"You always complain that I don’t know how to show my emotions, so I made these signs."
EMOTIONAL INTELLIGENCE

- Emotional Intelligence: Describes the ability to _________one’s own emotions and to be sensitive to others’ feelings. (Goleman, 1995).

- Emotional Intelligence has been linked to...
  1. ______________________
  2. Healthy _________________ in Communication
  3. Effective Workplace Interaction
WHAT ARE EMOTIONS?

- Physiological Factors (___________)
- ____________________
- Cognitive Interpretations
- Verbal Expressions (___________)
INFLUENCES ON EXPRESSING EMOTIONS

- Group 3 Presentation!
INFLUENCES ON EXPRESSING EMOTIONS

1. Personality
2. Culture
3. Gender
4. Social Conventions and Roles (Emotion Labor)
5. Fear of Self-Disclosure
6. Emotional Contagion
GUIDELINES FOR EXPRESSING EMOTIONS

The key to expressing emotions is to learn how ______________about it.

1. Recognize your feelings.
2. Choose the best language.

Three ways to express feelings verbally:

- Single Words:
  __________________________

- What’s happening to you metaphorically:
  __________________________

- What you’d like to do:
  __________________________
You just found out that you have been accepted to a top university in New York and even earned a scholarship! You just started working at a new job that you really like and even have a new girlfriend/boyfriend.

What could this person be feeling?
GUIDELINES FOR EXPRESSING EMOTIONS

4. Recognize the difference between ____________________________.
5. Accept _______________ for your feelings.
6. Choose the _____________________ to express your feelings.
MANAGING DIFFICULT EMOTIONS

- **Facilitative Emotions**: Contribute to functioning effectively. (________)
- **Debilitative Emotions**: Hinder or prevent our performance. (________)

- The difference is not so much ________________(negative/positive) but rather the degree of ________________.
Rational-Emotive Approach: If you want to change your feelings, you have to change your__________.

It is not events that occur in life that cause people to feel poorly, but the _______________about these events.
Event: Hearing “I love you”

Thought/Belief: “This is a genuine statement.”

Feeling/Emotion: Delight/Happiness
Event: Hearing “I love you”

Thought/Belief: “S/he’s just saying that to manipulate me.”

Feeling/Emotion: Anger/Skepticism
HOW TO WE GET RID OF DEBILITATIVE EMOTIONS?

- **Self-Talk:** The ________, internal monologue that is our process of thinking.

> All that we are is the result of what we have thought.

- Buddha
IRRATIONAL THINKING WITH SELF TALK

- **Fallacy of Perfection**
  
  *Our relationship is perfect/I’m perfect.*

- **Fallacy of Approval**

  *I need him/her to love me.*

- **Fallacy of “Shoulds”**

  *We should be happy all the time, he/she should never talk to another person.*

- **Fallacy of Overgeneralization**

  *He/She is just like every other unloyal person I’ve dated.*
IRRATIONAL THINKING WITH SELF TALK

- **Fallacy of Causation**
  
  *If I bring this up, sh/e won’t like me anymore.*

- **Fallacy of Helplessness**
  
  *That’s just how relationships work, there’s jealousy everywhere!*

- **Fallacy of Catastrophic Expectations**
  
  *If I talk to him/her about it, we’ll break up for sure and then I will be alone forever.*
MINIMIZE DEBILITATIVE EMOTIONS

- ____________
- Note what caused the event (AKA: ____________)
- Record your _______
- Reappraise

"Actually, Steve, I liked you better before you learned to express your true inner feelings."