

# *5 Steps to develop your EQ.*

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Organisation Design | People Development | Change Support

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## 1 Be emotionally literate.

Know your emotions. Be able to name them.  
Recognise them as you experience them.

## 2 Consider your emotional triggers.

Identify your emotional triggers when they happen  
and once identified, watch out for them.  
Managing your triggers helps to control & regulate  
your emotions.

## 3 Recognise emotions in others.

Practice naming the emotions you see in others.  
Consider the Intensity of the emotion you are  
seeing in others - say, on a Scale 1 to 10.

## 4 Recognise that emotions are contagious.

Exhibit the emotions you would like to see in others.

## 5 Practice. Practice. Practice.

Practice the steps above and practice taking another  
person's perspective.

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