

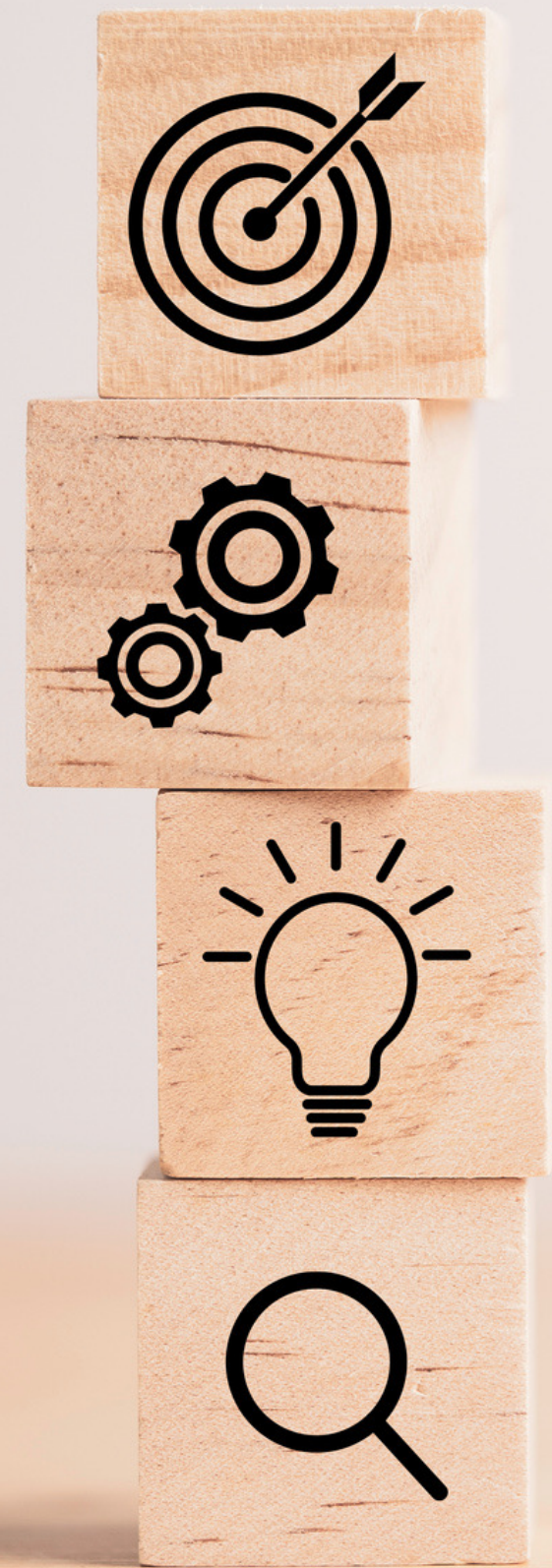


PROFESSIONAL RESILIENCE

