

## *Emotional Intelligence Training Course*

# LESSON GUIDE

### About this course

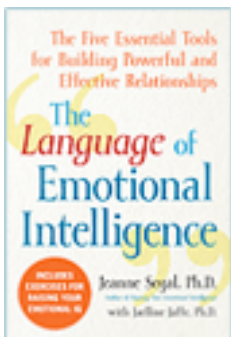
This learning program will teach you how to develop and strengthen the skills of emotional intelligence—skills that help you build satisfying relationships, overcome challenges, succeed at work, and stay emotionally healthy. When people ask, “How hard is it to learn these skills?” I say, “No harder than learning to ride a bicycle or drive a car.” It does take time and practice, but the rewards are well worth the effort.

The purpose of this PDF lesson guide is to support and enhance the information in the video lessons of the training course. Review the lesson guide carefully as you watch the video lessons and return to it as often as needed.

### For learning that lasts, it takes two

You can do this course on your own, but to integrate what you have learned, you will need another person who acts as a listener. Talking to someone about your learning experience—to anyone who is a good listener—will help you remember and use what you have learned.

VIDEO	TOPIC
Introduction	Raising Emotional Intelligence
Lesson 1: The Elastic	Swiftly Defusing Stress
Lesson 2: The Glue	Building Emotional Awareness
Lesson 3: The Pulley	Improving Nonverbal Communication
Lesson 4: The Ladder	Using Laughter and Play for Resiliency
Lesson 5: The Velvet Hammer	Practicing the Art of Conflict Resolution



### The Book That Inspired This Course

If you’re a person who benefits from practical examples and true-to-life stories you may want to first read the book that inspired this course: *The Language of Emotional Intelligence: The Five Essential Tools for Building Powerful and Effective Relationships*, by Jeanne Segal, Ph.D.

[Buy the book](#) at Amazon.

## *Introduction: Raising Your Emotional Intelligence*

1. Watch *Section A: The Beginning* (4:07 minutes)
2. Take the quiz below
3. Watch *Section B: The 5 Tools* (2:31 minutes)

### **Begin with a quiz**

Let's start with a quiz to see how well acquainted you are with the tools of emotional intelligence right now. As you answer the questions that follow, pretend you're an impartial observer with an infant's curiosity, a sense of humor and no judgments. Simply answer each question with "rarely," "sometimes," or "usually."

### **QUIZ**

#### **Test Your Familiarity with the Tools of Emotional Intelligence**

1. Do you stay engaged when talking to most people? Are you able to focus on the person you are talking to and ignore distractions, including your cell phone?
2. Are you comfortable with pauses and silence in a conversation? Can you carry on with a conversation even if something said strikes an emotional nerve?
3. Do you sense when someone feels troubled before there is an exchange of words? Can you walk into a meeting and immediately tell who may be upset?
4. Do you generally feel comfortable letting others know what you're experiencing emotionally? Can you allow your feelings to surface without judging them?
5. Do you pay attention to your gut feelings when making important decisions? Would you do or not do something that seemed logical because you have a contradictory feeling?
6. Do you immediately notice when you become stressed? Are you able to take care of yourself so that stress doesn't incapacitate you or make you sick?
7. Do you know how to quickly and dependably relieve stress? Do you routinely take relaxing breaths or walk around a bit when you feel overwhelmed?
8. Do you easily laugh, play or kid around with others? Do you use humor to negotiate differences or get over rough spots?
9. Can you easily face up to differences? Are you able to have disagreements with colleagues, friends or loved ones without feeling threatened?

Answering "usually," to most of the questions indicates that you have a good start in your relationships and on the skills of emotional intelligence. But even if you rarely do these things, it's not too late to learn.