

# Emotional Intelligence

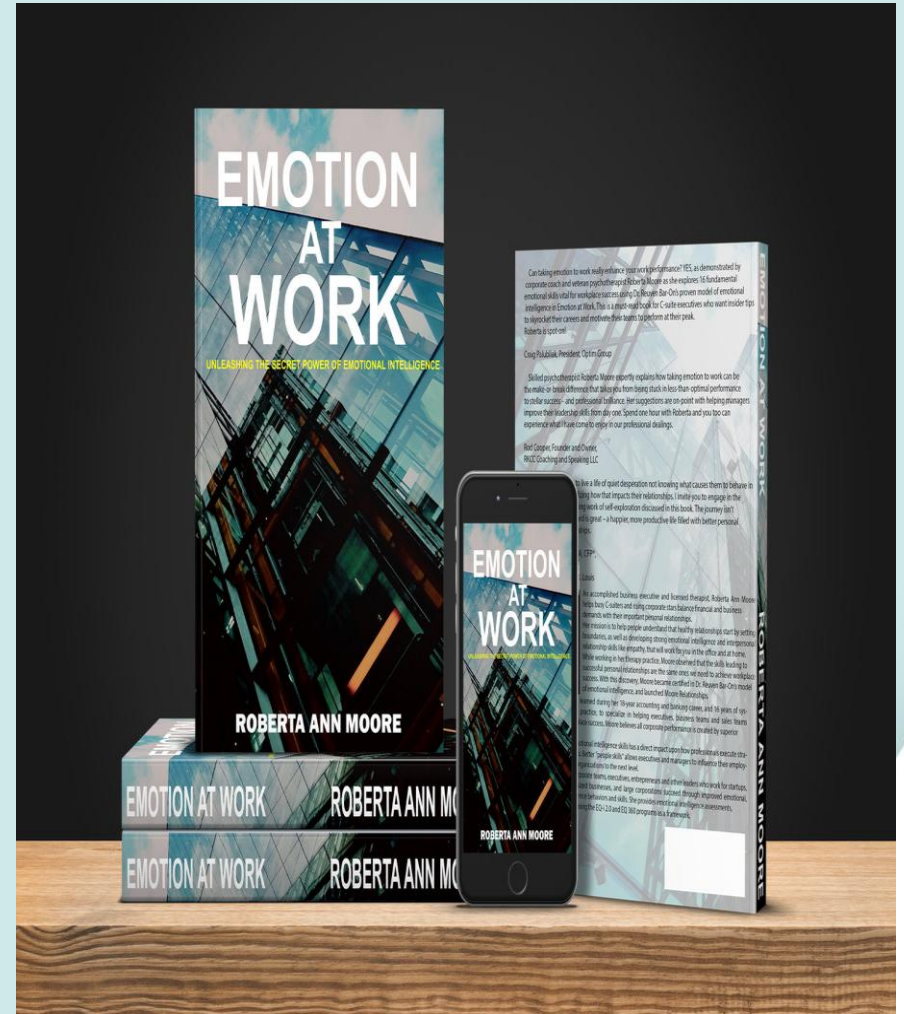
Welcome to NCAMFT  
Spring Conference

March 21, 2026



# Who Am I?

- LMFT & Executive Coach with four decades experience in professional services
- Certified in Emotional Intelligence through Multi-Health Systems, Inc.
- Author of *Emotion at Work: Unleashing the Secret Power of Emotional Intelligence*



# The Business of Relationships



## Conscious Choices

- Clinical Therapy
- Entrepreneurs & Professionals
- Successful Relationships leading to higher level of personal satisfaction



## EQ- i Coach

- Group & Individual Executive Coaching
- Emotional Intelligence
- Successful Relationships leading to higher productivity & leadership development

# Why am I passionate about EQ?

- I've been personally transformed through the application of EQ
- I know it can help you too





## Roberta Moore

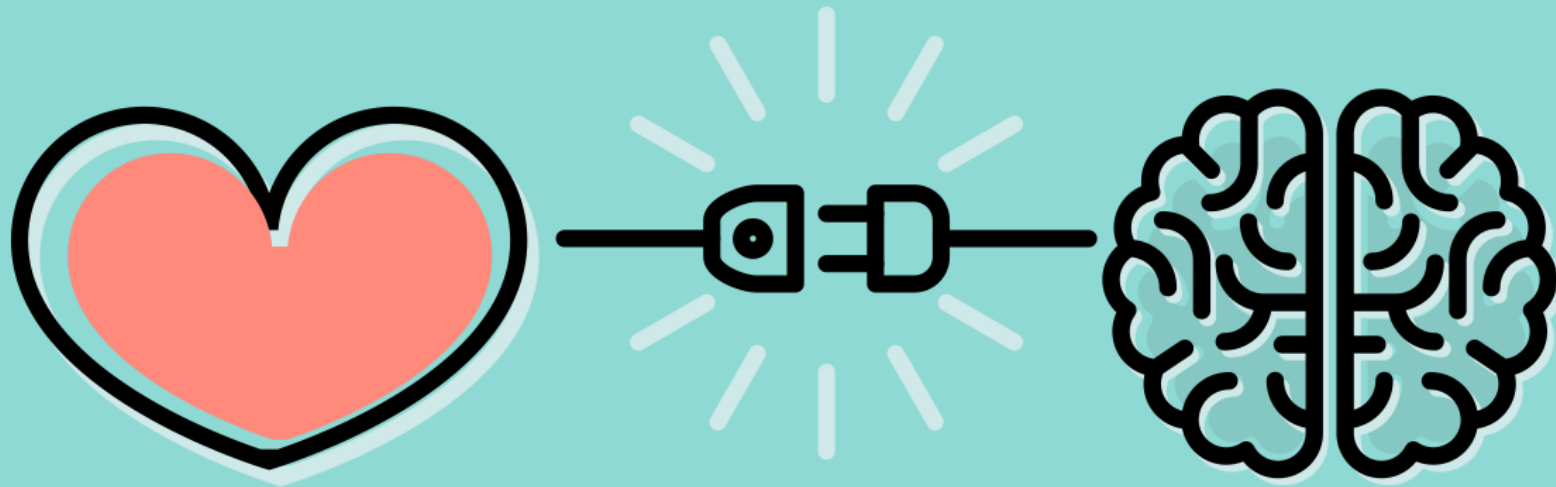
Executive Coach + Consultant ☆ Award  
Winning Author + I Help Executives Increas...



# Audience Question

EQ is:

- A fixed personality trait?
- A learnable skill?



**Because it is a learned  
skill, and not a  
personality trait, EQ  
can grow at any age!**



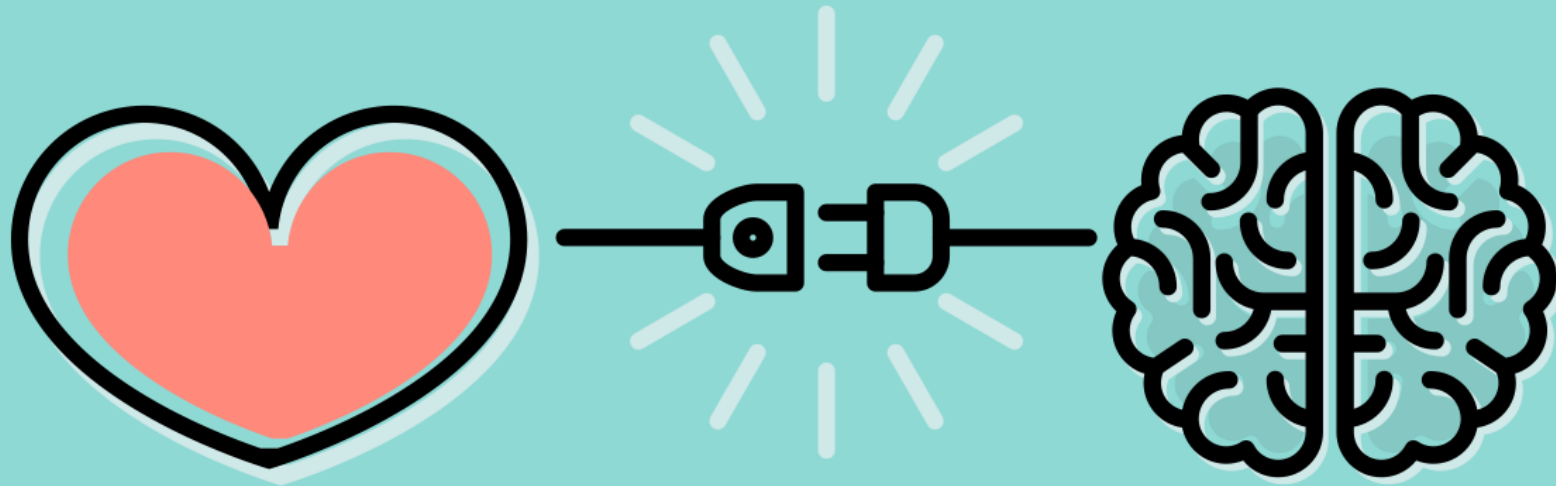
# Not a Personality Assessment! But is a Skill-Based Model

- Personality tends to stay static...
- Skill levels change over time



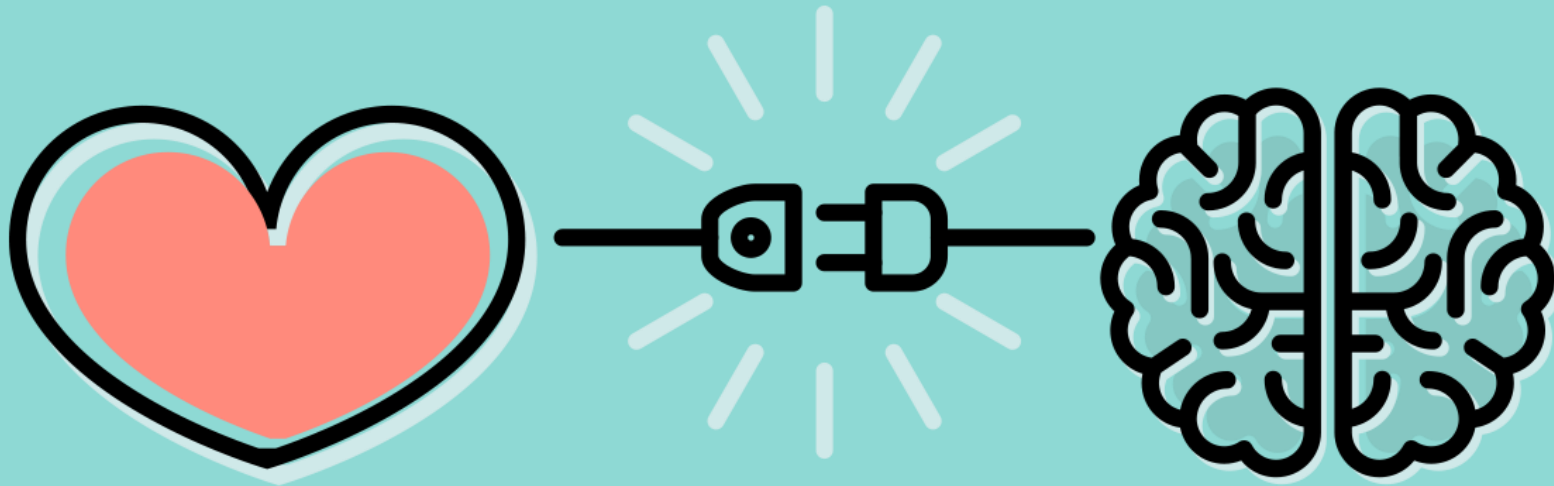
# Today's Topics

- Definitions of EQ.
- EQ-i 2.0 Model. Composites & Skills.
- Practical Methods for Tracking Emotional Self-Regulation



# How Familiar are You with EQ?

- Who has read about EQ?
- Attended an EQ workshop?
- Has a coach or therapist who helps you develop EQ?



