



**Canadian Mental
Health Association**
British Columbia
Mental health for all

**Association canadienne
pour la santé mentale**
Colombie-Britannique
La santé mentale pour tous

MENTAL HEALTH AT WORK

Emotional Intelligence

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Presented by: Lucette Wesley

Collaboration CMHA and SafeCare BC:

CAREFORCAREGIVERS

Mental health support for health care providers

Funding provided by :
the Ministry of Addiction and Substance use



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About CMHA

- One of Canada's most established charities, now 100
- Our policies and programs anchored in evidence and informed by people's personal experience.
- We work towards mental health for all, including people with addictions.
- Over 120 locations throughout Canada; 14 in BC



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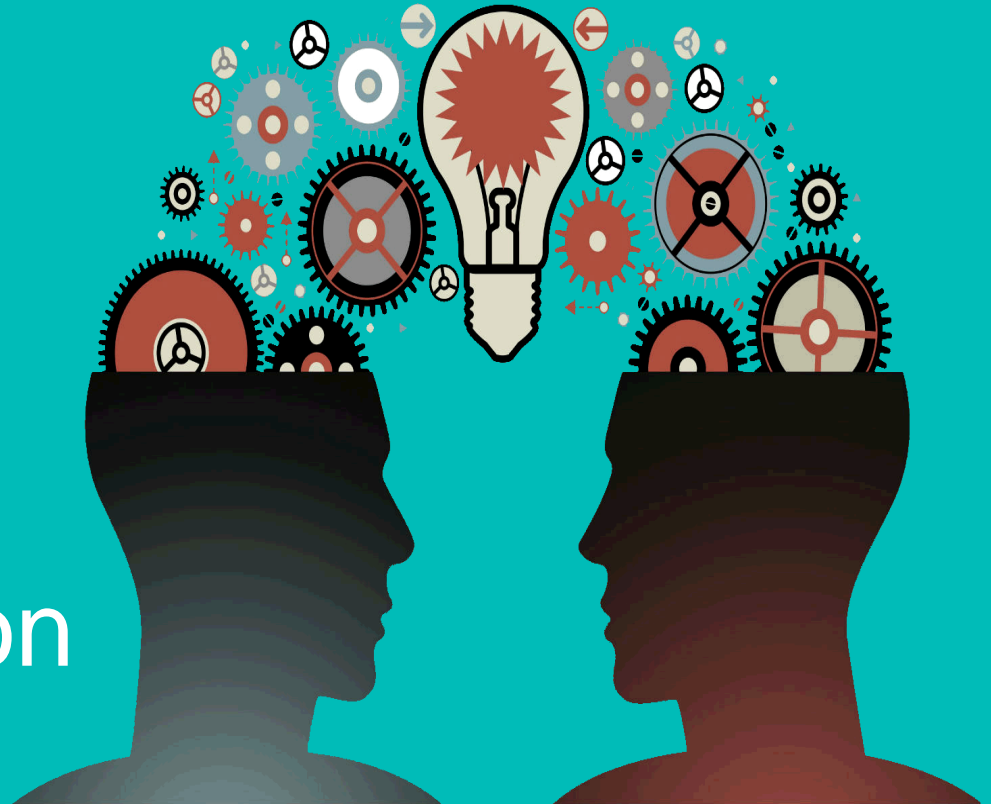
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Outline

- An introduction to Emotional Intelligence
- Emotional Triggers
- 5 Attributes
- Responding more effectively
- Resources



Emotional intelligence: An Introduction



Oxford Dictionary:

Emotional: connected with people's feelings

Intelligence: the ability to learn, understand and think in a logical way about things; the ability to do this well



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Emotional intelligence (EI or EQ)

Emotional intelligence is our ability to identify and manage our own emotions and reactions. It also includes our ability to identify the emotions of others and respond in a way that's effective.

