



YOU MAKE ME SO MAD!!

WORKBOOK

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Let's Start With an Exercise!



The Marshmallow Test

Emotional Triggers
Impulse Gate



We are moving things from a _____
To a _____.

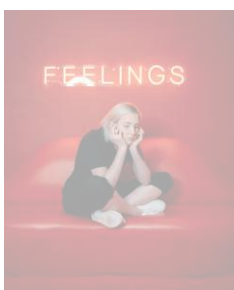
Key Concept!

It is not about eliminating emotion.
There is no such thing as non-emotional.
Some emotion is good emotion.



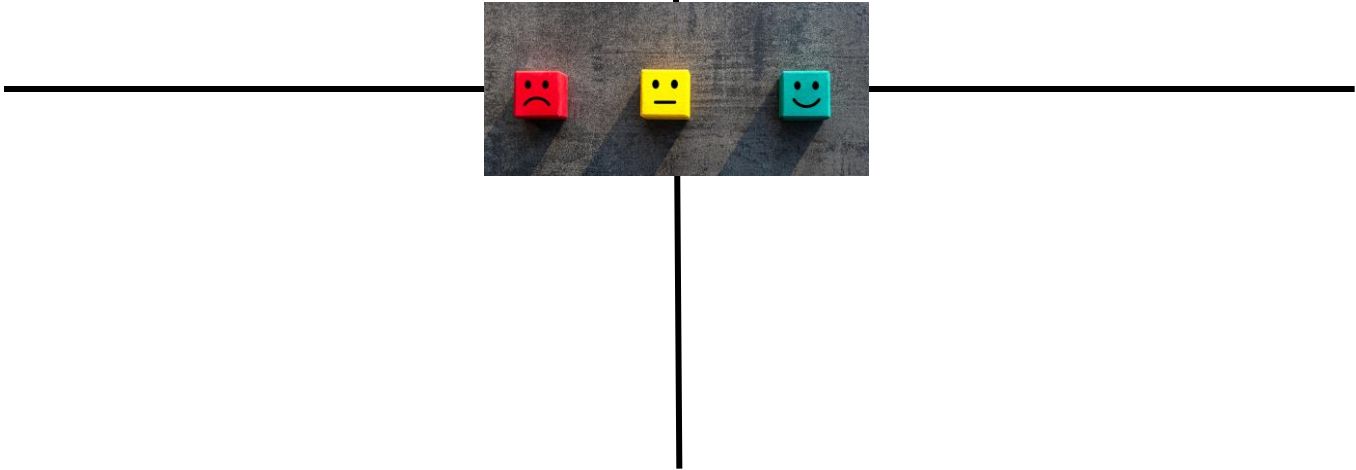
Even the negative are a

_____.



When the pain of _____

4 Areas of Emotional Intelligence

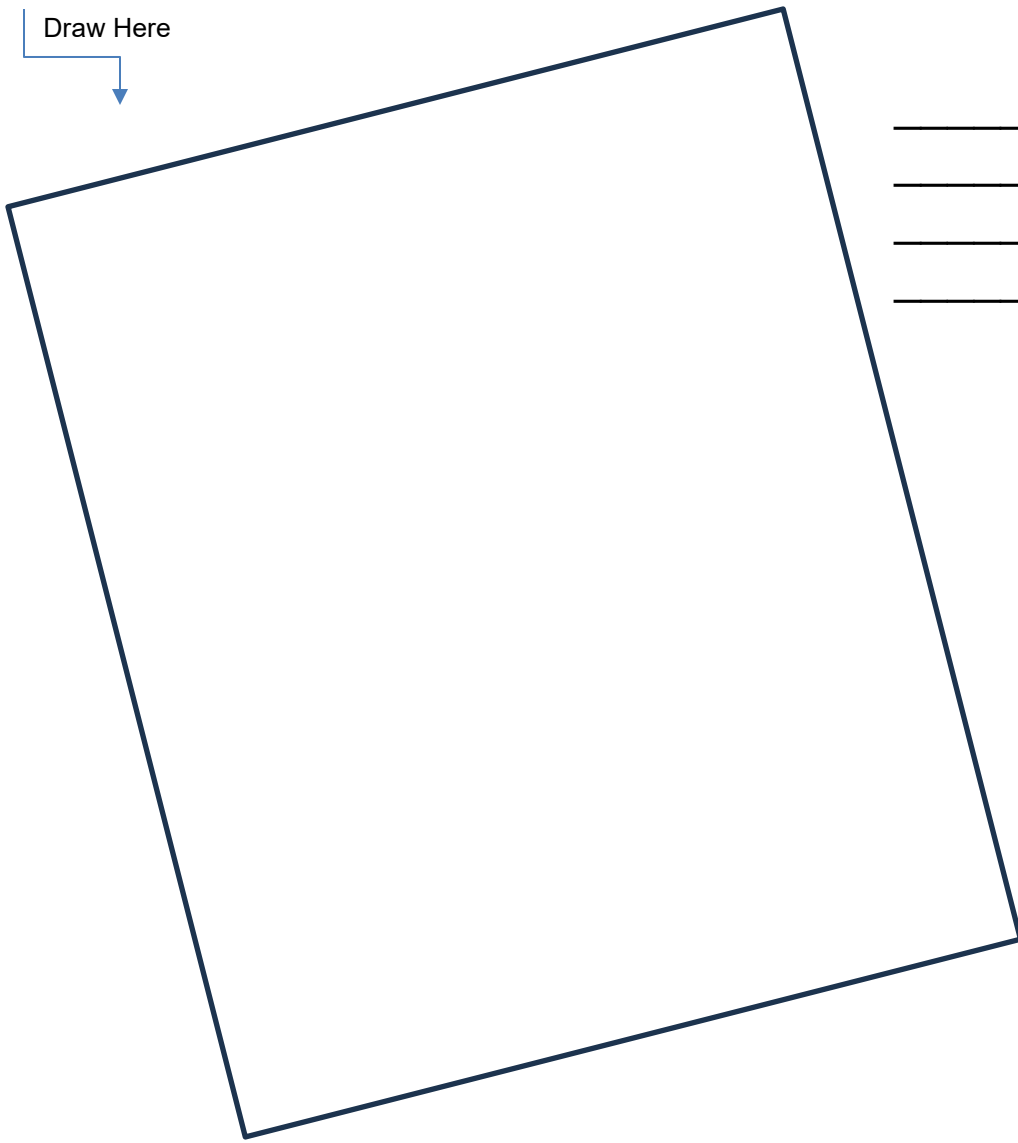


Relationship Management is about _____.

How Do We Show Empathy?



Draw Here





The 3 V's:



Listening is _____
and _____.

2 reasons we listen:

S
O
F
T
E
N





3 Reasons we struggle to hear:



Scenario:

Acknowledge Transition

Negativity Inquiry

Go Big!

When, Then, So

Perception Checking