# Common Stressors

As therapists, what are some of the daily stressors you face?

What are the stressors first responders face?



# List of High-Level First Responder Stressors

- Life threat exposure
- Triage decisions (Who do we save first?)
- Sleep deprivation
- Dual role: rescuer and homeowner/parent
- Public scrutiny
- Community grief

# Hurricane Stress through an EQ Lens

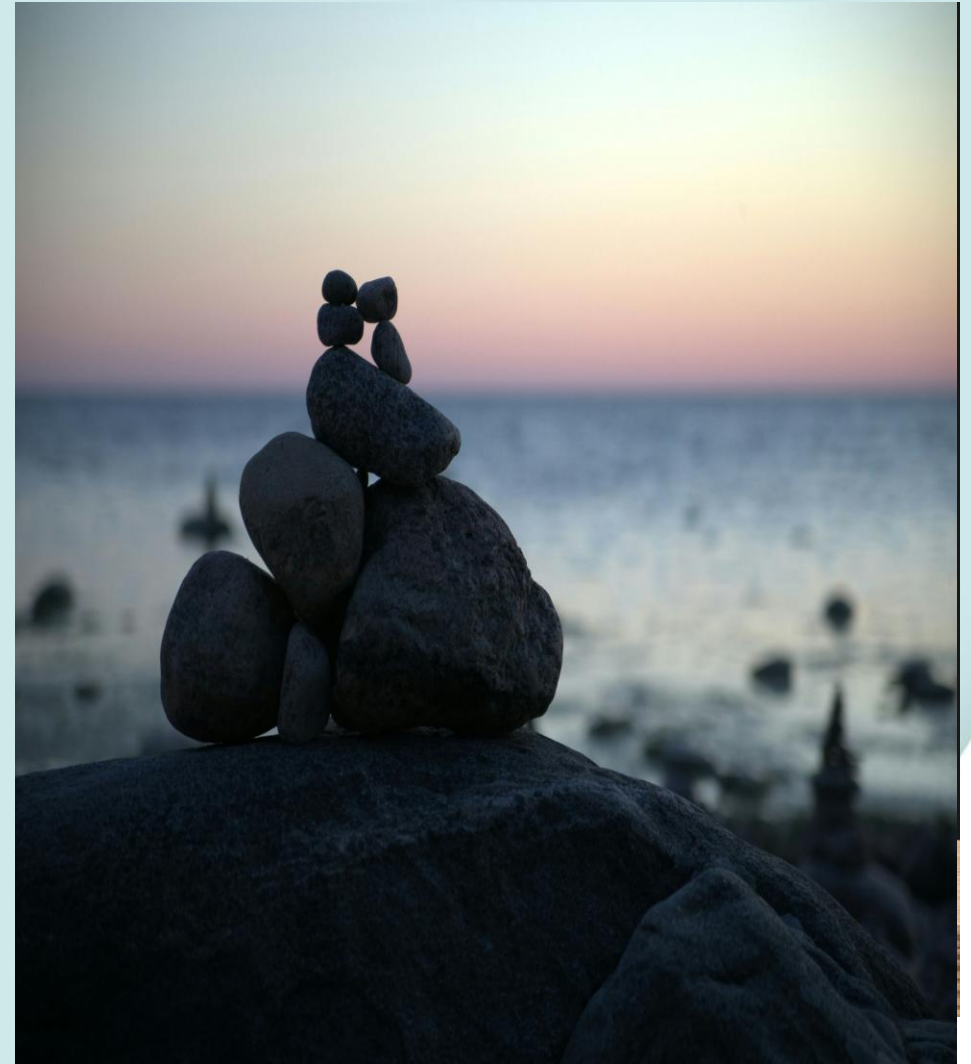
**Helen was not just a weather event: it was a nervous system event.**



# Resilience and Stability

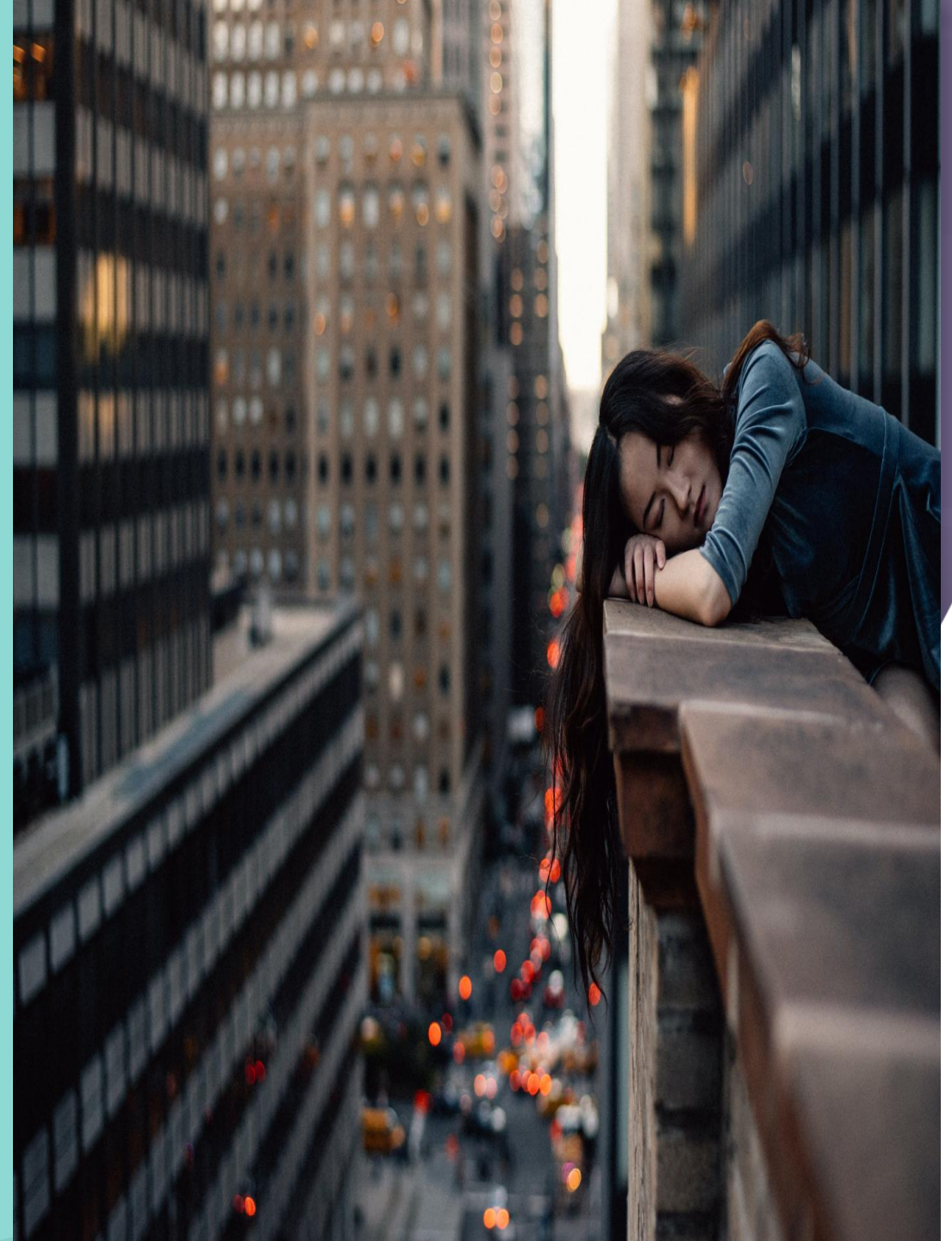
After the same storm, some stabilize more quickly and others remain reactive and disconnected.

What accounts for this difference?



# High EQ Benefits People!

- Improves therapist's self-regulation under stress
- Increases accuracy in identifying client emotional states
- Provides measurable, teachable emotional skill development
- Reduces burnout



# What is EQ?



# Movere (Latin): “TO MOVE”

Root word for “emotion” & “motivation”

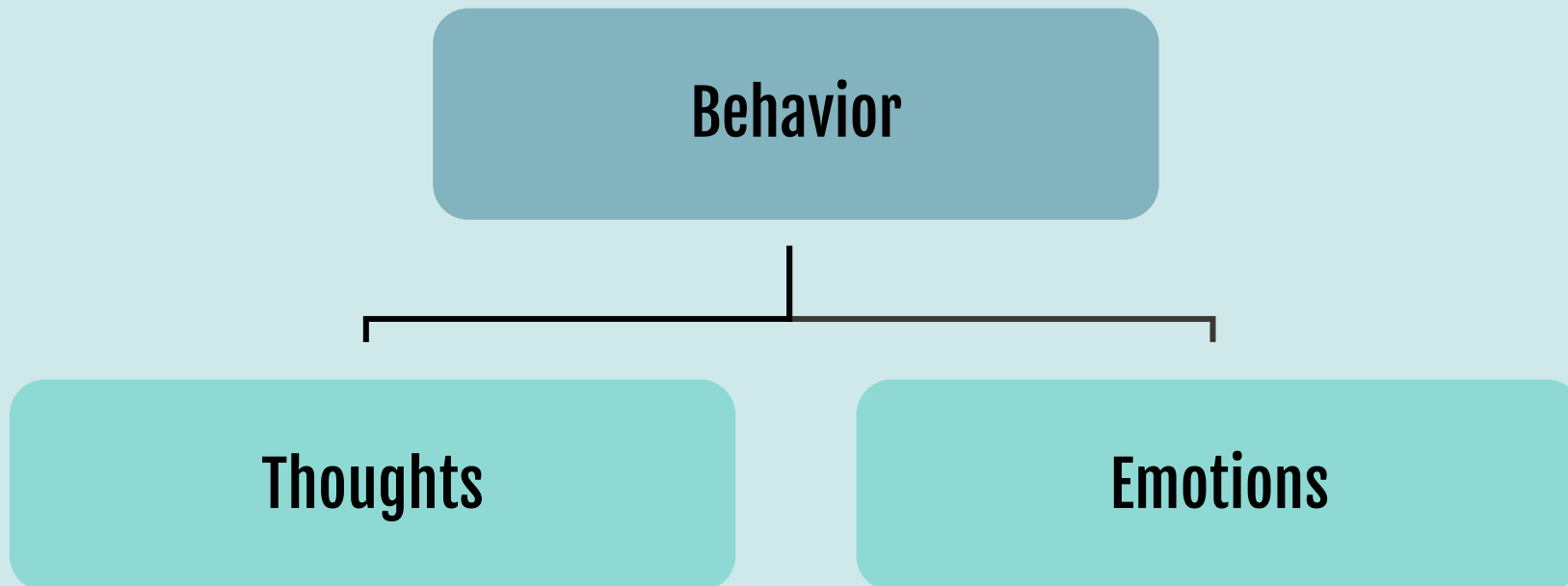
Without emotion to motivate us, nothing

Much happens!

