



# Emotional Intelligence

## Training Course

### Consulta Europa Projects & Innovations



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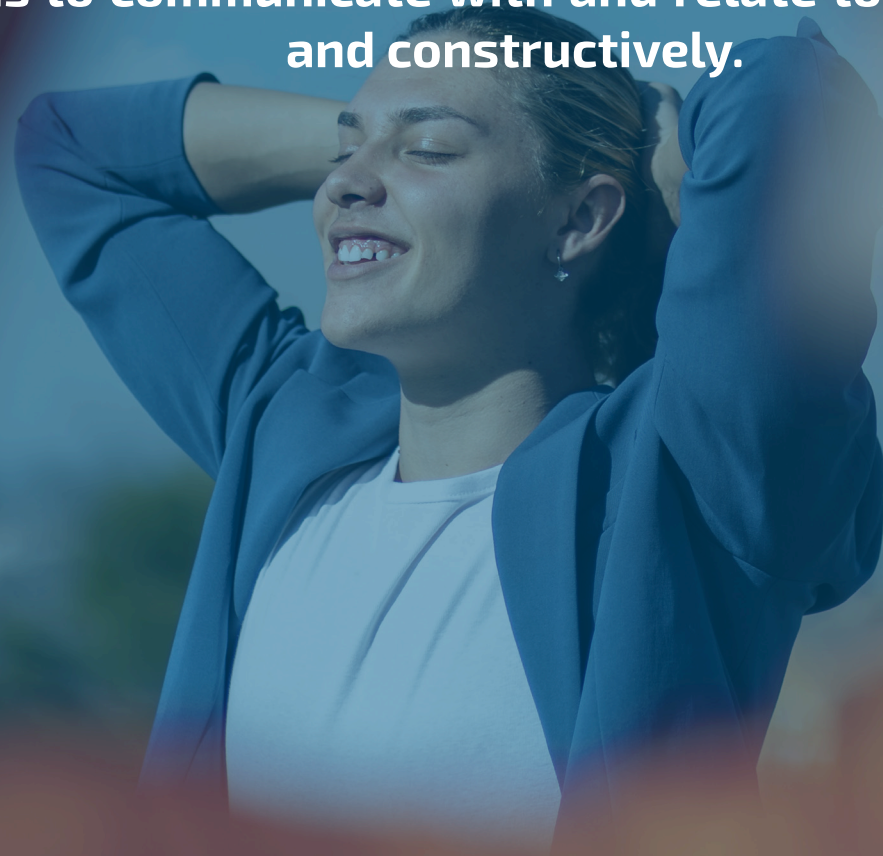
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## What is Emotional Intelligence (EI)?

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**The ability to perceive, interpret, demonstrate, control, evaluate, and use emotions to communicate with and relate to others effectively and constructively.**

Cherry, 2023





# Why do we focus on EI?

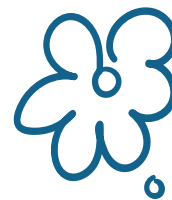


Emotional Intelligence (EI) has been shown to be essential for sustaining mental well-being, enhancing job performance, and developing leadership skills. It also plays a critical role in listening and mediating skills.

These soft skills are developed through Social Emotional Learning (SEL), a process that helps individuals recognise and manage emotions, set and accomplish positive goals, show empathy, build and maintain healthy relationships, and make responsible choices. The mental health and the well-being of youngsters are therefore important for their personal and professional growth.

This training material has been created with that in mind; we hope it can empower youngsters to nurture their emotions in everyday lives and encourage them to take into account EI in their personal and professional endeavours.

At the same time, we have developed our training material to help and inspire other youth workers & experts and guide them towards spreading further EI throughout their work as a tool for well-being. The content in fact includes not only an in-depth theoretical overview of EI but also provides practical exercises and activities, as well as with complementary information and resources for future exploitation.





## The CARE4YOUTH Approach

**Fostering Emotional Intelligence through non-formal training and sporting & leisure activities**

The CARE4YOUTH project is innovative in its holistic approach as it uniquely combines elements of outdoor sports and leisure activities with non-formal learning and soft and job skills training to provide a comprehensive and engaging learning experience that goes beyond traditional educational settings.

CARE4YOUTH piloted a new approach to foster EI skills and awareness not only focusing on training but also complementing it with sporting and leisure activities, as a tool for social inclusion and personal development.

The training material proposed subsequently thus complements further actions implemented by the project, for which more information can be consulted in the project e-Toolkit.

The EI non-formal training was combined with sport such as aquatic activities such as scuba diving to build confidence and teamwork of participants, as well as additional complementary games and leisure activities like a tango session to enhance social competences.





# **Contextualise Emotional Intelligence**

Introduction to Emotional Intelligence

# Core Skills for Emotional Intelligence

Emotional intelligence is made up of three core skills which fall under two main competencies

## 1 Personal Competence

## 2 Social Competence

### Empathize

Picking up on emotions is critical, but you also need to be able to put yourself into someone else's shoes in order to truly understand their point of view. Practice empathizing with other people.

Imagine how you would feel in their situation. Such activities can help you build an emotional understanding of a specific situation as well as develop stronger emotional skills in the long-term.

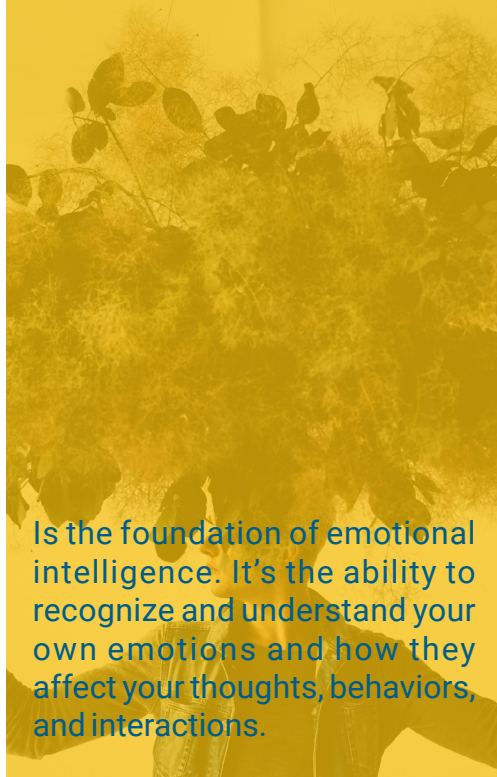
### Reflect

The ability to reason with emotions is an important part of emotional intelligence. Consider how your own emotions influence your decisions and behaviours. When you are thinking about how other people respond, assess the role that their emotions play.

