

Applying Emotional Intelligence to Recovery

Brenda Greig MBA, MA, LADC



October 25, 2017



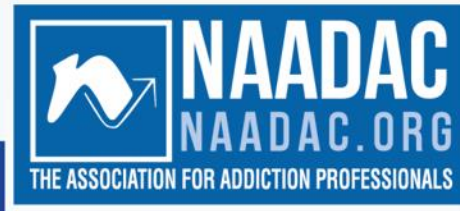
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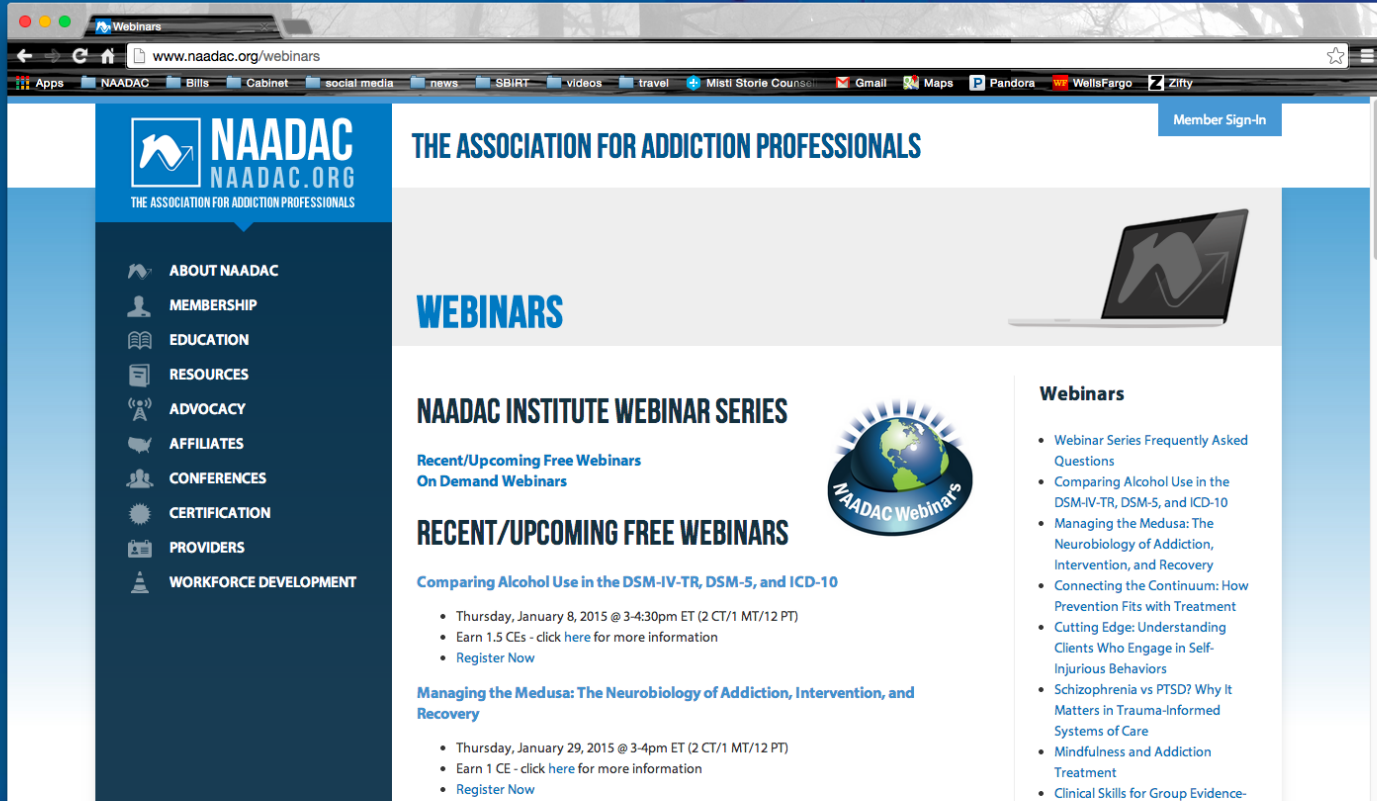
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The screenshot shows a web browser window displaying the NAADAC website. The address bar shows 'www.naadac.org/webinars'. The browser's tab bar includes 'Apps', 'NAADAC', 'Bills', 'Cabinet', 'social media', 'news', 'SBIRT', 'videos', 'travel', 'Misti Storie Counselor', 'Gmail', 'Maps', 'Pandora', 'WellsFargo', and 'Zifty'. The website header features the NAADAC logo and the text 'THE ASSOCIATION FOR ADDICTION PROFESSIONALS' and 'Member Sign-In'. A dark blue sidebar on the left contains a navigation menu with icons and text for: ABOUT NAADAC, MEMBERSHIP, EDUCATION, RESOURCES, ADVOCACY, AFFILIATES, CONFERENCES, CERTIFICATION, PROVIDERS, and WORKFORCE DEVELOPMENT. The main content area is titled 'WEBINARS' and features a laptop icon. Below this, there is a section for 'NAADAC INSTITUTE WEBINAR SERIES' with a globe icon and the text 'Recent/Upcoming Free Webinars On Demand Webinars'. This section lists two webinars: 'Comparing Alcohol Use in the DSM-IV-TR, DSM-5, and ICD-10' and 'Managing the Medusa: The Neurobiology of Addiction, Intervention, and Recovery'. A 'Webinars' section on the right lists several topics: 'Webinar Series Frequently Asked Questions', 'Comparing Alcohol Use in the DSM-IV-TR, DSM-5, and ICD-10', 'Managing the Medusa: The Neurobiology of Addiction, Intervention, and Recovery', 'Connecting the Continuum: How Prevention Fits with Treatment', 'Cutting Edge: Understanding Clients Who Engage in Self-Injurious Behaviors', 'Schizophrenia vs PTSD? Why it Matters in Trauma-Informed Systems of Care', 'Mindfulness and Addiction Treatment', and 'Clinical Skills for Group Evidence-'