Bonus Phrases for good EQ:

"Could you tell me more about that?"

"I understand what you're saying, and..."

"How do you feel about that?"

"I'm not sure what's wrong.
Could you explain the problem?"

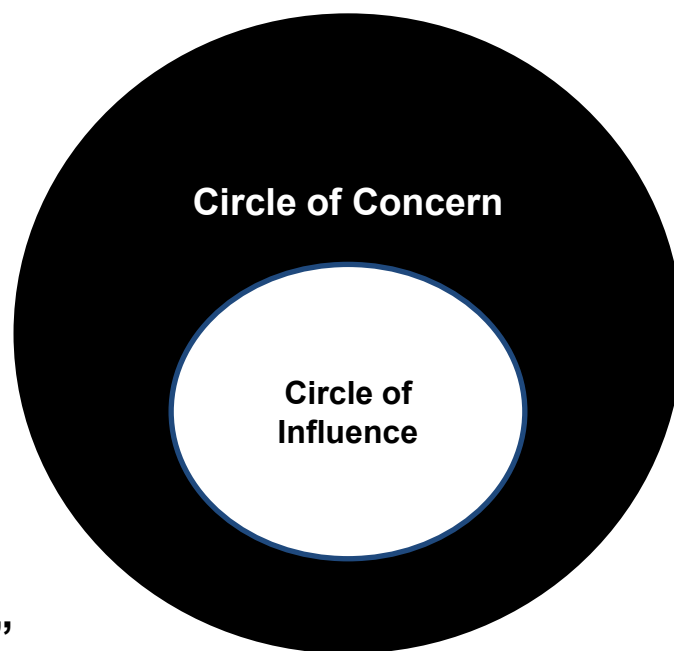
"Can you clarify that for me?"

"What I'm hearing from you is ____, Is that right?"

"This situation makes me feel..."

"You both have good points.
Let's see how we can work together."

Self Management.



Circle of Influence



Do something
It is NOT "all or Nothing"
Small Steps



Circle of Concern



My Mom Taught Me 3 Things:



Who is YOUR Hero?

2-3 Traits or Characteristics



I would LOVE your feedback!
Scan the QR Code

(And get a free super
cool communication
tip sheet!)



Glow Up and Glow Out!



**"Before you abuse, criticize, or accuse,
walk a mile in my shoes."**

Elvis Presley

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