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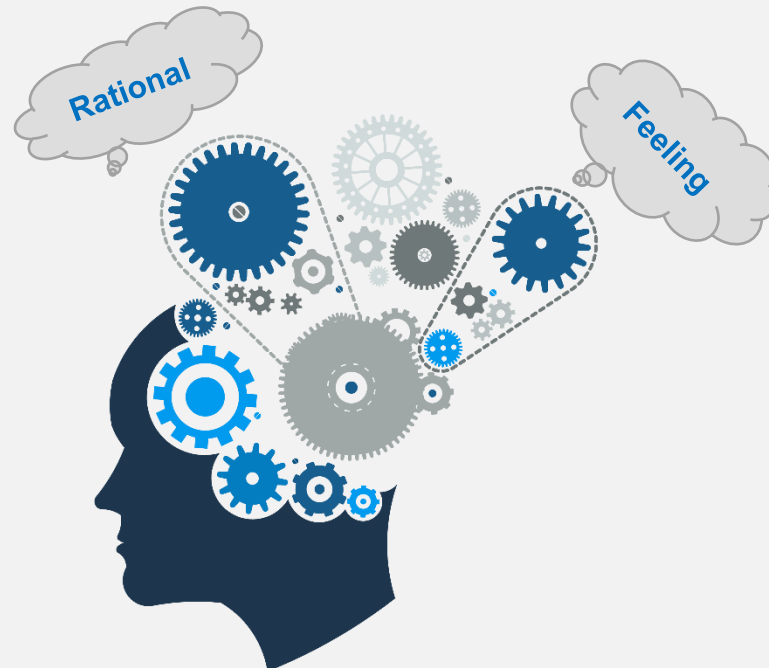
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IQ vs EQ

According to Daniel Goleman:

- IQ= 20% success in life
- EQ/Emotional Intelligence = other 80%

Rational and Feeling Minds need to work in balance



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Being intelligent about emotions

- Deal successfully with others
- Understand our own feelings
- Manage oneself
- Motivate others
- Respond appropriately to situations
- Foster teamwork



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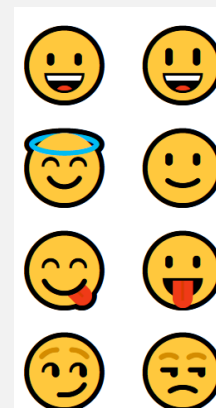
Emotional Triggers



Emotional Triggers:

- Aggression or hostility
- Always needing to please
- Anger
- Arrogance
- Being ignored or not listened to
- Blaming
- Conceit
- Criticizing or judging
- Crying
- Deceit or lying
- Disrespect
- Entitlement

- Frustration or irritation
- High-strung or intense
- Manipulation
- Passive-aggression
- Sadness or moping
- Sarcasm
- Silent treatment
- Unhappiness or misery
- Victim mentality
- Whining
- Worry or nervousness



Emotional Reactions to Triggers

- **Anger**
- **Anxiety**
- **Sadness**
- Pity
- Shame
- Guilt
- Defensiveness
- Hostility
- Frustration
- Overwhelm
- Fear

