

Name _____ Date _____

Emotional Expression

1 Emotional intelligence is the ability to identify emotions in ourselves and others, recognize our emotional triggers, and choose positive means of managing emotions and handling conflict with others.

2 Why is it important to increase our emotional intelligence? Doing so helps us understand ourselves and others better, and assists us in keeping calm and in control when issues and conflicts occur.

3 Emotions are part of being human. We all have emotions and they can change throughout our day. Sometimes our emotions can be super-strong and other times they can be super-mild or in between.

4 Emotions are like signals to us about what is going on and can guide us on how to respond. For example, if a dog suddenly lunges and growls at us, we will often have an emotional response of fear.

5 This fear, sometimes experienced via pounding heartbeat, trembling, heightened attentiveness, and an urge to fight or flee the dog, acts like a warning that tells us to escape the dangerous canine.

6 Emotions can also tell us what gives us pleasure, what hurts us, what angers or annoys us, what embarrasses us, what fills us with pride, etc. They can lead us to positive life decisions and actions.

7 When our emotional regulation is poor, however, we can escalate our emotions and then our actions to the point where aggression, problems, destructiveness, and chaos can occur. This is not good.

8 Many people believe that it is the fault of our emotions when we act in negative ways, but the process begins before we ever have an emotion. It begins with an event and what we **think** about that event.

9 After an event, our thoughts about it then trigger our emotions, which in turn can trigger our responses. If we think about events in a way that leads us to experience intense emotions we can lose control.

10 If we think about events in ways that help keep us calm, we can keep control and respond in positive ways. We can learn to control our thoughts and therefore to control our emotions and our responses.

11 **EVENT - THOUGHT - EMOTION - ACTION** is a model that makes the connection and process clear. The best place to work to calm ourselves is in the thought area. Thinking positive helps us stay calm.

12 For example, imagine you are standing in line and someone cuts in front of you. If you think, some people are rude but that does not mean I must be, you can probably tell them calmly you were first.

13 On the other hand, if you think I was just dissed, there is no way they are getting away with that, I will go off on them if they do not move, etc. you will more likely respond with strong anger or aggression.

14 In the first example, you might use **assertive communication**---telling people what you need and expressing your emotions and thoughts in a calm way. This is the most effective form of communication.

15 In the second example, you might use **aggressive communication**---hurting others verbally and/or physically to get what you want, and to express your thoughts and emotions. This is not a good way.

16) Another not so good way you might have responded to the person cutting in line is **passive communication**---not standing up for yourself or expressing your emotions and thoughts, just holding them in.

17) Still another non-effective way is **passive-aggressive communication**---not openly expressing your emotions and thoughts but punishing others by silent treatment, withdrawal, and spiteful or vengeful actions.

18) Our goals in emotional regulation are to learn to manage our emotions and remain calm by controlling our thoughts in response to events and to communicate openly, respectfully, clearly and calmly with others.

19) There are no good or bad or right or wrong emotions. It is the way we manage our emotions that can be good or bad or right or wrong. Learning emotional regulation skills can help us manage emotions positively.

1) In _____ communication, people don't speak or stand up for themselves or express their opinions.

2) In _____ communication, people tell others what they need and express their emotions and thoughts in a calm way.

3) In _____ communication, people hurt others verbally and physically to get what they want and express themselves.

4) In _____ communication, people do not openly express themselves but will punish others by silent treatment, withdrawal, or spiteful or vengeful actions.

Here is another scenario. After reading it, look at the possible responses Doreen could take and label them passive, assertive, aggressive, or passive-aggressive.

Doreen's little sister was always following her around and taking her things. Everywhere 11-year-old Doreen went, 7-year-old Amber was sure to go, bothering her whenever she was trying to study, rest, or socialize with friends. Amber often borrowed items without asking too. One time she borrowed Doreen's new perfume and dropped the bottle and broke it. Another time, she borrowed Doreen's cell phone and cracked the screen.

Today, Doreen had a birthday party to go to and she'd bought a nice gift for her best friend. She'd baby-sat for two whole weeks to afford the jean jacket her best friend wanted and was so excited to give it to her. But when

she went to get the gift, which she'd wrapped in beautiful paper, she found the wrapping paper torn off the gift and crumpled up in a corner. And the jean jacket had paint on it! Amber looked down and said, "I was trying to paint Aisha's name on it for her, but it didn't work out so good."

5) Doreen thought how selfish and bad Amber was then yelled at her and called her names. She ran over and hit Amber hard then threw the paint all over her. _____

6) Doreen thought how selfish and bad Amber was and decided not to speak to her or interact with her in any way for at least a month. And if Amber needed anything she would NOT give it to her either!

7) Doreen thought how young Amber was, and that maybe Amber followed her because she wanted to be like her. She talked to Amber calmly about not ever touching her things without permission again, and told her she would have to pay for the jean jacket she'd painted.

8) Doreen thought how young Amber was, and that maybe Amber followed her because she wanted to be like her. She also thought maybe it was her own fault for leaving the gift where Amber could get it. Doreen decided not to say anything and just buy another gift.

9) Passive communication is the most effective. 14 T F

10) There are right and wrong emotions. 19 T F

11) Learning emotional regulation can help us be calm and effective in dealing with issues and conflicts. 19 T F

12) Emotions begin with events and what we think about them. 8 T F

