

Conversations on Burnout

**Emotional Intelligence –
Why Your Emotions Matter**

Hazel ANDERSON
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Who are we?

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**Hazel
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Business Psychologist
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**Stephen
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Leadership facilitator and
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Workplace relationship
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What is burnout?

“Burnout is a syndrome conceptualised as resulting from chronic workplace stress that has not been successfully managed”.

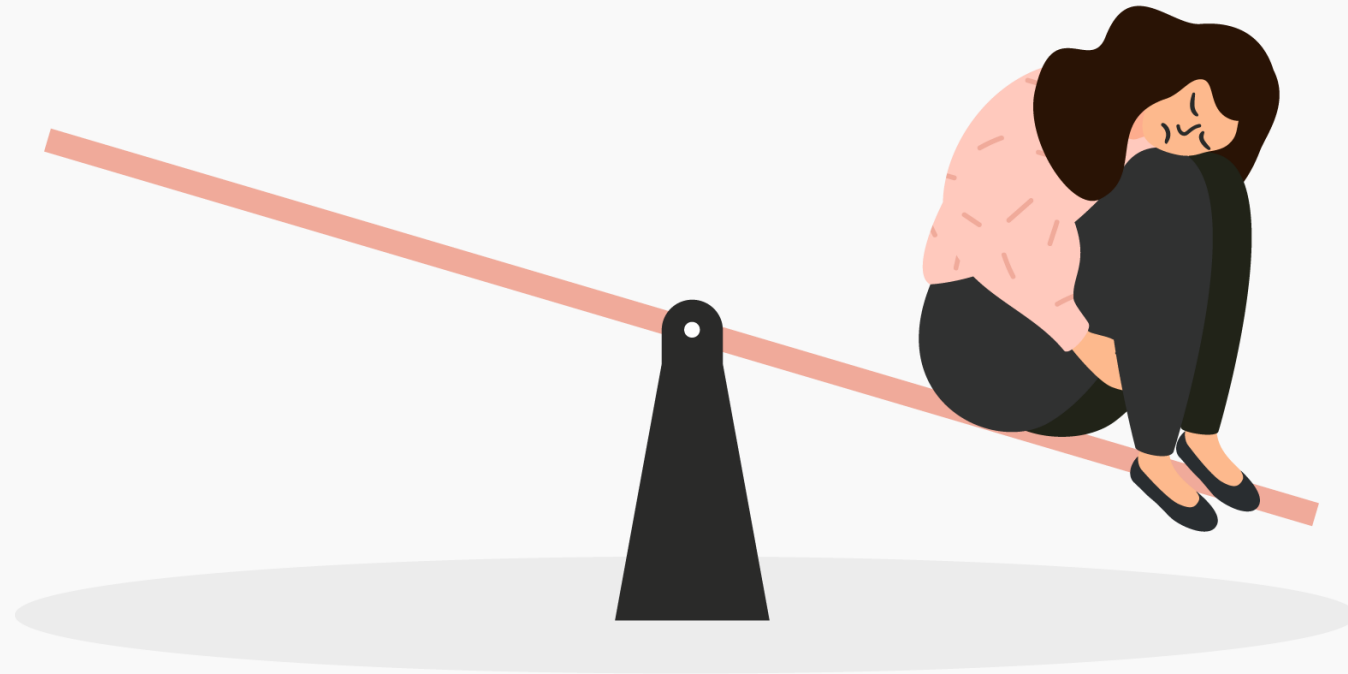
World Health Organisation



Burnout occurs when the demands of our roles outstrip our resources

Resources

Reward
Support
Recovery



Job Demands

Workload
Values conflicts
Low control

What does
BURNOUT
look like?