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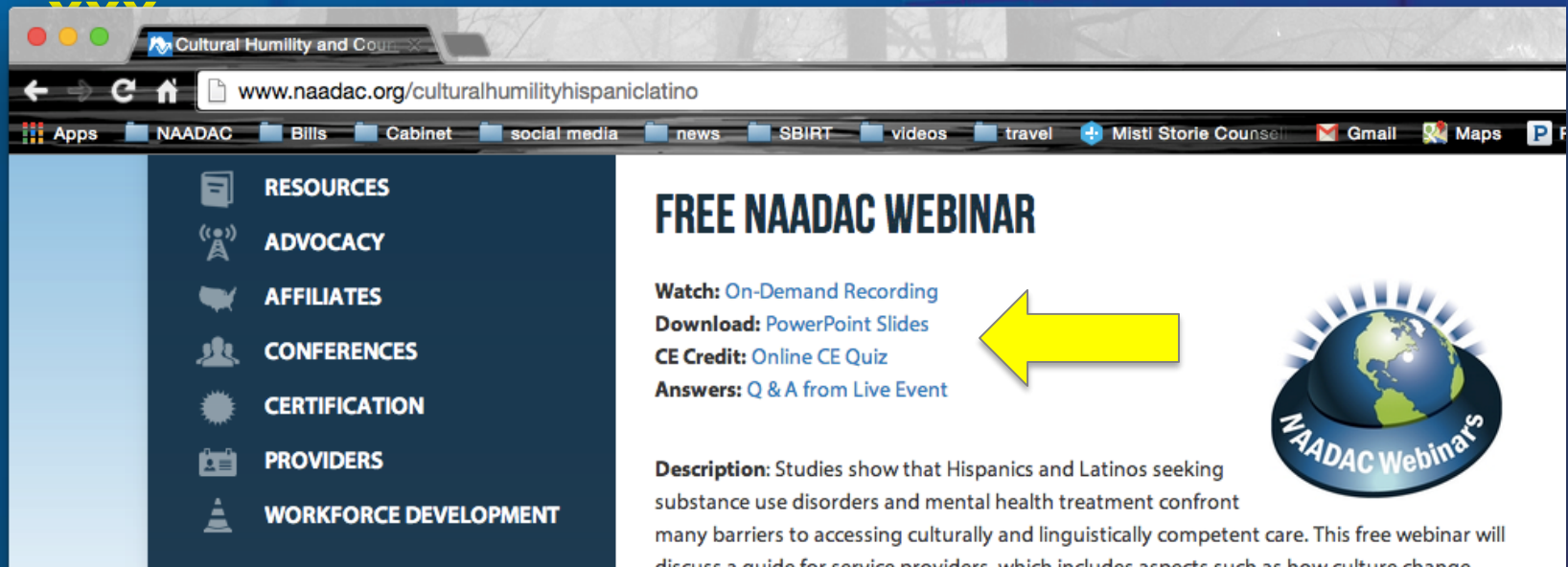
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Webinars

