

Serenity, Courage, & Wisdom

TOP 5 TAKEAWAYS

Thank you for joining Vibrant Vets and *Clinician's Brief* for this webinar on strengthening emotional intelligence to better self-care. We hope you found the information valuable and that it will help you better navigate these difficult times.

FOLLOWING ARE 5 KEY TAKEAWAYS FROM THE WEBINAR TO BEAR IN MIND AS YOU CONTINUE TO LIVE YOUR MOST VIBRANT LIFE.

1

Emotional intelligence (EQ) is the ability to recognize your emotions, as well as the emotions of those around you, and your ability to use those emotions to develop and adapt your behavior. EQ can help you process emotions, accept them, and control your thoughts and reactions; by understanding EQ, you can develop the mindset you want to best handle situations and more positively relate with people—both personally and professionally.

2

Emotions are natural and going to happen. It's okay to feel any particular emotion. Understand that you do not have control over your emotions; what you *do* have control over, though, is how you react to that emotion.

3

The framework for emotional intelligence can be broken down into 4 key components:

- Self-awareness:** Awareness of your emotional state, recognizing how your behavior impacts others, and paying attention to how others influence your emotional state
- Self-management:** Handling conflict effectively, expressing your ideas, and being sensitive to other's feelings.
- Social awareness:** Picking up on the moods of others, caring about what others are going through, and listening to and understanding what someone else is saying
- Relationship management:** Understanding and the use of the other three components to effectively get along with others, handle conflict, and using sensitivity to manage feelings in yourself and others.

4

The circumstance of a situation doesn't have to change for the end result of an emotion to change. Use the **Thoughts & Feelings Model** to help re-direct your response to your emotions.

This model includes: the **circumstance**, which triggers → **thoughts and beliefs**, which cause → **feelings and emotions**, which then cause → **actions**, leading to → the **result**.

To alter the result to a more positive, desirable one, after the circumstance occurs, ask yourself what's a positive thought you can take away from that circumstance. Then, try to think of what steps you can take to confirm that thought, triggering more positive feelings to act upon.

5

Acknowledging and validating the emotions of others is critical and can lead to more harmony. Try not to use "I know" statements. Instead, try saying "it's okay to feel this way." Using "I" statements make the situation about you and not about what the other person is feeling.

For example, during these times, client expectations can be frustrating and may weigh heavily on veterinarians, but clients don't necessarily understand or need to hear something that's hard. Do everything you can to show that you're listening and empathetic.

We're all in the same storm, but not necessarily in the same boat. Things are different and changing for everyone, but we're all in different situations trying to weather the storm and navigate this together.