"I don't have
anything left
to give"

Overwhelming
emotional
exhaustion

"I just
don't care
anymore"

Feelings of cynicism
and detachment

"I feel like I'm
letting everyone
down"

Personal sense
of ineffectiveness
and lack of
accomplishment



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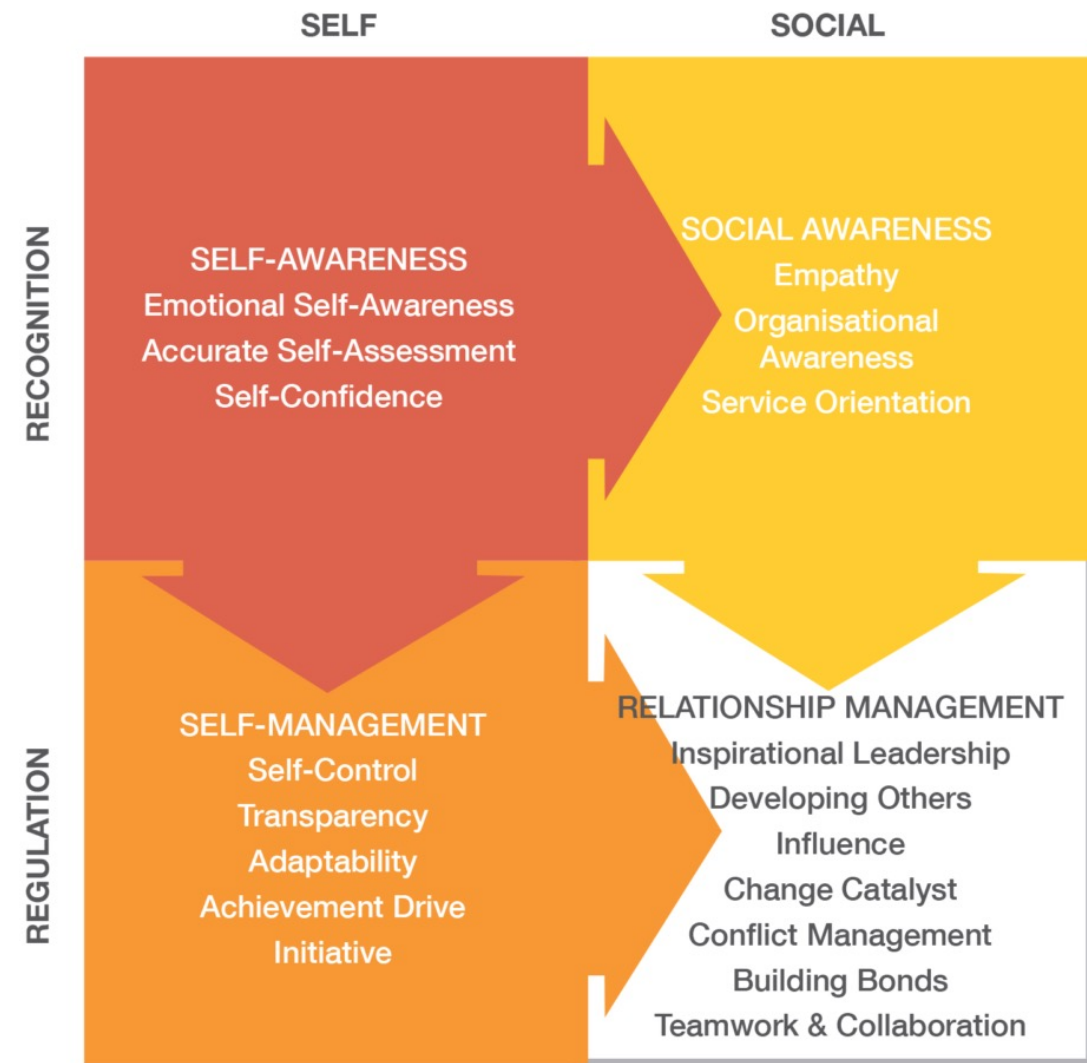


In this ever-changing and complex world, our “people skills” are more important than ever before.

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What is Emotional Intelligence?