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www.naadac.org/applying-emotional-intelligence-recovery-webinar



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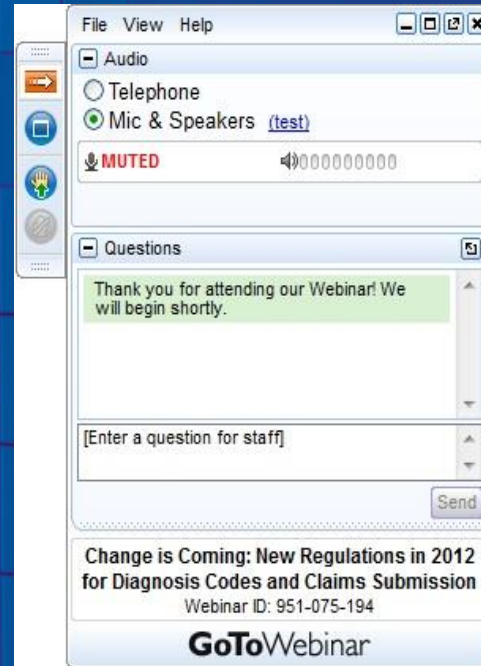
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Using GoToWebinar – *(Live Participants Only)*

- Control Panel
- Asking Questions
- Audio (phone preferred)
- Polling Questions





Webinar Presenter

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Webinar Learning Objectives

1

Recognize and understand the five competencies for building emotional intelligence.

2

Gain practical tools and skills for communicating effectively, assertively, and collaboratively.

3

Learn how to choose perceptions and behaviors that will lead to positive outcomes.

Why is Emotional Intelligence Important?

Our ability to manage our emotions in a healthy way profoundly impacts our happiness on a daily basis. Therefore, emotional intelligence is of immense importance.

***“We are not just smart by
our training and
expertise, but by how
well we handle ourselves
and each other”**

-Daniel Goleman

Increasing Emotional Intelligence Can Help:

- You think more clearly
- Communicate more effectively
- Reduce polarizing statements
- Foster unity
- Develop authentic relationships
- Feel good about yourself

“

*Anybody can become ANGRY
that is easy
but to be angry with the right person
and to the right degree
and at the right time
and for the right purpose
and in the right way
that is not within everybody's power and is NOT EASY.
Aristotle*

”

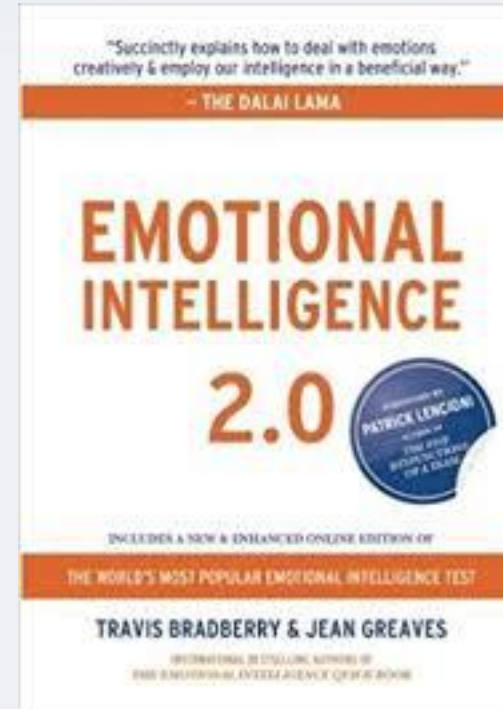
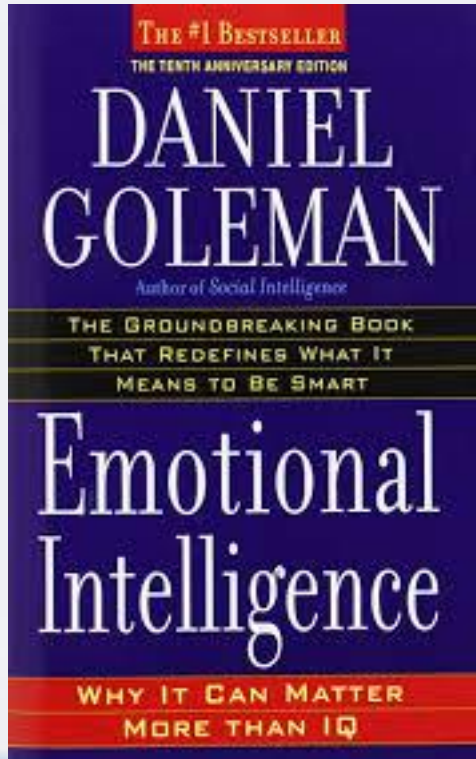


