



EMOTIONAL INTELLIGENCE WORKBOOK

Your role as a leader is to model the emotional clarity and presence that enables others to thrive. You'll zoom in on your internal landscape to lead with greater self-awareness, emotional regulation, and empathy. Because before you can lead others well, you need to get your own house in order.



Trigger Mapping

Purpose

When you're under pressure, unconscious patterns can take over often without you realizing it. This exercise brings those patterns into awareness so you can begin to notice your default responses, understand the emotional triggers behind them, and start making more intentional choices in the moment.

Instructions

Think of 3 real workplace moments that regularly trigger you. For each one, reflect on your default reactions then choose how you'd rather show up as a leader.

Trigger Situation (e.g. "Ignored in a meeting") 	Default Emotion (e.g. "Frustration")
Default Reaction (e.g. "I stopped contributing") 	Impact on Others (e.g. "No team collaboration happens")
Leadership Intention (e.g. "Speak up calmly, stay engaged") 	EQ Response (e.g. "Ask "Can you help me understand your take?")

Feeling Thermometer

Purpose

As a leader, your emotional state sets the tone for your team whether you realize it or not.

The Feeling Thermometer is a simple, daily self-awareness tool that helps you:

- Notice how you're feeling in real time
- Name your emotional state instead of reacting automatically
- Build emotional agility so you can lead with intention

Instructions

1. Pause and check in. Think of a recent moment at work that triggered an emotional reaction.

2. Pick the level that best represents your emotional state during that moment:

-  Calm, grounded, clear
-  Tense, distracted, impatient
-  Frustrated, stressed, reactive
-  Angry, overwhelmed, shutdown

3. Label your feeling. Write a word that best describes how you were feeling (e.g., anxious, annoyed, drained, alert).

4. Reflect on this: What helped you stay grounded, or what might have helped you regulate more effectively?

Example

Scenario: “I received negative feedback on a deck I worked hard on, right before presenting it to the leadership team.”

Thermometer level:  Orange

Label your feeling: Frustrated

What helped or could have helped? I took a short walk before the meeting to cool down. Retrospectively a 5-minute breathing exercise could've helped me show up calmer and more open to the feedback.

Fill Out Your Thermometer

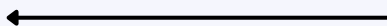
Pick the level that best represents your emotional state during that moment



Label your feeling.



What helped you stay grounded, or what might have helped you regulate more effectively?



Empathy Mapping

Scene

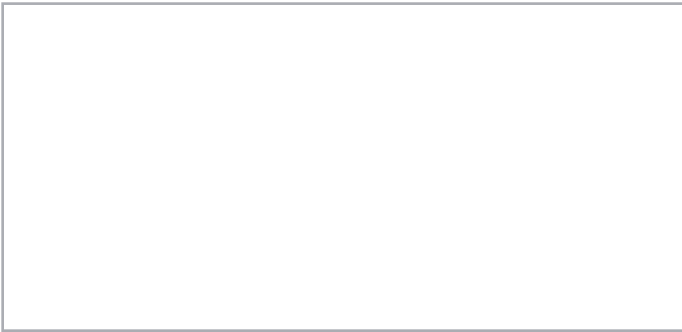
Today, we'll build our empathy muscle by trying to see the world through someone else's eyes not to excuse behavior, but to better understand it.

Instructions

Pick someone you have a hard time relating to. We often respond to what they say or do but rarely pause to consider what they might be seeing, feeling, or under pressure to deliver. Today, we'll map their reality.

Think & Feel

What pressures might they be under?



Hear

What messages are they getting from manager, clients, or their team?



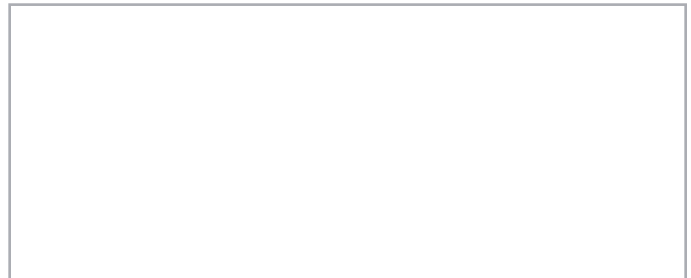
See

What's happening in their world?
What stressors might we not see?



Say & Do

How do they behave?
What's that telling us beneath the surface?



Great job!

Emotional intelligence isn't a one-time skill, it's a lifelong practice. The more you pause, reflect, and regulate, the more trust and clarity you bring into every interaction. Keep using these tools to strengthen your self-awareness, lead with empathy, and create the kind of environment where both people and performance can thrive.



Continue your growth

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