- Popularised by Daniel Goleman in the 1990's.
- “The ability to monitor one’s own and others’ feelings and emotions, to discriminate among them and to use this information to guide one’s own thinking and actions.” *Mayer and Salovey*

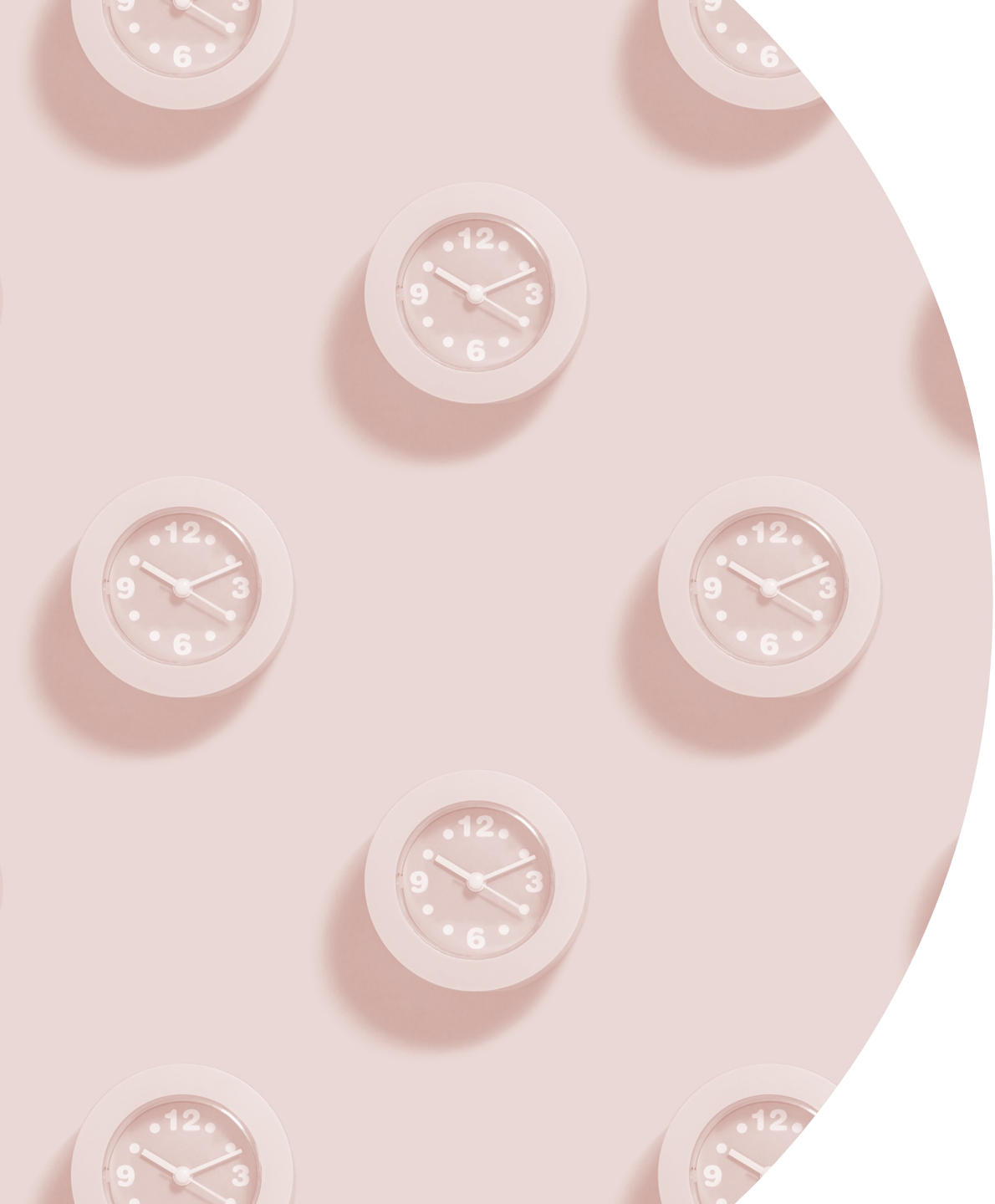


Goleman's Emotional Intelligence Model (2002)

“Emotional Intelligence is about making intelligent responses to negative feelings and using specific skills to generate positive emotions in self, and others.”