Polling Question #1

Are you familiar with Emotional Intelligence?

1. Yes
2. No
3. Somewhat

Two Excellent Resources



5 Components of Emotional Intelligence

1. Self-Awareness
2. Self-Regulation
3. Internal Motivation
4. Empathy
5. Social Skills



The Major Influence on Emotional Intelligence

- Our emotions are largely controlled by our beliefs-the messages we tell ourselves
- Our evaluation of events
- The way we think about problems
- Our silent self-talk

Your thoughts have much more to do with how you feel, than what is actually happening in your life

1. Self-Awareness

Is the ability to recognize what you are feeling, understand those feelings and see their effect on others.

Maturity looks like:

- Confidence
- Ability to laugh at yourself
- Awareness of how you affect others

2. Self-Regulation

Is the ability to control your emotions, not react rashly or impulsively, be able to suspend judgment, and think before acting.

Maturity Looks like:

- Trustworthiness
- Integrity
- Open to change
- Responsible for your words and deeds
- Do not respond to rudeness in kind

EMOTIONS

are temporary

STATES OF MIND,

Don't Let Them

Permanently Destroy You!



3. Internal Motivation

Is an interest in learning and self-improvement not for external reasons like wealth and status but for internal reasons of personal growth and fulfillment.

Maturity looks like:

- Inner vision of what's important in life
- Goal achieving
- Optimism even when facing failure
- A drive to learn, grow and achieve

4. Empathy

Is the ability to understand another person's emotional makeup.

Maturity looks like:

- Taking an interest in other's emotions
- Perceiving how others feel
- Anticipating needs of others
- Having empathy

5. Social Skills

Is one's ability to identify social cues, manage relationships, find common ground and build rapport with others.

Maturity looks like:

- Listening well
- Responding appropriately
- Ability to inspire others
- Ability to discuss differences peacefully



Polling Question #2

Which of the 5 areas are you most interested in learning more about?

1. Self-Awareness
2. Self-Regulation
3. Internal Motivation
4. Empathy
5. Social Skills

Applying Emotional Intelligence to Recovery

A professor at the University of Southern California, Dr. John Monterosso has shown that “The immediacy of the reward is integral to the problem of addiction.”

It is an issue of Temporal Discounting which means people put less value on more distant rewards. “*A bird in the hand is better than two in the bush,*” is an old saying that applies here. The distant, uncertain reward, even though it might be greater, appears less valuable than the immediate certain one.

Therefore, when persons in recovery feel angry, frustrated, discouraged, etc. they often choose an immediate fix rather than another option that could be better for them.

Therefore, Self-Regulation skills are critically important for long-term sobriety but many of us need to build Self-Awareness skills first.



Polling Question #3

Have you seen Temporal Discounting in your work with persons with substance use disorders?