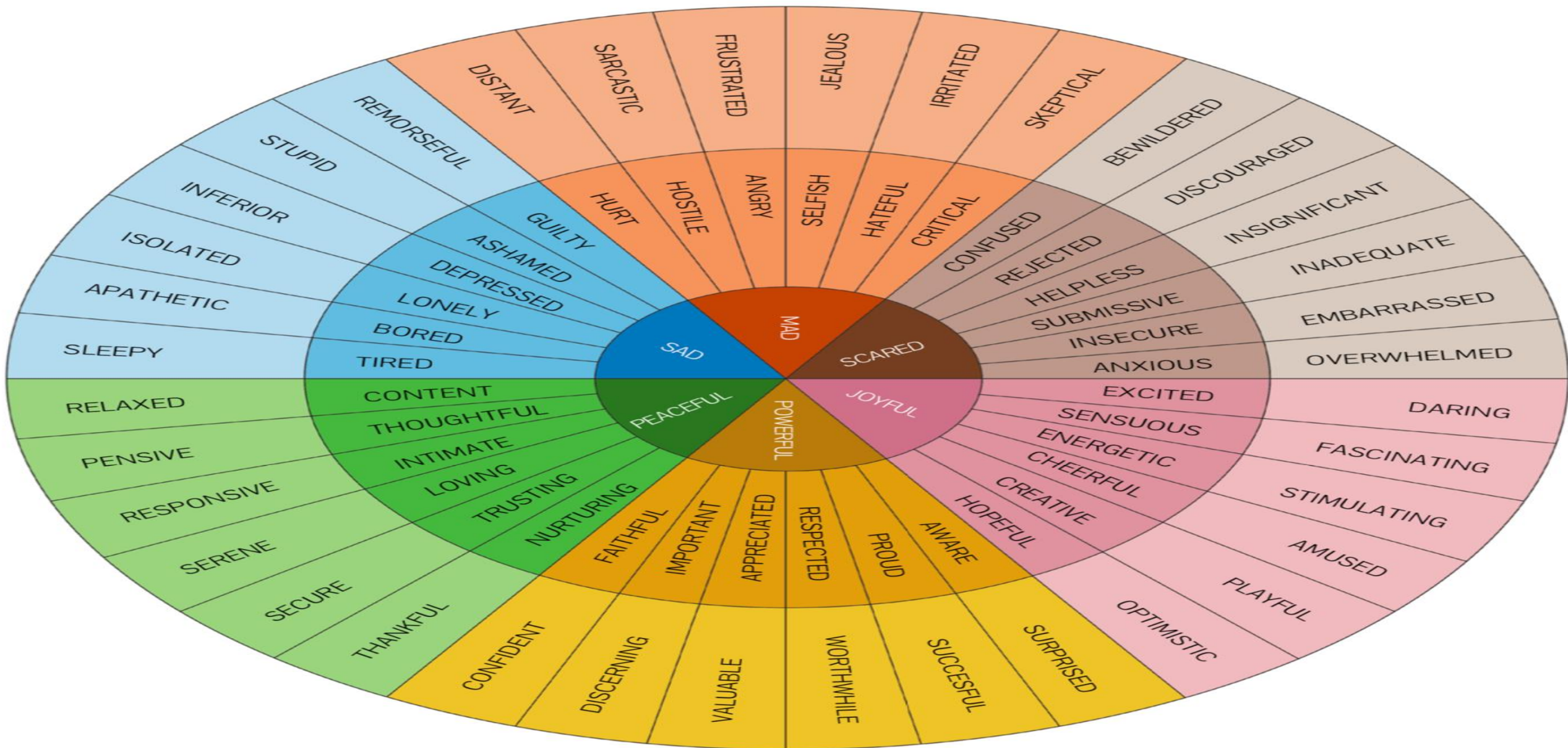


# Behavioral Change

The Building Blocks of Behavior: In order to change behavior, you must change thoughts and emotions



The feeling wheel



# What Happens When Your Flight is Delayed?

- Who behaves calmly?
- Who gets upset?
- What effect does this behavior have?

# If Therapists Push Clients Toward Range of Enthusiasm:

- Client engagement can soar
- People feel acknowledged and confident
- Well-being improves
- Clients accomplish their goals



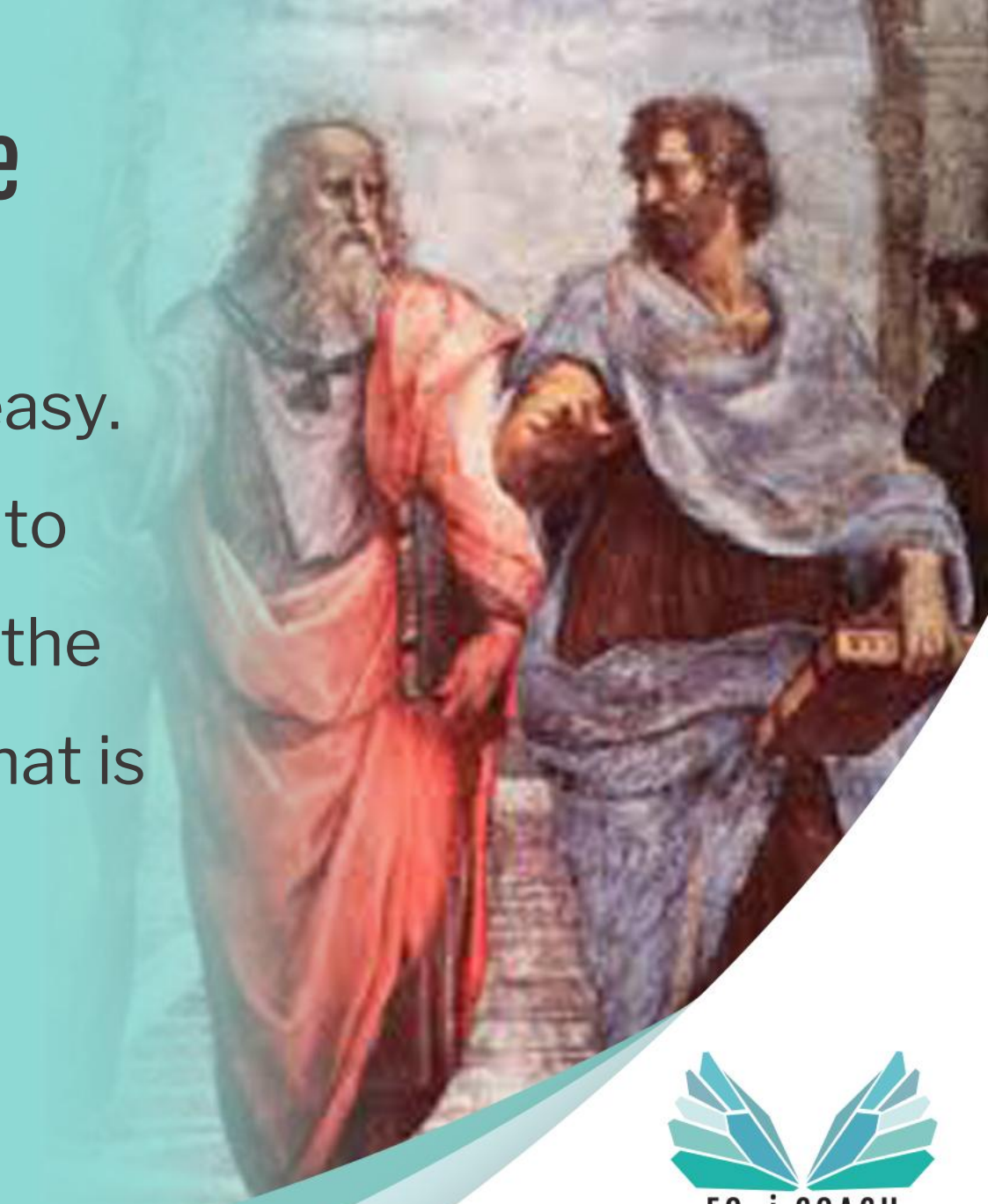
# If Therapists Push Toward Range of Upset & Anxiety:

- Clients can be thrown off stride
- Engagement can tank through demotivation
- Challenging a client is only positively motivating to a point and is counter-productive if it causes anxiety



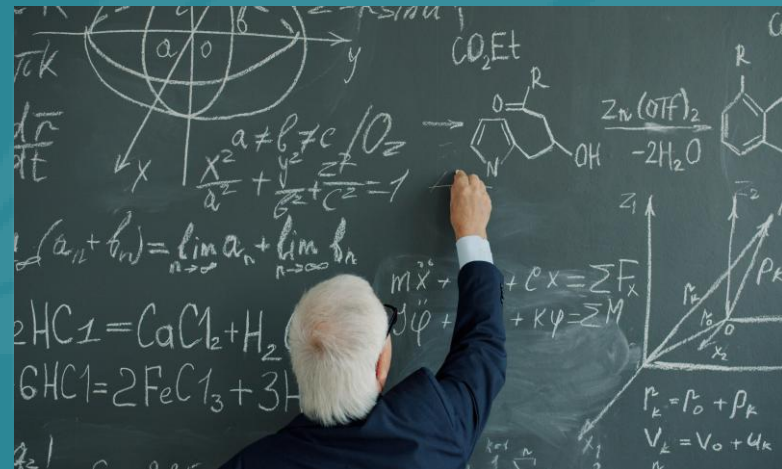
# Father of Emotional Intelligence

“Anyone can become angry – that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way – that is not easy.” - **Aristotle**



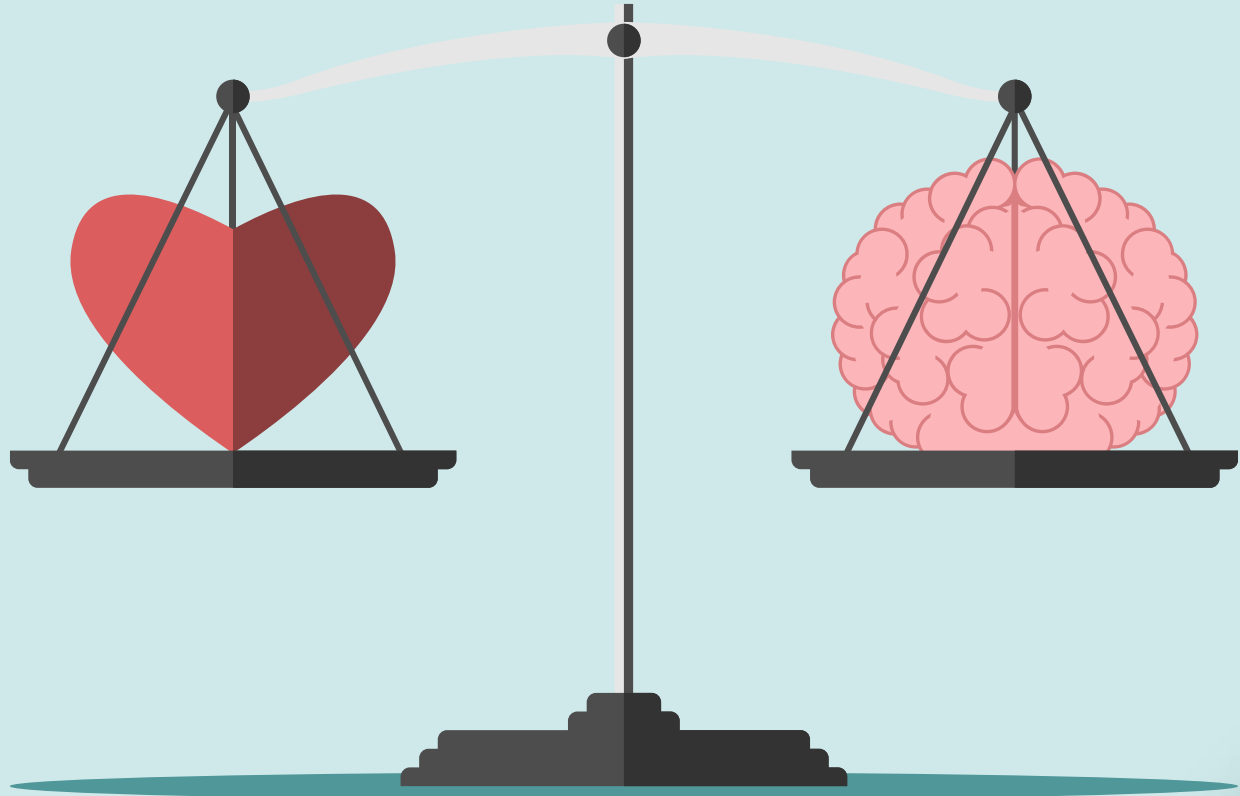
# EQ is at the intersection of head and heart

- Pure emotion disorganizes
- Pure logic has no heart



# EQ – i 2.0 is Like the Marriage of:

- Emotion Focused Therapy  
Cognitive Behavioral
- Head and Heart



# Holistic Balancing act

- Like Parts in Internal Family Systems Theory
- The Skills Have to be Integrated and Balanced with Self-Regard acting as the leader



# The Case for EQ



# Question:

- EQ
- IQ

**IQ = SUCCESS**



IQ (Cognitive ability) helps us understand systems theory.