Dr. Ben Palmer, Genos International

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What have you been feeling?

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the very small Feelings Thesaurus

How many
feelings do we
experience in a
day?

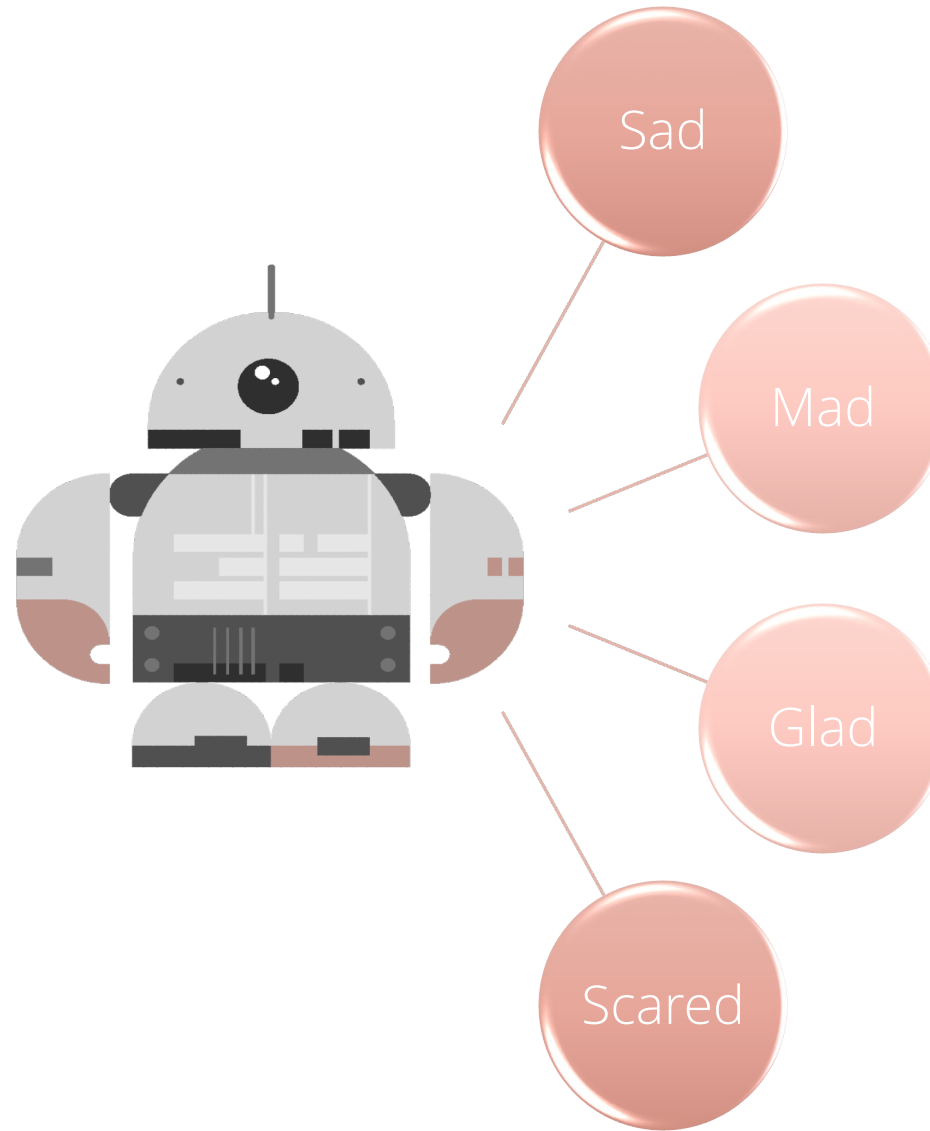
<p>ANGRY</p> <p>ANNOYED OUTRAGED THREATENED RESENTFUL FRUSTRATED OFFENDED REPULSED DISGUSTED AGGRESSIVE FURIOUS</p>	<p>HAPPY</p> <p>OPTIMISTIC CHEERFUL FULFILLED GRATEFUL DELIGHTED GLAD SATISFIED JOY CONTENT SENTIMENTAL</p>	<p>SAD</p> <p>DISAPPOINTED GRIEF BUMMED HURT POWERLESS DOWN EMPTY HELPLESS BORED DEPRESSED PAIN DISCOURAGED</p>
<p>PEACEFUL</p> <p>CALM LOVING TRUSTING NURTURING SAFE GROUNDED RELAXED GENTLE BALANCED CONNECTED</p>	<p>SURPRISE</p> <p>SHOCKED STARTLED CONFUSED DAZED BEWILDERED EMBARRASSED AMAZED ASTONISHED DUMBFOUNDED TAKEN ABACK</p>	<p>FEARFUL</p> <p>WORRIED CAUTIOUS NERVOUS VULNERABLE FRIGHTENED ANXIOUS SCARED OVERWHELMED HESITANT STRESSED</p>
<p>SHAME</p> <p>LONELY INADEQUATE INSIGNIFICANT REJECTED JEALOUS ISOLATED IGNORED AWKWARD HUMILIATED ABANDONED</p>	<p>EXCITED</p> <p>AMUSED THRILLED HYPER ENERGETIC AWE SILLY PLAYFUL CURIOUS ENTHUSIASTIC ANIMATED HOPEFUL</p>	<p>POWERFUL</p> <p>CONFIDENT BRAVE PROUD CREATIVE COURAGEOUS SUCCESSFUL INSPIRED FIERCE IMPORTANT DARING</p>



