



The  
**IGUANA Project**  
*Improving Education Together*

## Emotional Intelligence

Amongst many of these emotional intelligence competences there is considerable overlap. The message is often the same and is repeated over and over again!

MODULE	Emotional Intelligence
COMPETENCE AREA	Inter-personal competences
SUB-MODULE	Relationship handling
VERSION	2
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The **Emotional Intelligence Module** consists of four competence areas:

- **Intra-personal competences** – the personal competences that enable an individual to accurately assess their emotional intelligence and how this is likely to shape their relationship with the external world and with other people.
- **Inter-personal competences** - applying intra-personal competences to engaging with other people in meaningful and productive ways.
- **Adaptability** - the competences that enable an individual to manage themselves and their relationships with others in response to changing situations.
- **Affective competences** – the competences that shape how an individual assesses their mood and how they manage their mood in relation to behaviours and relationships.

There are three competences in each of these four competence areas.

This overview covers one of the competences in the Inter-personal competences area: **Relationship handling**

# A BRIEF INTRODUCTION TO Relationship handling

# FOCUS ON THE JOURNEY

- *Introversion*
- *Over analysing (Paralysis by analysis)*
- *Constrained by your own model*
- *There is only one way*



**1 *Introversion: Going into your inner world. Over analysing; over thinking, being constrained by your own model. Paralysis by analysis. Therefore, the need is to widen the parameters of the model.***

“There is only one way to do it right, and it’s my way. They should do it my way”.

2 Be ready for - anticipate - other people's behaviour and prepare your responses. Prepare and use good open questions. Re-condition and practice your own new reactions to aggression. Have faith that your own abilities and style will ultimately work if you let them. Feel sympathy for bullies - they actually need it. Read inspirational things

# Negative Reactions

- Irritation
- Don't bottle it up
- Don't care too much
- Reasonable and Appropriate
- Resentment



Irritation: dealing with it successfully. Accept that the problem of irritation is yours.

***Don't bottle it up - don't care too much, particularly about things that you cannot change or aren't worth changing. Although you will rationalise why you are right to care as much as you do.***

React in an appropriate and reasonable way. Resentment is also a big area. If you feel helpless or that you have no choice.



# *Conflict*



*Having an issue with someone ...*

*“Your communication is only as good as your understanding of the person you're communicating with.” Verbal communication is inherently inaccurate means for the transfer of information and is a skill we have to learn and develop. This tool is designed to enhance and facilitate communication between couples.*

*Excellent communication is a very important life skill because by hearing the other person’s point of view and in turn feeling heard yourself, means that half of the problem is resolved, because both sides feel heard and validated.*

## **CONFLICT**

*Having an issue with someone ...*

**REMEMBER THAT EVEN IF YOU ARE RIGHT, YOU ARE WRONG BECAUSE YOU SUFFER ALSO. (EG SULKING)**

*How do you express these feelings?*

*What is your body language communicating?*

*What are your facial expressions communicating?*

*How is your nonverbal communication being perceived?*

*How do others respond to your body language?*

- 1. By understanding what and how your body language and facial expressions communicate, you are more able to understand & empathise with your colleagues non-verbal language skills*
- 2. This creates a non-defensive environment and more productive working relationship.*

# AUTO- SUGGESTION and Assertiveness

**Ask**



**Expectation**

**An attitude**

**Avoidance**

**Respect**

Assertion is an attitude towards yourself and others. The benefits of assertion are that you are able to ask for what you want, directly and openly. Appropriately, respecting your own opinions and rights and expecting others to do the same, confidently. You do not expect others to magically know what you want. You do not avoid difficult situations

## Further Resources

<http://www.youtube.com/watch?v=jJzc29tO-yl>

[http://www.youtube.com/watch?v=uUSE\\_8aC\\_84](http://www.youtube.com/watch?v=uUSE_8aC_84)

[http://www.youtube.com/results?search\\_query=relationship+handling&oq=relationship+handling&gs\\_l=youtube.3...12304.16714.0.17883.21.16.0.5.5.0.135.1120.15j1.16.0...0.0...1ac.1.11.youtube.EEd9vfP1vB4http://](http://www.youtube.com/results?search_query=relationship+handling&oq=relationship+handling&gs_l=youtube.3...12304.16714.0.17883.21.16.0.5.5.0.135.1120.15j1.16.0...0.0...1ac.1.11.youtube.EEd9vfP1vB4http://)

[www.youtube.com/watch?v=uUSE\\_8aC\\_84](http://www.youtube.com/watch?v=uUSE_8aC_84)

[www.youtube.com/watch?v=uUSE\\_8aC\\_84](http://www.youtube.com/watch?v=uUSE_8aC_84)

