

**Understanding
Emotions**

**Using
Emotions**

**Managing
Emotions**

**Perceiving
Emotions**

**Emotional
Intelligence**

**EMOTIONAL
INTELLIGENCE
&
RESTORATIVE
PRACTICES**

EMOTIONAL INTELLIGENCE

Emotional intelligence, sometimes referred to as EI or EQ, is the ability to recognize, interpret, and regulate your own emotions, and understand those of other people. Emotional intelligence skills are abilities that allow for better personal well-being and interpersonal relationships.



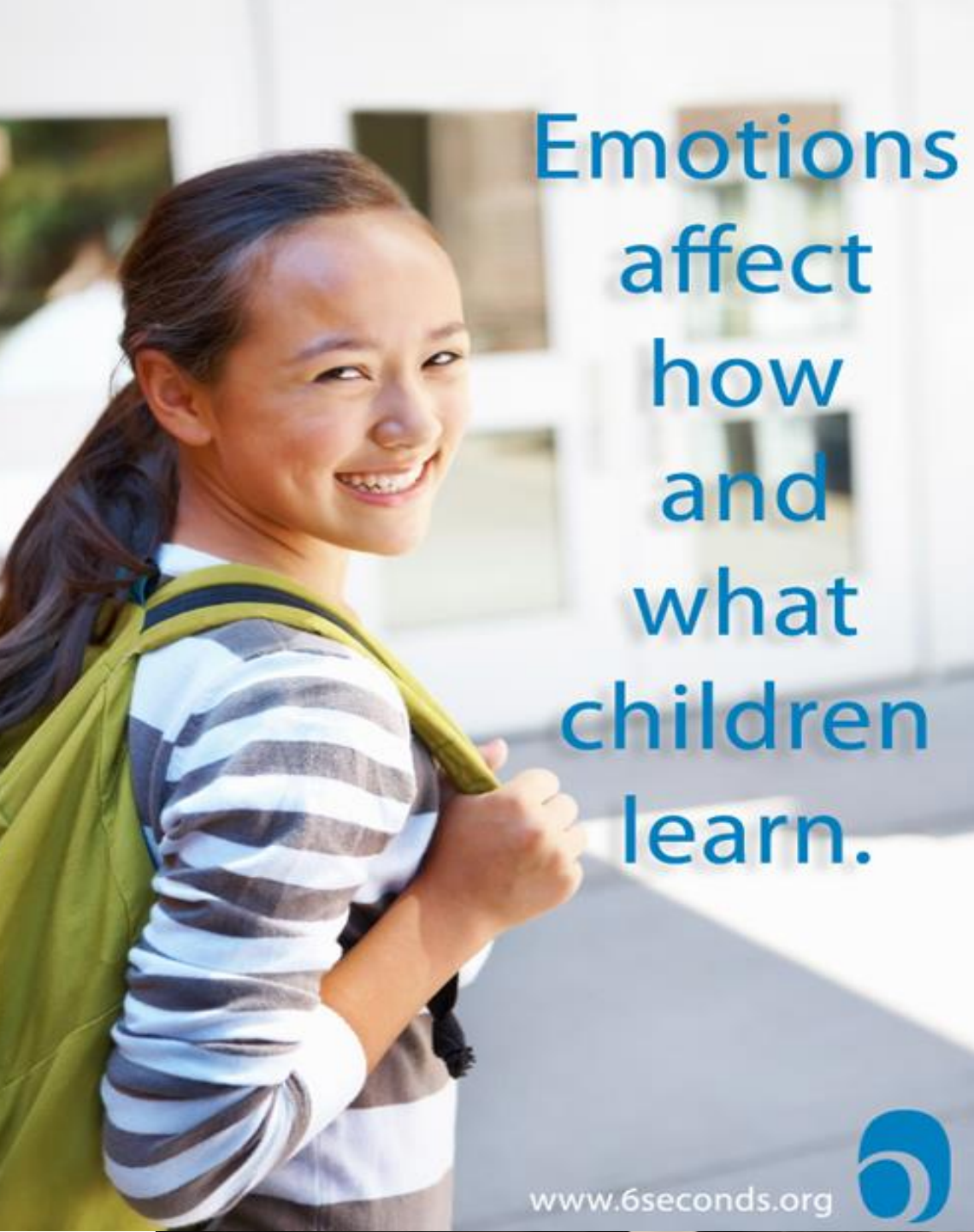
EMOTIONAL INTELLIGENCE AND ITS IMPORTANCE IN RESTORATIVE PRACTICES

Restorative justice is heavily based on how to identify one's own emotions and balance them properly.

By managing their emotions, participants of restorative justice can help remove the negative feelings associated with the offense (Van Ness & Strong, 2002).