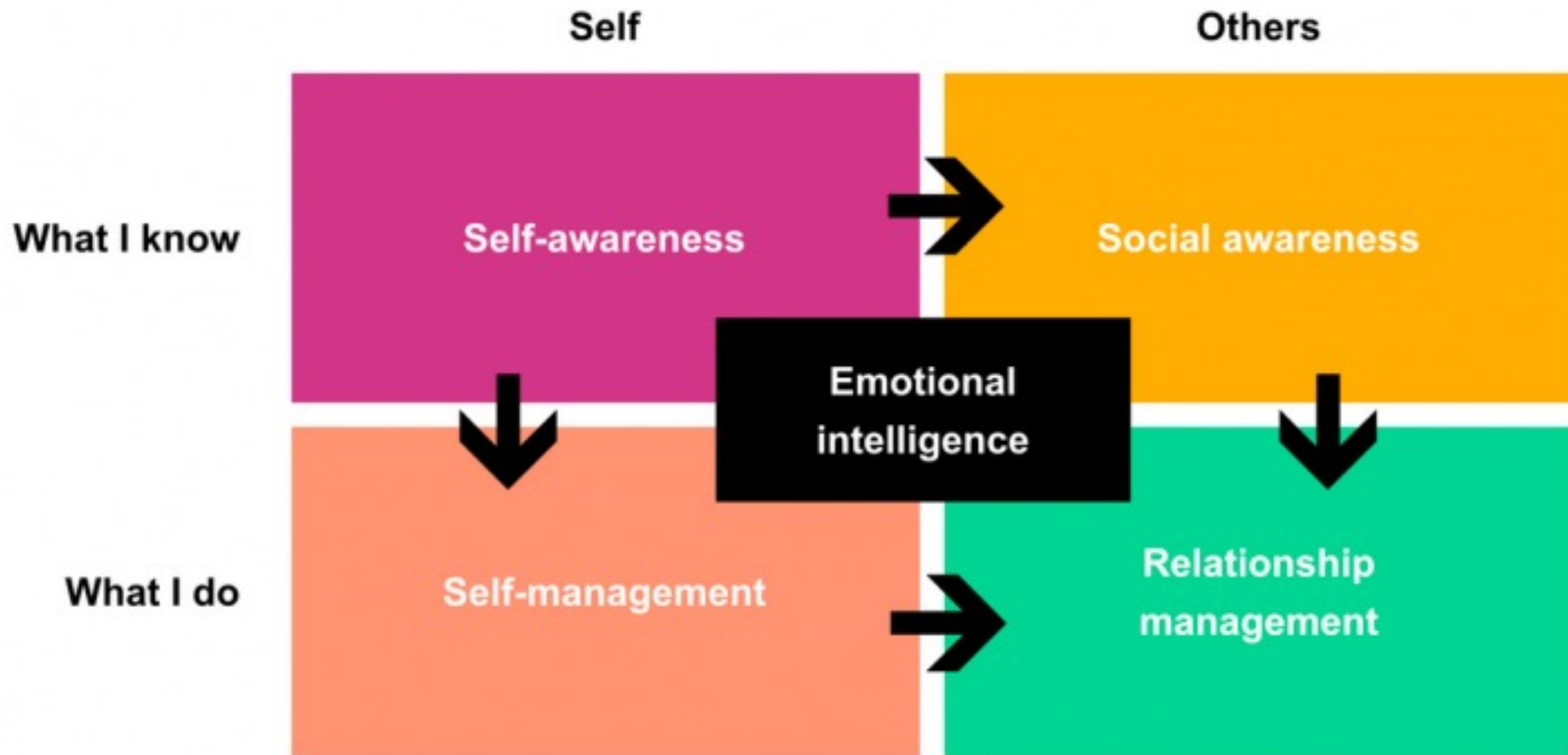
SUSAN LEWIS M.ED.