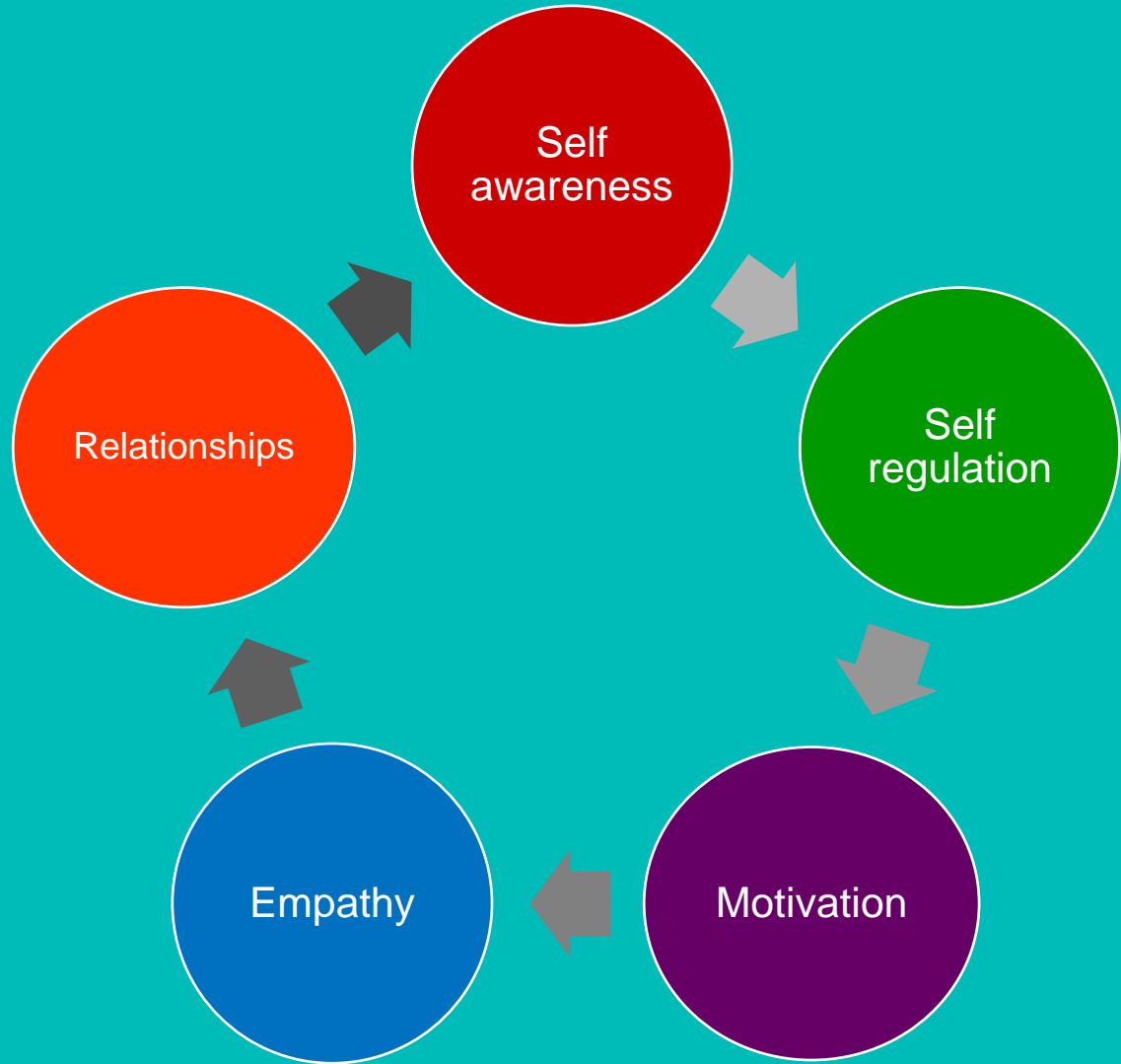


Developing Emotional intelligence (EI or EQ)

- Learn your triggers
 - Emotions can shift how you feel, think, act
 - Try to see things from another's perspective
- Recognize when you trigger someone
 - Recognize how you come across to others
 - Peer feedback
 - Emotional blind spots
 - Body language



EQ Attributes



Self-Awareness



You recognize your own emotions, understand your reactions and the impact you have on others.



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Self-Regulation



You're able to control impulsive feelings and behaviors, manage your emotions and reactions, and effectively regulate stress.



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Motivation



You manage your impulses so they support your goals and you feel a sense of purpose in work. You stay motivated and persistent even when there are setbacks.



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Empathy/Social Awareness



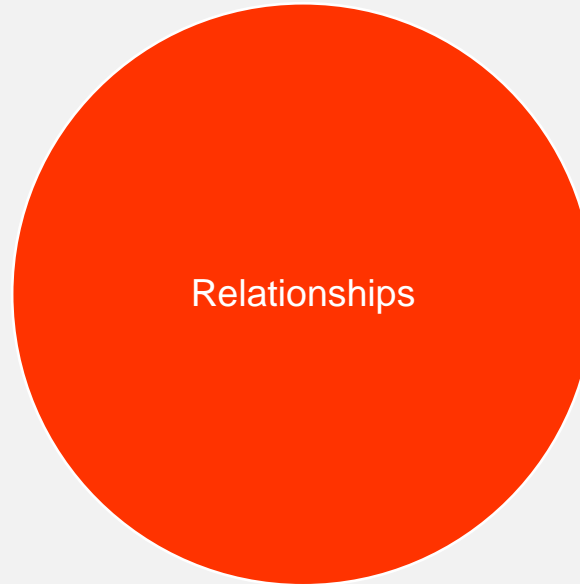
You can understand the emotions, needs, and concerns of other people and respond in a supportive non-judgemental manner



