



Developing Emotional Resilience



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Feelings wheel

High intensity

Low intensity

Negative feelings

Positive feelings


Stress (Anxious, Nervous, Worry, Apprehensive, Insecure, Worried, Afraid, Guilty, Embarrassed, Ashamed, Miserable)

Energy (Optimistic, Creative, Playful, Enthusiastic, Content, Satisfied, Confident, Proud)

Renew (Touched, Appreciated, Loving, Trusting, Respected, Thoughtful, Grateful, Proud)

Burnout (Exhausted, Frustrated, Discouraged, Hopeless, Lethargic, Bored, Irritated, Angry)

Center: Anxious, Happy, Content, Sad



Our mission:


// To help people and organisations grow, by improving performance, engagement and well-being in a sustainable way. //








Developing Emotional Intelligence




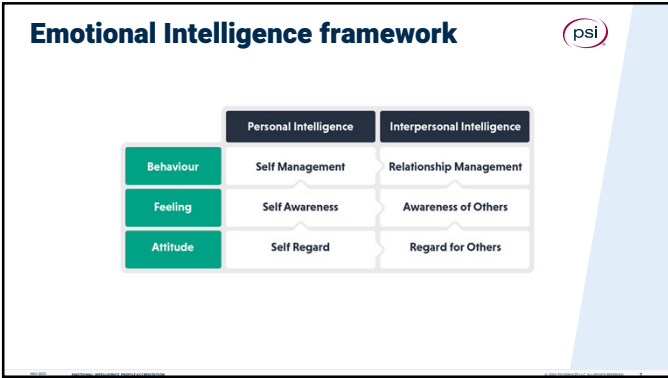
Emotional Intelligence is therefore the 'glue' or the 'missing link' that turns individual personality (potential) into effective performance and may be summarised as:

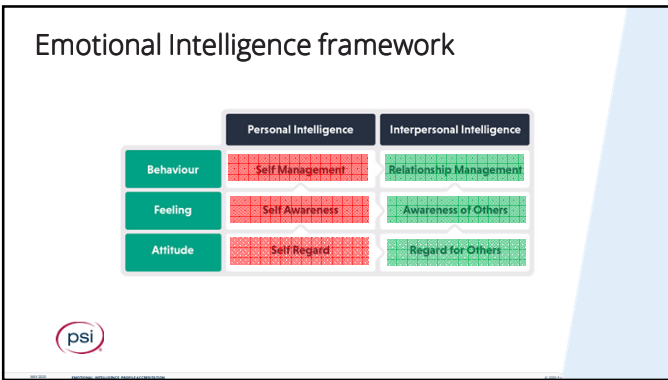


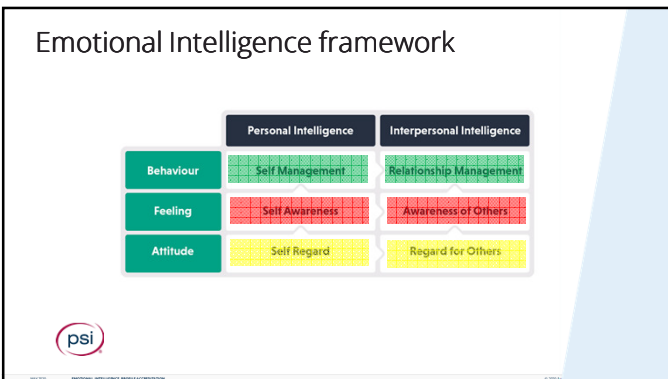
Personality + EI = Performance

Meeting our emotional needs

<p>Needs:</p> <ul style="list-style-type: none"> Emotional connection Community Meaning/purpose Control/choice Security Attention Status Achievement 		<p>Resources:</p> <ul style="list-style-type: none"> Critical reasoning (IQ) Empathy, rapport Language Learning, habit formation Consciousness Thinking about the past Thinking about future Imagination
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Life positions matrix

High	Submissive	Ideal
Regard for Others		
Low	Blocked potential	Critical
	Low	High
	Self Regard	

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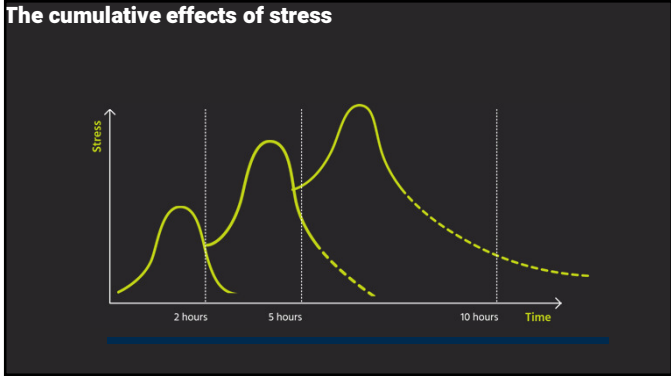
Developing Resilience

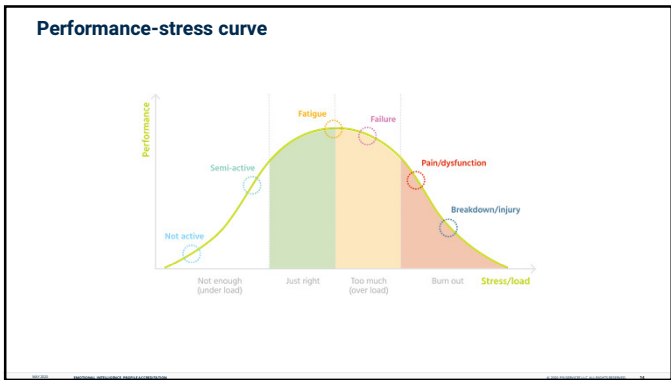
What is Resilience?

