



YOU MAKE ME SO MAD!!

# WORKBOOK

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Let's Start With an Exercise!





# The Marshmallow Test

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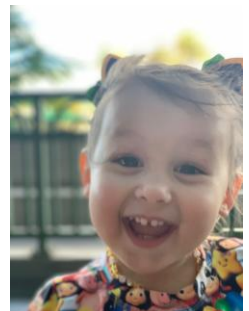
Emotional Triggers  
Impulse Gate



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

\_\_\_\_\_.





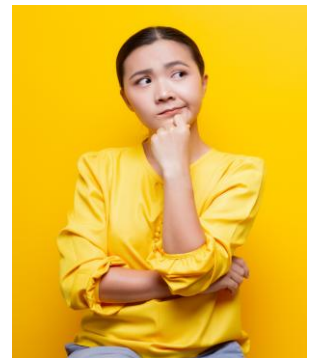
When the pain of \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

4 Areas of Emotional Intelligence



Relationship Management is about \_\_\_\_\_.

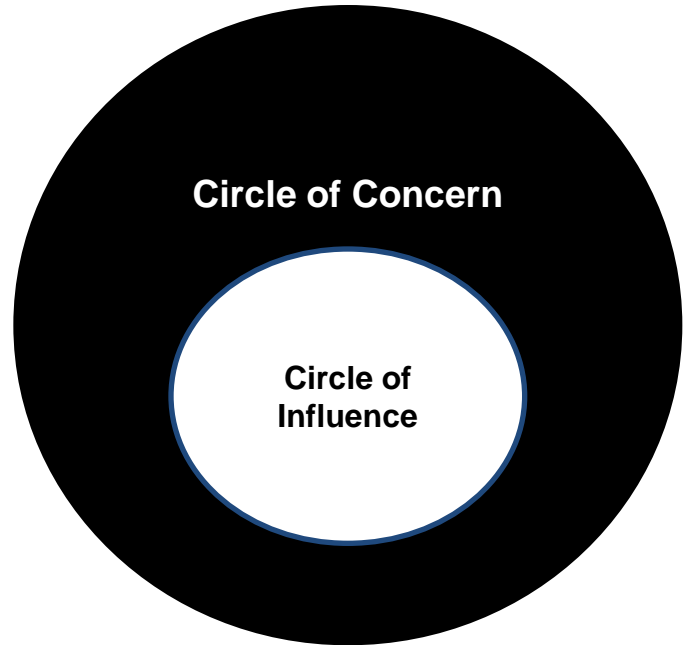
3 Elements:



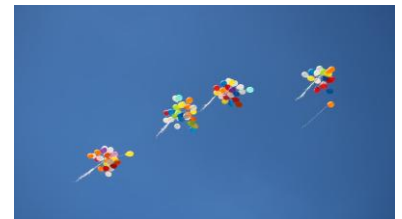
How Do We Show Empathy?



# 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.”

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

**Elvis Presley**

Julie Burch *JB* Speaks!  
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