

The Role of Emotional & Relational Intelligence (*ERI™*) in Managing Anger, Anxiety & Depression

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“Outside of the cross there is no hope for the garbage or the people who make it. We have lots of skills . . . Skills don’t make beauty out of garbage . . . Theories and brilliant minds don’t make beauty out of garbage. Now I am all for topnotch skills and brilliant theories. As a matter of fact, I believe as Christians we should outshine the secular world in these matters, for we are called to excellence by our God.

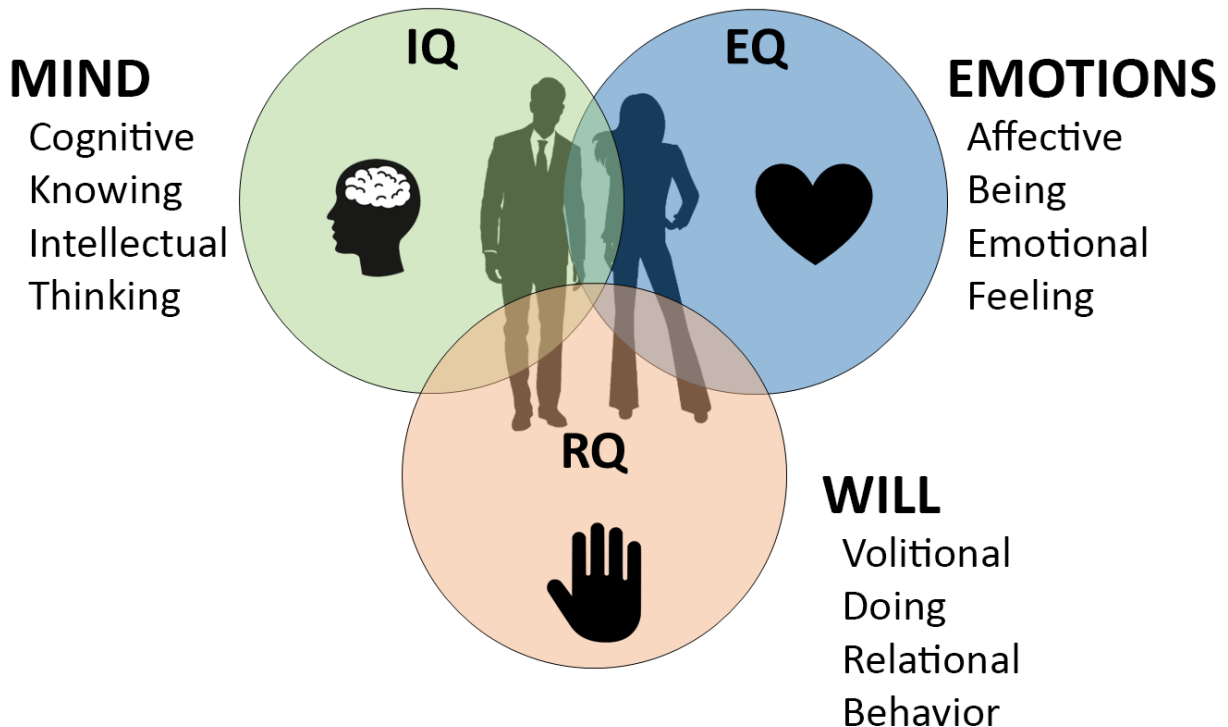
However, we dare not forget that *it is the cross of Jesus Christ* that is the only hope of this world. Our constant danger is that we cry, “Behold this new method, Behold this new theory, Behold this new training,” and forget to cry, “Behold the Lamb of God who takes away the sin, the garbage of the world!”

(Diane Langberg, *Suffering and the Heart of God*)

What does it mean to be “made in the image of God?”

Like the Triune God, we all have a _____, a _____ and _____.

Like the Triune God, we were designed to be in relationship with [Him](#) and with [each other](#).



The Surprising Road to Success: From IQ to ERI™

The Limitations of IQ

The Contributions of EI

Competencies That Are Predictors of Success

PERSONAL Competence _____ personal Intelligence (EI)

RELATIONAL Competence _____ personal Intelligence (RI)

EI + RI = _____

What is Emotional & Relational Intelligence (ERI™)?