### Listen

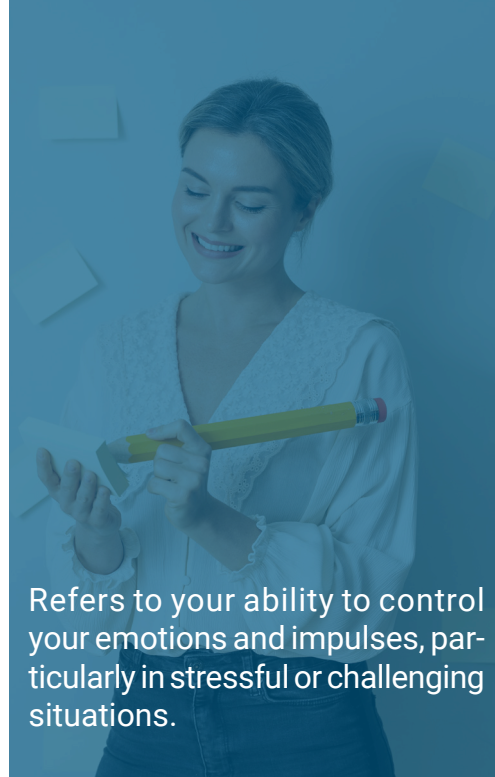
If you want to understand what other people are feeling, the first step is to pay attention. Take the time to listen to what people are trying to tell you, both verbally and non-verbally. Body language can carry a great deal of meaning. When you sense that someone is feeling a certain way, consider the different factors that might be contributing to that emotion.





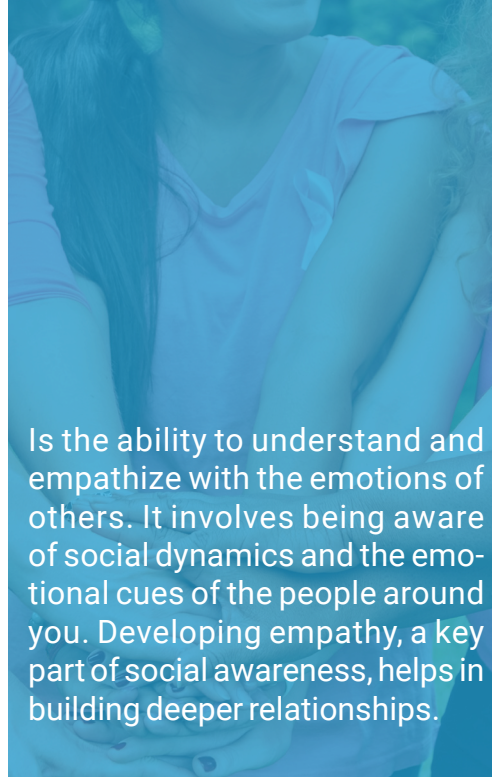
Is the foundation of emotional intelligence. It's the ability to recognize and understand your own emotions and how they affect your thoughts, behaviors, and interactions.

## **Self-awareness**



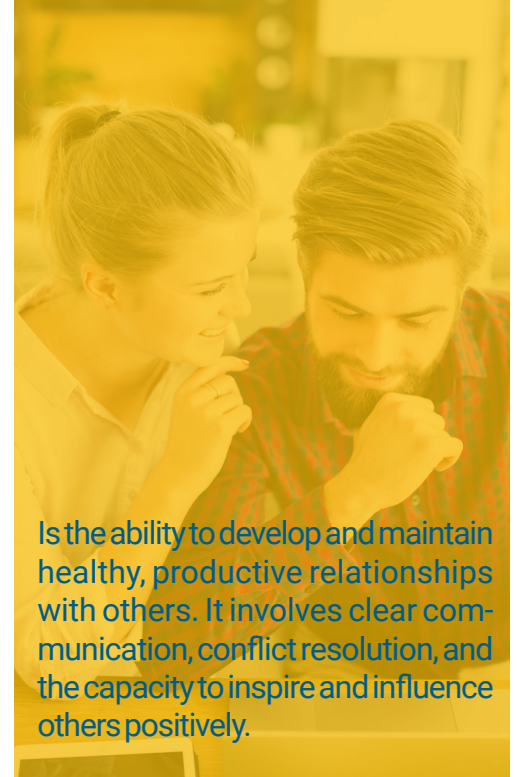
Refers to your ability to control your emotions and impulses, particularly in stressful or challenging situations.

## **Self-management**



Is the ability to understand and empathize with the emotions of others. It involves being aware of social dynamics and the emotional cues of the people around you. Developing empathy, a key part of social awareness, helps in building deeper relationships.

## **Social awareness**



Is the ability to develop and maintain healthy, productive relationships with others. It involves clear communication, conflict resolution, and the capacity to inspire and influence others positively.

## **Relationship management**

# **Four Components of Emotional Intelligence**

**PERSONAL  
COMPETENCE**

**RECOGNITION**

**Self-awareness**

- Self - confidence
- Awareness of your emotional state
- Recognizing how your behaviour
- Paying attention to how others impact your emotional state

**SOCIAL  
COMPETENCE**

**Social awareness**

- Picking up on the mood in the room
- Caring what others are going through
- Hearing what the other person is "really" saying

**REGULATION**

**Self-management**

- Keeping disruptive emotions and impulses in check
- Acting in congruence with your values
- Handling change flexible
- Pursuing goals and opportunities despite obstacles and setbacks.

**Relationship management**

- Getting along well with others
- Handling conflict effectively
- Clearly expressing ideas / information
- Using sensitivity to other person's feeling (empathy to manage interactions successfully)

# Four Components of Emotional Intelligence



# Brief history of Emotional Intelligence

The concept of Emotional Strength was initially introduced by Abraham Maslow in the 1950s, but it gained widespread recognition after the release of Daniel Goleman's book *Emotional Intelligence – Why It Can Matter More Than IQ* in 1995. The book's success significantly contributed to the popularity of the term.

Since then, Goleman published several works that further emphasise its importance. In late 1998, Goleman's article 'What Makes a Leader?' in the *Harvard Business Review* drew the attention of senior management at Johnson & Johnson's Consumer Companies (JJCC). This article highlighted the critical role of Emotional Intelligence in effective leadership, citing studies that showed Emotional Intelligence often differentiates outstanding leaders from average ones.

