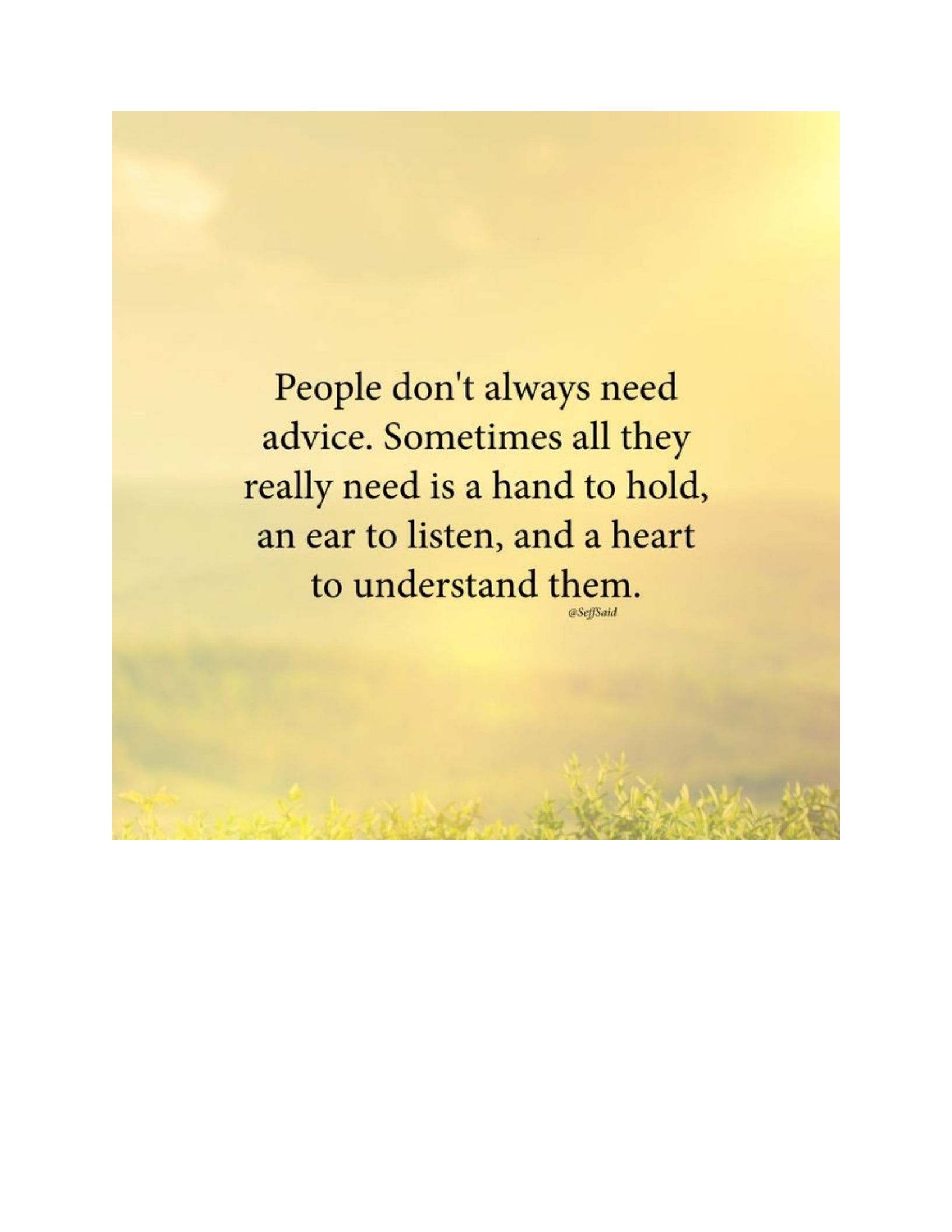
But love yourself anyway.

@acedadadvice



EVERYBODY HAS A
RESPONSIBILITY FOR WHAT
THEY PUT OUT INTO THE
WORLD. RATHER THAN
TRYING TO FIGURE OUT
WHAT OTHER PEOPLE
SHOULD BE DOING, WORK
ON YOUR OWN
INTERACTIONS IN THE
WORLD AND WHATEVER
INFLUENCE THEY HAVE.
ALL OF IT HAS AN EFFECT.

- ADAM YAUCH



People don't always need
advice. Sometimes all they
really need is a hand to hold,
an ear to listen, and a heart
to understand them.

@SeffSaid

signs of self-betrayal

- you base your worth on the approval of others
- you define your value by your achievements
- you constantly over-explain
- you are always looking for distractions or entertainment
- you tell people you are fine, when you actually need support
- you regularly let other people cross your boundaries
- you do not express your needs
- you bottle up your feelings
- you are overly self-critical
- you agree to things you don't want to do

@mymentalhealthspace

Social GRRRAACCCESSS

(Burnham, 2012)

