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PhD

Emotional Intelligence Companion Workbook

Congratulations!

Welcome to my Emotional Intelligence Course! You should be proud of yourself for making this investment in your personal and professional development! As Leonardo Da Vinci said, "It had long since come to my attention that people of accomplishment rarely sat back and let things happen to them. They went out and happened to things." By working systematically through this course, you will be "happening to things" by taking action towards increasing your communication and relationship effectiveness.



For most of the lessons in the course, you will be assigned homework, and you can complete them here. This workbook is designed as an adjunct to my Udemy EQ course and is for your personal use. It is not meant to be reproduced or distributed.

I sincerely hope that you enjoy the course. Here's to your success!

Patricia

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Course Timeline

I designed this to be done across 21 days. So, the way to go through it is to watch the lesson, then do the associated homework in this workbook. While you can obviously go through the course at any pace you choose, if you do want to get through it in the 21 days as designed, this table lets you know which lessons you need to cover when.

Day	Lesson(s) to cover
1	Lessons 1-3
2	Lessons 4-5
3	Lesson 6
4	Lesson 7
5	Lesson 8
6	Lesson 9
7	Lesson 10-11
8	Lesson 12
9	Lesson 13
10	Lesson 14
11	Lesson 15
12	Lesson 16-17
13	Lesson 18
14	Lesson 19
15	Lesson 20
16	Lesson 21
17	Lesson 22-23
18	Lesson 24
19	Lesson 25
20	Lesson 26
21	Lesson 27-28

Self-Awareness Homework

A. Lesson 5 – Strengths and Developmental Opportunities

For today's homework, you will reflect on your strengths and developmental opportunities. Write your thoughts here.

1. What are my top five strengths?

a. _____

b. _____

c. _____

d. _____

e. _____

f. _____

g. _____

2. What are my top five developmental opportunities?

a. _____

b. _____

c. _____

d. _____

e. _____

f. _____

g. _____

B. Lesson 6 – Getting Feedback from Others

For today's lesson, you will ask three people for feedback about your strengths and developmental opportunities. This will help round out your self-knowledge, and cover any hidden strengths of which you're not aware, while illuminating any blind spots that may be holding you back.

Person One – Strengths

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____

Person One – Developmental Opportunities

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____

Person Two – Strengths

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____

Person Two - Developmental Opportunities

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____

Person Three - Strengths

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____

Person Three - Developmental Opportunities

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____

*"We all need people who will give us feedback,
That's how we improve."*

~Bill Gates

C. Lesson 7 – Identifying Emotions

Your task for today is to periodically check in and ask yourself, “What am I feeling?” Try to do it at least four times, at various points throughout the day. If you can do it more, even better!

Time	Emotion	What was happening?

D. Lesson 8 – Body Awareness

For today’s homework, download the body awareness audio file that goes along with the lesson. It will walk you through a relaxing mindfulness exercise designed to get you more in touch with your body.

E. Lesson 9 – Learning About Myself Under Stress

Knowledge of your stress triggers and typical stress reactions can deepen your self-understanding. With this understanding of yourself, you will put yourself in a better position to manage how you are coming across.

1. What are my pet peeves?

a. _____

b. _____

c. _____

2. Why are these my pet peeves?

3. Are there any people (or types of people) who are particularly difficult for me to deal with?

a. _____

b. _____

c. _____

4. When am I most likely to feel overwhelmed?

a. _____

b. _____

c. _____

5. How do I behave differently when I am under stress?

a. _____

b. _____

c. _____

*"Sometimes when people are under stress, they
hate to think, and it's the time when they most
need to think."*

~Bill Clinton

Self-Management Homework

A. Lesson 11 – Developing a Self-Care Regimen

Self-care is a critical part of emotional intelligence. The more you take care of yourself, the less likely you are to experience stress. And, the better you're managing your stress, the more constructive your interactions with others are likely to be.

1. What are five ways I can take care of myself to manage my stress?

a. _____

b. _____

c. _____

d. _____

e. _____

B. Lesson 12 – Deep Breathing

Today's homework will give you additional practice with deep breathing, which is a vital part of learning how to manage your emotions. Download the audio file, and enjoy going through the exercise!