JJCC subsequently funded a study that found a strong link between high-performing leaders and emotional competence, aligning with the theory that social, emotional, and relational competencies - often referred to as Emotional Intelligence - are essential for strong leadership performance.



# Role of Emotional Intelligence in our Everyday Lives

## 1. Enhances Personal Well-being

EI helps you become more self-aware, improving your ability to manage stress, anxiety, and other negative emotions.

It promotes emotional resilience, allowing you to bounce back quickly from setbacks.

Greater emotional balance leads to improved mental health and overall well-being.

## 2. Improves Interpersonal Relationships

By recognizing and understanding the emotions of others, you can build stronger, more meaningful connections.

EI fosters empathy, leading to better communication and trust in relationships.

It helps you resolve conflicts more effectively, enhancing both personal and professional relationships.

Emotional Intelligence plays a crucial role in both personal and professional success.



## 3. Boosts Workplace Performance

Employees with high EI work better in teams, are more adaptable to change, and are often more motivated.

EI is essential for leadership – leaders with strong emotional intelligence inspire, influence, and guide their teams more effectively.

It also leads to better decision-making, as emotionally intelligent individuals can assess situations without being overwhelmed by emotions.





**Better  
communication**



**Reduced stress**

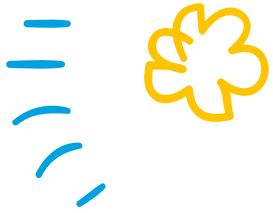


**Improved  
relationships**



**Greater personal  
and professional  
success**

**Benefits of High  
Emotional Intelligence Skills**



## Emotional Intelligence



Unlike IQ, Emotional Intelligence focuses on the ability to understand and manage emotions, both your own and others'.

EI involves empathy, emotional regulation, communication, and social skills—all of which play a crucial role in how well you interact with others and respond to challenges.



IQ measures cognitive abilities, including logic, reasoning, problem-solving, and mathematical skills. It is often seen as an indicator of academic intelligence and analytical thinking.

Traditional success metrics have been based on IQ scores, but research shows that IQ alone is not enough to guarantee personal or professional success.



# Key Differences Between EI and IQ



## Emotional Intelligence

Can be developed and improved over time with practice.

Linked to personal and professional success, especially in leadership and teamwork.

## IQ

Often seen as fixed and innate.

Typically associated with academic achievement.





# Importance of Emotional Intelligence



In today's complex work environments, EI is increasingly recognised as a better predictor of success. While IQ helps you get the job, EI helps you excel in the role, especially in managing relationships, handling stress, and leading teams. EI plays a vital role in:

## Leadership



Leaders with high EI can motivate teams, manage conflicts, and maintain high morale.

## Collaboration

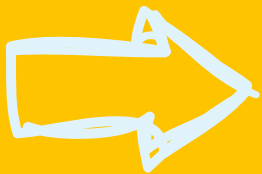


Teamwork is more effective when individuals can understand and manage emotions, both their own and others'.

## Adaptability



Emotional intelligence helps you cope with change and uncertainty, a key skill in modern workplaces.



While IQ determines your ability to process information, EI determines how effectively you apply that knowledge in social contexts. A high IQ might get you in the door, but high EI will help you build successful, meaningful relationships and navigate life's challenges more effectively.



# Developing Self-Awareness Skills

## Self-Awareness

The ability to accurately identify your emotions, understand why you react the way you do, and recognise the impact you have on others



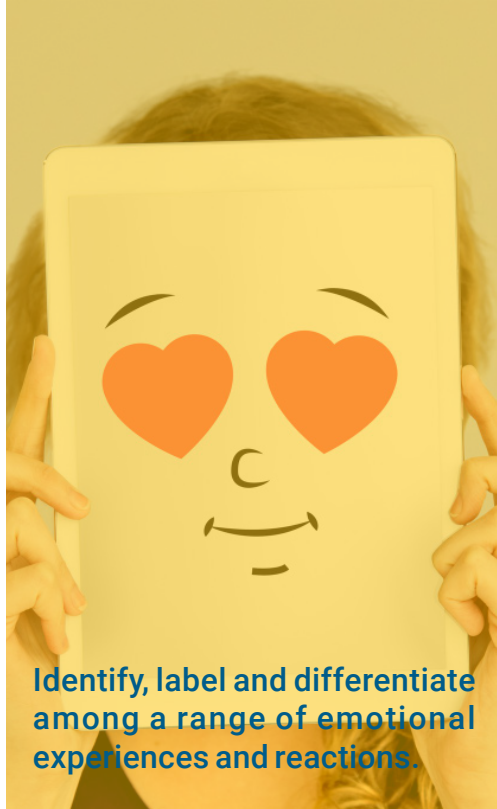
## What is Emotional Self-Awareness?

With Emotional Self-Awareness, you can understand your own emotions and their impact on your performance. You know what you are feeling and why - and how it helps or hurts what you are trying to do.

You can sense how others see you and your self-image reflects that larger reality. You have an accurate sense of your strengths and limitations, which gives you a realistic self-confidence. It also gives you clarity on your values and sense of purpose, so you can be more decisive when you set a course of action.

Leaders and professionals, who are self-aware, can recognise when their emotions have a negative impact on their work, or on the people around them. They are then better equipped to address it in an effective way, such as through creating opportunities for feedback, experimenting with different ways to motivate their team, or being more open to creative solutions.





Identify, label and differentiate among a range of emotional experiences and reactions.

**Identifying your emotions accurately**



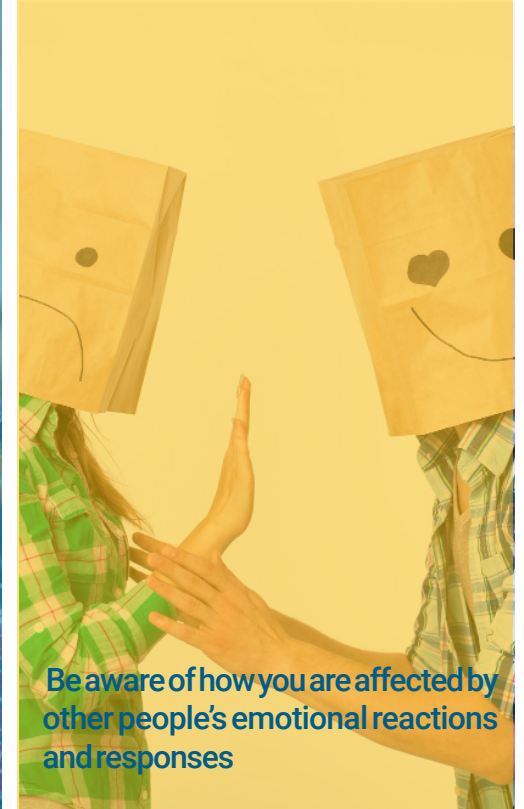
Recognise the potential causes and functions of your emotional experiences and reactions.

