

# Contents

<b>Overview</b> .....	<b>7</b>
<b>1. Prepare to Develop Your Emotional Intelligence</b>	
<b>1.1</b> Develop Evaluation Criteria for Assessing Your Emotional Strengths and Weaknesses .....	<b>16</b>
<b>1.2</b> Assess Your Emotional Strengths and Weaknesses Against Evaluation Criteria .....	<b>18</b>
<b>1.3</b> Identify and Analyse Your Potential Emotional Stressors in the Workplace .....	<b>21</b>
<b>1.4</b> Identify Methods for Responding to Your Emotional Stressors .....	<b>26</b>
<b>1.5</b> Seek Feedback from Others to Identify and Confirm Your Methods for Responding to Your Emotional Workplace Stressors .....	<b>36</b>
Summary: Prepare to Develop Your Emotional Intelligence .....	<b>37</b>
<b>2. Develop Your Emotional Intelligence</b>	
<b>2.1</b> Analyse and Document Your Co-workers' Emotional Responses .....	<b>40</b>
<b>2.2</b> Develop a Plan to Identify and Respond to a Range of Emotional Expressions .....	<b>48</b>
<b>2.3</b> Apply Techniques to be Flexible and Adaptable When Dealing with Others in the Workplace .....	<b>51</b>
<b>2.4</b> Apply Techniques to Show Consideration for the Emotions of Others When Making Decisions .....	<b>54</b>
<b>2.5</b> Consult with Relevant Stakeholders and Identify Your Own Emotional Improvement Areas .....	<b>57</b>
Summary: Develop Your Emotional Intelligence .....	<b>60</b>
<b>3. Promote the Development of Emotional Intelligence in Others</b>	
<b>3.1</b> Identify Workplace Opportunities for Others to Express Their Thoughts and Feelings .....	<b>63</b>
<b>3.2</b> Develop Tasks for Assisting Others to Understand the Effect of Their Behaviour and Emotions on Others in the Workplace .....	<b>68</b>
<b>3.3</b> Implement Identified Opportunities and Tasks in the Workplace According to Organisational Policy and Procedures .....	<b>72</b>
Summary: Promote the Development of Emotional Intelligence in Others .....	<b>76</b>
<b>Glossary</b> .....	<b>77</b>
<b>Unit Review</b> .....	<b>79</b>