



1 What Is Emotional Intelligence and Why Does It Matter?

Emotional intelligence (EQ) is about understanding what's going on inside you, and managing how it lands with others. It helps you make thoughtful choices, build stronger relationships and navigate life and work more effectively.

*Greater
Self-Awareness
Brighter
Choices*




The 5 key areas of emotional intelligence (EQ)



Self-awareness

Noticing and understanding your emotions, thoughts and patterns.



Self-regulation

Managing your emotions and responses, even when it's difficult.



Motivation

Staying focused on what matters, even when things are challenging.



Empathy

Understanding and considering other people's feelings.



Social skills

Communicating well, building positive relationships and working effectively with others.



Why does it matter?

Your emotional intelligence influences how you handle pressure, how you communicate, how you support others and the kind of environment you create. In work, it can help you get hired, be promoted and lead well. In everyday life, it can improve your relationships, decisions and overall wellbeing.



Time to reflect

Take a moment to think about the following questions. There are no right or wrong answers.

What are my strengths when it comes to emotional intelligence?

Where would I like to grow or improve?

How might developing my emotional intelligence benefit my work, relationships and wellbeing?



"Small shifts in how you understand and manage your emotions can make a big difference in your life."



You're doing better than you think.

2

What Am I Feeling Right Now?

Noticing and naming your emotions is the first step to understanding yourself and making healthier choices.

*It's okay
to feel what
you feel.*



What emotions am I experiencing?

Tick all that apply (you can choose more than one).

- | | | |
|--------------------------------------|-------------------------------------|---------------------------------------|
| ☐ Happy | ☐ Sad | ☐ Stressed |
| ☐ Calm | ☐ Frustrated | ☐ Confused |
| ☐ Content | ☐ Angry | ☐ Excited |
| ☐ Anxious | ☐ Lonely | ☐ Disappointed |
| ☐ Overwhelmed | ☐ Tired | ☐ Other: _____ |



What is going on for me?

Take a moment to explore what might be contributing to how you feel.



What do I notice in my body?

Emotions often show up in our bodies. Where do I feel it?

- | | |
|---|--|
| ☐ Head (e.g. headaches) | ☐ Shoulders/neck (e.g. tension) |
| ☐ Chest (e.g. tightness) | ☐ Restless or fidgety |
| ☐ Stomach (e.g. butterflies) | ☐ Tired or heavy |
| | ☐ Other: _____ |



What do I need right now?

Be kind to yourself. What would be most helpful in this moment?

- | | |
|---|---|
| ☐ A break | ☐ Support from someone I trust |
| ☐ A good cry | ☐ To feel more in control |
| ☐ Time on my own | ☐ To be reminded I'm doing my best |
| ☐ A safe space to talk | ☐ Other: _____ |

"Awareness gives you choice."



*You are
making progress.*



3

How Do I Respond Under Pressure?

Everyone feels pressure at times. It's a normal part of life and work. This page will help you understand your usual responses and explore healthier ways to stay calm and in control.

*A calmer
You creates
a brighter
Tomorrow*
♥



When I feel under pressure, I tend to...

Tick all that apply (you can choose more than one).

- | | | |
|--|---|--|
| ☐ Get impatient | ☐ Become emotional | ☐ Find it hard to sleep |
| ☐ Feel anxious | ☐ Avoid people or situations | ☐ Feel tired or drained |
| ☐ Shut down | ☐ Push myself harder | ☐ Withdraw from others |
| ☐ Overthink | ☐ Lose focus | ☐ Other: _____ |
| ☐ Try to control everything | ☐ Say things I later regret | |



What usually triggers this response?

(e.g. deadlines, difficult conversations, too much to do, lack of rest, feeling judged, etc.)



What helps me stay calm or regain my balance?

(e.g. taking a break, deep breathing, talking to someone, prayer, exercise, changing environment, etc.)



If I could respond differently next time, what would I like to do?

Think about one small, realistic change you can make.