**Understanding the basis for your reactions**



Realise how what you say and do affects other people's emotional experiences and responses.

**Understanding how your reactions impact others**



Be aware of how you are affected by other people's emotional reactions and responses

**Understanding how other people's emotions impact you**

**Why Self-Awareness matters?**

# How to develop Emotional Self-awareness

Emotional Self-Awareness is not something that you achieve once. Every moment is an opportunity to be self-aware or not. It is a continual endeavor, a conscious choice to be self-aware.

The good news is that the more you practice it, the easier it becomes!

Professor Richard J. Davidson, known for his groundbreaking work studying emotion and the brain, explained it this way:

*“ We know that Emotional Self-Awareness can begin with sensations in your body or with your thoughts. When emotions are activated, they are accompanied by bodily changes. There may be changes in breathing rate, in muscle tension, in heart rate.*

*Emotional Self-Awareness in part is the awareness of one's own body. So, the very first and real foundation for Emotional Self-Awareness is the knowledge of what is going on in the body. Tuning in more to the body's signals is one practical way of developing self-awareness. ”*

# How to develop Emotional Self-awareness



## Find the triggers

If you recognise what triggered an emotion, what made you upset in the first place, you can start thinking, “Okay, this is how I feel right now, and this is maybe how I should deal with it”.

## Pay attention to physical signs of your body

Write down your physiological feelings when you are feeling those things so that you can recognise what’s going on. Sometimes you might not recognise emotions and feelings, but you will recognise that you might be feeling sweaty, or breathing heavy, or blinking a lot. What does that mean to you? You’ll recognise what you’re doing physically.

## Reflect and be conscious about how your feelings are going to affect the other people around you

For example, if you’re feeling angry when you get home due to a bad day, a good way to recognise and deal with the anger might be to say, “You know what? I had a bad day at work today. Can you please turn down the television, I really don’t need the noise that is going to feed some of this anger. This is not your fault. I probably just need some time to calm down and this would help me through that”

Having the framework and the strategies in the back of your mind is key. And that’s why emotional self-awareness is such a critical part because without it, everything else kind of falls apart.





# **Developing Self-Management Skills**

## **Self-Management**

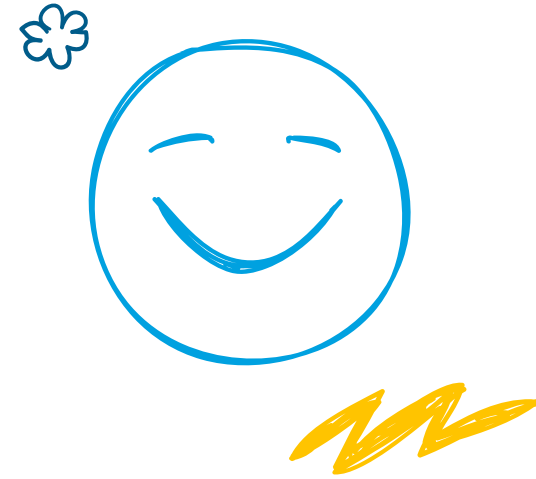
The ability to regulate one's emotions, thoughts, and behaviours in different situations



# What is Self-Management?

Self-management is the ability to regulate your emotions, thoughts, and behaviors in various situations. It involves controlling emotional reactions, staying composed under pressure, and acting in line with long-term goals, rather than being driven by impulses.

Key aspects of self-management include:



## Emotional regulation

Managing emotions like anger, frustration, or anxiety to avoid rash decisions.

## Adaptability

Flexibility in adjusting to changes or challenges while maintaining a positive attitude.

## Impulse control

Delaying immediate gratification for more significant long-term benefits.

## Self-motivation

Staying focused and driven, even when faced with setbacks or challenges.

# Self-Management Skills

**Time management**

**1**

Your ability to control how you use your time.

**Self motivation**

**2**

Your ability to stay motivated and accomplish tasks.

**Stress management**

**3**

Your ability to approach work clearly.

**Adaptability**

**4**

Your ability to pivot when changes occur.

**Decision making**

**5**

Your ability to solve problems and address issues.

**Goal alignment**

**6**

Your ability to align tasks with goals.

**Personal development**

**7**

Your ability to grow your industry knowledge.

# Why is Self-Management Important?

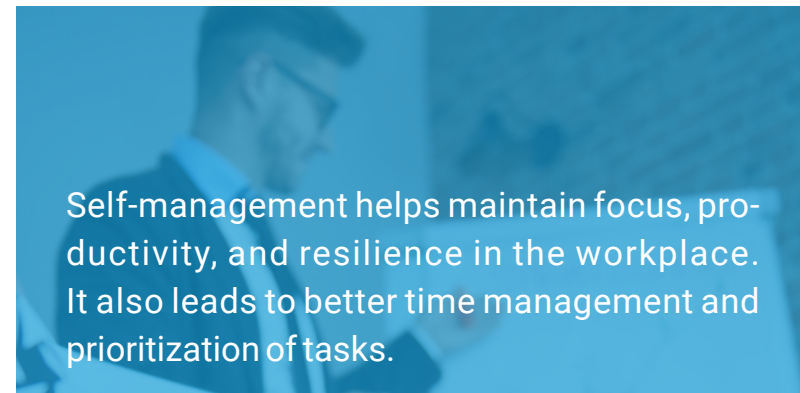


Self-management is the foundation of emotional intelligence that helps you navigate complex emotions, stay focused on your goals, and maintain balance in stressful situations. Developing this skill is essential for personal and professional growth.



When emotions are well-managed, it's easier to think clearly and make rational decisions, especially in high-stress situations.