In order to do that, participants of restorative justice must learn emotional intelligence.

Emotional intelligence in restorative justice not only falls into a method for helping mend wounds and resolve anger and fear issues after a crime has taken place, but also to prevent it.



Emotions
affect
how
and
what
children
learn.



HOW IMPORTANT IS EI?

It is more important to be resilient in the face of difficulty and to get along well with others than it is to have an extra 10-15 points of IQ. How do we know?

Studies have shown that people with high Emotional Intelligence have better mental health, job performance, and leadership skills.



HOW IMPORTANT IS EI?

Study 1: 80 Ph.D.'s underwent a battery of personality tests, IQ tests, and interviews in the 1950s when they were graduate students at Berkley.

Forty years later, when they were in their early seventies, they were tracked down and estimates were made of their success based on resumes, evaluations by experts in their own fields.

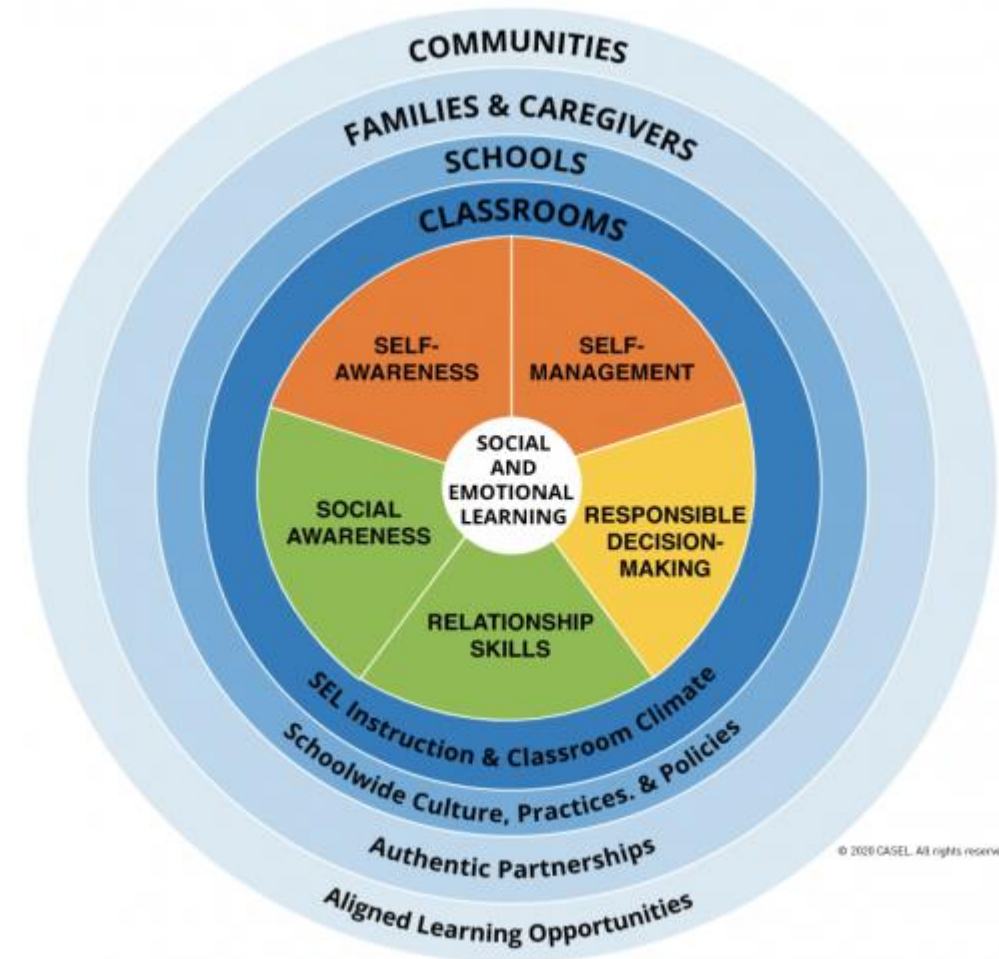
It turned out that social and emotional abilities were four times more important than IQ in determining professional success and prestige.

Study 2: store managers in a retail chain found that the ability to handle stress predicted net profits, sales per square foot, sales per employee, and per dollar of inventory investment.

SCHOOLS & EI

Social and Emotional Learning Curricula (SEL)

SEL is the process through which all young people and adults acquire and apply the knowledge, skills, and attitudes to develop healthy identities, manage emotions and achieve personal and collective goals, feel and show empathy for others, establish and maintain supportive relationships, and make responsible and caring decisions.



