

**OneOp Practicast 2 with Anne Phibbs**  
**Social Identities, Privilege, and Allyship**  
**October 3, 2024**

**QUESTIONS FOR PRACTICAST 2**

1. What is emotional intelligence – or EQ (emotional quotient) for short? Is it something I can control? Is it something I can improve?
2. What does it look like when someone does not have well-developed EQ? Can you give examples?
3. Why do you think EQ is important when we are doing DEIA work? Can you give some examples of what using EQ might look like, as we're trying to act from an equity and inclusion lens?
4. What can we do to grow or increase our EQ? How can we tell when we've improved our EQ?

## HANDOUT

**From *Permission to Feel: Unlocking the Power of Emotions to Help Our Kids, Ourselves, and Our Society Thrive*, 2019, by Dr. Mark Brackett, Director, Yale Center for Emotional Intelligence. Brackett identifies five skills necessary for becoming an “emotion scientist:”**

- Recognize our own emotions and those of others, not just in the things we think, feel, and say but in facial expressions, body language, vocal tones and other nonverbal signals
- Understand those feelings and determine their source - what experiences actually caused them – and then see how they’ve influenced our behaviors
- Label emotions with a nuanced vocabulary
- Express our feelings in accordance with cultural norms and social contexts in a way that tries to inform and invites empathy from the listener
- Regulate emotions, rather than let them regulate us, by finding practical strategies for dealing with what we and others feel

### **Consider Brackett’s five skills, then ask yourself these questions:**

1. How well do I recognize my own emotions? How well do I recognize the emotions of others?
2. Are there any emotions (e.g., anger, sadness, resentment) that are difficult for me to notice – or even accept in myself? in others? Why is that?
3. Can I tell why I feel the way I do – can I identify the source? Can I identify why others feel the way that they do – and identify the source(s) of their feelings?
4. How well do I express my feelings – to myself? to those close to me? to my colleagues? Are there any emotions that are particularly difficult for me to express – why do you think that is?
5. Are there emotions that other people express that are difficult for me to handle? Why is that?
6. Have I ever gotten any feedback from friends/family/colleagues – positive or negative – about how I express my own emotions? about how I deal with the emotions of others?
7. Are there areas around emotional intelligence (EQ) where I could do better? Are there components of my EQ that I could develop? How might I do that?



## Reflective Practice

### *Five Effective Self-Reflection Exercises to Improve Your Emotional Intelligence*, by L&D Hero, from Workplace Hero, 11/12/23

**1. Journaling:** Start a journal and dedicate a few minutes each day to write down your thoughts and feelings. This practice allows you to explore your emotions in a safe and private space. Write about your experiences, challenges, and successes. Reflect on how you felt, why you felt that way, and what you learned from each situation. Over time, you will begin to notice patterns and gain valuable insights into your emotions and reactions.

**2. Mindfulness Meditation:** Set aside a few minutes each day to practise mindfulness meditation. Find a quiet space, close your eyes, and focus on your breath. Notice the sensations in your body and observe your thoughts and emotions without judgement. This exercise helps you cultivate present-moment awareness, allowing you to better understand your emotions as they arise. It also helps you develop the ability to observe your thoughts and emotions without being consumed by them.

**3. Emotional Journaling:** In addition to regular journaling, try specifically journaling about your emotions. Whenever you experience a strong emotion, take a moment to reflect on it. Write about what triggered the emotion, how it felt in your body, and any thoughts or beliefs that accompanied it. This exercise helps you become more aware of your emotional responses and the underlying causes. It also helps you identify any unhealthy patterns of thinking or behaviour that may be influencing your emotions.

**4. Reflective Questioning:** Take time each day to ask yourself reflective questions. These can include, "What went well today? Why?" "What challenges did I face? How did I respond?" "What emotions did I experience today? Why?" "What could I have done differently in a difficult situation?" These questions encourage you to analyse your actions and emotions, allowing you to gain insights and make positive changes.

**5. Seeking Feedback:** Reach out to trusted friends, family members, or colleagues and ask for their honest feedback. Invite them to share their observations about your emotions, behaviour, and communication style. Listen with an open mind and reflect on their insights. This exercise provides valuable external perspectives that can deepen your self-awareness and highlight areas for growth.