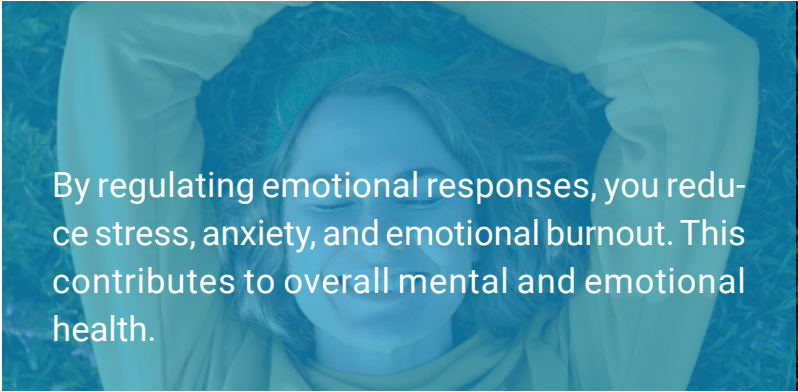
**Improves Decision-Making**



Self-management helps maintain focus, productivity, and resilience in the workplace. It also leads to better time management and prioritization of tasks.

**Enhances Professional Performance**

# Why is Self-Management Important?




By regulating emotional responses, you reduce stress, anxiety, and emotional burnout. This contributes to overall mental and emotional health.

**Promotes Emotional Well-Being**



Managing your emotions and responses leads to more effective communication and fewer conflicts in both personal and professional relationships.

**Strengthens Relationships**



Self-management allows you to stay flexible and maintain a positive outlook, even in the face of uncertainty and change.

**Adaptability in Changing Environments**



# How to Improve Self-Management skills?

## 1 Practice Mindfulness and Emotional Awareness

Mindfulness helps you stay present and aware of your emotions. By recognizing your emotional triggers, you can better manage your reactions.

*Tip*

Practice daily mindfulness exercises, like deep breathing or meditation, to increase self-awareness and control.

## 2 Develop Emotional Resilience

Learn to manage stress by developing emotional resilience. This means bouncing back from setbacks and maintaining a positive outlook in the face of challenges.

*Tip*

Reframe negative thoughts and focus on solutions rather than problems.

## 3 Practice Self-Discipline

Self-discipline involves controlling impulses and delaying gratification to stay focused on long-term goals.

*Tip*

Build good habits by sticking to routines, reducing distractions, and rewarding yourself for progress.



# **Developing Social-Awareness Skills**

## **Social-Awareness**

The ability to take the perspective of others and empathise with them, including those from diverse backgrounds and cultures.

# What does Social Awareness entail?

Social awareness is one of the key components of EI. It is a skill that allows us to understand how another person is feeling, empathize with them, and take a different perspective on a situation.



## Understanding Others' Emotions

Recognise and interpret the meaning, purpose, and motivations behind others' emotional reactions and behaviors.

Practice non-judgmental, active, and reflective listening to gain a deeper understanding of what others are communicating and why.

Show empathy, respect, and appreciation through both verbal and non-verbal cues.

## Responding to Distressed Individuals

Respond thoughtfully to individuals who are emotionally upset or distressed. At the very least, aim to avoid reactions that could escalate the situation.

## Being Flexible and Adaptable

Embrace inclusive approaches by recognising the unique qualities and differences of others, including aspects of diversity such as age, gender, sexual orientation, ethnicity, culture, and health status including mental health.

# Key Components of Social Awareness



## Empathy



Empathy is a foundational element that could stand alone as a definition of social awareness. It involves “the act of understanding, being conscious of, and emotionally engaging with another person’s feelings, thoughts, and experiences.”

## Respect



The third key element of social awareness is respect, which involves showing consideration for others’ beliefs and viewpoints. Social awareness requires empathising and understanding the perspectives of people, particularly those from different backgrounds and cultures. Respect comes into play here, as it calls for setting aside our own opinions and judgments to genuinely listen and understand someone else’s perspective.

## Perspective



The second aspect of social awareness is perspective, which relates to the viewpoint we adopt in various situations or regarding certain ideas. In terms of social awareness, it is not sufficient to view things solely from our own standpoint. We need the skill to understand situations through others’ perspectives.

## Compassion



Compassion, the fourth component of social awareness, builds upon empathy, perspective, and respect, translating these into action. Compassion means taking steps to support others, especially those unable to help themselves. It is about standing up for others to ease their burden.

# How to build Social Awareness?

## Be a Good Listener

If you want to improve your social awareness, one of the easiest ways to immediately do so is by becoming a better listener. You shall also pay attention to body language, which can tell a lot by the way a person presents themselves.

## Adopt Non-Judgmental Interpretations

In interactions with other individuals, you might attempt to understand the reasons behind their negative emotions and reactions - though remember that interpretations can sometimes be inaccurate.



## Recognise Differences

When addressing others' emotions, it is essential to consider key factors, including individual differences among the people involved.

## Put Yourself in Their Shoes

This is a phrase you might have heard often but is it something you actually do? It can be quite difficult to actually put ourselves in the shoes of another, especially if we are in conflict with them.



# Non-Violent Communication



Non-violent Communication (NVC) is interrelated to social awareness.

NVC has been described as a language of compassion, as a tool for positive social change, and as a spiritual practice.

NVC gives the tools and consciousness to understand what triggers you, to take responsibility for your reactions, and to deepen your connection with yourselves and others, thereby transforming your habitual responses to life.

Stay alert as it is easy to abandon NVC language for a language that cuts you off from connection!

NVC leads to:

Consciously use words in order to clearly express what you want.

Establish contact and mutual understanding.



# Cultural Intelligence

Social awareness is also about intercultural dialogue.

In today's diverse global workplaces and environments, travelling the world and being global citizens - cultural intelligence is an essential skill.

Having a higher level of emotional intelligence in the intercultural context means being comfortable with people from diverse backgrounds and cultures.

Cultural intelligence will help to successfully adapt to unfamiliar cultural settings; it is not just about learning new cultural situations, it is creating "a new framework for understanding what he or she experiences and sees.

Cultural intelligence is about being skilled and flexible about understanding a culture, learning more about it from your on-going interactions with it, and gradually reshaping your thinking to be more sympathetic to the culture, and your behaviors to be more skilled and appropriate when interacting with others from the culture.





# **Effective Relationship Management**

## **Relationship management**

It is an interaction between two or more people, our internal interaction with ourselves, and our interaction with the environment.

