



9 WAYS TO STAY COOL, CALM, & COLLECTED

A 60-minute Webinar



1. There are many things that can take us to a place that _____ our ability to remain calm, cool, and collected. What are some of those things for you?

2. What might keep us in that place is our inability to use _____ to understand what we're feeling and why.
3. Emotional intelligence is the capacity for _____ our own feelings and those of others, for motivating ourselves, and for successfully _____ our emotions in ourselves and in relationships.
4. Based on Daniel Goleman's model, the four components of Emotional Intelligence are:
 - Self _____
 - Self _____
 - Social _____
 - Relationship _____
5. What do the first two of the four elements of Emotional Intelligence involve?
 - **Self-awareness** – recognizing a feeling as it _____ ;
this element is also a key to better _____.
 - **Self-management** – _____ feelings so that your reactions are appropriate.
6. Self-awareness and self-management are _____.
7. _____ an emotion is not the same as self-awareness. You have to **pay attention** to your **thoughts** and **physical reaction** about that feeling.

8. To have a high level of self-awareness, you have to be willing to tolerate the _____ of concentrating on feelings that may be negative, and of course, be able to deal with positive feelings as well.

9. Self-awareness also requires a willingness to “read between the lines” of our emotions.

For example, anger is almost always a _____ reaction.
What’s often behind the anger for **YOU**?

10. Remember, it’s not self-awareness if it’s in _____.

11. Self-management is...when you act – or don’t act – on your emotions. It’s your ability to use your awareness of your emotions to manage your own behavior in a positive way. In other words, it’s managing your emotional reactions to situations and people.

Some aspects of self-management are:

A. Managing _____ emotions and impulses

B. Staying _____ in upsetting situations.

C. Thinking _____ under pressure.

D. Admitting our own _____.

12. When we’re lacking emotional intelligence in a situation that involves someone else, it stops us from working through our feelings effectively:

A. We want to _____ our side first.

B. We don’t _____ well.

C. We’re afraid we won’t get _____.

D. We believe one of us has to _____.

13. How can we improve our efforts to stay cool, calm, and collected?

A. Remember that focusing on _____ will just drive you crazy.

B. How much of this issue is _____?

C. Avoid actions that will make the situation _____ such as:

D. Recognize that when you are angry, you've made a _____.

E. Don't listen to the "_____".

Who's on your committee, really, right now?

Who would you **like** to have on your committee??

F. Ask yourself, "_____ am I angry?"

G. Is this a situation that I can _____?

H. What will it _____ me?

i. _____

ii. _____

iii. _____

iv. _____

I. _____ the result you'd like to see, and make sure
your _____ are taking you there!

A situation that usually causes me to lose my "cool" is:

One thing (or more!) I will do differently to remain calm, cool, and collected the next time I find myself in this situation is:
