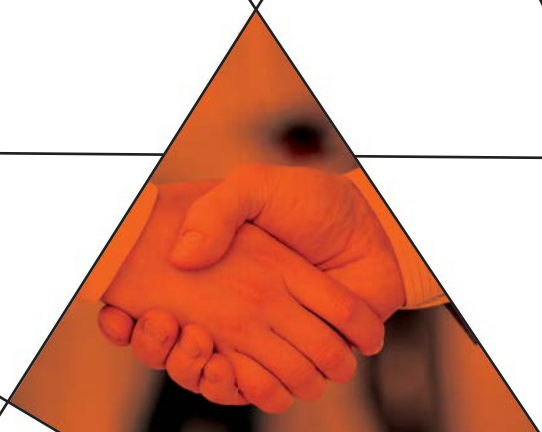


LIFESKILLS IN ACTION



SOFT
SKILLS+

Emotional
Intelligence

JILL L. HANEY



It has been a **bad day**.

First Liz woke up late.

She missed the bus and ran to school.

That took half an hour.

Liz rushed to class.

But she was still tardy.

Now school is out.

Liz sits in detention.

The clock ticks.

She taps her foot.

Her friends are having fun without her.

This is so boring, Liz thinks.

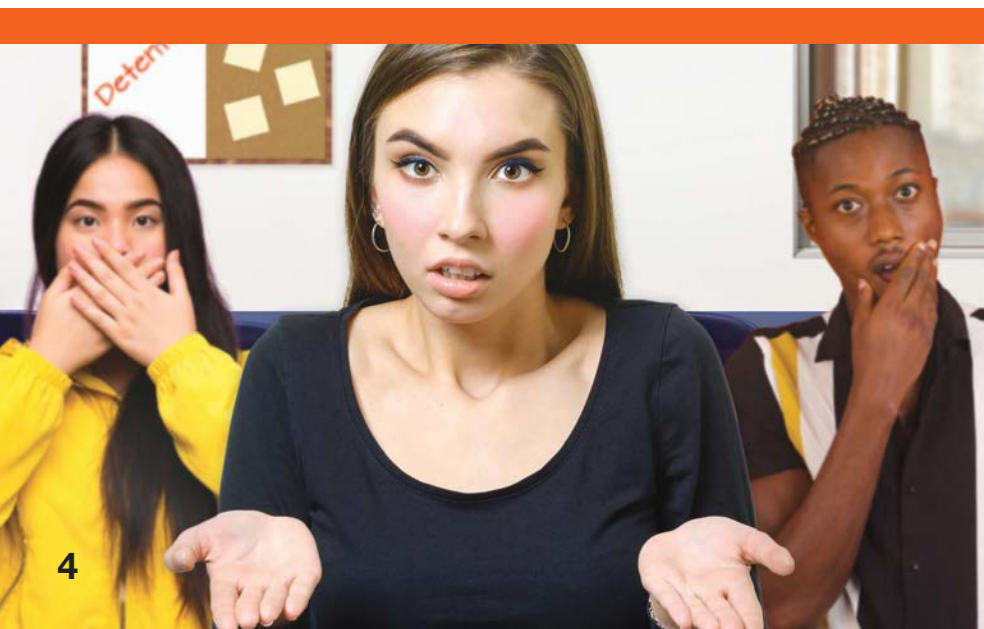
It's not fair.

The teacher looks at her.

“Do your work, Liz.”

“Or what?” she snaps.

“I want out of here.”





The teacher is angry.

“That was rude.

You just got more detention.

Come back here tomorrow.”

“No!” Liz yells.

What went wrong in this story?

Liz **lost control**.

She didn’t manage her time well.

Then her feelings boiled over.

Managing emotions is not easy.

First you must identify them.

This is part of **emotional intelligence**.

It starts with knowing yourself.

How do you feel?

Figure that out.

Then choose how to act.

Be smart about it.

That puts you in control.





There's more to emotional intelligence.

It's also about sensing how others feel.

This helps you talk to them.

You can choose the right words.

All this takes work.

Look at yourself first.

Who are you inside?

What do you want most?

Knowing this is **self-awareness.**

We all have feelings.

It's part of being human.

They may come in a rush.

That can overwhelm us.



You can be ready for this.

Find a quiet place.

Think back.

Picture a time when emotions took over.

What caused it?

How did you react?

Reflecting helps.

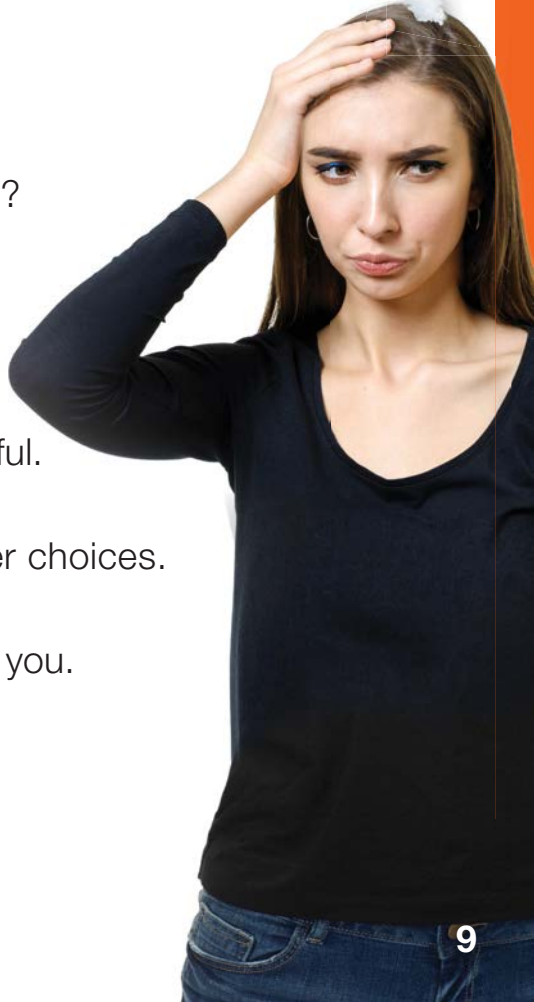
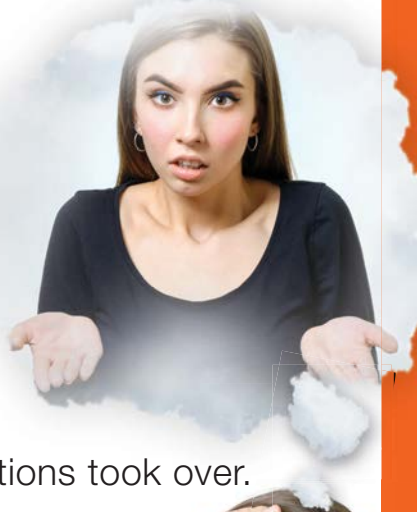
It makes you mindful.

This leads to better choices.

Learn what upsets you.

Prepare for it.

Avoid it if possible.



Knowing ourselves is powerful.

It puts us in control.

We decide how to react.

This is called **self-management**.

Stress is part of life.

It can be good.

We do something new.

Our bodies react.

At first, we may get nervous.

But then we learn.

Tasks get easier.