OBJECTIVES

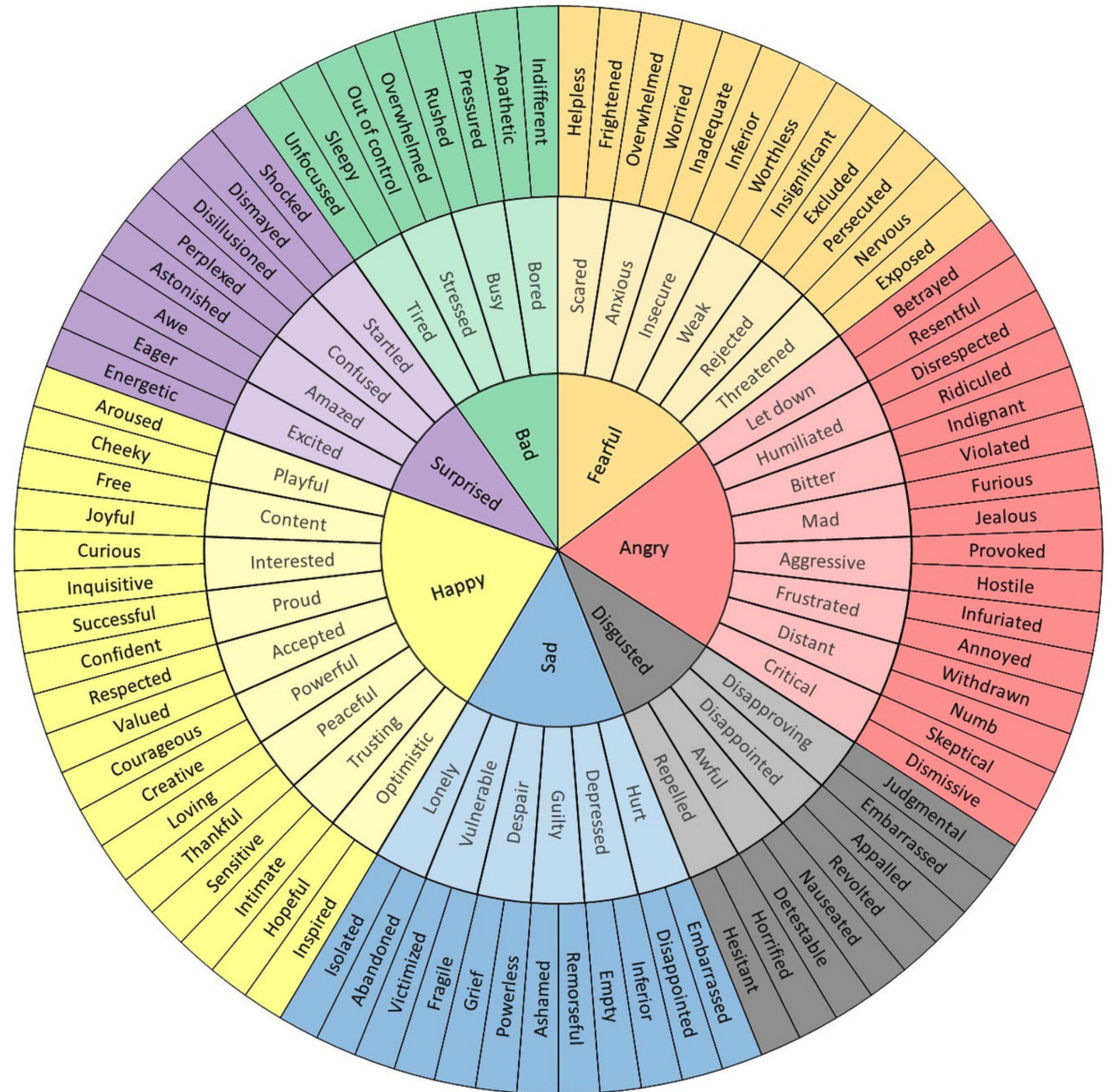
- Define Emotional Intelligence (EI).
- Identify how to grow your EI to support your well-being.
- Practice using EI to strengthen resilience and well-being.







