



YOU MAKE ME SO MAD!!

WORKBOOK

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Let's Start With an Exercise!



The Marshmallow Test

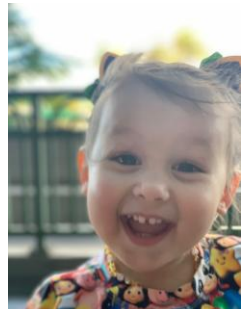
Emotional Triggers
Impulse Gate



We are moving things from a _____
To a _____.

Key Concept!

It is not about eliminating emotion.
There is no such thing as non-emotional.
Some emotion is good emotion.



Even the negative are a

_____.





When the pain of _____

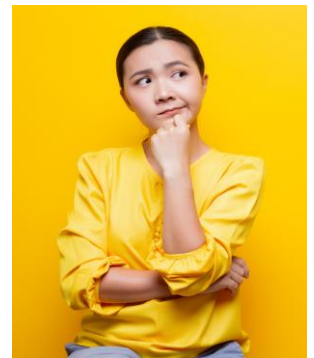
_____.

4 Areas of Emotional Intelligence



Relationship Management is about _____.

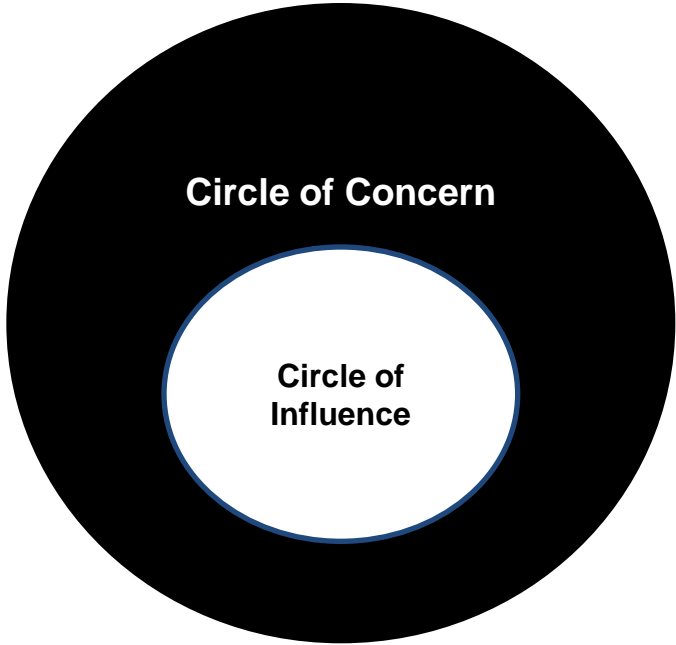
3 Elements:



How Do We Show Empathy?



Self Management.



**Do something
It is NOT "all or Nothing"
Small Steps**

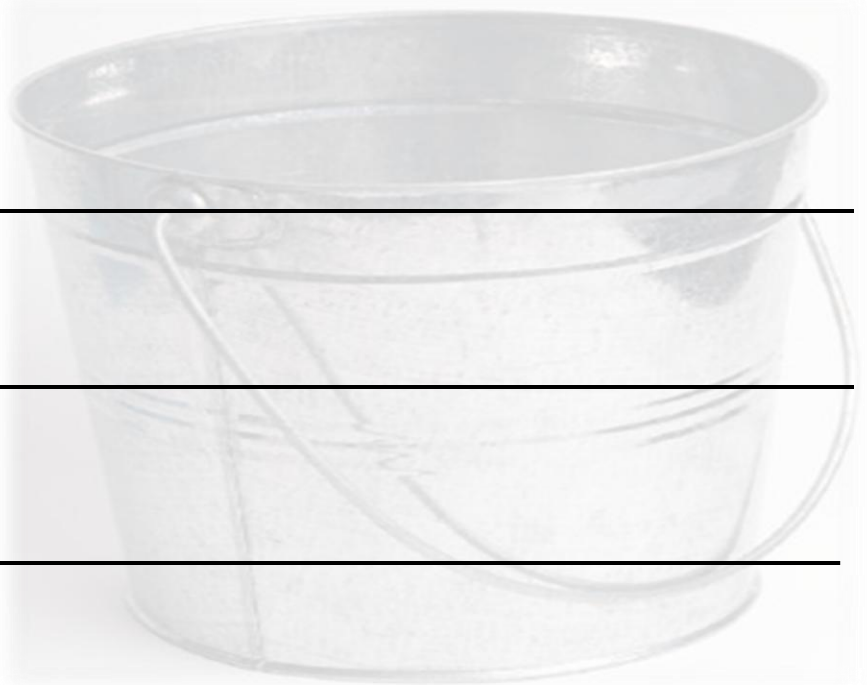


Let it Go.



My Mom Taught Me 3 Things:

3 Layers in your bucket:



BONUS! Phrases for good EQ:

- “Could you tell me more about that?”
- “I understand what you’re saying, and...”
- “How do you feel about that?”
- “I’m not sure what’s wrong.
Could you explain the problem?”
- “Can you clarify that for me?”
- “What I’m hearing from you is ____, Is that right?”
- “This situation makes me feel...”
- “You both have good points.
Let’s see how we can work together.”

I would LOVE your feedback...
Scan the QR Code and you will
Also get a super cool FREE
Communication Tip Sheet!



**“Before you abuse, criticize, or accuse,
walk a mile in my shoes.”**

Elvis Presley