

UAB LEARNDEV WHISPER

A Weekly Publication of Learning

Using Emotional Intelligence to Cope With Uncertainty

So much has changed so quickly. Everyone's work situation has changed. Fear is prevalent because of the unknowns and an unsure future. Panic and emotions seem to be running amok, making the situation even worse.

Although change has been rapid and seems chaotic, you still have the power to be in control when it comes to your emotions. We can't always take control of the things that cause emotions to get out of control, but we can control how we react to those emotions to remain even-keeled in every situation. That is emotional intelligence.

This is the time to call upon principles of Emotional Intelligence (EQ) to help you cope. It is a skill that can be learned by all, regardless of position or job role. You can learn to use your EQ skills to cope with any situation.

Here are some ways you can use your EQ skills during times of uncertainty:

- Stay focused on what you can control and manage.
- Be empathetic by remembering that everyone is affected. We are all in this together.
- Show optimism to those around you. Compliment them. Show gratitude. In a time of uncertainty, people need to know they are doing the best they can.

CALL TO ACTION:

This week, be on the lookout for opportunities to employ your emotional intelligence skills with the outcome of calming the chaos for you or for someone else. Here are some ways to do that:

- When you make a decision, start by considering how it will affect others.
- Start identifying the things that you can control. Accept the things you cannot control.
- When a situation doesn't go your way, be flexible and adaptable.
- Try to accurately pick up on emotions in other people and intuitively understand what's really going on with them.

KEEP ON LEARNING*

- Please join us for the "[Building Emotional Intelligence in Times of Change](#)" on April 9, 2020 at 1:00 pm.
- Want to know more about what emotional intelligence looks like? Watch this [short video](#).
- If you have any questions, please contact Mike Maner at mrmaner@uab.edu, Alison Kriesley at alisonk@uab.edu or William Edwards at wre@uab.edu.

*Benefits-eligible UAB, VIVA Health, Callahan, UABHS and HSF employees have free access to LinkedIn Learning platform. If you have questions, please email campuslearning@uab.edu.

Please Note: When watching a LinkedIn Learning course/video, read the sign-in dialogue boxes carefully.