1. Yes
2. No

Self-Awareness Strategies

1. Understand what you are feeling and why you are feeling that way. What is underneath the emotions? What are you telling yourself?
2. Claim your values and decide what type of person you desire to be. Give up the lie "that's just the way I am." Take time to ask yourself why you do the things you do. Learn to Respond rather than React.
3. Track your emotions daily and learn what types of things make you angry or frustrated on a regular basis. Write down what you grumble about daily. Write down 5-7 new things you are grateful for daily.
4. Watch yourself like a hawk. Imagine being a hawk looking down on your situation. See how you show up in life. What are you choosing to think about daily? What are you allowing in your mind? How are you showing up in different situations like work, school, home, social environments?

Self-Regulation Strategies

1. Understand your capacity to manage your emotions. Some people argue, “it just happens” but that’s not true. Example: doorbell rings
2. Observe how feelings can subside if you wait or do something to distract yourself. Practice the pause. When you experience a troubling emotion, practice making yourself stop and then do at least two full breathing exercises before responding.
3. Develop an image of yourself handling emotions in a calm and mature manner. Many people benefit by creating a vision board to keep those images in front of themselves continually. Practice affirmations that encourage improvement such as, “I manage my emotions in a mature manner regardless of the situation.”
4. Watch your self-talk. Take captive all negative thoughts and get rid of them. Choose to stay positive, focus on your freedoms rather than your limitations

Self-Regulation Strategies continued

5. Find someone who handles their emotions well and seek their support.
6. When you feel yourself getting angry or escalating, ask yourself, “Is this really important enough to get upset over? Is this life or death?”
7. Prepare ahead of time. For instance, if you know you are apt to be anxious when having company, have everything done ahead of time, tell your loved one you need their attentiveness in getting ready on time.
8. Choose to do things differently or not at all. If large crowds make you frustrated and agitated, choose not to go to large events. If certain celebrations make you think of using, choose new and different traditions or ways to celebrate.
9. People who struggle with anxious feelings or agitation can intentionally calm themselves by listening to calming music, staying away from caffeine, practicing breathing exercises, and exercising regularly.

Internal Motivation Strategies

1. Having internal motivation is essential as external motivation isn't enough to maintain long-term sobriety.
2. Revisit what you value. Come up with your top five values and commit to living life according to those values.
3. Determine your greatest strengths. Strengths Finders 2.0 is a great resources and the online test will provide you with your top 5 strengths.
4. Imagine your ideal life and create a vision board that helps you stay focused on working towards what you value and desire in life.
5. Quarantine the problem. Determine what it is that continues to hold you back and choose to do everything you can to stop its negative impact on your life.

Empathy Strategies

1. The ability to understand others makes life so much easier. In order to understand others we have to imagine being in their shoes which requires empathy. Choose to make an effort to understand where the other person is coming from before judging or
2. Practicing empathy can help to stop self-pity. Most people are focused on themselves and their problems. When we make an effort to see how others have problems we tend to pity ourselves less.
3. Practice doing one nice thing a day for someone else. Many times you will learn that what you did was just what they needed at the time.
4. Write a list of all the people you have hurt in your life. Taking a look at that list will help you stop zeroing in on those who have hurt you.
5. Think carefully before you speak especially in contentious situations so you don't have to smooth things over later. Prepare yourself to take the high road, not be defensive and remain open.

Social Skills Strategies

1. Make a practice of using “I” statements instead of saying, “You...”
2. Choose to add softness to your messages. No one wants to be ordered around so when you add a kind word to your request, it encourages compliance.
3. Practice being grateful. We can complain or grumble when we are focused on the blessings we have in life.
4. Practice good listening. Everyone wants to be heard yet few of us want to listen. Re-stating what the person in saying makes it clear that you have heard them.
5. Practice taking feedback well. Prepare for it by choosing how you will respond. Ask clarifying questions. Whether you agree with the person or not, thank them for their willingness to share. Then decide what you will do with the feedback and make a plan to implement changes.

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**“Yes, I think I have good people skills.
What kind of idiot question is that?”**

Eleven Signs That You Lack Emotional Intelligence

by Travis Bradberry

1. You get stressed easily.
2. You have difficulty asserting yourself.
3. You have a limited emotional vocabulary.
4. You make assumptions quickly and defend them vehemently.
5. You hold grudges.
6. You don't let go of mistakes.
7. You often feel misunderstood.
8. You don't know your triggers.
9. You don't get angry.
10. You blame other people for how they make you feel.
11. You're easily offended.