SELF AWARENESS = UNDERSTANDING OF FEELINGS



HOW FEELINGS SHOW UP IN THE BODY



HIGH VS LOW EI

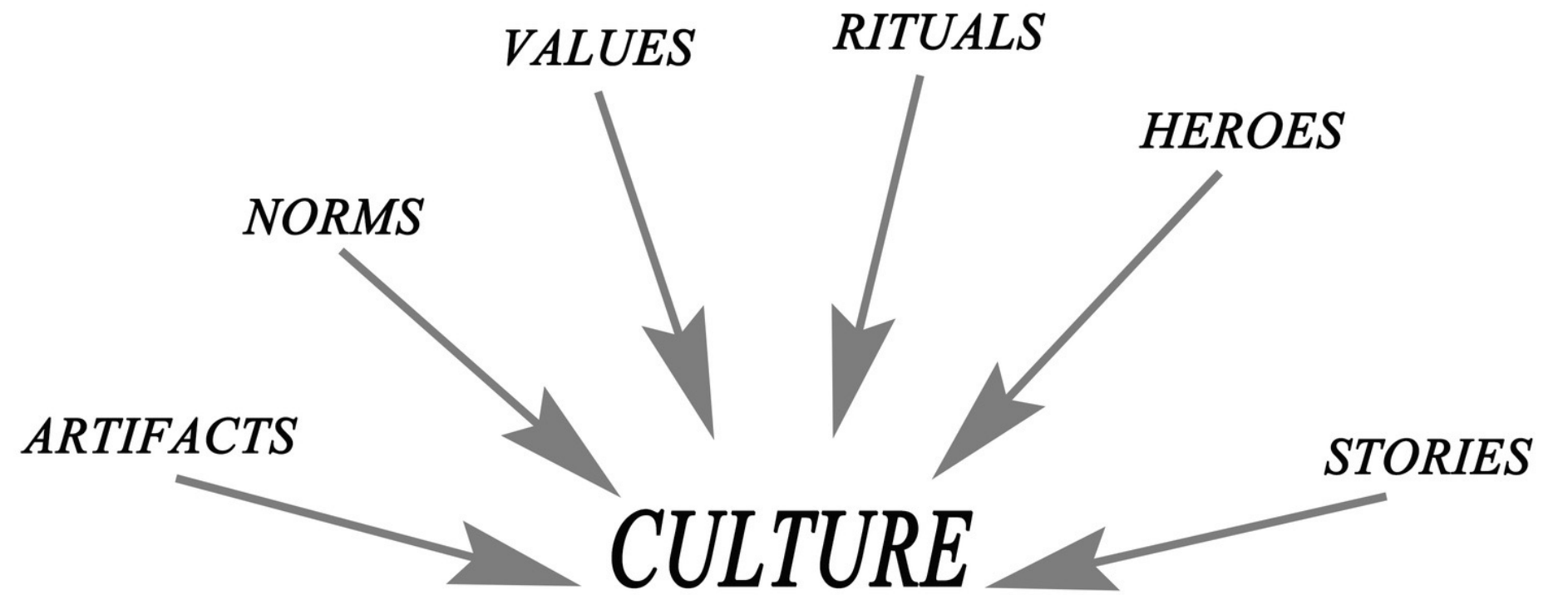




**SELF-
MANAGEMENT**

**EVERDAY
HASSELS**

HOW IS EI
IMPACTED BY
CULTURE?



Behavioural Manifestations

Fight

- Anger outburst
- Controlling
- "The bully"
- Narcissistic
- Explosive behaviour

Flight

- Workaholic
- Overthinker
- Anxiety, panic, OCD
- Difficulty sitting still
- Perfectionist

