talkspace Mental Health Worksheet

Emotional intelligence in the workplace

Characteristics of emotional intelligence

1. **Self-awareness:** ability to understand your emotions
2. **Self-regulation:** ability to control your emotions and impulses
3. **Motivation:** what drives you; deferring immediate gratification for long term success
4. **Empathy:** ability to identify, understand, and feel the emotions of others
5. **Social skills:** how you relate to others and build relationships

Ways to increase emotional intelligence in your workplace

Employees:

Who can you offer empathetic help to?

Who can you defer to in a decision?

Who can you express more interest in/get to know better?

What emotional work issue do you need to process and prepare for?



Managers:

What can you prepare to share with your team? (emotions and thoughts around an issue)

When can you organize time for your team to socialize/build relationships?

What open-ended questions would help others feel valued?

Who can you delegate tasks to or assign projects to?

Who needs more praise? More feedback?

Who do you need to check in with?



Tips for healthy interactions with coworkers

Processing Work Conflicts/Tensions
When you leave a work interaction and something feels off, uncomfortable, or you can't stop thinking about it, take time to explore what's happening for you.

1. Listen to yourself: *What is my body telling me?*

2. Explore what makes this conversation or relationship difficult for you. Ask yourself: *What is bothering me about this situation? What feels off or uncomfortable about this?*

3. Identify how it makes you feel. *(Frustrated, Disrespected, Disappointed, Angry, Dismissed)*

4. Explore whether any past experiences or false narratives are interfering with your ability to make sense of this situation. Ask yourself: What other stories contribute to what I'm experiencing? Does this remind me of another situation?

5. Practice empathy and understanding toward the other person(s) involved. What might have contributed to how they spoke or acted? Think about what you know about this person, their style of relating to others, and their history and how these factors influenced what happened in this situation. Try to imagine two alternative hypotheses about what they meant to communicate or were trying to communicate.

6. Identify your contribution to this situation. Ask yourself: *How did I contribute to this problem?* Consider whether you assumed something or interpreted the situation from a biased viewpoint.

7. Decide if you need to have a conversation with the other person(s). Ask yourself: *Can I move forward differently on my end and let this go? Do I need to talk to the other person to repair the connection, clear communication up, or get on the same page again?*

8. Think forward. Replay the interaction in your mind and imagine it going differently on your end. How could you have spoken or acted differently to address the tension in the moment, to shift the conversation, or to clear up communication?

Preparing for a Hard Conversation
When you decide that you need to address something personal with a work colleague, take time to prepare what you want to say so your emotions don't overwhelm you.

1. Identify what you are feeling and thinking.

2. Formulate an "I" statement to communicate your feelings and thoughts: *"I've been feeling _____ and I want to hear what's going on for you."*

3. Identify what you need in this situation to move forward.

4. Plan how you can suggest this in a way that invites collaboration. *"I'd like to figure out a different process for communicating around this project with you."*

5. Check for consent and timing with the other person. *"Hey, I need to talk through something that's been on my mind. When's a good time for you?" "I'm disappointed in how our conversation went earlier. Can we talk openly about both our sides on this?" "I'd like to set up a time to talk about our work interactions. When are you free?"*

6. Set your expectations: plan to hear the other person out, expect they will have a different experience than you, make understanding your goal.

Building Relationships with Colleagues
In order to have a healthy workplace environment, it's important to invest energy and time into building relationships with your coworkers.



1. Meet consistently with the people you work with directly.

2. Ask them open-ended questions about their personal life. Don't be intrusive, but express curiosity and interest in knowing some details of their life.

3. Elicit feedback from coworkers: *"Hey, I would love to get your feedback on this. In particular I'm wondering about…"*

4. Share success stories with others. Look for opportunities to vocally celebrate successes and commend your colleagues to each other.

5. Express your appreciation for other people's contributions to the team.

6. Invite collaboration with others by asking for help on projects. Seek to learn from those around you.

7. Share spontaneously about your own challenges and successes.

Fostering an Emotionally Intelligent Team Culture
Emotional intelligence in the workplace is about more than just individual emotional intelligence. Emotionally intelligent groups tend to be more effective, feel a stronger sense of group identity and develop higher trust for one another.

1. When making decisions as a team, take time to listen to and learn from dissenting voices, rather than simply allowing the majority to control the direction of the group.

2. Avoid personally participating in workplace gossip and negativity, and encourage your coworkers to do the same. When conversation veers toward gossip, refrain from engaging, and instead try shifting the conversation to another topic *("What's everyone got planned for the weekend?)*.

3. Even when you don't agree with a coworker, validate their thoughts and feelings and perspective with statements like *"I never thought about it that way before", "I can understand how you would feel that way"*, or *"Help me understand."*

4. Assess your strengths and weaknesses as a team.

5. When things aren't going well, or group morale seems low, name it for what it is: *"Wow, we seem pretty discouraged as a team right now. What do you all think is going on?"*

6. Develop a proactive, problem-solving approach as a team. You don't have to be falsely positive to encourage others to find solutions to difficult problems. Name the problem and frustration, and then move toward problem-solving.

7. Develop team language around emotions. You can model this by naming your own emotions out loud. *"I'm feeling really drained today"* or *"I'm excited to get this project underway."*