A gentle reminder

- Feeling something strongly does not mean you have to act on it immediately.
- Rest is not a reward — it protects your wellbeing and helps you make better decisions.
- You can be high-performing and still be kind to yourself.
- Awareness gives you choice.

Progress, not perfection.





4

How Do My Emotions Affect Other People?

Your emotions don't just affect how you feel — they also impact the people around you. The way you respond, communicate and handle pressure can influence relationships, trust, morale and opportunities.

*How you
show up
matters.*



How might my emotions show up for others?

Tick the behaviours that people might notice when I'm feeling stressed, overwhelmed or upset (you can choose more than one).

- | | | |
|--|--|---|
| ☐ I become impatient | ☐ I find it harder to listen | ☐ I appear less supportive |
| ☐ My tone becomes sharper | ☐ I snap or get irritable | ☐ I struggle to be open |
| ☐ I withdraw or go quiet | ☐ I avoid difficult conversations | ☐ I may seem negative |
| ☐ I seem distant or disengaged | ☐ I seem anxious or restless | ☐ I take things personally |
| ☐ I over-explain or defend myself | ☐ I become overly controlling | ☐ Other: _____ |



What impact might this have on others?

Think about your partner, family, friends, colleagues or clients. How might your behaviour affect them when you are under pressure?



How do I want to show up for others?

What kind of energy, tone and behaviour do I want to bring, even when things are difficult?



One small step I can take

What is one realistic change I can make to better manage my emotions and be more present for the people around me?

*Better
You
Brighter
Relationships*



*"More awareness. Kinder responses.
Stronger connections."*





5

Caring Without Carrying Everything

Supporting others is a beautiful strength. But without healthy boundaries, it can leave you feeling emotionally drained. This page will help you explore how to show compassion while still looking after your own wellbeing.

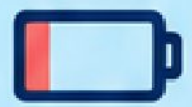
You can care deeply and still protect your peace.



Why do people come to me for support?

What do you think it is about you that makes others feel comfortable opening up?

- | | |
|--|---|
| ☐ I am a good listener | ☐ I make people feel safe |
| ☐ I feel calm and steady | ☐ I am reliable |
| ☐ I am caring and compassionate | ☐ I am understanding |
| ☐ I don't judge | ☐ I genuinely want to help |
| ☐ I give good advice | ☐ Other: _____ |



Am I feeling emotionally drained?

Tick any signs that feel familiar.

- | | |
|--|---|
| ☐ I feel tired after conversations | ☐ I feel responsible for fixing their problems |
| ☐ I take on other people's emotions | ☐ I feel anxious when I can't help |
| ☐ I find it hard to switch off | ☐ I put my own needs aside |
| ☐ I worry about others even when it's not my responsibility | ☐ I notice my mood drops after supporting others |
| | ☐ Other: _____ |



How can I be compassionate without taking on everything?

What boundaries or changes could help you stay supportive and grounded?



What will I do differently?

Choose one or two actions you can take to care for yourself while still being there for others.



A gentle reminder:

Caring deeply does not require you to carry everything.
You can be there for others and still protect your own wellbeing.

Healthy boundaries create a healthier you.





6

When I Get It Wrong: Notice, Own It, Repair It

We all get it wrong sometimes. What matters most is how we respond next. This page will help you reflect, take responsibility and choose a healthier way forward.

*It's okay
to get it wrong.
What matters
is what you do
next.*




1. What happened?

Briefly describe the situation.
What was going on?



2. How did I respond?

What did I say, do or feel
in that moment?



3. What might have been the impact on others?

How might my behaviour
have made others feel?



4. What can I own?

What is my part in this?
(What do I take responsibility for?)



5. What could repair look like?

How might I make things right
or have a healthier conversation next time?



6. What will I do next time?

Write one or two practical steps I can take.



*Growth
happens here.*




A final reminder:

Greater self-awareness leads to kinder responses,
stronger relationships and a calmer, more fulfilling life.
Be patient with yourself — progress takes time,
and every small step counts.



REFLECT
GROW
THRIVE