EQ helps us apply it in real time under emotional pressure.



# Leadership and EQ



# Definition of a Leader:

A person who directs, guides or commands others to achieve a common goal, either through formal authority or social influence.



# Who is a Leader?

- You as therapist
- Each spouse in a marriage
- Partners in relationship
- Parents to children
- Adult children taking care of aging parents
- Teachers to students
- Older sibling



# Question:

How do you use leadership skills as a Marriage & Family Therapist?



**What are some traits of good leaders?**



# What are some traits of good leaders?

## Good Leaders Are...

- Competent
- Intelligent
- Honest
- Forward Looking
- Inspiring
- Fair-minded
- Broad-minded
- Supportive
- Straightforward
- Dependable



# Question:

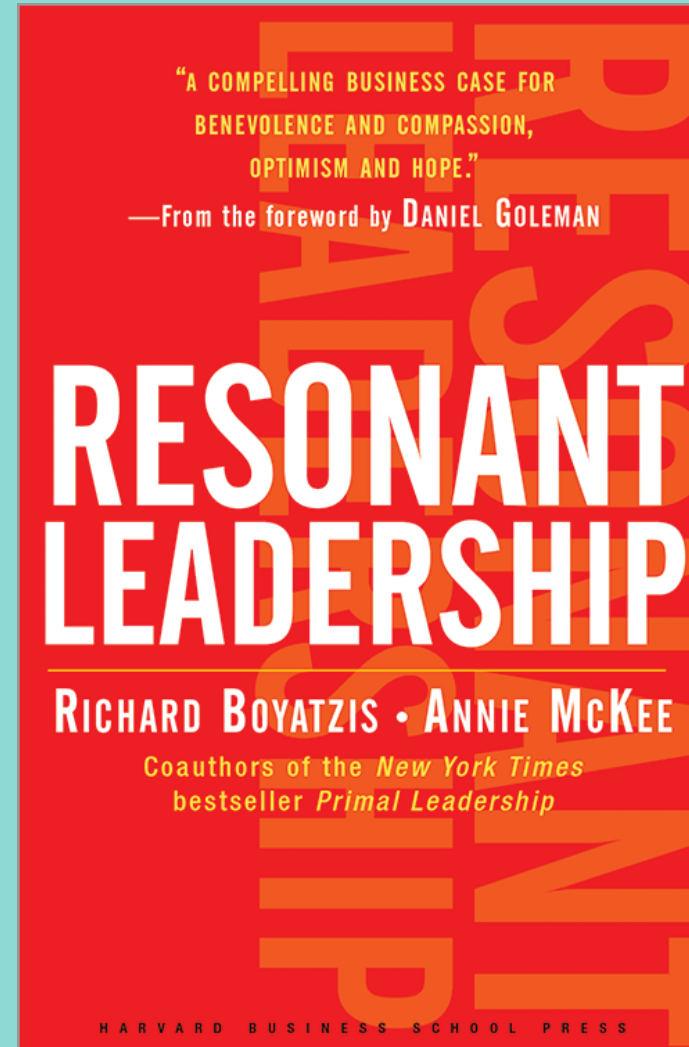
- Think of a supervisor who was a good leader: what skills made them so good?
- Think of a supervisor who was a bad leader: what skills did they lack?

# Think About:

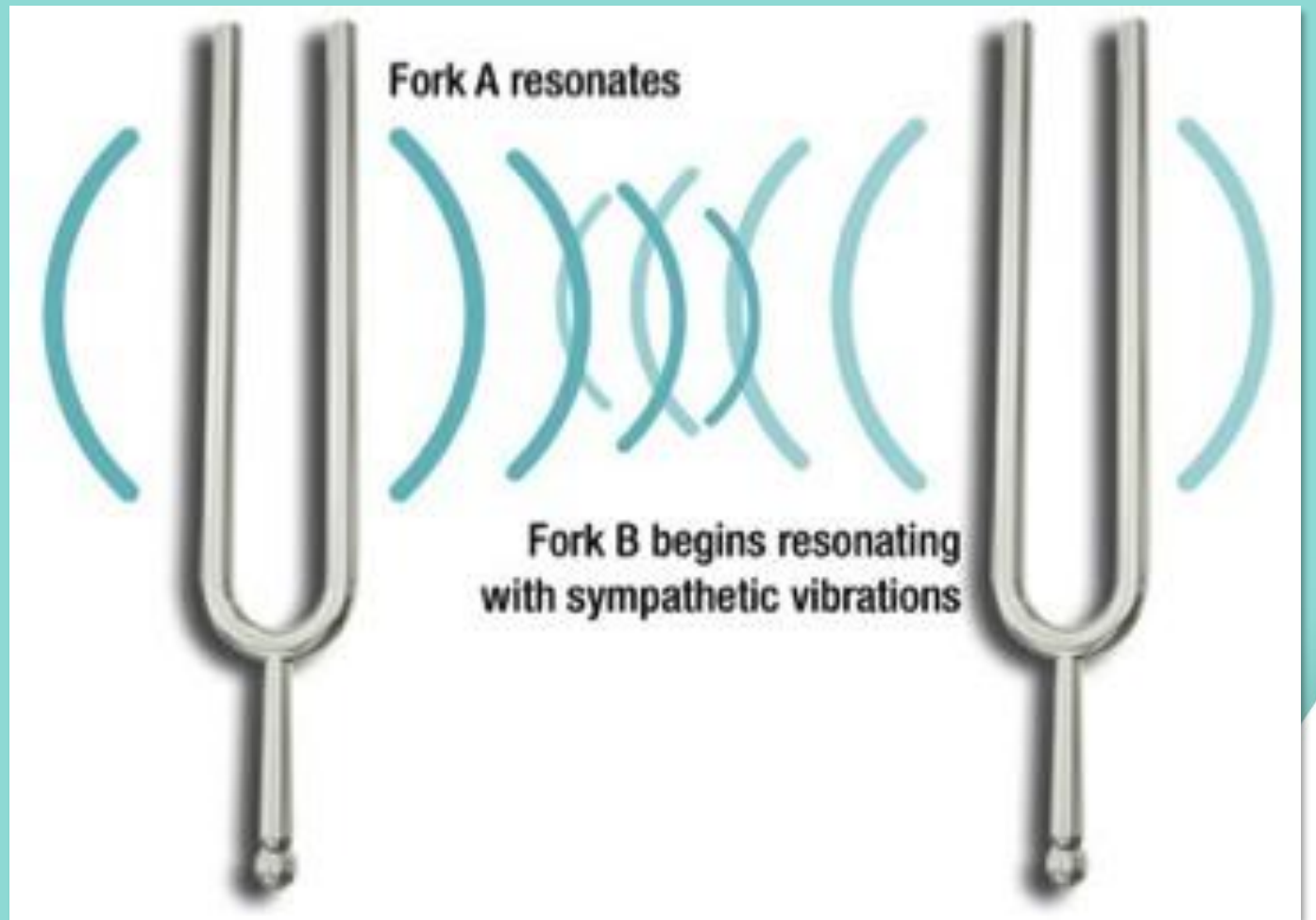
- How do you determine when to encourage your client and when to challenge them?
- How do you identify the sweet spot in the middle between being too empathetic and being too direct?