C. Lesson 13 – Question Your Story

The way that we explain a situation in our own minds has a huge impact on our moods. Depending on what we tell ourselves, we can feel better or worse, irate or compassionate, and that, in turn, will affect how we respond to the situation.

For today's homework, think of a difficult interpersonal situation you encountered. Perhaps you became irritated with a significant others. Maybe you felt slighted by a co-workers. Answer the following questions to learn how to question your story.

1. Describe the situation

2. How did you feel? Why did you feel that way?

3. What story did you tell yourself about the other person?

4. Is there any other possible explanation for the other person's behavior?

5. What might the other person have been thinking?

6. What can you learn from this experience?

For extra credit, [check out this video](http://bit.ly/1fpWjYz) for a really powerful example of why it is important to question your story.

<http://bit.ly/1fpWjYz> (click on link above, or if you can't search for the Cleveland Clinic empathy series videos).

D. Lesson 14 – Cultivate Positive Emotions

Here are two happiness practices with which you can experiment. Try at least one today, and continue to utilize them for the remainder of the course (and beyond).

1. Gratitude Exercise

Take a moment to reflect, and write down three to five things for which you are grateful right now (make at least one of them work-related):

1. _____
2. _____
3. _____
4. _____
5. _____

Now write down something less positive that happened in the past week, along with the “blessing in disguise” it may provide, or how you can work it to your advantage:

2. Perform Acts of Kindness

Another empirically-tested method for improving one's experience of positive emotion is to perform acts of kindness for others. It has been found to be more beneficial to perform all of your acts of kindness on one day, as opposed to spreading them out across time.

On your "kindness day," strive to perform five acts of kindness for others. They should be different from what you would normally do (e.g. if you usually compliment your assistant on her outfit, then you wouldn't count that as one of your acts of kindness). Try to include at least one act of kindness in your work environment.

- i. Complimenting a stranger sincerely
- ii. Paying the toll(s) for others behind you
- iii. Bringing in a treat for your colleagues
- iv. Giving someone a card or a note for no reason
- v. Giving a large tip to a waiter
- vi. Making a donation to a homeless shelter
- vii. Inviting a co-worker out to lunch
- viii. Helping someone on a project

At the end of your "kindness day," make a list of the acts of kindness you performed:

1. _____
2. _____
3. _____
4. _____
5. _____

How did it feel to perform these acts for others?

Most folks are as happy as they make up their minds to be.

~ Abraham Lincoln

E. Lesson 15 – Mistake Post-Mortem

Think of an interpersonal mistake or misstep you made in the relatively recent past. Reflect on what happened and answer the following questions:

1. Where do you think you made a misstep?

2. What would you do differently next time?

3. Is there anything that you need to do to rectify the situation? (i.e. apologize, make it up to the other person, etc.)

"Mistakes are a part of being human. Appreciate your mistakes for what they are: precious life lessons that can only be learned the hard way. Unless it's a fatal mistake, which, at least, others can learn from."

~ Al Franken

Social Awareness Homework

A. Lesson 17 – Reflect on Others’ Personalities

Pick two people for this exercise. Your task is to think about each person – their strengths, developmental opportunities, and what motivates him or her. This is an excellent exercise for developing your ability to size up others.

Person One – Strengths

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____

Person One – Developmental Opportunities

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____

Person One – Motivators/Drivers

- a. _____
- b. _____

c. _____

d. _____

Person Two - Strengths

a. _____

b. _____

c. _____

d. _____

e. _____

Person Two - Developmental Opportunities

a. _____

b. _____

c. _____

d. _____

e. _____

Person Two - Motivators/Drivers

a. _____

b. _____

c. _____

d. _____

B. Lesson 18 – Listening

Your task for today is to try to listen mindfully in all of your conversations with others. We often become distracted or listen more for what we want to hear, so make sure to set a clear intention to engage in mindful listening. See below for a few tips:

1. Listen with your full attention (close out all distractions – no smartphone, looking out the window, etc.)
2. Listen for the said and the unsaid
3. Strive to understand as well as to be understood
4. Refrain from developing an argument as the other person speaks
5. Be attentive to body language and emotion

“There is a difference between listening and waiting for your turn to speak..”