Emotional and relational intelligence is the ability to be (1) aware of, (2) recognize and (3) _____ our own emotions and those of others, and to (4) constructively _____ those emotions in ourselves and in our relationships.

(Gary J. Oliver, Ph.D.)

The Significance of ERI™

The Neurology of Emotional & Relational Intelligence

The **Emotional Brain** helps us make _____ decisions.

What is an Amygdala Hijack?

1. There is a _____.
2. There is an _____ reaction.
3. There is _____ emotion.
4. There is a subsequent feeling of _____.

The **Rational Brain** helps us make _____ decisions.

The rational brain processes information in _____ milliseconds.

The emotional brain processes information in _____ milliseconds—that's 250x faster.

The ERI Model of Maturity

	Recognition (Knowledge/Awareness)	Regulation (Management/Action)
Other (RI) (INTERpersonal)	Relational Awareness	Relationship Management
	<ul style="list-style-type: none"> • Empathy • Listening • Values Differences 	<ul style="list-style-type: none"> • Communication • Healthy Conflict • Forgiveness
Self (EI) (INTRApersonal)	Self-Awareness	Self-Management
	<ul style="list-style-type: none"> • Emotional Awareness • Emotional Vocabulary • Accurate Self-Assessment 	<ul style="list-style-type: none"> • Emotional Self-Control • Anger Management • Personal Responsibility

Skill 1: Healthy Counselors Have Self-Awareness

Emotional Self-Awareness: Knowing what our emotions are and recognizing how our emotions affect our performance.

WHAT are emotions?

Emotions are a mental state that can arise spontaneously and not just through conscious effort.

Emotions involve a _____ impact, a _____ impact, and a _____ impact.

There are over ____ words to describe emotions and there are ____ muscles in our face that we use to express them.

Emotions are a great source of _____.

HOW do our emotions affect us?

1. Emotions tell us that we have a _____.
2. Emotions affect our _____.
3. Emotions give _____ to our thoughts.
4. Emotions _____ us to respond.
5. Emotions inspire _____ from others.
6. Emotions communicate what _____ can't.
7. What we feel influences . . .
8. Emotions have a physical effect.

What factors impact how we “do” our emotions?

What’s the cost of IGNORING our emotions?

Skill #1 skills facilitate increased _____ .

- Make it easier to acknowledge my own shortcomings.
- Help me be a better listener.
- Make it easier for me to take someone else's perspective.
- Make it easier for me to receive criticism.
- Make it easier for me to receive influence from others.
- Make it easier for others to receive influence from me.

Skill 2: Healthy Counselors **Manage Themselves**

Emotional Self-Management: Keeping disruptive emotions and impulses in check and maximizing our emotional energy for constructive ends.

An ERI™ Approach to Making Your Anger Work FOR You

What Is Anger?

1. A strong feeling of _____ or displeasure.
2. A state of _____. Anger is _____.
3. Anger is a piece of information that can serve as a _____ that tells us we might be in danger or at risk.
4. A _____ emotion that is experienced in response to a _____ emotion such as **hurt, frustration** or **fear**.

What Are Some *Non-Verbal Indicators* of Anger?

Why Is Anger Such A Major Problem?

1. It is the most _____ emotion.
2. Anger has definite _____ effects.
3. It is one of the most _____ and _____ of all the emotions.
4. When not properly understood and dealt with, it is one of the most _____.

What Are Some Major Causes of Anger?

_____ (Past) _____ (Present) _____ / Anxiety (Future)

What Does Unhealthy / Destructive Anger Look Like?