# Leaders' Primordial Role: Power to Sway Emotions

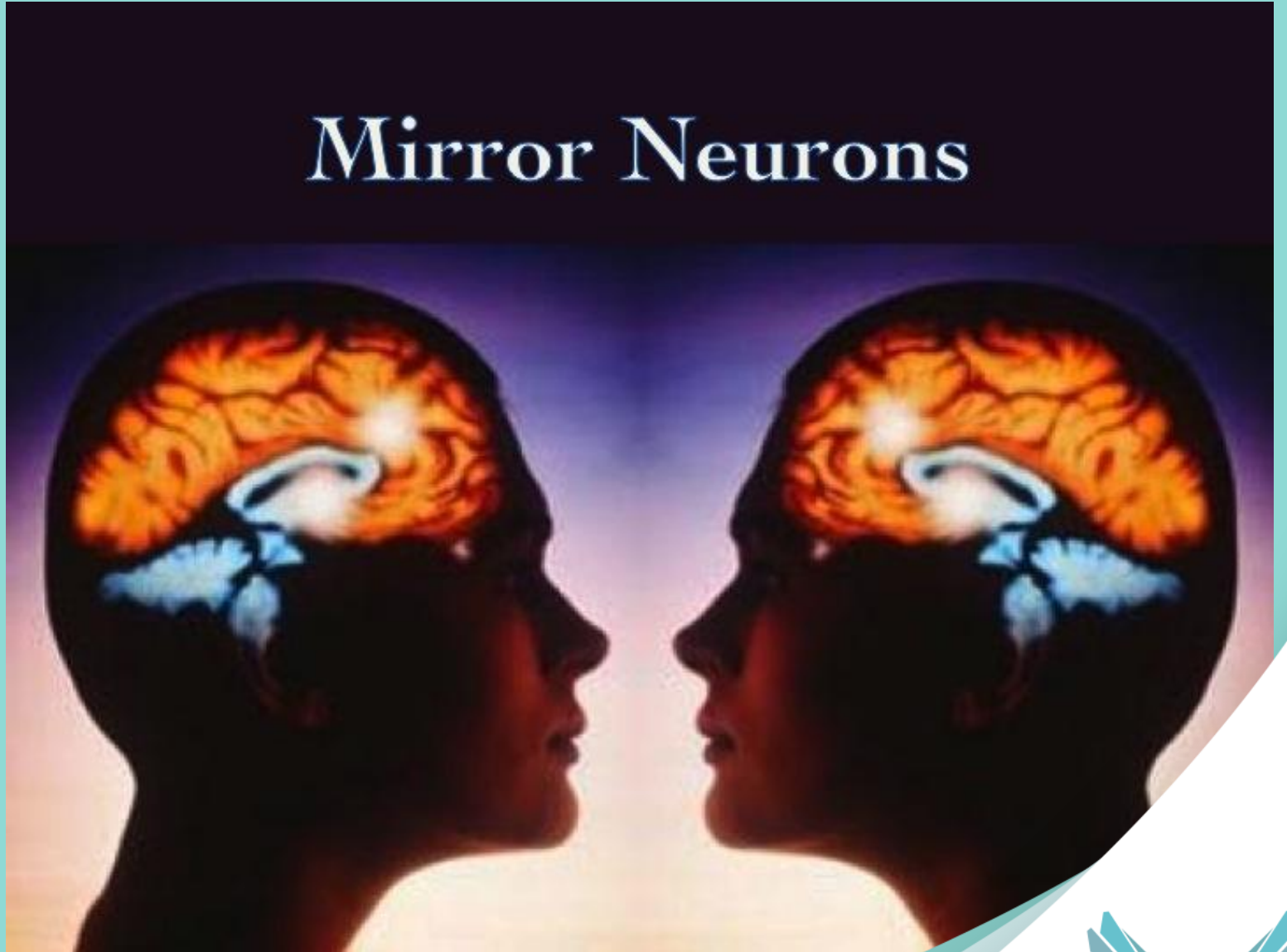


**Resonance: When  
leaders drive  
emotions positively  
and bring out team's  
best**



# Mirror Neurons

Emotions  
Are Contagious



**When 3 people are together, the one most emotionally expressive transmits his or her mood to the others.**



**Emotional Expression: When lively leaders express enthusiasm, others will feel that contagious passion.**



**Self-Expression: Facial expression, tone of voice, and hand gestures all convey emotion.**



# Leadership and EQ

## Leaders Who Understand Themselves:

- Communicate better
- Recognize how their feelings affect themselves and their job performance



# Self-Awareness Fosters Empathy

- Leaders oblivious to their own feelings usually are tuned out to how others feel.



**Why do most people quit  
or give up?**



**Which Mood Are  
You Transmitting?**

**How do you regulate  
Your mood during client  
Sessions?**



# Regulating Your Mood in Session

What typically tugs at your emotional composure:

- Topics?
- Patterns?
- Certain types of clients?



# A Leader's (and a Therapists') Role:

- Drive collective emotions in a positive direction
- Be the person people turn to for assurance and clarity
- Provide supportive emotional connection
- Be empathetic



# The EQ-i 2.0 Model



# Reuven Bar-On Studied Success/Happiness



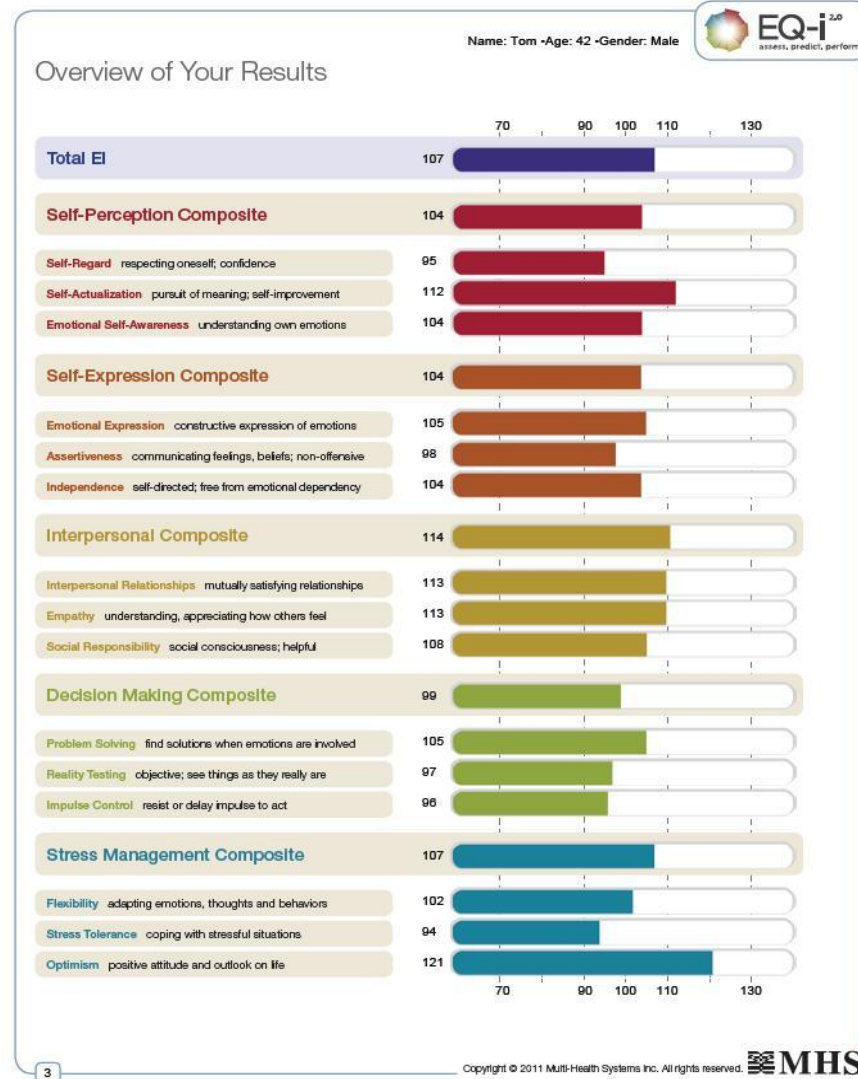
# Scientifically Robust

- Divided into 5 scales
- Each scale has 3 subscales
- One extra composite for well-being
- Total of 16 skills
- Learnable for anyone at any age
- Each group described in behaviorally specific terms: low versus high score on scale



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Based on the Bar-On EQ-i model by Reuven Bar-On, copyright 1997.

# Proficiency & Balance in Skills Measures EQ





- Provides flexible structure for clients who ask for more concrete goals
- Integrates well with a systems approach because it is holistic
- Metrically gauge client's progress in developing skills (you can retest with validity)
- Works especially well with couples as assessment tool

# Emotional Intelligence: Sixteen Learnable Skills

**Emotional Self Awareness:** the ability to recognize your feelings accurately.



**Emotional Expression:** the ability to express your feelings openly, both verbally and non-verbally.



**Empathy:** the ability to be aware of, to understand, and to appreciate the feelings of others.



**Flexibility:** the ability to adjust your emotions, thoughts, and behavior to changing situations and conditions.



**Assertiveness:** the ability to express your feelings, beliefs, and thoughts, and to defend your rights in a nondestructive manner.



**Interpersonal Relationship:** the ability to establish and maintain mutually satisfying relationships that are characterized by intimacy and by giving and receiving affection.



**Stress Tolerance:** the ability to withstand adverse events and stressful situations without “falling apart,” by actively and positively coping with stress.



**Self-Regard:** the ability to respect and accept yourself as basically good.



**Social Responsibility:** the ability to demonstrate yourself as a cooperative, contributing, and constructive member of your social group.



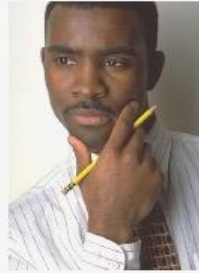
**Impulse Control:** the ability to resist or delay an impulse, drive, or temptation to act.



**Self-Actualization:** the ability to realize your potential capacities.



**Problem Solving:** the ability to identify and define problems, as well as to generate and implement potentially effective solutions.



**Happiness:** the ability to feel satisfied with your life, to enjoy yourself and others, and to have fun. (Focus on the present.)



**Independence:** the ability to be self-directed and self-controlled in your thinking and actions, and to be free of emotional dependency.



**Reality Testing:** the ability to assess the correspondence between what is experienced and what objectively exists.



**Optimism:** the ability to look at the brighter side of life and to maintain a positive attitude, even in the face of adversity. (Focus on the future.)



# 3 Critical EQ Skills Needed After a Disaster:

- **Stress Tolerance:** Can the nervous system sustain regulation without collapse?
- **Emotional Self-Awareness:** Can you correctly ID what you are feeling? Name it to Tame it.
- **Emotional Expression:** Can you correctly communicate in ways that preserve connection instead of damaging it?

# Exercise: Mini Survey Assessment

1. What was it like to take the mini survey?
2. How did it feel?
3. What did you learn about yourself?
4. What do you do well?
5. Need to improve?



# Couples Therapy Example

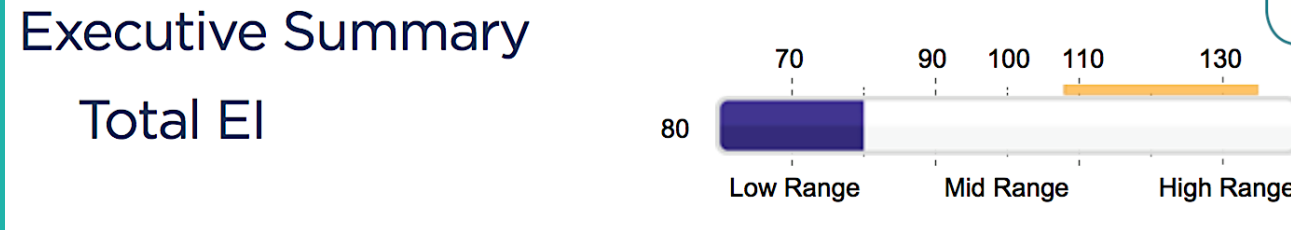


# The Couple's Goals For Therapy

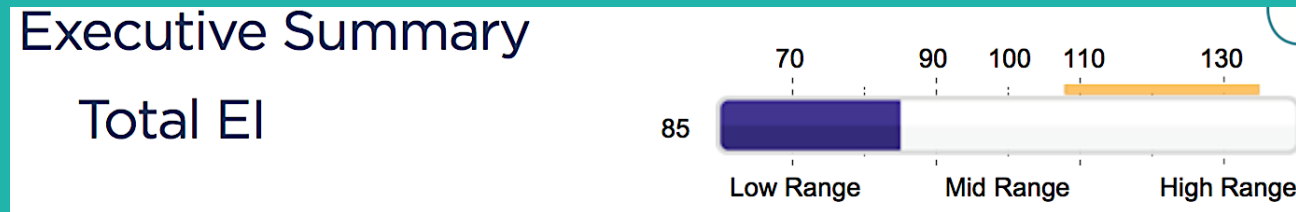
- To be aligned
- To increase emotional connection
- To improve communication
- To understand each other better
- To learn new things about each other
- To work as a team
- She wants him to be happy