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Social Skill/Relationship Management



You know how to develop and maintain good relationships in a respectful non-defensive manner particularly if providing feedback or managing interpersonal conflict. It helps you to negotiate solutions



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Responding Effectively



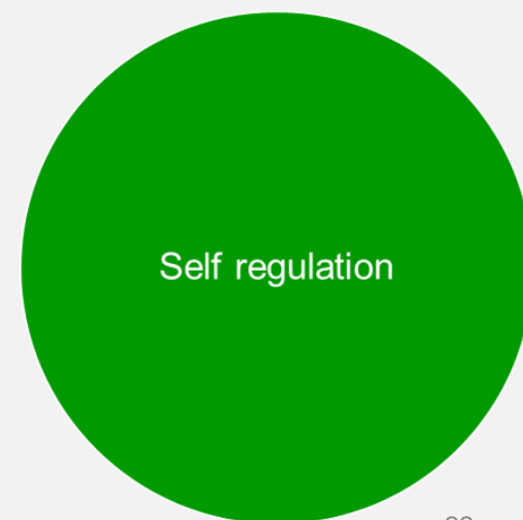
Improving Self-Awareness

- Stay calm
- Notice body language
- Pay attention to how you're feeling
- Ask yourself why you are reacting this way
- Recognize your strengths and weaknesses
- Remember emotions are fleeting
- How you respond is up to you



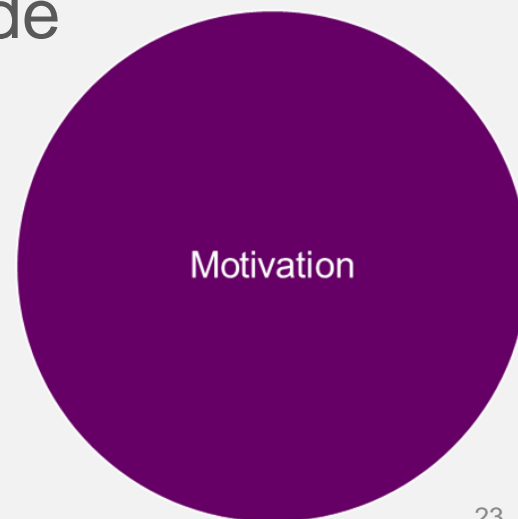
Improving Self-Regulation

- Take a moment to pause before responding
 - Mirroring
 - Deep abdominal breathing
 - Not about hiding emotions
 - Right time and place to express emotions
- Listen and understand their perspective
- Recognize when things are out of your control
- Look for a constructive response
- De-brief
- Relieve stress
 - Hobbies
 - Meditation of mindfulness exercises



Working on our Motivation

- Understand your own needs
- Work to achieve your goals
 - Remember the long term
- Focus on the positive aspects
- Follow what you're passionate about
- Practice having an optimistic attitude
- Avoid chasing material rewards



Practising Empathy

Are there Unmet Needs?

Brene Brown 4 qualities of Empathy:

- Recognize the perspective of someone else and that it is their truth
- Stay out of judgment
- Recognize emotion in others and communicate that emotion
- Feel with people



