

Neely

Everyone deserves a little couch-time.



Emotional Competency

Douglas E. Noll, JD, MA

- What It Is
- Why It's Foundational
- How To Develop It


Three Competencies

Self-Awareness



Self-Regulation

Cognitive Empathy



Hear What
People Are
Really Saying

But What About Emotional Intelligence?

NEW INSIGHT FROM NEUROSCIENCE

We are 98% emotional

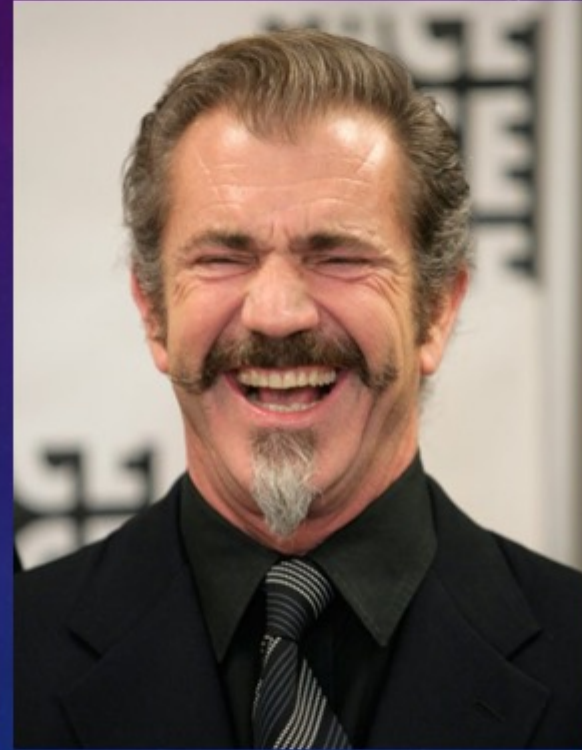


And only 2% rational



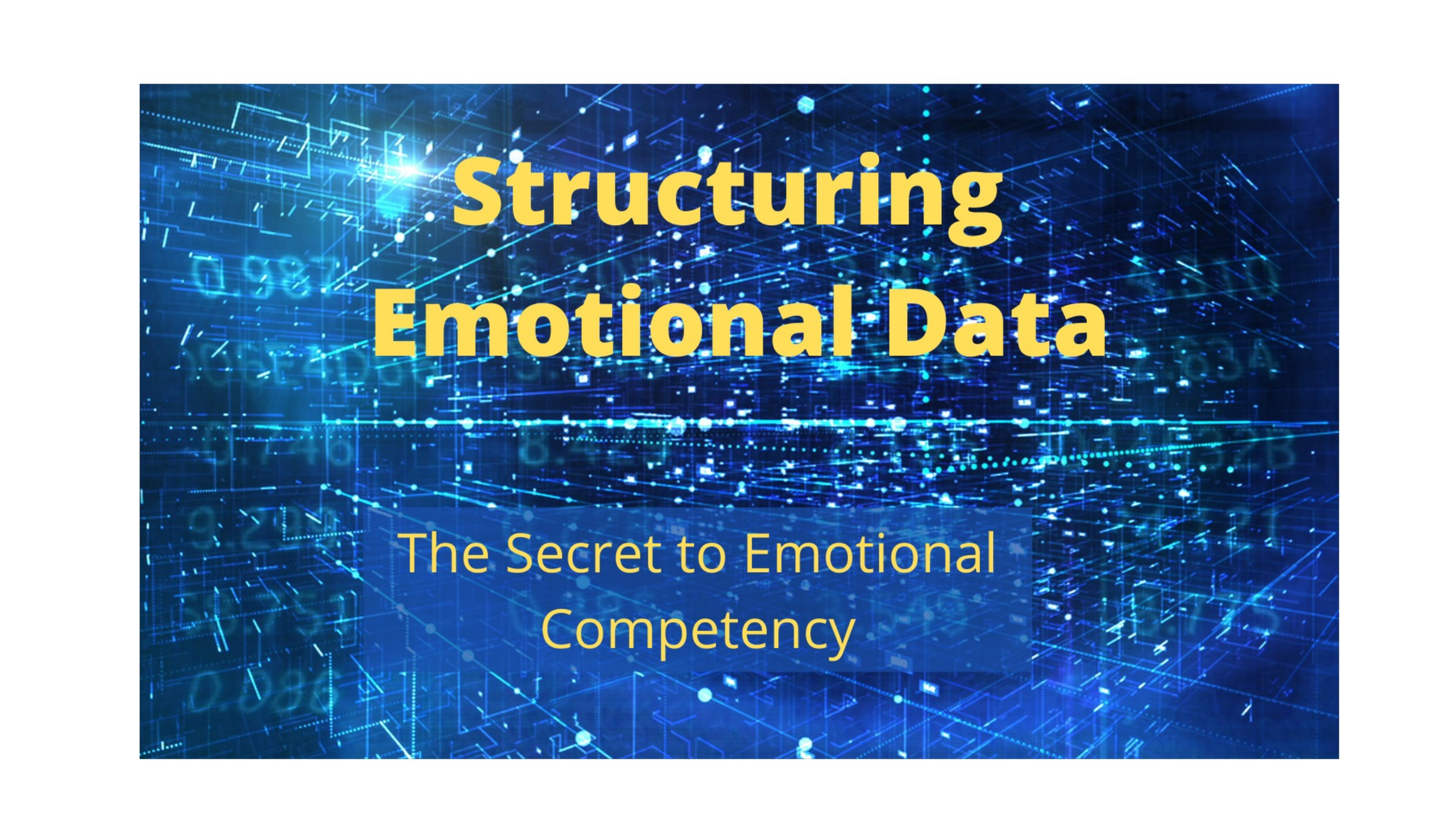
Emotions

Biologically-based patterns of perception, experience, physiology, action and communication that are **culturally** created in our brains.



How to Read Emotional Data Fields





Structuring Emotional Data

The Secret to Emotional
Competency

EMOTIONAL LAYERS

Anger Emotions

Dignitary Emotions

Fear Emotions

Shame Emotions

Sadness Emotions

**Abandonment
Emotions**

The Secret to Building Emotional Competency

Affect Labeling

“You are...”



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Sadness Emotions

**Abandonment
Emotions**



“You feel disrespected and ignored.”



“You are pissed off!”



“You are anxious and worried.”



“You are frustrated and feel unheard.”



“I’m feeling disrespected and insulted.”





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<https://doughnoll.com/de-escalation-skills-resources>

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Emotional Competency

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Read Emotional Data

Structure Emotional Data



Anger Emotions



Dignitary Emotions



Fear Emotions



Shame Emotions



Sadness Emotions



Abandonment Emotions