AGENCIES & EI

- Anger Management
- Impulse Control
- Conflict Resolution
- Circles & Conferences
- Interpersonal Skill Building
- Family Skills Building



5 KEY SKILLS OF EI

How to Improve

- Ask for constructive feedback
- Learn new skills
- Meditate
- Pay attention to your thoughts and emotions
- Pursue your passions
- Reflect on your experiences
- Set goals
- Use positive self-talk

Self-Awareness

- the ability to recognize and understand your own emotions
- being aware of the effect of your actions, moods, and emotions on others
- learning to correctly identify each particular emotion you experience
- capable of monitoring your own emotions and recognizing different emotional reactions
- recognize the relationship between how you feel and how you behave.
- recognize your personal strengths and limitations, being open to new information and experiences, and learning from your interactions with others

5 KEY SKILLS OF EI

How to Improve

- **Be mindful of your thoughts and feelings**
- **Find ways to manage difficult emotions**
- **Look at challenges as opportunities**
- **Practice communication skills**
- **Recognize that you have a choice in how you respond**
- **Work on accepting your emotions**

Self-Regulation

This emotional intelligence skill doesn't mean putting emotions on lockdown and hiding your true feelings—it simply means waiting for the right time and place to express them.

Self-regulation is all about expressing your emotions appropriately.

Those who are skilled in self-regulation tend to be flexible and adapt well to change.

They are also good at managing conflict and diffusing tense or difficult situations.

5 KEY SKILLS OF EI

How to Improve

- **Ask open-ended questions**
- **Notice other people's social skills**
- **Practice good eye contact**
- **Practice your social skills**
- **Practice active listening**
- **Show interest in others**
- **Watch your body language**

Social Skills

True emotional understanding involves more than just understanding your own emotions and those of others. You must also be able to put this information to work in your daily interactions and communications.

Social skills such as active listening skills, verbal and nonverbal communication skills, and persuasiveness allow you to build meaningful relationships with others and develop a stronger understanding of them and yourself.

5 KEY SKILLS OF EI

How to Improve

- **Be willing to share your feelings**
- **Engage in a cause, such as a community project**
- **Listen to other people**
- **Talk to new people**
- **Try to imagine yourself in someone else's place**

Empathy

Empathy, or the ability to understand other people's feelings and see things from their point of view, is another critical emotional intelligence skill.⁴ It involves being able to recognize another person's emotional states and understand why they are experiencing them.

[Being empathetic](#) allows you to understand the power dynamics that can influence social relationships, such as those that exist between different cultures and communities.⁹ This is important for guiding your interactions with different people you encounter each day.

5 KEY SKILLS OF EI

How to Improve

- **Celebrate your results**
- **Focus on setting small, measurable goals**
- **Introduce challenges to keep things interesting**
- **Set goals to help build intrinsic motivation**
- **Work with a friend or co-worker to foster accountability**

Motivation

People who are emotionally intelligent are motivated by things beyond external rewards like fame, money, recognition, and acclaim.

Instead, they have a passion to fulfill their own inner needs and goals.

Those who are competent in motivation tend to be action-oriented.

- they set goals,
- have a high need for achievement,
- are always looking for ways to do better,
- tend to be very committed, and
- are good at taking initiative.

BUILDING RESILIENCE: EI & RP

There are youth who seem to “bounce back” from negative events quite effectively, whereas others are caught in a rut, seemingly unable to get out of their negative streaks.

Being able to move on despite negative stressors does not demonstrate luck on the part of those successful individuals but demonstrates a concept known as **resilience**.

What might distinguish low and high-resilient youth is their capacity to learn from life’s setbacks and use this knowledge to cope more effectively.

Youth with good emotional regulation and control are more likely to respond to personal distress with a more positive affect and helpful coping skills. This improves resilience and helps youth respond to life stresses without succumbing to them.

RESILIENCY TRAINING TO IMPROVE EI

Types of Therapies

- 1. Cognitive Behavioral**
- 2. Mindfulness Based**
- 3. Problem Solving**
- 4. Acceptance**

Best Approaches

- Group or Individual
- Discussion
- Practical Exercises & Assignments
- Role Plays
- Exposure to Mild Stressors in a Controlled Environment
- Problem Solving



EQ CALCULATOR

Best Way to Calculate Your EQ and Tips to Improve

Discover your strengths, identify areas for improvement, and unlock your true potential with our free EQ Calculator

TEST YOUR EQ TODAY

<https://24siteshop.medium.com/emotional-quotient-inventory-test-free-calculate-your-eq-93cd6f97ffcb>

THREE EMOTIONAL INTELLIGENCE EXERCISES

See handout

Building Emotional Awareness

Decoding Emotions by Analyzing Speech, Body, and Face

Identifying False Beliefs About Emotion

From PositivePsychology.com

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