



Emotional Intelligence

Improving your emotional intelligence, or “EQ,” is a great way to strengthen family, work, and personal relationships. Here are some ways to increase your emotional intelligence:

- **Improve your emotional self-regulation.** Consider how others perceive your behavior. For example, if your voice gets louder when you are frustrated, others may conclude that you are angry at them. Meditation and other mindfulness activities are helpful ways to develop the ability to regulate your emotions when under stress.
- **Stay present.** Set aside distractions and focus on your surroundings. When in conversation, show that you are paying attention through eye contact, body language, and gestures. Listen more than you speak.
- **Pay attention to non-verbal behavior.** Non-verbal behavior offers clues about how someone is reacting to your own words and actions. Focus on facial expressions, posture, tone of voice, and gestures. If you aren't sure how someone is feeling, ask.
- **Show compassion.** A person with a high EQ is aware of the impact that events are having, not just on themselves, but on others as well. Try to see the situation as others might and express empathy for their concerns. Acknowledging your own worries may encourage others to be open about their concerns.



- **Slow down.** Take a moment to think before responding in conflict situations or when under stress. Pressing “pause” will help you to avoid actions or statements that you might later regret.
- **Solicit feedback.** Ask trusted friends, family members, and colleagues for candid feedback about how they perceive your behavior. Seeing yourself through their eyes may help you recognize how you come across to others.
- **Keep a journal.** A journal will help you evaluate your behavior and explore ways to take a more constructive approach to problem solving in the future. Journaling will also help you track the growth of your emotional intelligence over time.

LifeMatters offers a variety of resources for increasing your emotional intelligence and ability to self-regulate. Call 24/7/365 or visit mylifematters.com.

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