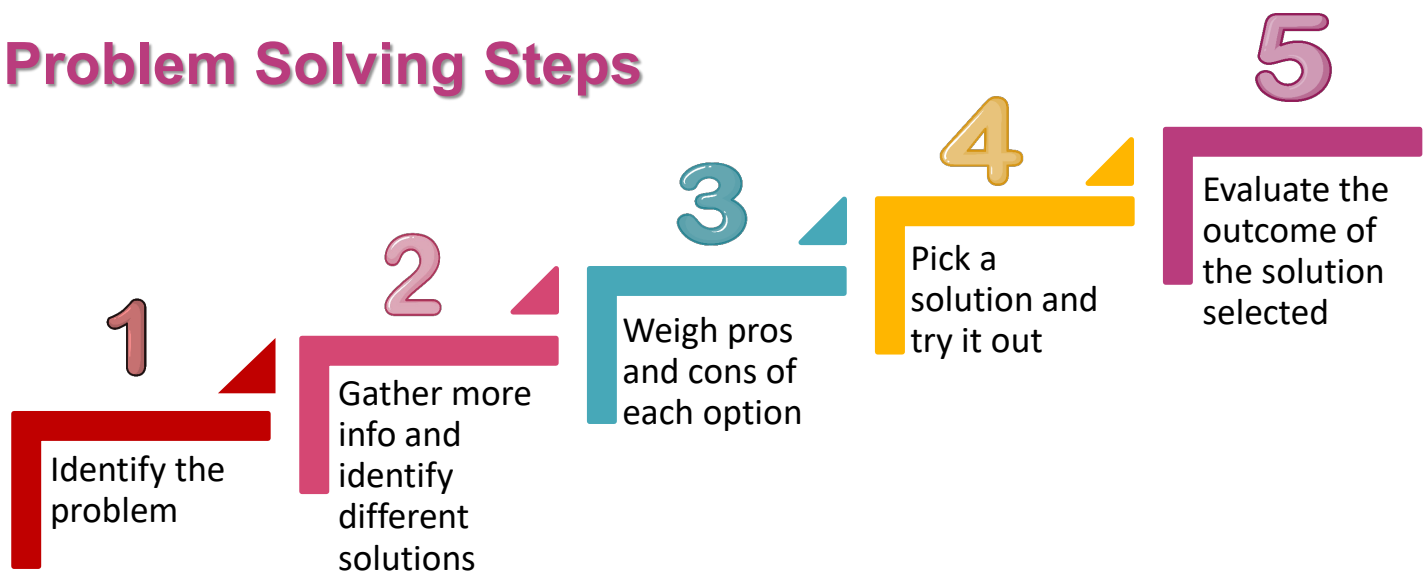


# Problem Solving with Emotional Intelligence

## Problem Solving Steps



## Decision Making Styles



**Autocratic:** This is where decisions are made at the top. This decision style is best used when decisions need to be made quickly so urgency is high, while the impact of the decision is low.



**Participatory:** this is where you're going to make a decision with input from the people who are going to be impacted in that final call. This type of decisions are made when the decision is much bigger, and the impact will be larger. This style of decision making is used when the impact of the decision is high, but the urgency is also high.



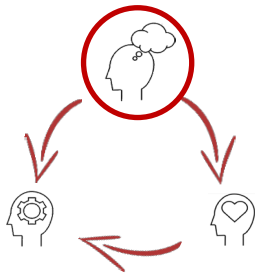
**Democratic:** This is where a decision is reached by a majority vote. These are generally not huge decisions and impact is low. Everyone may not be happy with the final decision, but the aim is to make as many people as possible happy. They generally do not have a huge urgency, but it is best to set a deadline so that the decision is made and you can move on.



**Consensus:** This is where decisions are reached with the entire team. Different team members, often from different departments will have their input in the decision and buy in from others is essential as the impact of the decision is large. This style of decision making is generally used for the biggest decisions you're trying to make. However, this style of decision making can take a lot of time, so it would not be well suited for urgent decisions.

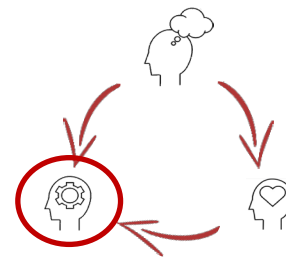
# Emotional Regulation Tips

## Tip #1: Altering Thoughts



- Make a conscious effort to draw our attention to the positive aspects instead.
- Make time for activities that we enjoy and that foster positive thoughts such as a walk in nature, listening to your favourite music.

## Tip #2: Altering Actions



- The physical sensations we feel in response to our emotions can often drive our actions or behaviors.
- Doing the reverse can play a role in altering that emotion. For example: go out with a friend even though you may feel like isolating.

## Tip #3: STOPP Method

- S** Stop!
- T** Take a breath
- O** Observe
- P** Put in some Perspective
- P** Practice what works

## Tip #4: 90 second rule

- 1 Identify an emotional reaction
- 2 Label the emotion
- 3 Allow the emotion to come and go