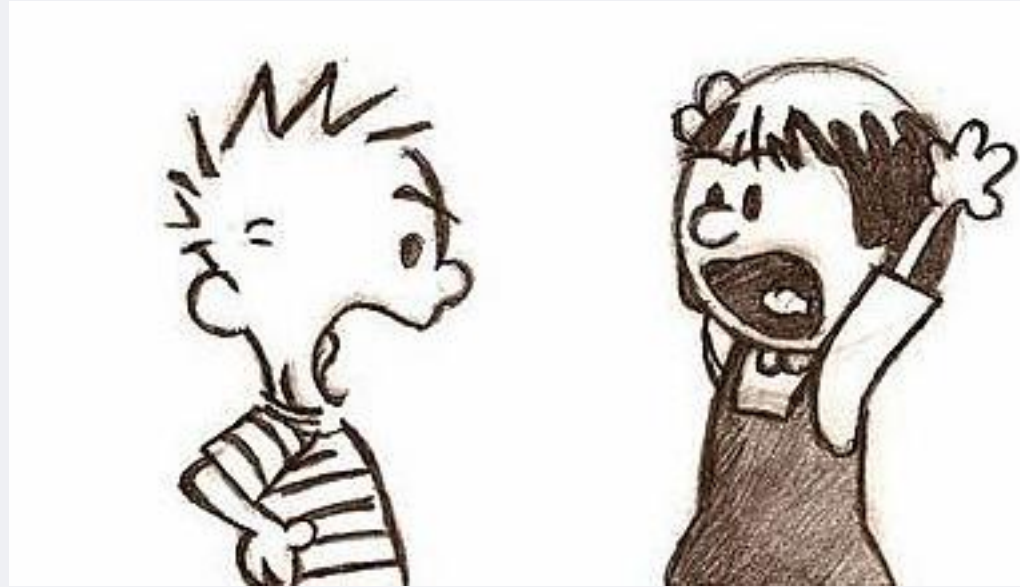


Polling Question #4

Is “Getting stressed easily” one of the 11 Signs That You Lack Emotional Intelligence?

1. Yes
2. No

Example of Poor Emotional Intelligence



Rarely does this serve either person well.
Choose to learn effective ways to get your message
across.



Some people will need to learn what emotion they are feeling.



18 Things Mentally Strong People Do

1. They move on.
2. They keep control.
3. They embrace change.
4. They stay happy.
5. They are kind.
6. They are willing to take calculated risks.
7. They invest their energy in the present.
8. They accept full responsibility for their past behavior.
9. They celebrate other people's success.

- 10. They are willing to fail.**
- 11. They enjoy their time alone.**
- 12. They are prepared to work and succeed at their own merits.**
- 13. They have staying power.**
- 14. They evaluate their core beliefs.**
- 15. They expend their mental energy wisely.**
- 16. They think productively.**
- 17. They tolerate discomfort.**
- 18. They reflect on their progress.**

Tools for Communicating Well

1. Choose to be humble. Seeing yourself as not all bad but not all good positions you well for good communication.
2. Seek to understand before seeking to be understood.
3. When feeling frustrated, angry or discontent, look within first. Identify why you are feeling that way.
4. Even when others annoy or anger us, it doesn't give us the right to disrespect them. Choose the high road when communicating-no matter what.
5. Watch yourself intentionally for a period of time and evaluate how you show up in other's lives. Are you primarily a taker or a giver?
6. Watch for Learned Helplessness. It is when you see things as permanent, pervasive, and personal. Comments like, "Things never work out for me" or "I always have bad luck" or "Figures, that's just my luck." It stifles creativity and keeps you stuck.
7. Avoid extremes or generalizations. Words such as "always, never, perfect, people who..." because they get you in trouble and they are rarely accurate.
8. Watch declarations or labels that you use on yourself as they might be cop-outs that limit you.
9. Stay solution focused. Many people get stuck in blame or in trying to find the "why" in life. It rarely solves anything. Choose to look ahead.

How to have more positive outcomes?