1. The _____ — _____
 - anger suppressed
 - overcontrolled
 - blames self
 - anger turned inward
 - dependent
 - repress / suppress
 - conflict avoider
 - denial
 - overresponsible
2. The _____
 - hostile
 - critical
 - driven
 - combative
 - rage
 - punitive
 - suspicious
 - cruel teasing
 - blatant sarcasm
 - has all the answers
 - quick to blame
 - few intimate friends
3. The _____
 - procrastination
 - forgetfulness
 - chronic lateness
 - subtle sarcasm
 - makes excuses
 - silent treatment
 - fosters confusion
 - mixed messages
 - inconsistency

What Does _____ and _____ Anger Look Like?

- | | | | |
|-----------------------|--------------|------------|----------------|
| -responds | -honoring | -trusting | -caring |
| -anger communicated | -responsible | -proactive | -listens |
| -motivated by respect | -unselfish | -firm | -I win/You win |

How Can I Make My Anger Work FOR Me?

Have an Emotionally Intelligent Plan to Deal With the Anger:

Self-Awareness:

1. Be _____ of it.
2. Admit it and accept _____ for it.
3. Remind yourself of the positive things that _____ anger can provide.
 - a. It serves as an _____.

- b. It is a powerful source of _____.
- c. It is a source of _____.
- d. It can actually _____ trust and intimacy in a relationship.

Self-Management:

- 4. Determine at the outset who/what is going to have _____.
- 5. _____ it . . . identify the cause/source of it.
- 6. Choose your response . . . how will you invest the anger-energy?

Skill 3: Healthy Counselors Have Relational Awareness

Empathy: Sensing and valuing others’ feelings and perspectives, and taking an active interest in their concerns.

People don’t care how much you _____ until they know how much you _____!

What Empathy ISN’T:

What Empathy IS:

Empathy is choosing to _____.

Level 1: The _____ I thought I heard you say.

Level 2: What you didn’t say with your *lips*, what you might not have been able to put into *words*, but what you said with your *eyes* and *face* and *heart*.

Being _____.

_____ emotions in others.

_____ that someone is in pain.

Knowing what “_____” to say.

Seeing things through _____ eyes.

Using our _____ brain and our _____ brain.

Remembering that the best way to care FOR someone is to care _____ them.

BARRIERS to empathy:

1. Ignorance of _____
2. _____
3. _____ of others
4. _____ attitude
5. Poor _____ skills

Empathy and Listening

The secret of empathy is not talking but _____.

Research tells us that _____% of communication is miscommunication.

Listening is difficult because physiologically we can listen ___ times as fast as we can speak.

Listening is choosing to be _____.

Skill 4: Healthy Counselors Can Effectively Work With A Wide Variety of People

The Power of Healthy Conflict

REAL trust doesn't just "happen" . . . it is most often forged in the crucible of _____ .

The Conflict & Intimacy Cycle

Stage 1: _____

Stage 2: **Differences** > _____ >

Stage 3: **Differences** > **Disagreement** > _____

Stage 4: **Differences** > **Disagreement** > **Conflict** > 2 ways to _____ it

#1 _____ **Interpretation:** A _____ to Avoid or a _____ to Solve

Confrontation > Hurt, frustration, fear > _____ > avoid or attack
> _____ & dysfunction

#2 _____ **Interpretation:** An Opportunity to _____

Collaboration > _____ > Increased _____

> Increased _____ > Increased _____ > Increased _____

Stage 5: Differences > Disagreement > Conflict > Positive Interpretation
> _____

7 Simple Steps Through Conflict to Productivity

Step 1 DEFINE the issue: Listen & Seek Understanding.

Step 2 Determine the importance of the issue. Is it HIGH ticket or LOW ticket?

Step 3 Ask yourself, “What is MY contribution to the problem?”

Step 4 Do I need to apologize or ask for forgiveness?

I was _____. I am _____. Please _____ me.

Step 5 Choose what I can do differently. (Take Radical Responsibility)

Step 6 Choose what WE can do differently.

Step 7 Just do it and then review it!

Neuroplasticity, Change and Growth:

Insights from Interpersonal Neurobiology
Siegel, *The Developing Mind*, 2nd ed.

ERI & Worry / Anxiety

The Legacy of Bruce Moose

What Is Worry?

Worry is a combination of two words: _____ and _____.

- Worry divides our _____.
- Worry divides our _____.
- Worry divides the accuracy of our _____.