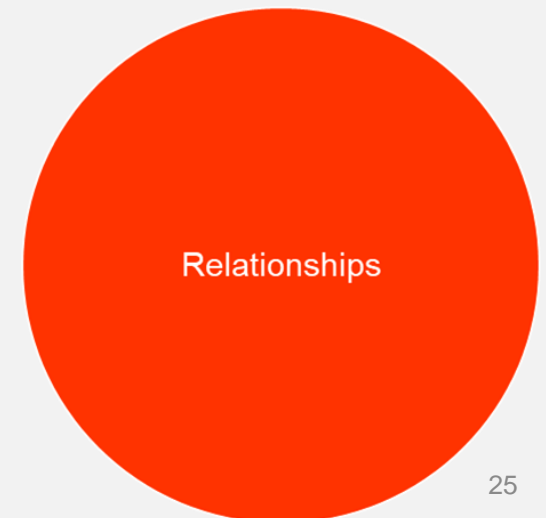
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Building Social Skills

Build relationships and connections

- Practise mindful listening
- Be aware of your verbal and non-verbal communication
- Monitor your email or social media communication
- Be constructive in feedback
- Build Trust
- Be approachable
- Respect others' opinions
- Respect boundaries (yours and theirs)
- Be open to feedback
- Express appreciation
- Don't ignore conflict



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Emotional Intelligence in the Workplace:

- Stay calm and productive under pressure
- Accept constructive feedback
- Accept and embrace change
- Accept responsibility for mistakes and move on
- Say no when you need to
- Constructively share your feelings with others
- Have empathy for other people
- Acknowledge differences
- Practice listening skills
- Be non-judgemental

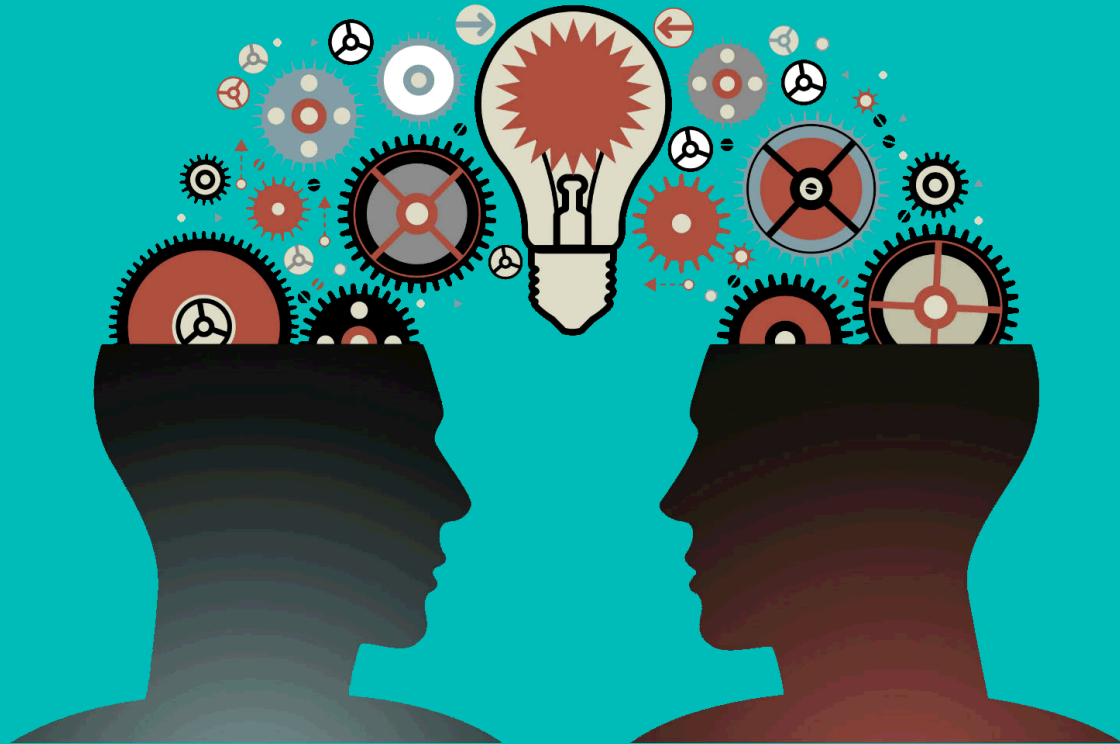


If you are a Leader

- Get to know your employees
- Actively listen to understand
- Recognize assumptions and bias
- Acknowledge differences
- Communicate effectively (emails)
- Provide constructive feedback
- Solve problems in ways that work for everyone
- Use non-judgmental language
- Try to understand needs
- Avoid blaming or shaming
- Acknowledge others' perspectives
- Express respect and appreciation
- Use inclusive approaches (understand diversity)



