

## Understanding Your Emotions When You Are Upset

Most people believe that a high emotional intelligence (EQ) score means that people with a high degree of emotional intelligence are happier, more successful, healthier, and more confident.

Psychology professor Jay Gottman with a score of 100 (the highest possible score) doesn't really change after the test of EQ, but his EQ can be increased at any time with a little practice.

Emotional intelligence begins with knowing how to recognize your emotions and the effect your emotions have on your behavior, particularly when you are upset. The emotional skills you practice when you are upset affect how you behave when you are not upset and the positive things you can do in the future to deal with the same situation.

Begin by thinking about the last time you were really upset. Perhaps you were angry at someone else, or perhaps you were upset about something you did and you felt guilty or depressed.

Describe the situation that made you feel upset.

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Describe any interactions that occurred in the situation.

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Describe anything you did that contributed to the situation.

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How did the situation make you feel both emotionally and physically? Be specific.

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