- Worry divides our _____.
- Worry divides our _____ - _____ ability.

The Slippery Slope of Worry

_____ > _____ > _____ > _____
 > _____

How To Worry in 4 Easy Steps

Bruce Moose in Numbers 13: 25-26

- Stage 1: _____ (v. 28)
- Stage 2: _____ (v. 31)
- Stage 3: _____ (v. 32)
- Stage 4: _____ _____ (v. 33)

What Happens When We CHOOSE The Negative “What If’s” of Worry?

1. Worry _____ us of precious time.
2. Worry _____ us of precious energy.
3. Worry _____ our problems.
4. Worry makes us more _____ .
5. Worry leads to numerous _____ symptoms & illnesses.
6. Worry _____ our perspective and increases our vulnerability to _____ .
7. Worry paralyzes us and _____ constructive action.

What Can I Do WHEN The “What-If’s” Attack?

Philippians 4:4-9 I Choose Faith

- Faith Choice #1 _____ (v.6a)
- Faith Choice #2 _____ (v.4)
- Faith Choice #3 _____ (v.6b)
- Faith Choice #4 _____ (v.8)

Avoid the Cognitive Distortions:

Tell Yourself The Truth - - Tell Yourself Some Positive “What-If’s”

Psalm 37:1-9

Proverbs 3:5-6

I Peter 5:7

Proverbs 3:1-2

Isaiah 26:3-4

I John 5:1-5

Faith Choice #5 _____ (v.9)

Faith Choice #6 _____ (v.7)

Pause > Praise > Prayer > Perspective > Practice > Peace

ERI & DEPRESSION

"It is interesting to notice the frequency with which this particular theme is dealt with in the Scriptures and the only conclusion to be drawn from that is that it is a very common condition. It seems to be a condition which has afflicted God's people right from the beginning, for you find it described and dealt with in the Old Testament and in the New. That in itself would be sufficient reason for drawing your attention to it, but I do so also because it seems in many ways to be the peculiar trouble with many of God's people and the special problem troubling them at this present time. . . It is very sad to contemplate the fact that there are Christian people who live the greater part of their lives in this world in such a condition" (Martyn Lloyd-Jones)

The MANY Faces of Depression . . . The Depression Continuum:

Depression is not the same as _____ .

- 1. Depression is more _____.
- 2. Depression lasts _____.
- 3. Depression significantly _____ with effective day-to-day functioning.

The Anatomy of Depression

A. Elijah: OT poster boy for depression

Social _____

Loss of _____ **Loss of Confidence in** _____ **Sense of** _____

Desire to _____ **_____ Decision-Making**

B. Additional Characteristics

- Changes in Sleep
- Changes in Eating
- Changes in Sexual Desire
- Inability to Feel Pleasure
- Lack of motivation
- Despair, Despondency, Gloominess

Possible CAUSES Of Depression

Physiological Factors	Stress / _____
Poor _____ habits	Grief due to a loss
Not enough _____ or exercise	Self-pity
Letdown After a Successful Event	Unconfessed _____

Suggestions For Gaining Victory Over “_____” Depression

- Step #1** Acknowledge the emotion and identify the level of your depression.
- Step #2** Choose who or what you are going to believe—what the depression tells you
OR what God tells you.
- Step #3** Share your concern with God.
- Step #4** Ask yourself, “What might my depressive mood be trying to tell me?”
- Step #5** Identify Some Of The Possible Causes.
- Step #6** Stop Doing What Doesn’t Work and Do Something _____ .
- Step #7** Trust God To Be _____ .

Remember that emergence from depression is usually _____ , and that feelings are almost always the _____ thing to change, but over time your feelings can and will change.

ERI and Church Ministry

Church Relationships Assessment (CRA)



Church Relationships Assessment

liferelationships.com

How well do you *KNOW*
your congregation?

How well do they ...

- ... listen?*
- ... forgive?*
- ... manage their emotions?*
- ... manage conflict?*
- ... empathize with others?*



The Center *for* Healthy Relationships