# What are the key elements of a good relationship?

Contact – Interact – Connect

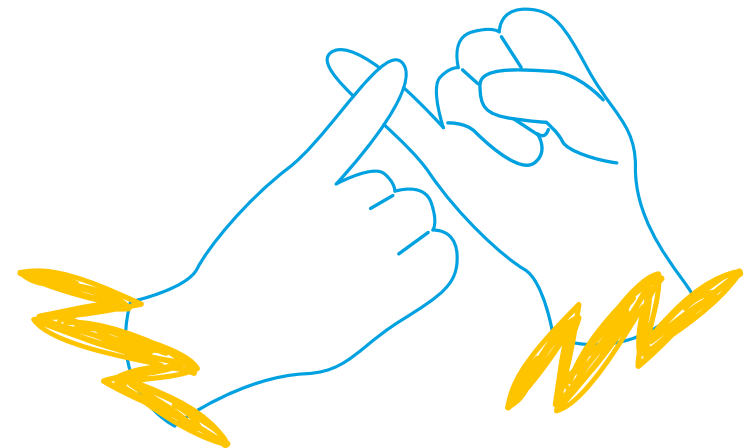
Communication (verbal and non-verbal)

Mutual Honesty

Mutual Respect

Mutual Trust

Mutual Affection



# What is Included in Relationship Management?



Open communication.

Be present in the conversation.

Ask question both to check on people's feelings, and condition, as well to clarify if you understand it right.

Be dependable, trustworthy: when you give your word, honor it.

Focus on one issue at the time.

When addressing a problem, offer a solution/resolution.

**Conflict Management** - using different strategies, for example **CARE**



**C**ommunicate  
**A**ctively Listen  
**R**evue options  
**E**nd with win-win solution



# Tips to enhance Relationship Management

Research shows that healthy relationships boost happiness, enhance health, and help lower stress levels. People with strong, positive relationships tend to experience greater joy and less stress. While each relationship is unique, there are fundamental ways to foster healthy connections. These tips apply to all kinds of relationships - friendships, work and family relationships, and love partnerships.



## Keep expectations realistic

No one can be everything we might want them to be. Healthy relationships mean accepting people as they are and not trying to change them.

## Talk with each other

Communication is essential to healthy relationships.

Take the time. Really be present.

Genuinely listen. Do not interrupt or plan what you're going to say next. Try to fully understand their perspective.

Ask questions. Show you are interested. Ask about their experiences, feelings, opinions, and interests.

Share information. Sharing information helps relationships begin. Let people know who you are, but don't be overwhelmed with too much personal information too soon.

## Be flexible

It is natural to feel uneasy about changes. Healthy relationships allow for change and growth.

## Be dependable

If you make plans with someone, follow through. If you take on a responsibility, complete it. Healthy relationships are trustworthy.

## Take care of yourself, too

Healthy relationships are mutual, with room for both people's needs.

## Fight fair

Most relationships have some conflict. It only means you disagree about something; it does not have to mean you don't like each other.

Cool down before talking. The conversation will be more productive if you have it when your emotions have cooled off a little, so you don't say something you may regret later.

Use "I statements." Share how you feel and what you want without assigning blame or motives. E.g. "When you don't call me, I start to feel like you don't care about me" vs. "You never call me when you're away. I guess I'm the only one who cares about this relationship."

Take responsibility for mistakes. Apologize if you have done something wrong; it goes a long way toward setting things right again.

Keep your language clear and specific. Try to factually describe behavior that you are upset with, avoiding criticism and judgment. Attack the problem, not the person.

Focus on the current issue. The conversation is likely to get bogged down if you pile on everything that bothers you. Avoid using "always" and "never" language and address one issue at a time.

Recognize some problems are not easily solved. Not all differences or difficulties can be resolved. It is important to figure out for yourself what you can accept, or when a relationship is no longer healthy for you.

## Keep your life balanced

Other people help make our lives satisfying but they cannot meet every need. Find what interests you and become involved. Healthy relationships have room for outside activities.

## Be yourself!

It's much easier and more fun to be authentic than to pretend to be something or someone else. Healthy relationships are made of real people.

## It's a process

It might look like everyone around you is confident and connected, but most people have concerns about fitting in and getting along with others. It takes time to meet people and get to know them.







# Practical Games & Exercises

To reinforce Emotional Intelligence attributes and skills.



# Practicing Mindfulness and Emotional Awareness

**Exercise:** “Emotion Check-In”

**Duration:** 10 minutes

## Instructions:

- 1** Pause whatever you are doing and take a few deep breaths.
- 2** Ask yourself: What am I feeling right now?
- 3** Identify the specific emotion (e.g., frustration, happiness, anxiety) and how it is affecting your body (e.g., tense muscles, racing thoughts).
- 4** Once you have identified the emotion, take a few moments to breathe deeply and reflect on whether the emotion is helping or hindering your current situation.
- 5** Decide on a course of action that allows you to move forward with calm and clarity.

**Goal:** This exercise helps participants become more aware of their emotions in real-time, improving their ability to manage emotional responses before acting impulsively.

# Developing Emotional Resilience

**Exercise:** “Resilience Journaling”

**Duration:** 10 minutes

## Instructions:

- 1** Think of a recent challenging situation that caused you stress or frustration.
- 2** Write down how you initially responded and what emotions came up.
- 3** Reflect on how you could have reframed the situation to see it in a more positive or solution-focused way. For example, what lessons did you learn, or what strengths did you use?
- 4** Write down a more resilient response to the situation, one that involves staying calm, focusing on the solution, and thinking about the long-term outcome.

**Goal:** This exercise helps participants build resilience by reflecting on their responses to stress and actively reframing negative situations into positive learning experiences.



# Practicing Self-Discipline

**Exercise:** “30-Minute Focus Challenge”

**Duration:** 30 minutes

## Instructions:

- 1 Choose a task that requires focus (e.g., writing, studying, or completing a work project).
- 2 Set a timer for 30 minutes, and during this time, remove all distractions (e.g., turn off your phone, close unnecessary tabs on your computer).
- 3 Work solely on the task for the full 30 minutes without interruption.
- 4 After the timer goes off, take a short break and reflect on how focused you were. What helped you stay disciplined? What distractions were hardest to overcome?
- 5 Over time, increase the duration to strengthen your focus and self-discipline.

**Goal:** This exercise builds self-discipline by training participants to focus on tasks without distraction. Over time, it helps create habits that support sustained productivity.

