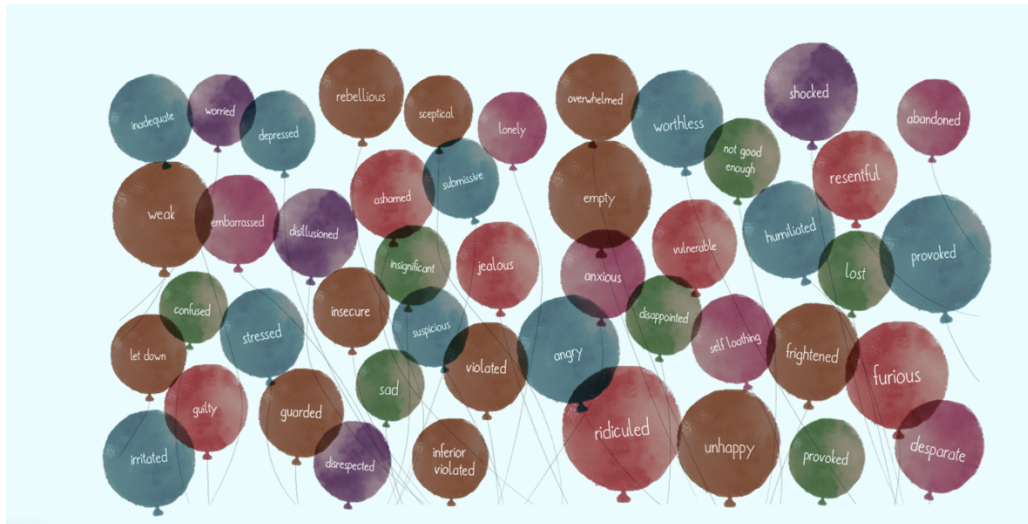


Practising emotional intelligence

Taking your feelings and your thoughts into account before deciding what to do.

1. Notice your emotions

Label them.



2. Pause

Breathe deeply to restore some calm in your system and to gain a little detachment. Take 3 deep breaths.

As you breathe in, say **r-e-l-a-x** silently to yourself.

As you breathe out, say **l-e-t g-o** silently to yourself.

3. What really matters here?

Take a moment to gain some perspective before you react.

Respond after you have considered

- what your needs are
- what other people's needs are and
- the needs of the situation.

4. Decide how to respond

How could you behave to respect what really matters here?

Remember your values.

5. Afterwards - reflect on what happened

What meaning can you find here?

What can you learn from this?