by WholeHearted School Counseling

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Our Primary Emotions



The Science of Emotions



Decisions

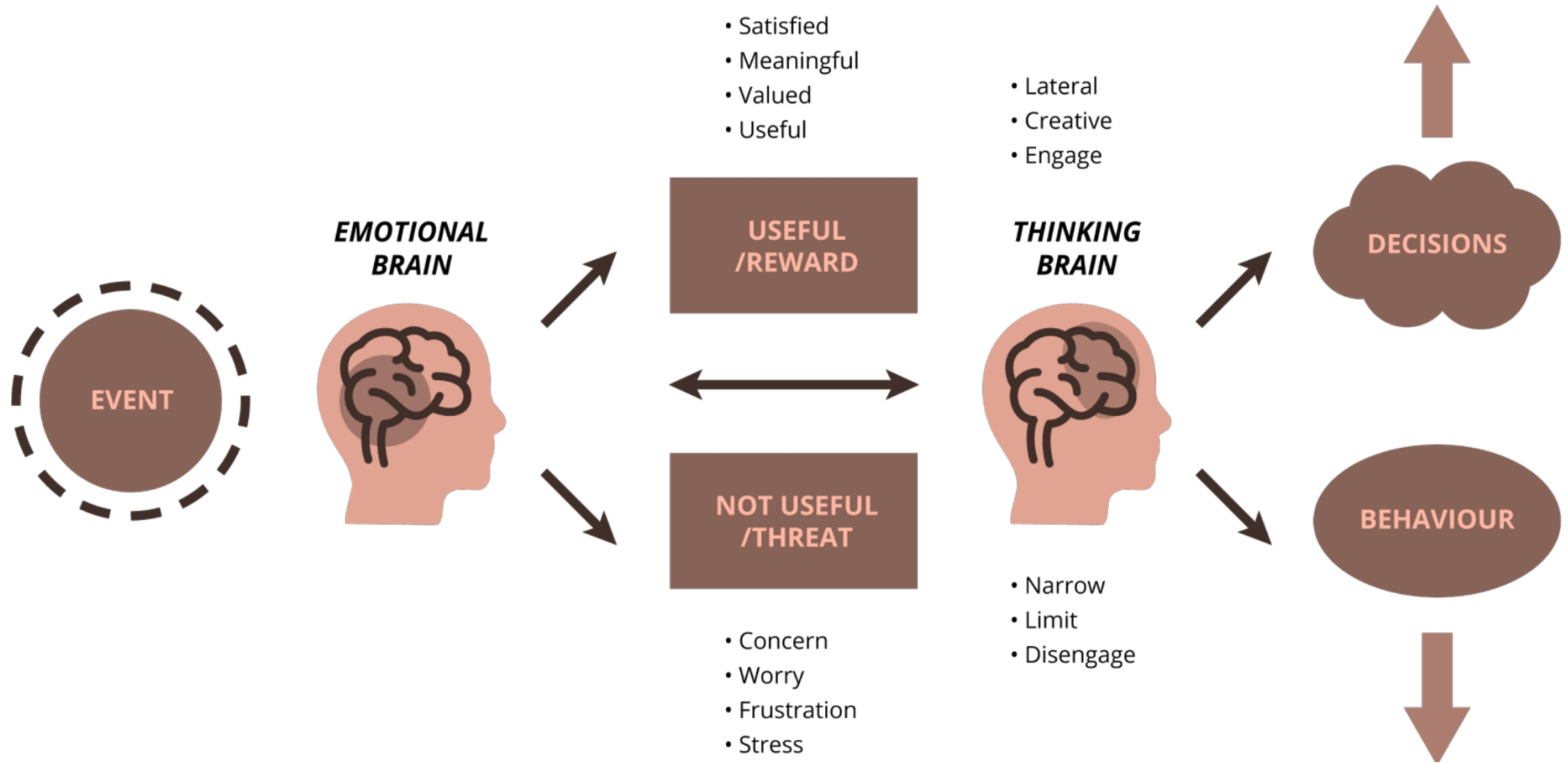


Behaviour

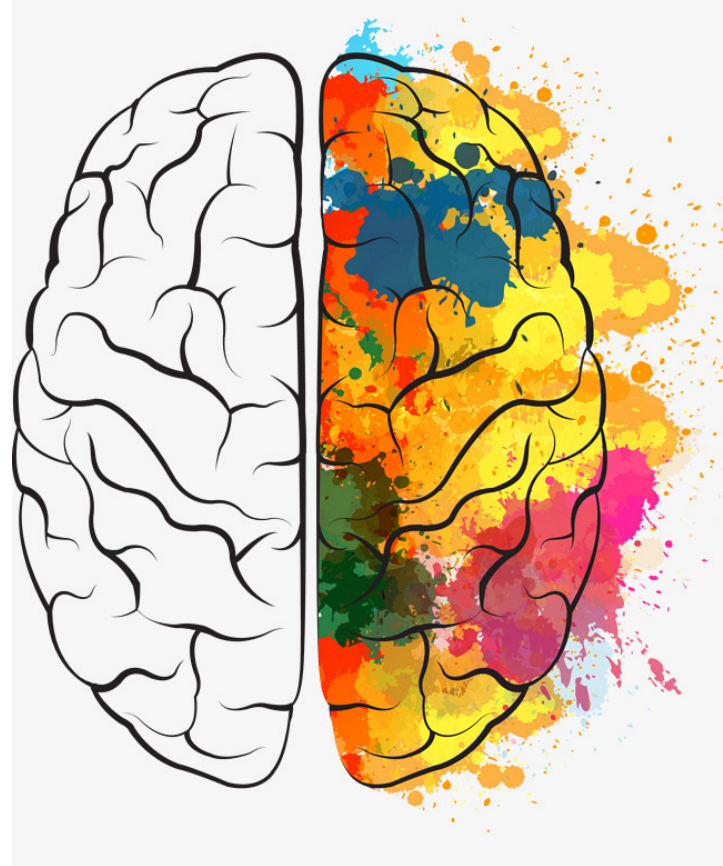


Performance

The Science of Emotions....