[http://businessperspectives.org/journals\\_free/ppm/2010/PPM\\_EN\\_2010\\_03\\_Vokic.pdf](http://businessperspectives.org/journals_free/ppm/2010/PPM_EN_2010_03_Vokic.pdf)

### BOOKS

Games People Play: The Psychology of Human Relationships [Paperback] Eric Berne

Families And How To Survive Them (Cedar Books) [Paperback] Dr Robin Skynner (Author), John Cleese

### QUOTES

<http://www.leadershipnow.com/relationshipsquotes.html>

# Further Resources 2

## On line articles

<http://www.irishexaminer.com/lifestyle/healthandlife/relationships/how-to-manage-conflict-in-your-relationship-256304.html>

<http://www.open.edu/openlearn/money-management/management/leadership-and-management/managing-relationships/content-section-0>

[https://www.psychology.org.au/publications/tip\\_sheets/relationship/](https://www.psychology.org.au/publications/tip_sheets/relationship/)

<http://info.shine.com/Career-Advice-Articles/Career-Advice/Managing-relationships-at-work/1385/cid2.aspx>

## Families

[http://realfamiliesrealanswers.org/?page\\_id=50](http://realfamiliesrealanswers.org/?page_id=50)

# Further Resources 3

## **Conflict Exercise:**

Write down what they are doing that causes the problem

- then write how you contribute to the problem

Ask yourself,

- “What can I do to stop things escalating?”
- “What is my responsibility here?”
- “What steps can I take to help resolve this problem or restore this relationship?”

Write down one of their positive qualities and focus on that.

Write down four feelings you know you experience more frequently than other feelings when at work. Eg ...

1. Anger
2. Jealousy
3. Frustrated
4. Overwhelmed
5. Resentful
6. Happy

## **More extensive tests**

<http://www.learnmyself.com/personality.asp?p=Relationship-Test>

## Effective Teamwork Skills

### **Significance**

Teamwork is important and necessary when the following two cases are present: What you are doing can be done better and more efficiently with teamwork or what you are doing is complex and requires the diversity of skills and abilities a team provides.

### **Skills**

The most important teamwork skill is the ability to communicate effectively. This includes speaking knowledgeably, tactfully and candidly as well as listening actively with an open mind. Other teamwork skills or traits that correlate with group achievement include commitment to the team, making decisions with objectivity and discipline, thinking intelligently and rigorously, ability to support other team members' ideas, being humble and grounded and, most important, being unafraid to get involved.

### **Communication**

Being an effective team member starts and ends with communicating. It is crucial to be able to communicate openly and honestly about ideas, recommendations and concerns with other team members. It is just as important to be able to listen attentively and respond objectively with helpful feedback.



## Effective Teamwork Skills (continued)

### **Commitment**

Another essential teamwork skill is the ability and desire to commit to a shared team goal. All other teamwork skills are useless without a commitment to the teamwork. With this commitment to the team, members should be willing to take on any role necessary to accomplish the required tasks, whether it is a leadership role or a subordinate role. Further, an effective teamwork skill is the ability to avoid hidden agendas at team meetings; this skill is apparent more often when members are committed and comfortable within the dynamics of the group.

### **Decision-Making**

The teamwork skill of effective, responsible decision-making is crucial because most group conflict arises during the decision-making process. Effective teams have members who can make decisions objectively after careful deliberation and debate. The major drawback of teamwork is the prevalence of the theory of diffusion of responsibility. Diffusion of responsibility is when a group makes a poor decision that most, if not all, the members wouldn't have made on their own; being able to think intelligently and rigorously through the situation before making an informed, objective decision is crucial to being a good group member.

## How to Be a Successful Team Player at Work

1. Do not promote conflict with fellow employees. Act like an adult in any team setting. Adults are the ones who get noticed for their cooperative attitude and ability to get along with others. Be wary of trouble makers and don't get sucked into their bad mouthing and complaining.
2. Try to help others in the group. You can do this by asking for their input, valuing their remarks and encouraging them to go forward with their good ideas. If you can show an ability to motivate others, particularly the introverted team members, you will be noticed.
3. Have impeccable work habits. This means being on time, showing up every day, working to your potential and not wasting time. Your managers will see you as worthy of development and further training if you have the right attitude and follow through.
4. Support your supervisor. You may have heard the expression "don't bite the hand that feeds you." This is imperative if you want to get ahead at work. Getting ahead sometimes means that you get a larger pay raise than others in your group as well as promotions.
5. Be a problem solver in your team. This means that you are willing to take on hard tasks and see them to completion. You may be surprised just how much you can accomplish if you set your mind to doing something. Get the help you need from other team members or go outside your group for knowledge and expertise if needed. You will become known as a worker who knows how to get things done

If you would like to learn more about this competence or any of the competence areas, why not visit the [IGUANA Open Learning Space](https://www.iguana-project.eu) or return to the portal at <http://www.iguana-project.eu>