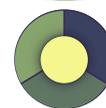


Emotional Intelligence Mindmap

Inspired by Daniel Goleman's Emotional Intelligence



Self-Awareness

Clients who need clarity around their brand and clients who struggle with "Identity" questions

Strengths:

- What tasks are most fulfilling?
- What work is the perfect mix of skill and joy for you?

Weaknesses:

- What tasks are most draining to you?
- What work most gets in the way of you providing value?

Opportunities:

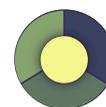
- What opportunity do you have to add unexpected value?
- What can you do that others cannot do on your team?

Threats:

- What is the biggest obstacle you need to overcome?

Hopes:

- What do you want to have happen in the next 1, 3 or 5 years?



Self-Regulation

Clients who want to work on their emotional reactivity

Emotions:

- What emotions were/are you experiencing?
- Where did you experience these emotions in your body?

Thoughts:

- What thoughts automatically went through your mind?
- What did/do you say in the moment?

Evidence:

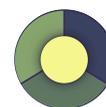
- What is true about these thoughts?
- What is not true about these thoughts?

Alternative Thoughts:

- What alternative thought/frame could we use here?

Response:

- What action did/do you take with the original thoughts/emotions?
- How would you act differently with the alternative thoughts?



Motivation

Clients who are making decisions or uncertain if they want to continue to do something.

Do vs. Don't

- What happens if you choose this path?
- What happens if you do not continue this behavior?

Self vs. Others:

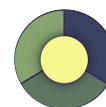
- What happens to you in this decision?
- What impact might this have on your family? (...team?)

Now vs. Then:

- What will be the immediate impact of this decision?
- What impact will this have in 3 years from now?

Combinations:

- What will happen to your co-workers if you do? (...don't?)
- What might happen 5 years from now if you don't? (...do?)



Empathy

Clients who want or need to better understand where others are coming from.

Perspectives

- How might they see this presentation differently than you?
- What does this decision look like from their perspective?

Body Language:

- How does this person hold themselves differently when talking to you?
- What do you make of their body language?

Vocal Cues:

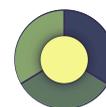
- How does this person's speech change when presenting?
- How do you interpret their tone?
- What might be behind their tone?

Why would they?:

- Why would a reasonable person behave the way they do?*

Application:

- What have you learned about them through our conversation?
- What do you want to do differently to show understanding/empathy?



Relationships

Clients who want to improve their relationships and ability to work cross-functionally.

Perspectives

- How might the way you see this situation be different than their team's view?
- How do you want the other person to see your...?

Body Language:

- How do you hold yourself while speaking with this individual?
- How might they interpret your body language?

Vocal Cues:

- How does the way you speak change when talking to them?
- How might they interpret your tone?

Why would they?:

- If you were them, how reasonable would your behavior be?

Application:

- What have you learned about yourself through our conversation?
- What do you want to do differently to build this relationship?