# Overall Total EQ Score

HE

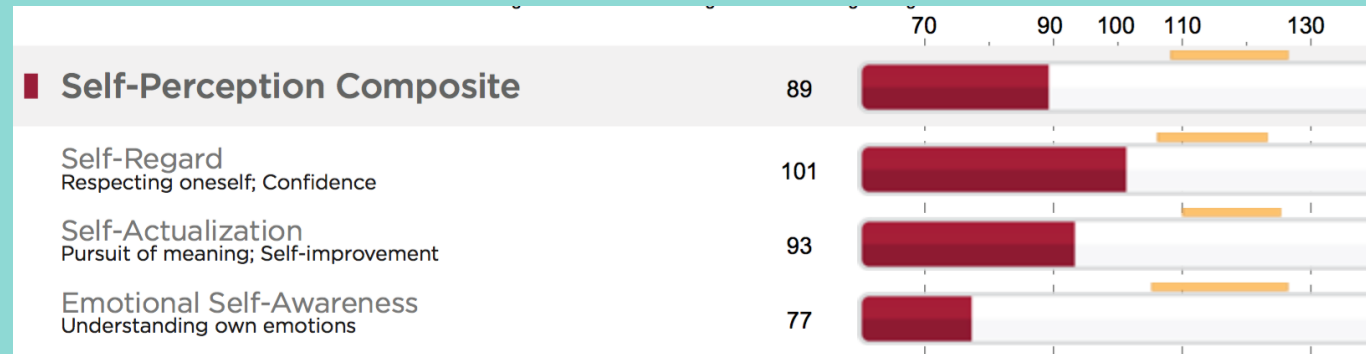


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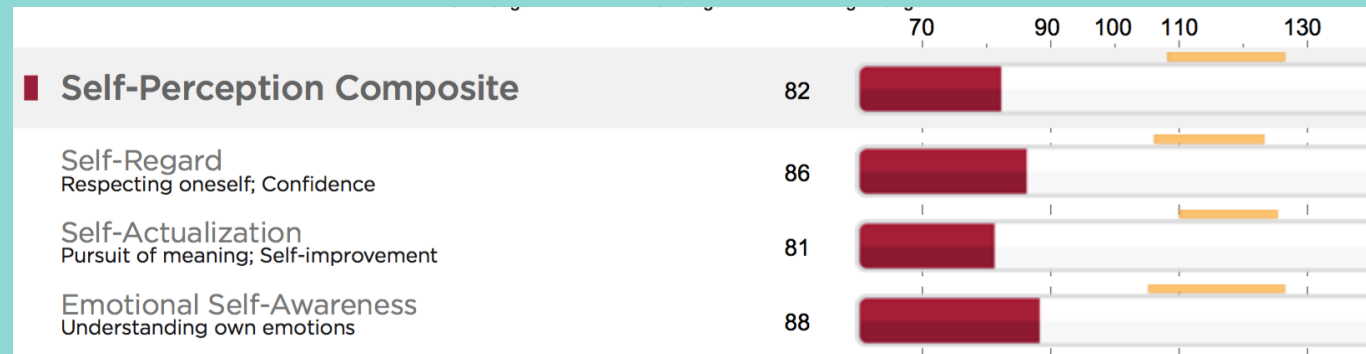


# Self-Perception Composite

HE

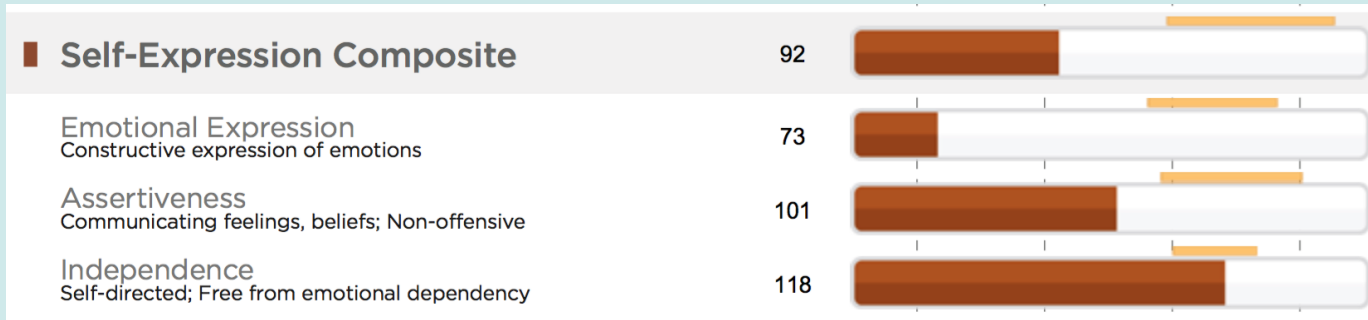


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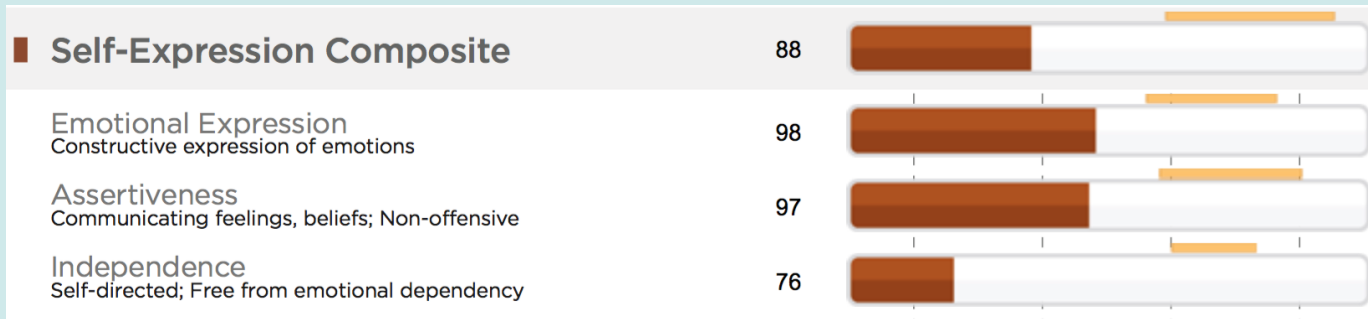


# Self-Expression Composite

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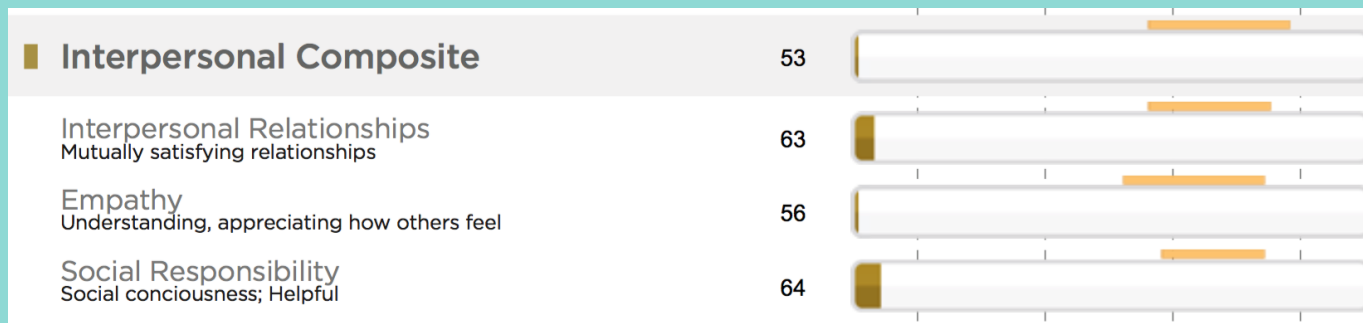


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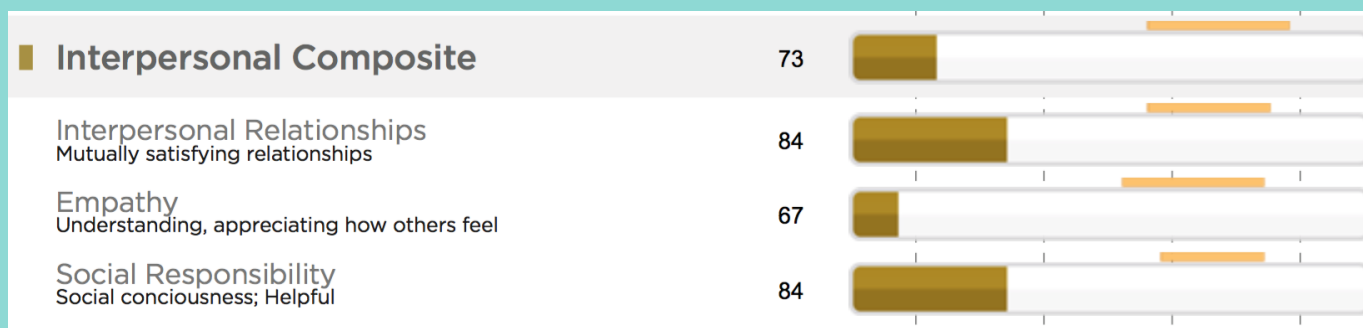


# Interpersonal Composite

HE

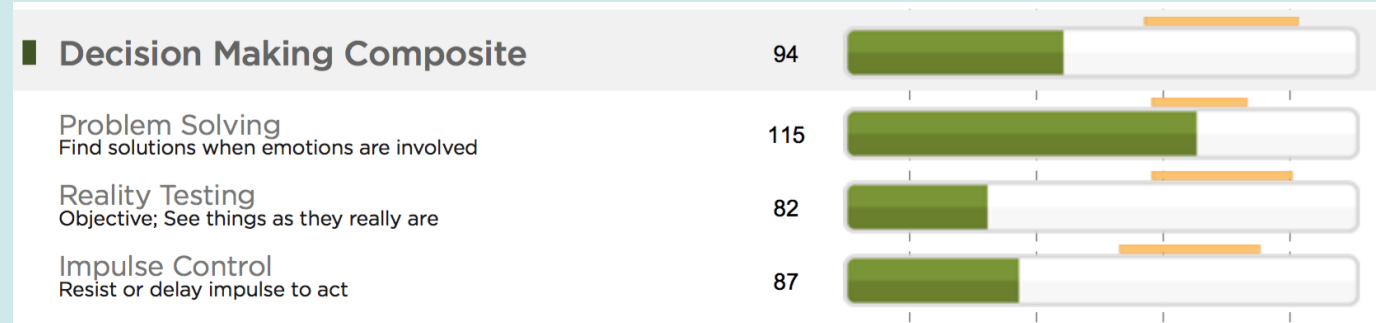


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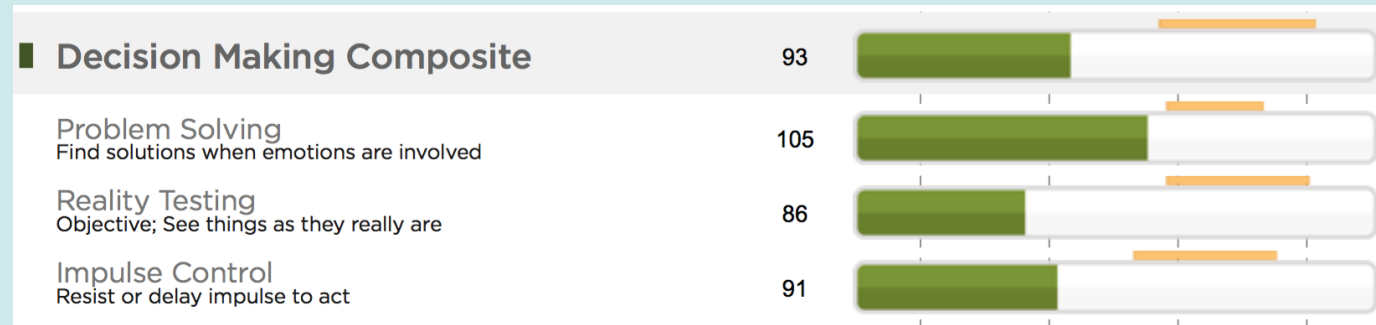