1. Ask yourself, “Is this truth or perception?”
2. Before responding to someone, ask yourself, “Am I making an assumption about something?”
3. When someone is upset with you, it is helpful to respond by stating what it is they are angry about before responding. For instance ask, “Just to clarify, you are upset with me because I... Is that correct?”
4. Just because someone disagrees with you doesn’t mean you are correct or they are correct. You simply have differing opinions.
5. When you make a mistake, choose to identify what it is you learned from it and then move on.
6. Choose to respond in a calm manner no matter how heated someone else might be. Our minds work much better when we don’t allow our emotions to escalate.
7. Practice doing something nice for someone every day. When we are other-centered, we end up with more joy in life.
8. Approach difficult conversations by saying, “When you...I feel...”
9. Whenever there is conflict or discord, choose first to own your role in it. Then discuss the other person’s role.
10. Adopt a polite and courteous disposition no matter how you are treated. “Please, thank-you” and other common courtesies go a long way.



Thank You!

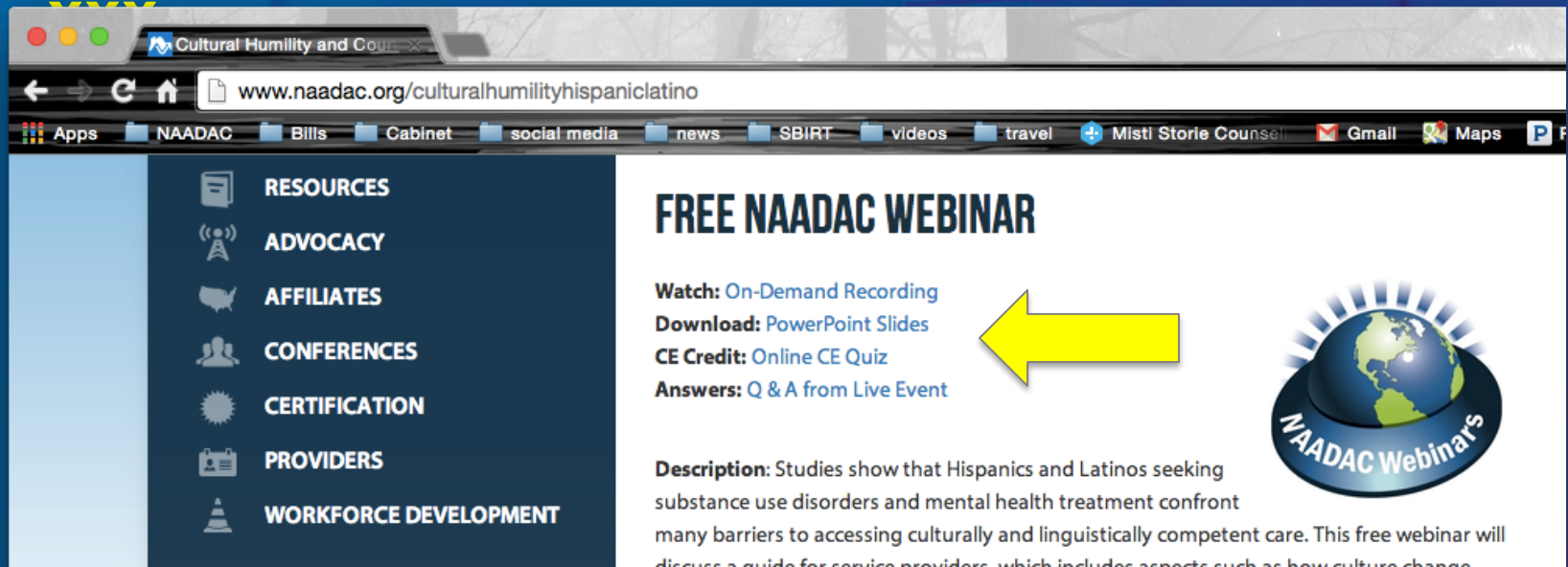
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Upcoming Webinars



November 8, 2017

Neuro-Counseling: Bridging the Recovery Gap

by Tina Chasek, PhD, LIMHP, LADC, MAC, LPC



November 29, 2017

Special Considerations in Substance Use Disorder Habilitation Treatment

by Robert Neri, LMHC, CAP



December 6, 2017

Mindfulness in Recovery

by Leanne Jamison, NCC, LPC



December 20, 2017

Using Acceptance and Commitment Therapy

by Joseph Troncale, MD, DFASAM

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