~Simon Sinek

C. Lesson 19 –Be Sensitive to Cultural Differences

1. List some cultural differences you have noticed in interacting with people cross-culturally. (If you can’t think of any immediately, try to be observant if you have the opportunity to interact with people of different cultures today.

2. Reflect on whether you have any prejudices that can affect how you interpret others' actions. Be honest with yourself. _____

3. As an exercise, strive to observe people from different cultures today with the aim of finding five positive aspects of their cultures. List them here:

a. _____

b. _____

c. _____

d. _____

e. _____

E. Lesson 21 – Develop Empathy

Your homework for today is to choose two of the strategies for developing empathy, then be intentional about practicing them. As a reminder, here are the 6 strategies for increasing empathy that were discussed in the lesson (you can put checkmarks beside the two that you chose).

- ☐ Be curious about others
- ☐ Look for the commonalities between you and others
- ☐ Try someone else's lifestyle (or read about it)
- ☐ Practice empathizing with people who are really different from you
- ☐ Listen
- ☐ Try to label how others are feeling

1. Based on the empathy-building activities that you chose, what insights did you have? Were you better able to put yourself in someone else's shoes?

2. Did this exercise alert you to any biases you might have?

3. What might you do differently to be more empathetic in the future?

*"The great gift of human beings is that we have the power of
empathy."*

~ Meryl Streep

Relationship Homework

A. Lesson 23- Examine Your Relationship Attitudes

1. Do I think it is important to build relationships? At work? In other settings?
Why or why not? _____

2. What are some positive relationship experiences that I have had?

3. What are some negative relationship experiences that I have had?

4. What are my expectations when I am starting a new relationship with someone?

5. What are some benefits of building relationships with others?

[illegible]

B. Lesson 24– Self-Disclosure

We all vary in terms of how comfortable we are opening up to others. Some people are open books for whom “what you see is what you get,” whereas others are much more private. If you are someone who is comfortable being open, then this exercise is likely to be very easy for you; however, if you are more guarded, then I encourage you to challenge yourself.

Therefore, your homework for today’s lesson is to practice self-disclosing. If you are someone who is comfortable being transparent, then keep doing what you’re doing. If you tend to be private, experiment with disclosing a little more than you normally would. Don’t feel as though you have to open to floodgates (that may actually overwhelm the other person), but just be a little more open than you normally would. Then, answer the self-reflection questions below:

1. How did it feel to self-disclose more than you normally would?

2. How did the other person respond?

3. Did you feel a greater sense of closeness in the relationship?

“Honesty and transparency make you vulnerable. Be honest and transparent anyway.”

- Mother Theresa

C. Lesson 25– Acknowledging Others’ Feelings

Your homework for today is to be very intentional about acknowledging others’ feelings in your interactions. You can try to do it in most of your interactions (you might not want to do it with everyone – for example, you might just want to say “hello” to your mail carrier and move on), or you may just choose a few to do for practice.

Remember, to acknowledge others’ feelings effectively, you will need to:

- Listen Mindfully
- Empathize (and try to label the emotion the other person is experiencing)
- Reflect back to them how they are feeling (as naturally as possible)

Experiment with this, and notice what happens!

1. Did you pick up any insights as a result of being intentional about acknowledging others’ feelings? _____

2. How did the other person seem to respond to you doing this?

3. Did you notice any difference in communication relative to how your interactions normally are with that person? _____

D. Lesson 26 – Respond Appropriately to Good News

Your homework is to monitor yourself to make sure you are communicating an active-constructive response to others' good news. As a reminder, here are examples of each of the styles:

- Active-Constructive: "That's great! Tell me all about it!"
- Passive-Constructive: "That's nice." (Changes the subject).
- Active-Destructive: "I'm sure it's not all that it's cracked up to be. You'll just have more stress."
- Passive-Destructive: (Ignores you)

Self-Reflection: When someone shares good news with you, do you notice yourself being prone to responding in any way that is not active-constructive? If the answer is yes, what can you do to remind yourself to respond differently?