# Decision Making Composite

HE

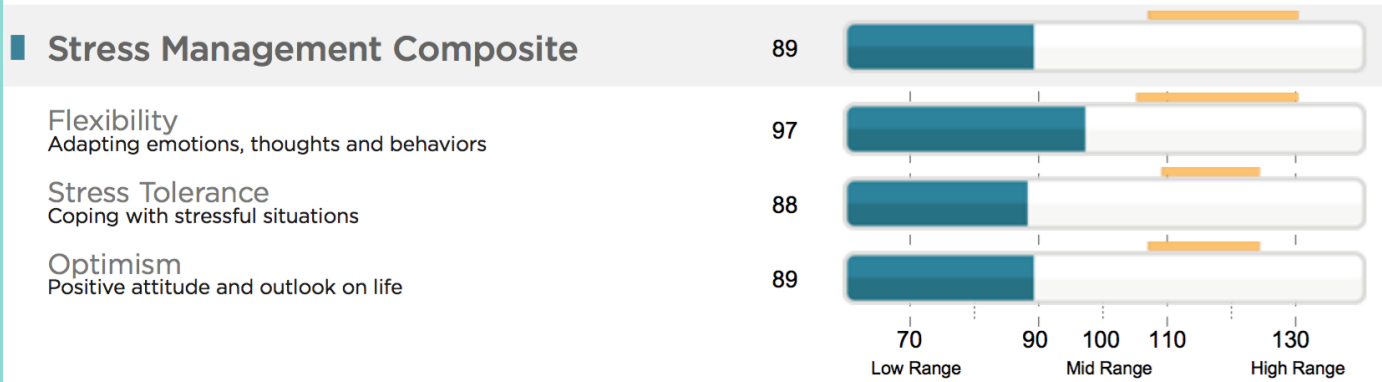


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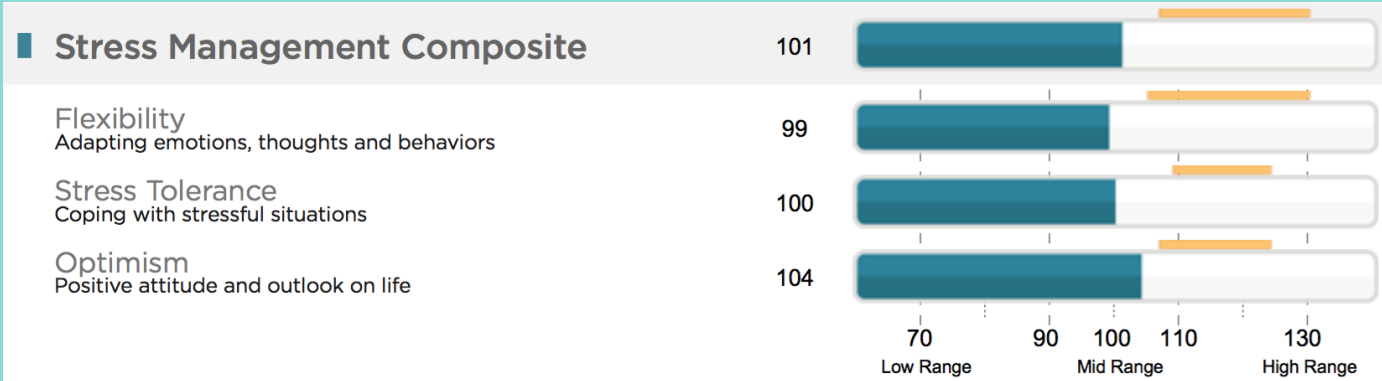


# Stress Management Composite

HE



SHE



# Happiness/Well-Being Indicator

- Self-Regard
- Optimism
- Interpersonal Relationships
- Self-Actualization

Happiness is different than the skills in that it both contributes to, and is a product of, EQ

Your client's result in Happiness can be used as a barometer of emotional health and well-being.

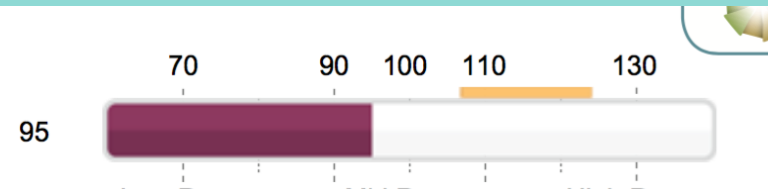


# Happiness/Well-Being Indicator

HE

## Well-Being Indicator

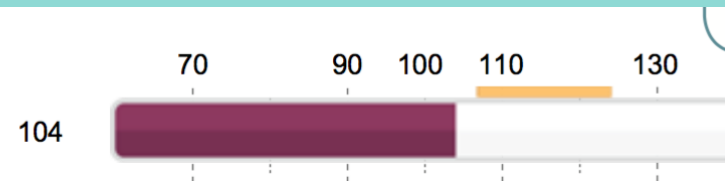
Satisfied with life; content



SHE

## Well-Being Indicator

Satisfied with life; content



# EQ Assessment Results Overview

## HE

- Very low: Interpersonal Composite
- Very high: Independence
- Very high: Problem Solving

## SHE

- **Low: Interpersonal Composite, but higher**
- **Very low Independence**
- **High: Problem Solving, but 10 points lower**

# First Responder Example:

Now imagine this couple six weeks after Helene. He's been working extended shifts.

She has been holding the two toddler boys and the household together.

Both are exhausted.

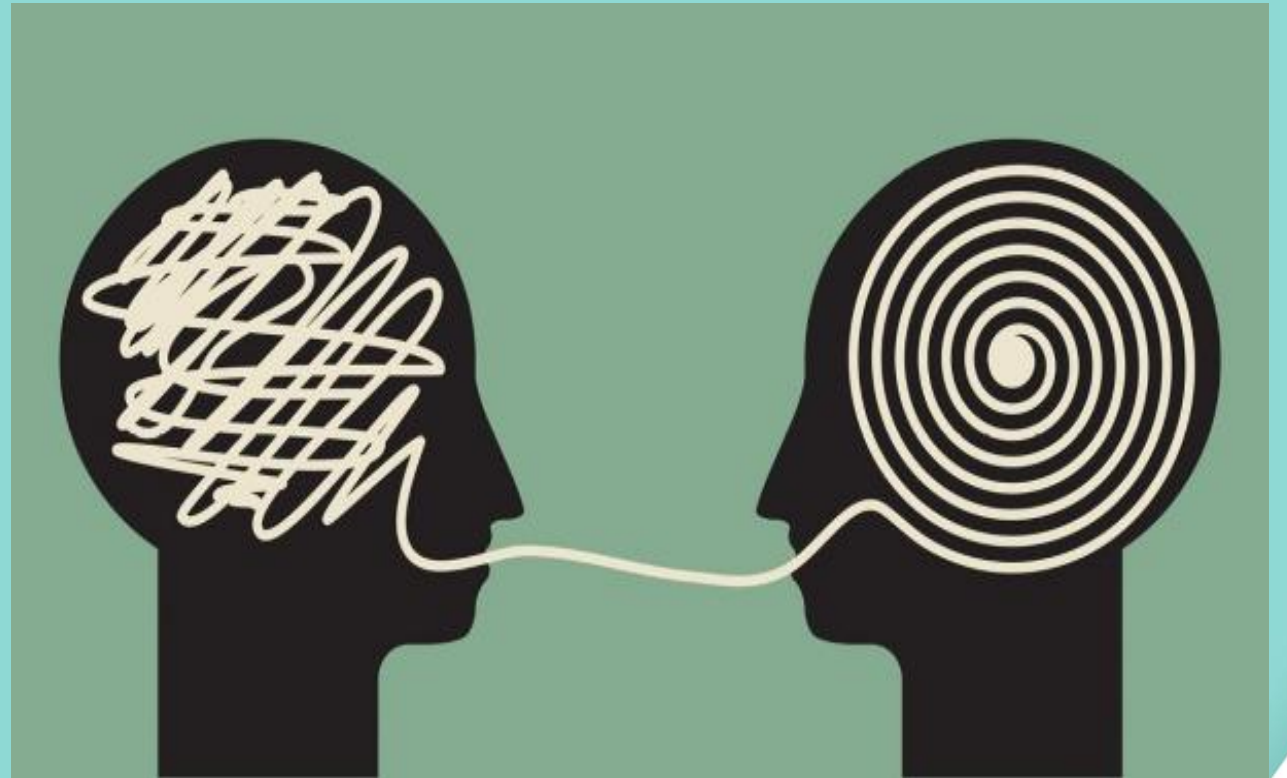


# Examining Irrational Beliefs



**Our Interpretation of  
Events = Our Emotions**

**Not Events Themselves**



# We all have irrational beliefs.

If I relax, something bad will happen

If I don't hold it all together, everything falls apart

# Irrational beliefs of a first responder:

If I couldn't save everyone from the flood, I failed

**Consequence:** Shame which manifests as irritability and distance at home



# How do we develop irrational thoughts?

- Parents and other authority figures as children
- Traumatic experiences that leave emotional residue as adults
- Irrational work cultures
- General society



# Examining The Brain



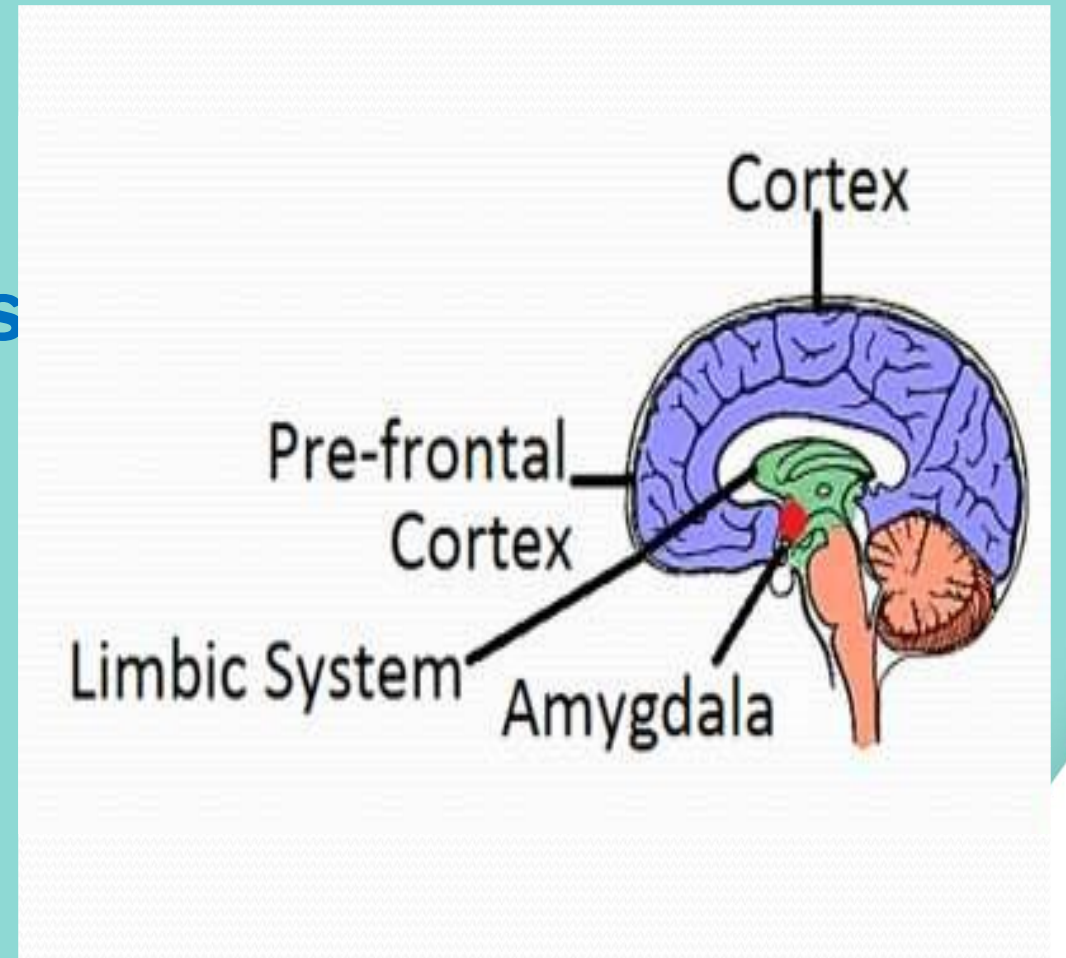
# Reptile Brain Error Patterns

- Sacrifices accuracy for speed
- Can't tell the difference between a real physical threat (rattlesnakes) and an emotional threat (shame)



