Emotions:   
Thinking, Feeling, and Communicating

Chapter Four

**What is Emotional Intelligence?**

   “EQ” is the capacity for recognizing our own feelings and those of others, for motivating ourselves, for managing emotions well in ourselves and in our relationships.

   Goleman developed four capacities of EQ

1. Self-Awareness:

   Capacity for understanding one's emotions, one's strengths, and one's weaknesses.

2. Self-Management:

   Capacity for effectively managing one's motives and regulating one's behavior.

3. Social Awareness:

   Capacity for understanding what others are saying and feeling and why they feel and act as they do.

4. Relationship Management:

   Capacity for acting in such a way as to get desired results from others and reach our goals.

What are Emotions?

   Physiological Factors

–  Your body reacts to fear with an increased heart rate, higher blood pressure, blood sugar level adjusts, adrenaline increased, pupils dilate, digestion slows

   Nonverbal Reactions

–  Studies show they can be the reaction & also the cause

Emotions Include:

   Cognitive Interpretations

–  Internal dialogue with yourself, exaggerated

   Verbal Expression

–  Constructive outlet is needed or person risks social isolation, relationship problems, anxiety, depression, and/or aggressive tendencies

HOMEWORK

   Go to: <http://quiz.ivillage.co.uk/uk_work/tests/eqtest.htm>

   Complete the quiz and print at least 1 pg. (results page preferred)

   Tell me 3 things, with details, you learned about yourself after the quiz

   Due Wednesday in class for 10 points total

   No late homework accepted for ANY REASON!

Influences on Emotional Expression

   Personality

   Culture

   Gender

–  Biological sex is the best predictor

–  Women seem more aware of emotions

   Social Conventions

   Fear of Self-Disclosure

   Emotional Contagion

Guidelines for Expressing Emotions

   Expand your emotional vocabulary

   Think about how to describe your feelings

   Share multiple feelings

   Recognize the difference between feeling, talking and acting

   Accept responsibility for your feelings

   Consider when and where to express self

Managing Difficult Emotions

   Facilitative emotions: contribute to effective functioning

   Debilitative emotions: detract from effective functioning

   Sources of debilitative emotions

–  Genetics (biological predispositions)

–  Emotional memory (triggers of past events)

–  Fear of the unknown (new situations)

Irrational thinking   
and debilitative emotions

   The Fallacy of Perfection

   The Fallacy of Approval

   The Fallacy of Shoulds

   The Fallacy of Overgeneralizations

   The Fallacy of Causation

   The Fallacy of Helplessness

   The Fallacy of Catastrophic Expectations

Minimizing debilitative emotions

   Monitor your emotional reactions

   Note the activating event

   Record your self-talk

   Dispute your irrational beliefs

<http://www.google.com.pk/search?hl=en&source=hp&q=facilitative+emotions&aq=f&aqi=g1g-m2&aql=&oq=&gs_rfai=>