Resources



EQ Resources

Emotional Intelligence Assessment

- <https://www.workplacestrategiesformentalhealth.com/resources/emotional-intelligence-assessment>

Mind Tools Video- Developing EQ

- <https://www.youtube.com/watch?v=n9h8fG1DKhA&list=RDLVpt74vK9pgIA&index=8>

Brene Brown Empathy

- <https://www.youtube.com/watch?v=1Evwgu369Jw>

Workplace Strategies for Mental Health :

- <https://www.workplacestrategiesformentalhealth.com/resources/emotional-intelligence-for-employees>
- <https://www.workplacestrategiesformentalhealth.com/resources/emotional-intelligence-for-leaders>
- <https://www.workplacestrategiesformentalhealth.com/resources/relationship-management-for-emotional-intelligence>



Stressed? Down? Screening can help



beyond the blues
education & screening days

Check in on your mood,
anxiety and well-being

Learn More

What would you like to explore?



I want to complete a
screening self-test.



I want to read an
information sheet

- > I want to learn more about mental health.
- > I want to learn more about anxiety problems.
- > I want to learn more about depression.
- > I want to learn more about alcohol use or other drugs.
- > I want to learn more about schizophrenia or psychosis.
- > I want to learn more about eating disorders.



Family members

When your family member or loved one experiences a mental health or substance use problem, it's important to take an active role • [more](#)



Professionals

Learn how to use this site if you're a professional supporting a client or family member. • [more](#)

School & campus staff go [here](#)



Individuals

If you're worried about yourself, you may not know what to do next. Here, you'll take charge of your mental health and support your journey to wellness • [more](#)



heretohelp

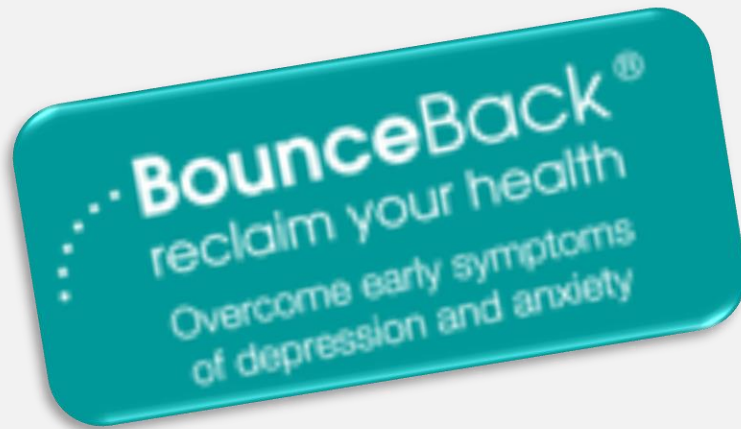
Mental health and substance use
information you can trust



Read the Wellness Modules:

- Mental Health Matters
- Stress and Well-Being
- Social Support
- Problem-Solving
- Anger Management
- Getting a Good Night's Sleep
- Eating and Living Well
- Healthy Thinking
- Finding Balance
- Staying Mentally Healthy with Technology
- Mindfulness

CMHA Support



**LIVING LIFE
TO THE FULL**
helping you to help yourself



**Confident Parents
Thriving Kids**



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More to learn: Workshops through CMHA

- **Mental Health at Work:** for all workers; for supervisors and managers; for front-line workers
- **Responding with Respect:** for Supervisors and Managers
- **Psychological health and safety in the workplace**
- **Compassion Fatigue**
- **Understanding Addictions**
- **Mental Health First Aid**
- **Suicide awareness and intervention**

To book contact: workplaces@cmha.bc.ca
or 604-688-3234 (Ashley Rinas, CMHA-BC)



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Mental Health at Work - EQ

Your Next Steps



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THANK YOU!

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