# Tool: Brain Structure

- Amygdala (threat center) **Reacts Fast**
  - Pre-frontal Cortex (EQ center) **Regulates Emotion/Logic**
- Stress Weakens this Regulation**

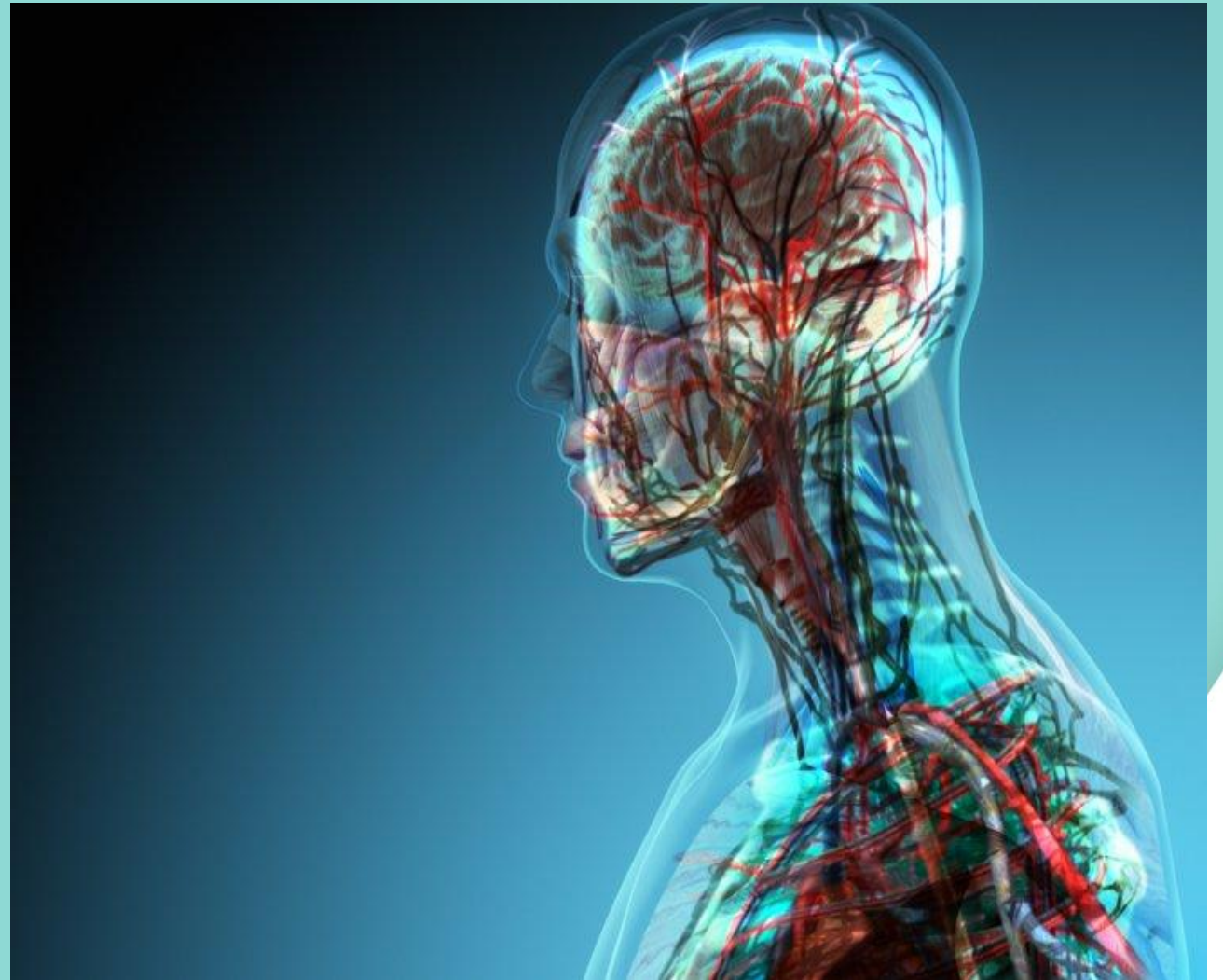


# Dealing with Triggers



**Are You Human?**

**If so, you will be  
triggered by  
uncomfortable  
feelings!**



# Common Stress Patterns in Couple and Families Post Hurricane Helene

- Emotional Withdrawal
- Irritability
- Sleep disturbance
- Pursue - withdrawal cycles
- Hyper-control vs. heightened attachment needs



# Exercise:

- What Stressors usually bother you the most?
- Make a list of your common triggers
- How do you usually react to them?
- What can you do to manage your reaction better?



# EQ Toolkit



# The ABCDE Method

- Way to identify and change irrational thought patterns
- Irrational thoughts feed out-of-control emotions
- Irrational thought plus excessive emotion is a low EQ strategy
- Going through an ABCDE analysis will help you think more effectively/lower your emotion to a more manageable intensity



# Gain Conscious Control Over Your Thinking

- A = Activating Event
- B = Belief
- C = Consequence
- D = Debate and Dispute  
(the belief)
- E = Emotional Effect (of  
debate and dispute)

Understanding this sequence of events may surprise you and change the way you think.



# Example: Therapist with Low Stress Tolerance

- 5 minutes before a client meeting, the client cancels
- You spent time prepping for the session
- You need the session income to pay a specific bill



# Activating Event



# Negative Reaction

- You get angry at the client and can't access your empathy skills
- You have a tense tone when leaving a voicemail
- Now the client thinks you don't care about them



# Belief



# Negative Self-Talk

- Without this client it is impossible to succeed
- I will fail
- Now I will lose all my clients
- My practice will fail and I won't succeed
- I will end up doing work I don't like



# Consequences



# You Respond with Fear and Anger

- The reptile brain perceives danger
- Focuses on every disappointment and gets immersed in the problem
- Reinforces an irrational thought pattern



**Stop and think  
before you speak!**



# Debate, Dispute & Dismiss...



**Where's the proof that my  
negative thoughts are true?**

**How do I know the client is  
going to quit?**



**Are there other explanations  
for what happened?**



**If this happened to a  
colleague, what advice  
would I give them?**



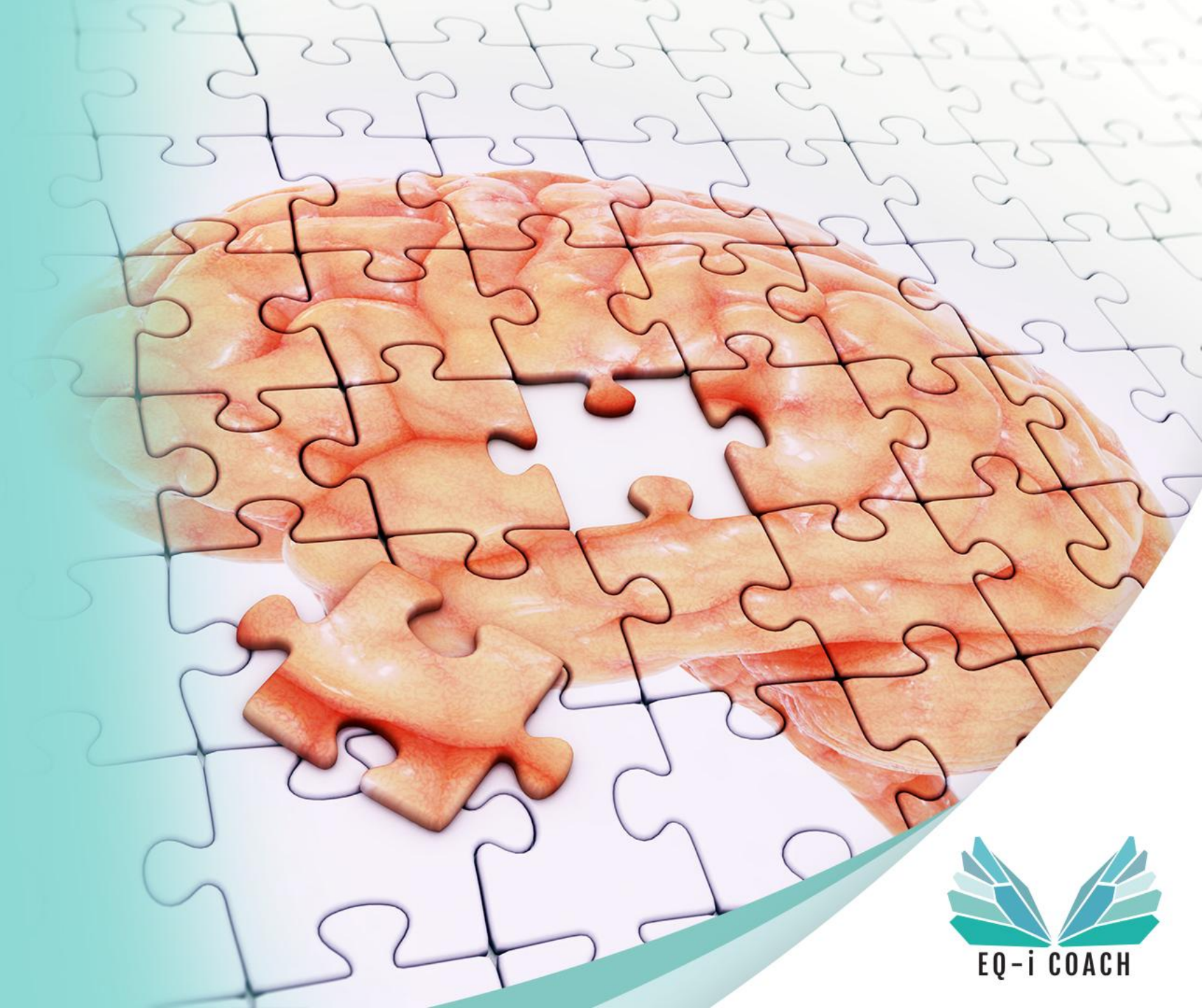
**Has this happened before?**



**If yes, what did I learn  
that I can apply now?**



# Emotional Effect



# Emotional Effect

- Confronting your irrational thoughts reduces your fear
- Calms your brain
- You will think clearly and behave effectively with appropriate concern for others



# Behavior Change is Complicated

- Growing EQ requires that people change some of their emotional habits.
- They must rewire the connection between the reptile brain and the pre-frontal cortex.
- Whereas our logical brain can master new material in one or two tries, replacing an old emotional habit with a new one requires a lot more practice.



# Group Question:

How is this relevant to your work situation?  
How could you see yourself using this?



# Q&A



## Give feedback to Roberta

Scan this QR code



Or go to

<https://talk.ac/robertamoore>

and enter this code when prompted

TALK

# Roberta's Rants Sign Up Form



# Thank You

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