

### **EMOTIONAL INTELLIGENCE – THE KEY TO POSITIVE RELATIONSHIPS**

No matter what our adult roles may be – partners, sons/daughters, parents, work colleagues, employees/employers etc – we have the responsibility to accept that we are important role models.

My focus is on the vital importance of EMOTIONAL INTELLIGENCE, as a key ingredient for all our important relationships.

*"EMOTIONAL INTELLIGENCE IS THE MASTER OF APTITUDE, A CAPACITY THAT PROFOUNDLY AFFECTS ALL OTHER ABILITIES; EITHER FACILITATING THEM OR INTERFERING WITH THEM". Daniel Goleman.*

Key qualities/skills:

1. Focus on your inner state – feelings.
2. Develop the ability to express these feelings appropriately and respectfully.
3. Remain aware of how feelings impact on body language and voice tone.
4. Work on showing your "Game Face" – but this should be as genuine as possible. Find ways to work through issues that are making it difficult to show this external display of your feelings.

**Brief Exercise and Brainstorming: a) Why do people bully others? B) How does it feel to be bullied?**

Possible reasons:

1. Experience of having been bullied.
2. Low self- esteem can lead to seeking control over others – e.g. treating new staff members unfairly and thoughtlessly
3. Having been exposed to negative role models.
4. A belief system that it's a sign of strength and power to tread on the feelings of others. It's actually a cover-up for insecurity and feelings of low self- esteem.



### **HOW TO EARN RESPECT AND TRUST:**

- a. Treat others as you would like to be treated.
- b. Take responsibility for your mistakes and work to improve.
- c. Show insight. There will always be REASONS for our behaviour. We must not allow the REASONS to become EXCUSES.

The central focus of positive emotional intelligence is to be in touch with strengths and weaknesses.

***"No One Can make you feel inadequate without your permission". Eleanor Roosevelt.***

Finally, and most importantly, you choose your reactions. We cannot always choose what happens to us – but we can choose our REACTIONS. *"Between stimulus and response there is a space, and in that space lies our ability to choose our response – and therein lies our strength and happiness ".*

So, choosing to be kind, respectful, assertive without aggression, helpful and non-judgmental is a choice. Making mistakes/having bad days can be viewed as human – but repeating the mistakes can be viewed as a lack of emotional intelligence. Think before you react – learn the skill of pressing your "pause button" before over-reacting – and then regretting it.

Look after yourselves during this unprecedented time of challenge and testing. Focus on positives and work on your physical and mental health.

Thank you to you all for the wonderful work you do for the children who are entrusted to your care.

**ANNE CAWOOD**  
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