Freeze

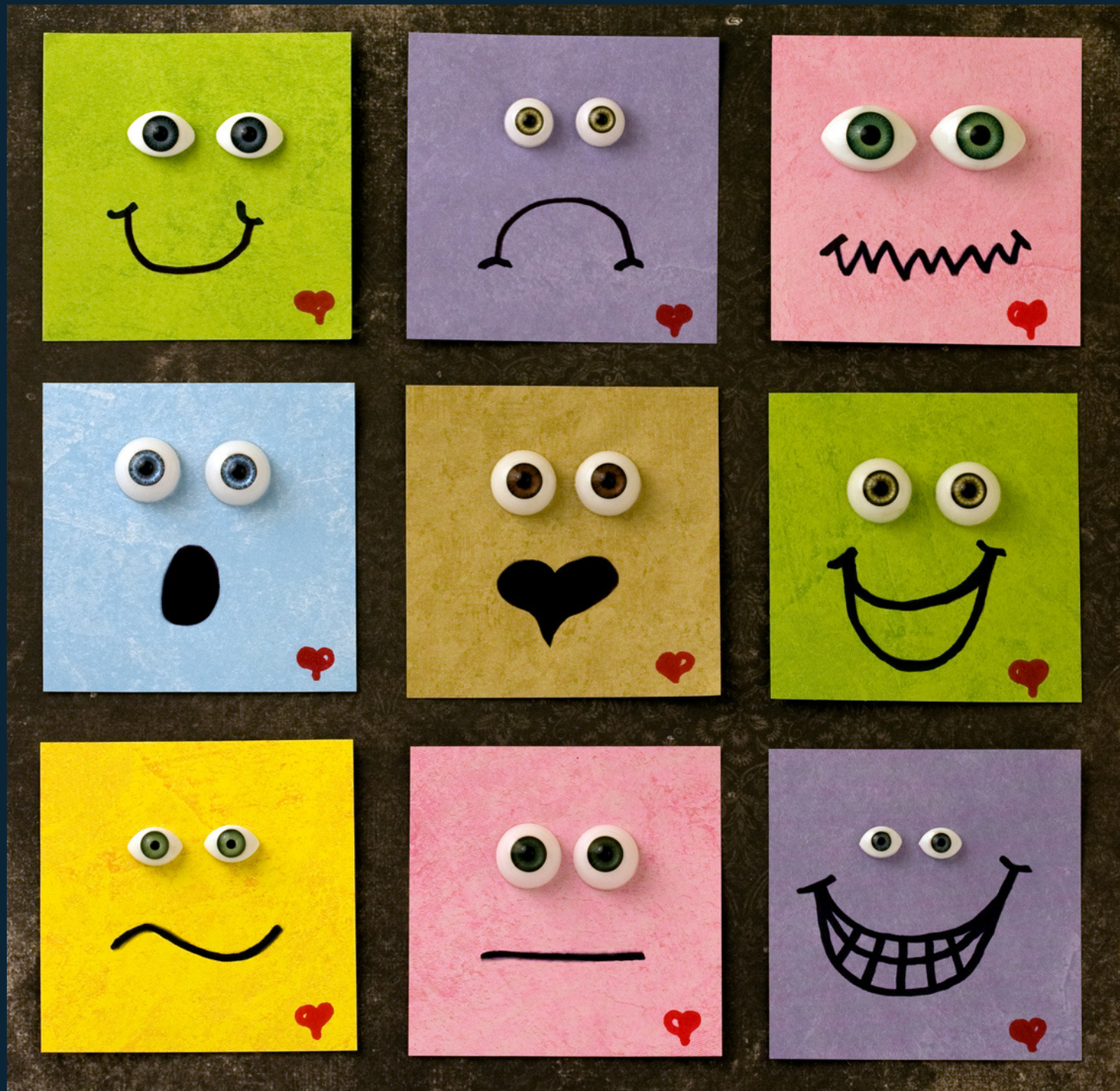
- Difficulty making decisions
- Stuck
- Dissociation
- Isolating
- Numb

Fawn

- People pleaser
- Lack of identity
- No boundaries
- Overwhelmed
- Codependent

**GET YOUR
BRAIN BACK
ONLINE**





SOCIAL AWARENESS

How do you recognize emotions in others?

How do you know you are right?

How might we misinterpret emotions in others?



EMPATHY

The ability to understand
how others feel (free of
judgement)



PERSPECTIVE TAKING

The act of perceiving a situation or understanding from an alternative point of view, such as that of another individual



RELATIONSHIP MANAGEMENT





BUILDING EFFECTIVE RELATIONSHIPS

- **Internal Self-awareness**-You cannot relate well to others without first knowing yourself.
- **External Self-Awareness**-your ability to recognize how your thoughts, feelings, and actions are affecting other people
- **Empathy**-put yourself in others' shoes
- **Accepting feedback**-Take feedback willingly, and use it to improve your external self-awareness

WRAP UP

- How has your understanding of EI changed today?
- What goals will you set for yourself to grow your own EI skills?
- What help do you feel you still need? What questions do you still have?





THANK YOU!