Emotional Intelligence

Abilities to:

- ❖ ability to distinguish between different emotions and identify them appropriately

- ❖ ability to monitor one's own emotions and other people's emotions

- ❖ ability to understand and use emotional information to guide thinking and behavior

- ❖ ability to combine intelligence, empathy and emotions to improve thought and understanding of relational dynamics

Why is this important for client care?

An Inside Perspective

- When someone can identify emotions, understand their triggers accurately then respond appropriately, it makes you feel safe.

  One night during choir practice, I sat down by a creepy guy, and by the second song I felt so icky that I couldn't look at the director any longer. The director accurately perceived the situation and told everyone to change seats so that I could move away from the creepy guy. I saw one of the girls sit down next to the creepy guy, and without missing a beat, the director tactfully had her move over to share music with his wife. I went down two rows and picked up the music we were working on, trying to shake it all off. It was a relief to have the director sense that I needed space, and he didn't look at me until he could feel that I was no longer feeling creeped out. Once I was into the music again, he seemed to know, smiling and winking at me encouragingly as he often did, especially when we reached a piece in a song I liked.

- When someone sees into your inner workings, what you need and what's important to you, and then knows how to respond, it also makes you feel real, alive and connected.

We are all about Dreams, Direction, Destiny!

- What's important for the client
  - Prescriptions by professionals
  - Determinations by support and care teams
  - Decisions by the client

- What's important to the client
  - Goals, dreams and direction determined by the client
  - Likes and dislikes . . .

What's important to a client are things that make them feel real, alive and motivated.

So how can we as support people understand what's going on in a client's world and what's important to them when verbal skills are limited?

Growing our Emotional Intelligence can help!

Sharpening our abilities to identify, monitor, understand, use and manage emotions can open a world to more freedom and fun for our clients!!

Identifying and monitoring emotions

- Happy 🙂
- Surprise/Excited 😃
- Tender 🙂

- Sad ☹️
- Fearful 😧
- Disgust 😒
- Anger 😠

Silly

Observing to become an expert

Learning a client's emotional triggers can have a huge impact on their world. Healthy/appropriate things that make their face light up can reveal:

1. what makes them feel alive, real and connected
2. their top appreciation languages

What makes them light up or *laugh*?

Positive affirming words

Gifts – Bravo Bucks, stickers, etc.

Touch/pat on the shoulder

Quality time

Service/things done for them

Understanding emotions and their triggers

Study your client for greater understanding

- **What makes their eyes/face light up?**
    - These can be used in supporting clients to reach their goals.
- **What upsets them?**
- **What quiets them or makes them sad?**
- **What makes them angry?**
    - Did something hurt or were they not able to have what they wanted?

Angry behavior as a result of pain requires a different response from angry behavior as a result of hostility, having a bad day or not getting one's way. This is an example for why understanding emotions and their triggers is important for success in the behavior management process.

Using emotional information to guide thinking and behavior

Learning a client's emotional triggers can also show staff how to help a client manage their behaviors.

- Taking note of what's going on in a client's world as well as to what's being said to and around the client can clue staff in to things that can/will trigger a behavior.
  - ➢ Example - if client buys a present for someone they're excited to see, and that person tells them not to waste their money on buying them presents, the following behavior is probably from the pain of having their present rejected. Some form of empathy, comfort and encouragement is needed in the following behavior modification process.
- Anticipating what could happen based on known facts and being prepared to respond appropriately can reduce behaviors and help a client feel secure.

Managing emotions

bringing intelligence, empathy and emotions to improve thought and the understanding of relational dynamics

Examples:

➢ When the person came to visit the client the next year, the client had another gift for the person visiting, and I was prepared. As she brought out the gift, I told her what a thoughtful idea it was - the person received the gift and the client smiled. No outbursts ensued.

➢ Watching my client's face also gave me cues for when to help her find a word or phrase for what she was trying to explain to people she was talking to. It seemed to help her feel connected and able to participate in what was going on around her.

Personal Response on Emotional Intelligence

I understand the importance of EI since a great deal of my ability to participate and succeed rides on how well I connect with others.

* I can participate well and with appropriate timing in meetings and social situations when someone in the group can see when I have a thought and can help me jump in.

* I work well with strategic thinkers and achievers since they can usually see what I'm doing, where I'm going with it and how to help so that excellence is achieved. If they don't understand something, they're prone to assume that I have a well-thought-out plan and that I know what I'm doing. So they will ask questions until they understand.

Those who don't see the strategy or purpose in what I've laid out will rearrange it because they want to help. When it doesn't work, I get the figurative pat on the head and/or, "It's okay. We all have disabilities!"

There is exhilarating freedom when someone works towards figuring out what you're thinking/aiming for and how they can be supportive!

Therefore, this is something I aim to do for those around me.