# Practicing Self-Discipline

**Exercise:** “Walk in Their Shoes”

**Duration:** 45 - 60 minutes

## Instructions:

- 1** Divide participants into groups of 4-5. Hand out scenario cards to each group. The scenarios should describe different emotionally challenging situations (e.g., a colleague receives criticism, a friend is going through a difficult time, etc. previously prepared by the facilitator).
- 2** Each group takes turns role-playing the scenario. One person acts as the person in the situation, while others respond empathetically.
- 3** After each role-play, the group discusses how they felt, what was challenging, and what responses felt empathetic. Discuss how empathy impacts relationships, how it can be developed, and how to recognise when empathy is needed.
- 4** Encourage participants to share personal reflections or challenges regarding being empathetic in real-life situations.

**Goal:** This exercise develops empathy by experiencing different perspectives. Participants should also become more aware of how to respond in emotionally charged situations, boosting interpersonal communication skills.

# Enhancing Self-Awareness

**Exercise:** “The Emotional Mirror”

**Duration:** 45 minutes

## Instructions:

- 1** Ask participants to pair up. Each person in the pair will take turns as speaker and listener.
- 2** The speaker will reflect on a recent situation where they felt a strong emotion (e.g., anger, frustration, joy). The listener’s role is to ask reflective questions to guide the speaker deeper into understanding their emotional triggers and response (e.g., “Why did you react this way? What did this emotion make you feel physically? How did it affect your behavior?”).
- 3** Switch roles after 10 minutes.
- 4** After both have shared, each pair discusses key takeaways about their emotional triggers and behaviors.

**Goal:** This exercise builds self-awareness because participants will gain deeper insights into their own emotional responses, recognizing patterns in their behaviors that are triggered by specific emotions. This awareness helps them manage emotions better in the future, enhancing emotional regulation and self-control.

# Developing Self-Management

**Exercise:** “The Calm in the Storm”

**Duration:** 45 minutes

## Instructions:

1

Ask participants about situations that trigger stress and how they usually react. Note common reactions on a flipchart (e.g., anxiety, anger, confusion).

3

After the meditation, ask participants to reflect in their notebooks on how they felt before, during, and after the exercise. Encourage them to write about how they can apply these techniques when facing real-life challenges.

2

Play a guided mindfulness meditation (audio or video) that teaches participants how to focus on their breathing and center themselves in moments of stress. If yoga mats are available, participants can lie down; otherwise, they can simply sit comfortably.

4

Divide participants into small groups of 3-4. Each person shares one situation where they often lose control of their emotions and how they might use mindfulness techniques to manage their reactions in the future.

**Goal:** Apply these techniques in daily lives to better regulate emotions and improve emotional resilience.

# Developing Self-Management

**Exercise:** “Active Listening Challenge”

**Duration:** 45 minutes

## Instructions:

- 1** Ask participants to define active listening and list the qualities of a good listener on a flipchart.
- 2** Pair up participants. One person will be the speaker, and the other will be the listener. The speaker will share a personal story or experience for 3-5 minutes, and the listener must listen without interrupting. The listener's only role is to demonstrate active listening through non-verbal cues.
- 3** After each round, the listener will summarise what they heard, ensuring they accurately captured the speaker's emotions and key points.
- 4** Switch roles after 5 minutes and repeat the exercise. After both have shared, each pair reflects on how being fully listened to felt, and how challenging it was to listen without interrupting.
- 5** Discuss what participants found challenging about active listening and how being heard made them feel.

**Goal:** This exercise develops stronger social awareness and listening skills, becoming more attentive to others' emotions and perspectives. This skill enhances empathy and improves the quality of interpersonal communication.



# Enhancing Self-Motivation

**Exercise:** “Goal Mapping for Motivation”

**Duration:** 60 minutes

## Instructions:

1

Ask participants to reflect on what motivates them personally. Write common sources of motivation on the flipchart (e.g., personal growth, helping others, achieving success).

3

Encourage them to identify potential obstacles and write them on different-colored sticky notes, along with strategies to overcome these barriers.

2

Distribute flipchart paper and sticky notes to each participant. Ask them to think of a personal or professional goal they would like to achieve. Using the sticky notes, they will create a goal map, breaking down their main goal into smaller, manageable steps.

4

Once everyone has completed their map, form small groups of 3-4 people. In these groups, each participant will present their goal map and get feedback on their steps and motivation strategies.

**Goal:** This exercise builds self-motivation by breaking down long-term goals into smaller, actionable steps. Participants should also gain insights into personal motivation drivers and strategies to stay on track when facing obstacles.

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# Emotional Regulation

**Exercise:** “The Emotional Compass”

**Duration:** 45 minutes

## Instructions:

1

Ask participants to share an emotion they find difficult to manage (e.g., anger, frustration) and write these on the flipchart.

3

After reflection, participants will pair up and take turns discussing the emotion they worked on, focusing on: how they typically react; why it’s difficult to manage; a strategy they plan to use to regulate it better (e.g., taking deep breaths, walking away, etc).

2

Hand out emotion cards (previously prepared by the facilitator, each card describes a specific emotion, such as anger, anxiety, joy, etc.) to each participant. They will reflect individually for 5 minutes, writing down how they typically react to that emotion and how they would like to manage it more effectively.

4

After each participant has shared, allow participants to discuss their emotion with different people. This increases perspectives and learning.

**Goal:** This exercise develops strategies to regulate emotional responses, by sharing personal experiences. Participants could learn from others’ techniques and gain practical tools to apply in their own lives.

# Team Collaboration through Emotional Intelligence

**Exercise:** “The puzzle of Collaboration”

**Duration:** 60 minutes

## Instructions:

1

Ask participants to think about how emotions influence team dynamics and share their thoughts.

2

Write down ideas about how positive emotions improve teamwork (e.g., trust, empathy) and how negative emotions hinder it (e.g., conflict, frustration).

3

Divide participants into groups of 5-6. Give each group a puzzle to complete but with a twist: Some participants will be blindfolded. The team will have to work together to complete the puzzle, with the blindfolded members relying on the verbal guidance of their teammates.

4

After the activity, ask each group to reflect on the experience: How did emotions (e.g., frustration, excitement) play a role in the process? How did they manage communication and maintain collaboration under pressure?

**Goal:** This exercise builds team collaboration skills, by learning how emotional intelligence plays a critical role in managing stress, communicating effectively, and fostering positive team dynamics.