*"Other people's successes are good news - for them and for you.
Good for you because they show you a way to go."*

~Steve Wynn

E. Lesson 27 – Handle Conflict Effectively

Reflect on the following questions to better understand your typical conflict management style:

1. How do I typically respond to conflict? Am I more prone to “silence” or “violence?” Does it depend on the situation?

2. Why do I respond in that way? Where did I develop that tendency? Does my family have a typical conflict management style?

3. When am I most prone to handle conflict poorly? Are there certain situations or people that “push my buttons?” _____

4. What can I do to handle conflict more effectively?

While I definitely don’t encourage you to intentionally try to stir up conflict, when it does occur, make sure to apply the strategies for de-escalating conflict that we discussed during the lesson. As a reminder, they are:

- Avoid being defensive
- Work to see both sides
- Avoid over-generalizations
- Guard against always having to be right
- Don’t shut down or stonewall
- Use empathy

“Man must evolve for all human conflict a method which rejects revenge, aggression and retaliation. The foundation of such a method is love.”

~Martin Luther King, Jr.

F. Lesson 28 – Pulling it All Together

To really apply the information from this course in a way that will most benefit you, I encourage you to do a self-check to determine which aspects of emotional intelligence are most difficult for you. Then, with that information in mind, you can develop some strategies to make sure you work on them in the future.

As a reminder, here are the areas of emotional intelligence we covered in the course (place a checkmark beside the ones you feel you need to work on the most):

- | | |
|--|--|
| <input type="checkbox"/> Understanding your strengths and weaknesses | <input type="checkbox"/> Developing empathy |
| <input type="checkbox"/> Getting feedback from others | <input type="checkbox"/> Reflecting on your relationship attitudes |
| <input type="checkbox"/> Identifying your emotions | <input type="checkbox"/> Self-Disclosing |
| <input type="checkbox"/> Being aware of your body | <input type="checkbox"/> Acknowledging others' feelings |
| <input type="checkbox"/> Understanding yourself under stress | <input type="checkbox"/> Responding appropriately to good news |
| <input type="checkbox"/> Having a self-care regimen | <input type="checkbox"/> Dealing effectively with conflict |
| <input type="checkbox"/> Deep breathing | |
| <input type="checkbox"/> Questioning your story | |
| <input type="checkbox"/> Cultivating positive emotions | |
| <input type="checkbox"/> Doing a post-mortem on mistakes | |
| <input type="checkbox"/> Reflecting on others' personalities | |
| <input type="checkbox"/> Listening | |
| <input type="checkbox"/> Being sensitive to cultural differences | |
| <input type="checkbox"/> Being sensitive to timing | |

About Patricia Thompson, PhD

Dr. Patricia Thompson is an award-winning corporate psychologist, life coach, and author who draws on her expertise in psychology and business experience to help her clients flourish. For over a decade, she has worked in a variety of settings, assisting a range of clients in cultivating their innate talents to accomplish their goals.



Based on her passions and a strong sense of purpose, she founded Silver Lining Psychology to share her knowledge about how to use the science of positive psychology to transform her clients' lives. She also wrote *The Consummate Leader: a Holistic Guide to Inspiring Growth in Others...and in Yourself*, to teach how a mind-body approach that is grounded in research leads to success in the workplace and beyond. (You can download a free excerpt from her book at www.patricia-thompson.com/giveaway.)

Dr. Thompson has been featured in CNN.com, Fast Company, Entrepreneur, The Network Journal, iVillage, Elephant Journal, Tiny Buddha, Investor's Business Daily, Monster.com, CareerBuilder, and others, sharing her expertise to help others to live fulfilling lives. She was also named by MindBodyGreen and Athleta as one of the 100 Women to Watch in Wellness, along with other notable women such as Arianna Huffington, Cameron Diaz, Gabby Bernstein, Gwyneth Paltrow, Kris Carr, Jane Goodall, and Shailene Woodley.

On the way to earning her PhD in psychology, Dr. Thompson was educated at the University of Toronto, Georgia State University, the University of Pennsylvania, and Emory University's School of Medicine. When she is not working with clients, you can find her working out, practicing pilates, playing the piano, reading, playing tennis, or enjoying the outdoors with her basketball-obsessed husband and their exuberant toddler.