Pleasant feelings
broaden & build



Unpleasant
feelings narrow &
limit



Emotional Agility



Participants can vote at [Slido.com](https://www.slido.com) with [#5780430](https://www.slido.com/join/5780430)

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- Did you answer mostly A?
- You're a 'bottler'
- Bottlers try to unhook from by pushing emotions to the side and getting on with things.
- They'll likely shove away any unwanted feelings because they are uncomfortable or distracting.
- They might think anything less than bright and chipper is a sign of weakness.



- Did you answer mostly B?
- You're a 'brooder'
- Brooders stew in their misery when hooked by uncomfortable feelings. They stir the pot round and round and round and can't let go.
- Brooding is intensely self focused and is backward looking.
- Unlike bottlers, they feel their feelings.

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- Did you answer mostly C?
- The approach is neither bottle nor brood.
- You are present and have an open heart to your emotions in a curious and accepting manner

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3 Daily Steps You Can Take Toward **EMOTIONAL AGILITY**

LABEL YOUR EMOTIONS

Be as specific as possible.
What are you really feeling?

PRACTICE GENTLE ACCEPTANCE

Embrace the reality of the present
moment with courage and compassion.

LIVE YOUR VALUES

Make choices that bring you closer to being
the person you most want to be.

EMOTIONAL AGILITY

SUSAN DAVID

What can I do?

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Resources

[Selection of resources from Susan David](#)

[Free Emotional Agility Quiz](#)

EQ Applied by Justin Bariso – A practical and easy read on EI

[The Ten Commandments of Emotional Intelligence](#)

[Hazel Anderson-Turner Website](#) – lots of great resources

Contact Me



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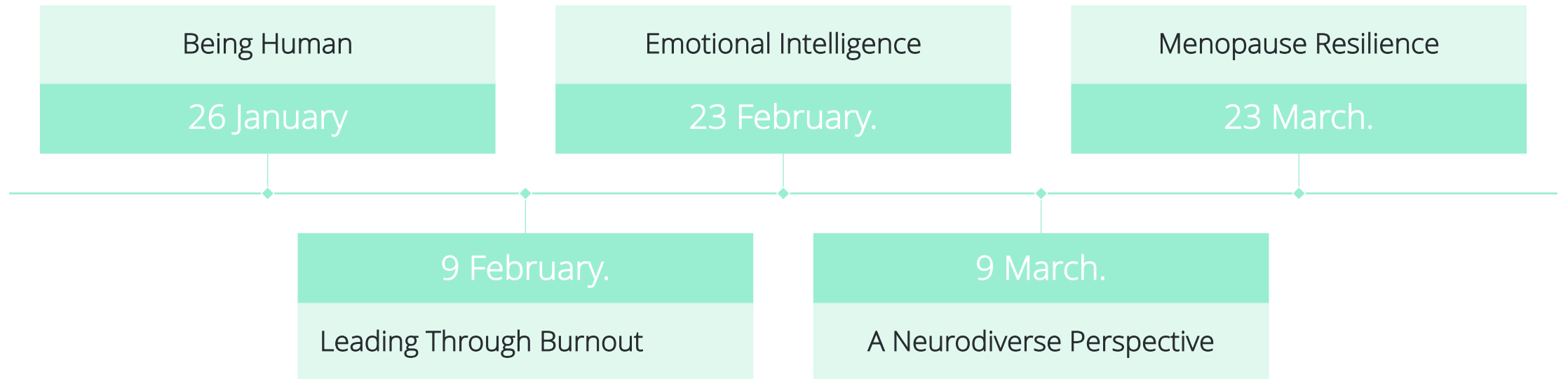
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Supporting business leaders to identify challenges, and then make positive changes to transform their organisations.



What's next?



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