# Emotional Intelligence and Conflict Management

**Exercise:** “Forum Theater”

**Duration:** 40 minutes

## Instructions:

1

**Setup:** Assign roles to 3 volunteers: Protagonist, Antagonist (youth worker), and Friend. The facilitator is the Joker; others are the audience.

3

**Audience Interventions:** Replay scenes with audience participation. They can shout “stop” to replace the protagonist, showing alternative responses. The Joker facilitates discussions on each intervention until a constructive solution emerges.

2

### Scenes:

**Scene 1:** Protagonist breaks a table football accidentally in a youth center. The youth worker blames and expels them.

**Scene 2:** Three days later, the youth worker blocks them from entering the center, behaving aggressively.

**Goal:** Foster conflict resolution and emotional awareness through role-play and discussion.



# Conflict Mediation

**Exercise:** “Role Play”

**Duration:** 60 minutes

## Instructions:

1

### **Roles:**

**Mediator:** Guides the session.

**Nina:** Upset musician disturbed by neighbor’s actions.

**George:** Frustrated neighbor disturbed by Nina’s late-night music.

2

**Scenario:** Nina and George meet for mediation to address their ongoing noise dispute. Participants must adhere strictly to their assigned role details.

3

**Mediation:** The Mediator facilitates the conversation, helping both sides express their concerns and work towards a resolution.

**Goal:** Introduce mediation as a tool for structured conflict resolution, emphasizing active listening and guided dialogue.

A photograph of three children standing against a light blue background. Each child is wearing a brown paper bag over their head, which serves as a mask. The mask on the left has two heart-shaped eyes and a wide, upward-curving smile. The middle mask has two small circular eyes and a simple, straight horizontal line for a mouth. The mask on the right has two heart-shaped eyes and a wide, upward-curving smile. The child on the left is wearing a green and white plaid shirt. The child in the middle is wearing a blue and orange patterned shirt. The child on the right is wearing a light blue t-shirt. The text 'Social Emotional Intelligence (SEL) Self-assessment Questionnaire' is overlaid in white at the bottom of the image.

# **Social Emotional Intelligence (SEL) Self-assessment Questionnaire**

# Self-assessment questionnaire

Social Emotional Intelligence (SEI)  
Self - Assessment Exercise.

## Instructions

For each statement, rate yourself on a scale of 1 to 5 where:

- 1 = Strongly Disagree
- 2 = Disagree
- 3 = Neutral
- 4 = Agree
- 5 = Strongly Agree

After completing the assessment, tally your scores for each section to get a sense of your strengths and areas for improvement in SEI.

## Section 1: Self awareness

1. I can easily recognize when I'm feeling stressed or upset.
2. I Understand how my emotions affect my behaviour and decision - making.
3. I regularly reflect on my strengths and areas where I need improvement.
4. I can name specific emotional triggers that cause me frustration or anger.
5. I am aware of my thoughts and feelings as they arise throughout the day.

Total Score for Self- Awareness: [.....]

## Section 2: Self- Management

1. I remain calm and composed, even in stressful situations.
2. I can control my impulses and avoid reacting emotionally when things don't go as planned.
3. I set clear goals for myself and stay focused on achieving them.
4. When faced with setbacks, I adapt quickly and look for solutions.
5. I can motivate myself to stay productive, even when I don't feel like it.

Total Score for Self - Management: [.....]

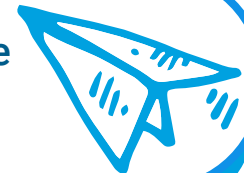
## Section 3: Social awareness

1. I can easily sense when someone else is feeling upset or stressed, even if they don't say it.
2. I actively listen to others without interrupting or getting distracted.
3. I empathize with others and try to see situations from their perspective.
4. I am comfortable navigating different social situations and picking up on social cues.
5. I make an effort to understand and respect the emotions of others in group settings.

Total Score for Social Awareness: [.....]



Access the Questionnaire  
Document here.



## Section 4: Relationship Management

1. I manage conflicts effectively by remaining calm and listening to all sides.
2. I can influence and inspire others through positive communication.
3. I work well in teams and collaborate with others easily.
4. I give constructive feedback without making others feel defensive or hurt.
5. I build strong, trusting relationships by showing respect and empathy.

**Total Score for Relationship Management:** [.....]

**Total SEI score:** Add the scores from all four sections to get your overall SEI score.

**Overall SEI Score:**

**20 -35:** You may need to focus on building your SEI skills.

Reflect on specific areas you rated low and consider strategies to improve.

**36-60:** You have a solid foundation in SEI, but there may be room for growth in specific competencies.

**61 -80:** You demonstrate strong SEI skills and likely manage emotions, relationships and challenges effectively.

**Reflection Questions:** After completing your self-assessment, reflect on the following:

- 1 What areas did you score the highest in?**  
These areas represent your SEI strengths. How can you leverage these strengths more in your personal and professional life?
- 2 What areas did you score the lowest in?**  
These indicate areas for growth. What specific strategies or actions can you take to improve these skills?
- 3 What patterns do you notice about your emotional intelligence?**  
Consider how your self-awareness, self-management, social awareness, and relationship management skills interact. How do they impact your overall emotional and social well-being?



A close-up, warm-toned photograph of a person's hand holding a pencil, poised over a wooden table. The table is cluttered with business-related items: a yellow highlighter, a document featuring a colorful circular diagram with segments labeled 01 through 06, and another document with a black and white photo. The background is softly blurred, showing office furniture. The entire image has a yellowish-orange tint.

**Additional resources**

# Websites and other online materials

How Emotions are constructed



What is emotion?



What is Self - Management?



History of SEL



Edutopia



Guide to feelings and emotions



SEL toolkit: Self - Management



Games to Practices Self-Control





## Blogs

Don't try to manage your time – manage yourself!



## Tools

TO THE ROOTS – Guide for the Future Outdoor Youth Trainer



Inner Bridge - from self awareness to self expression



Youth Empowerment and Leadership Development



Emotional Intelligence and Conflict Management



## Videos

6 Steps to Improve You Why Do We Lose Control of Our Emotions?



The Power of Emotions in Leadership



The Science of Kindness



8 ways to become more Emotional Mature



Let's talk about Self-Management



They Are Fundamental



Developing Emotional Intelligence



Self Management Skills | The Life Coach School with Brooke Castillo



Self-Regulation Skills: Why r Emotional Intelligence | Ramona Hacker | TEDxTUM



Teaching Students About Their Greatest Inner Strength with Nathan DeWall





Co-funded by  
the European Union

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