



Emotional Intelligence

Essential Instructions:

Read or explain in your own words, the *italicized* script below. The indicated times are just guidelines. If a specific point or video generates useful, insightful discussion, adjust the lesson plan accordingly.

CONTEXT (3 minute)

Life requires constant interaction with other people. Both in your personal and professional life, how well you relate and interact with others will have a direct impact on your happiness and success.

- *Studies indicate that employees who are difficult to work with, no matter how smart or talented, are more likely to be fired or laid off than employees that can cooperate and collaborate with their colleagues.*
- *Research by OfficeTeam, a staffing agency, and division of Robert Half, shows almost (95%) of HR managers and (99%) of workers agree that strong emotional intelligence is important.*

Define:

Emotional Intelligence will be defined and explained throughout the lesson.

Why do I need to learn about this?

Life is all about interactions.

Understanding what we feel and why, especially when dealing with others, gives us an advantage of being able to think logically rather than emotionally.

In all relationships and interaction, at work or in life, being able to understand what others are feeling and why, gives you the best chance of dealing with that person and situation in a positive and effective way.

Emotional intelligence is one of the highest qualities employers look for when hiring.

INTRO

DISCUSSION (5-7 Minutes)

Q: Who has heard of emotional intelligence? (Allow for comments)

Q: What do you think it means? (Allow for comments)

Q: Do you think it's important to be emotionally intelligent? Why or why not? (Allow for comments)

Segue Question

What is emotional intelligence and why is it important?

LESSON 1

VIDEO 1, discussion, activity (20 minutes)

[Play video 1:](#)



After video 1:



Emotional Intelligence is: Being able to easily identify what you are feeling and why.

Q: Why is emotional Intelligence (or EI) important? (Allow for comments)

ANSWER:

1. *Emotions can interfere with our thought process.*
2. *Emotions can prevent us from making good decisions or thinking clearly, logically.*
3. *Emotions can interfere with our ability to concentrate and learn*
4. *EI allows you to identify and control your emotions – no matter what’s going on in your life.*

ACTIVITY

1. **List a profession or job that requires a person to control their emotions in order to stay calm and accomplish their task.**
2. **Try to remember a time you made a decision when you were emotional, only to realize later that it wasn’t such a good decision.**

Segue

Is it enough to only understand what we’re feeling and why?

LESSON 2

VIDEO 2, discussion, activity (15 minutes)

[Play video 2:](#)



After video 2:

Q: How can EI help us when dealing with others? (Allow for comments)

A: *Emotional Intelligence enables us to determine what other people are feeling and why, and allows us to react or relate appropriately!*

ACTIVITY

Discuss a time or situation where a friend, boss or family member treated you in a hard or unexpected way, but you knew (then or later) why they acted that way, and were understanding.

OR

Think and relate a time when someone treated you in an unexpected way and you were not understanding – but felt bad when you later found out what they were going through.

Have you ever known what someone was feeling and why, but decided not to care? Why?

Segue

Most of the time we know how someone is feeling by what they say. But is there another way that people communicate without words? (Allow for comments)

LESSON 3

VIDEO 3, questions, demonstration, activity (15 minutes)

[Play video 3:](#)



After video 3:

Q: Can you give examples of non-verbal communication?

Demonstration: One or two students read from a book and skip every few words. See if the rest of the class can understand the point of what is being read.



Not paying attention to non-verbal communication, to body language, can be like not reading all of the words in a sentence.

*Developing EI, allows you to read between the lines – to read body language. It allows you to read or understand what's **not** said.*

ACTIVITY

Who is someone you know that is easy to read (body language)?

What makes them easy to read?

Who is someone you know that is hard to read? Why are they hard to read?

Do you sometimes act on the outside, differently than you feel on the inside?

Why do you do that?

Segue

We individually have our own emotional intelligence.

Do you think a group can have a collective emotional intelligence?

LESSON 4

VIDEO 4, activity (Remaining time)

[Play video 4:](#)



After video 4:

Developing and EI will allow you to know and give people what they need from you- and allow you to let people know what you need from them.

Q: What is Group Dynamics? (Allow for comments)

A: *Combining individual EI in a group, allows for a balanced group EI.*

Q: Do you think it would be easier to agree or cooperate if everyone in your group or team all had higher Emotional intelligence? (Allow for comments)

Q: What do you think would happen if some people had little to no emotional intelligence, and only one or two people had high emotional intelligence? (Allow for comments)

- *EI in a groups setting allows you to cooperate and collaborate with others.*
- *Group EI = Trust, Identity, Purpose*

An example of an unbalanced group EI is a mob. Perhaps they individually do not have any emotional intelligence to contribute to the group.



REVIEW

Reteaching (1-3 minutes)

KEY POINTS:

Emotions can interfere with our ability to learn and make sound decisions.

High emotional intelligence allows us to better control our emotions. How?

Emotional Intelligence allows us to:

- *Easily identify what we are feeling and why, then acting appropriately.*
- *Easily understand what others may be feeling and why, and then acting upon that knowledge.*

Life is made up of interactions with other people. Your ability to communicate and cooperate with others will greatly impact your success in work and life.

Individuals with highly developed emotional intelligence are successful in their relationships in their lives because they are able to:

- *Read body language, or unspoken communication, and act accordingly.*
- *Understand and react accordingly to group dynamics.*