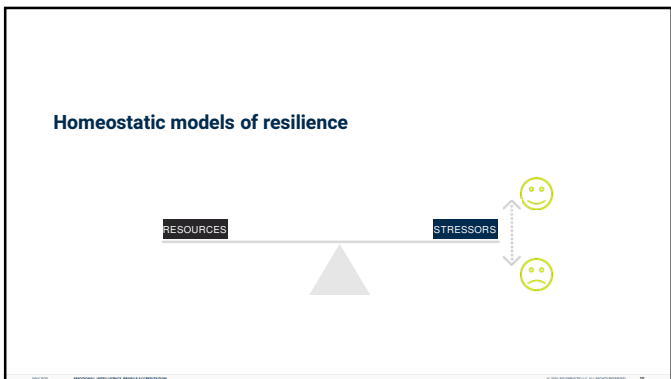
“ ...to bounce back or spring. ”
Agnes 2005

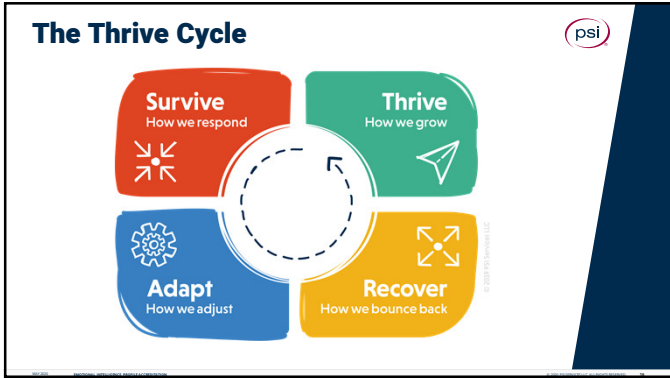
“ ... the ability to recover from negative life experiences and become stronger while overcoming them. ”
Henderson and Milstein 1996

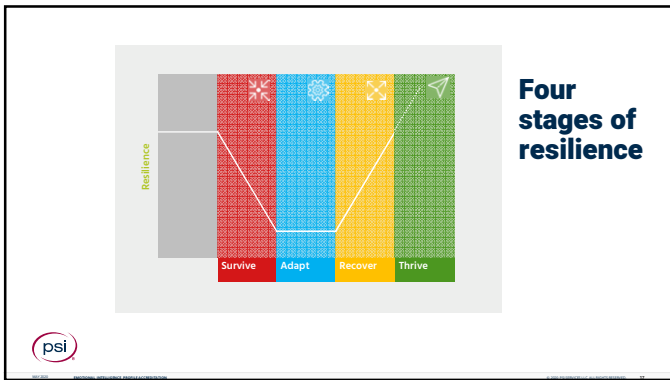
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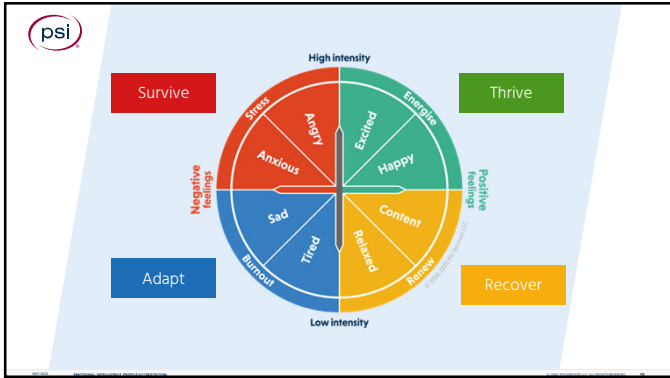


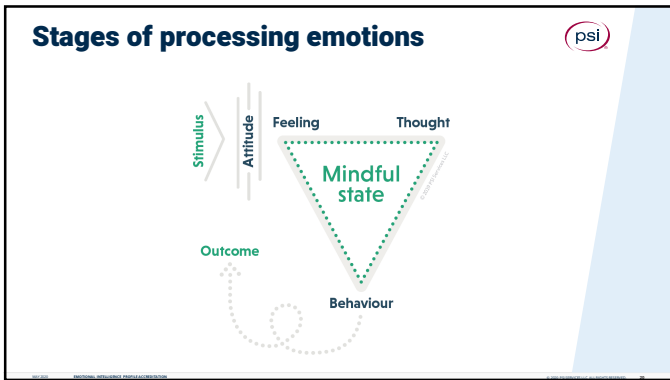




Coaching questions

Survive	Adapt	Recover	Thrive
What situations cause you most stress? How do you respond to significant setbacks? How do you feel under stress?	How do you cope with change or uncertainty? How often do you move outside your comfort zones? Do you get enough support from others?	How quickly do you recover from setbacks? What helps you to recover from setbacks? What are your strengths and resources?	What have you learnt from overcoming setbacks in life? How could you be even more resilient? How would you describe yourself at your very best?





Example

Stimulus	S	You criticise me
Attitude	A	I am incompetent
Feeling	Fe	Upset and angry
Thought	T	I give up
Behaviour	B	I withdraw
Outcome	O	We don't communicate

A 'psi' logo is in the top-right corner.

Top tips

- 1. Make recovery part of your daily routine
- 2. Notice feelings early
- 3. Look after yourself physically
- 4. Know your strengths
- 5. Take action





Thank you.
Any questions?



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