Emotional Intelligence
How to Handle Emotional Situations
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What is emotional intelligence?

Emotional Intelligence

Self-Awareness

Self-Regulation

Motivation

Social Skills

Empathy
How do you react when someone makes you upset?
5 Steps to Handle Emotional Situations

- What is making me angry?
- Take 5 slow belly-heart breaths
- Walk away to a calm area
- Use “I Feel Statements” when talking to the person who upset you
- Take responsibility for your actions and stay calm.
Step 1: What is making me angry?

- LOOK at the situation
- WHAT is it that is making me angry?
- Did the person mean to upset me?
- Is the person having a bad day?
Step 2: Breathe

- Take 5 slow belly breaths before reacting
- Place one hand on your heart and one hand on your belly
Step 3: Walk away or find a calm area

- Instead of reacting in an inappropriate way, walk away!
- Find a calm area
- Your mind cannot think clearly until you have calmed down
- Be near calm people
Step 4: Use "I feel" statements

- What is an “I feel statement?”
- Express your feelings in a socially acceptable way.
- Do not criticize or blame the other person.
- Example:
  - I feel angry because my feelings were hurt when you did not want to go to the movies with me.
Step 5: Taking responsibility and staying calm

- Why is it important to take responsibility if you lose control of your emotions?
- Staying calm maintains relationships.
- Repairing relationships after an incident has occurred.
Let’s watch a video using the 5 Steps!

- https://www.youtube.com/watch?v=fVS-cr7jB5c
Scenarios

- Someone made you upset and said something that hurt your feelings.

- A parent or service provider told you something you do not want to do.