WORKSHEET + WORKED EXAMPLE

Pause and Choose Your Next Response

A clearer account of your reaction, another possible perspective, and one response to try.

10 minutes | Emotional intelligence in a real moment

Use it in three moves

1. Use one ordinary work moment. This is a reflection practice, not a clinical tool or an EQ score.
2. Look at your own response and invite another account; do not diagnose a colleague's emotions.
3. Choose a response and one condition that will make it easier to repeat.

Name the moment

What happened that another person could have observed? Keep the first description separate from your interpretation.

Self-awareness · What is happening in me?

Name a feeling, physical cue, or urge if useful. You do not have to diagnose it or share private details.

Self-management · What gives me room to choose?

Choose a small action: pause, ask for a moment, slow down, or return later. The aim is a workable response, not suppressing every feeling.

Pause and Choose Your Next Response

YOUR WORKING NOTES / CONTINUED

Social awareness · What might I be missing?

Consider another person's concern without claiming to know their feelings. What could you ask?

Relationship skill · What will I do next?

Choose a specific listening, clarification, repair, or boundary action. Respect the other person's choice to respond.

Make one practice easier next time

What condition or habit could help? Name a cue and a review point.

A question for me

What could I change in the setting instead of relying only on more self-control?

See one way through

FICTIONAL WORKED EXAMPLE / NOT THE ANSWER TO YOUR SITUATION

Name the moment

A colleague questioned my estimate in the planning meeting. I interrupted before they finished.

Self-awareness · What is happening in me?

I felt exposed and wanted to prove I had done the work. I noticed I was speaking faster.

Self-management · What gives me room to choose?

Take a breath and say, “I interrupted. Please finish the concern before I respond.”

Social awareness · What might I be missing?

They may be protecting a dependency I have not seen. Ask which part of the estimate looks unsupported.

Relationship skill · What will I do next?

Acknowledge the interruption, hear the evidence, and explain which assumptions I used. If we need more time, agree a follow-up.

Make one practice easier next time

Before the next planning meeting, list my uncertain assumptions. Invite a challenge before presenting the estimate as settled. Review how I responded afterward.

The thinking behind it

A reaction happens in a setting: time pressure, repeated interruptions, unclear stakes, or past experience. Care for your response and examine the conditions that keep provoking it.

The Lauren Adelle Coaching EQ handout organizes practice into self-awareness, self-management, social awareness, and social skill, drawing on Daniel Goleman’s work. This original activity uses those areas for one workplace moment. It does not reproduce an assessment or calculate emotional intelligence.

Daniel Goleman · Emotional intelligence resources

Read You Have a Culture Problem by Nic Payne