

## The EQ 5 Point Tool

When discussing Emotional Intelligence it cannot be overstated how important social intelligence is.

Within relationships, social intelligence can be achieved by using EI competencies to observe emotional states, adapt others' perspectives, be empathetic, enhance communication, and regulate your own behavior towards being collaborative, not aggressive or, passive-aggressive, but assertive. Social intelligence is to be respectful of others' opinions and assertive of your own.

This EQ 5 Point Tool is great to defuse conflict intelligently. It keeps you brief, respectful, and makes your position clearly understood.

These are the 5 points:

1. When you ...
2. I feel ...
3. Because ...
4. In future ...
5. Is that OK?

For example, let's imagine you have a colleague who always arrives late for meetings. Try the EQ 5 Point Tool to discuss the problem in a brief yet respectful manner:

1. When you... often arrive late for our meetings,
2. I feel ... disrespected,
3. Because ... it wastes time,
4. In future ... Can we agree that you will always be on time.
5. Is that OK?

It's very difficult to disagree or be upset with someone who is brief, nice, and clear. It's difficult to remember these 5 points, when hot under the collar, but that's when you need it most. Practice makes perfect.

The EQ 5 Point Tool is a blessing when you are stressing, so spend time rehearsing.

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