

## Worksheet 5.1: Emotional intelligence

This exercise helps you to start to think about the emotions that Edi is feeling, what the visual cues might be, and how you can respond in an emotionally intelligent way.

Individually or as a group fill in this table:

**Signs:** Slamming doors, shouting, kicking walls, breaking things, red face, picking skin off thumb.

**Automatic carer response:** Tell Edi off, tell Edi what to do, be angry back, shout back, avoid Edi. These types of carer responses reinforce the 'high expressed emotion' generated by this unwanted behaviour. High expressed emotion in a home with an ill person is linked to poor recovery outcome, giving the impression that the carer does not want things to calm down and improve.

**Soothing carer response:** Calmly notice – 'You seem angry', give Edi space, roll with resistance, validate – 'I would be angry too', calmly state boundaries using the crap sandwich (see *SBC*, pp. 38, 246).

Filling in this table can help you to start to identify Edi's emotions by noticing emotional cues, and start to consider what might be a soothing emotional response. It also helps you to understand and acknowledge your own emotional response to your loved one's distress. Powerful carer automatic emotional responses can act as a block to being an effective emotion coach.

**Table 5.2** Edi emotions: visual signs and carer automatic and soothing responses

Primary emotion	Anger	Fear	Sadness	Shame	Happiness
Signs (emotional cues might be visible, verbal or simply lack of joy)					
Automatic emotional carer response					
Soothing carer response					