

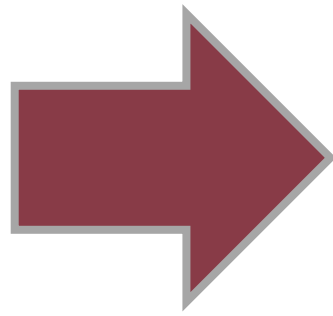


Emotional Intelligence for Exam Officers

Learn how to recognise and manage
your responses under pressure

Geraldine Jozefiak





**You don't just manage pressure
at exam time ...
you manage pressure all year**

- Constant deadlines
- JCQ inspections
- Difficult parents
- Challenging students
- Data accuracy
- Interruptions
- Changing priorities

**How many of you found it hard
to switch off during
this recent exam season?**



What is Emotional Intelligence (EQ)?

It's about using your current personal and social skills to stay effective under pressure so you can continue doing what you need to do without feeling overwhelmed

Let's look at a quote to explain it better ...



1

Emotional Intelligence is the ability to recognise, understand and manage your own emotions

2

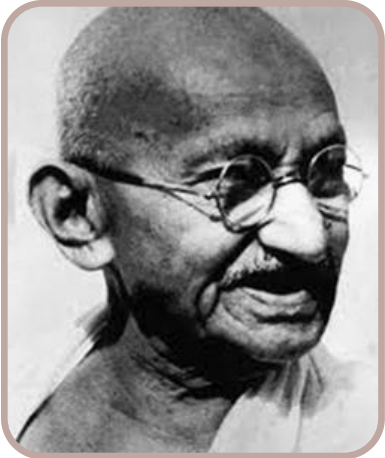
whilst recognising, understanding and influencing the emotions of others

What difference would being aware of your
influence on others
make to how you manage pressure?

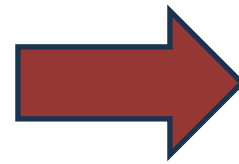


Maya Angelou

- Words have an emotional energy
- They have the power to both lift and crush
- They can **destroy** – or **heal** considerate
- Words are **NEVER** 'said and done'
- Any type of word may stay in the memory



Mahatma Gandhi
Civil Rights Leader



Your **beliefs** become your **thoughts**

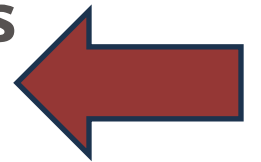
Your **thoughts** become your **words**

Your **words** become your **actions**

Your **actions** become your **habits**

Your **habits** become your **values**

Your **values** become your **destiny**



1. Spot the problem

What are your pressure points?

What

What shows up?

What was the trigger?

What's best to do here?

How

How does this look?

How to deal with it?

How might you respond?

Where

Where do you feel it?

Where does it happen?

Who

Who triggers it?

How will you use EQ to help you
choose the right words to respond?

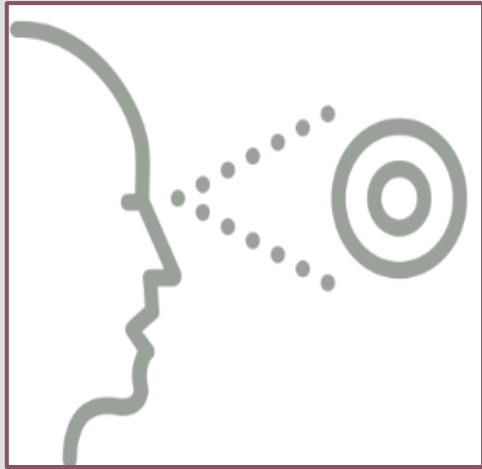


2. Stop



3. Step back

The Stop Method



S = Stop what you're doing

T = Take a breath

O = Observe how things 'are'

P = Proceed using Emotional Intelligence

4. Slow your breath

Box Breathing 4 x 4 x 4



When you breathe deeply, you send more oxygen to your brain, and that helps you make better decisions



5. Self Confidence



There's nothing I can't handle

And so it is ...



6. Shift your thinking

7. Select what next

**acting for the good
*of all concerned***

EQ = so everyone gets considered



Review

7 Step EQ responses to high pressure situations

1. Spot the problem
2. Stop
3. Step back
4. Slow your breath
5. Self confidence
6. Shift your thinking
7. Select what next

Emotional Intelligence is the ability to recognise, understand and manage your own emotions whilst influencing the emotions of others





EQ in Practice

It's a busy morning.
Something comes up and you
... **Pause**



It's not just about you ...

We're in this with others...

Make the right choice for yourself and for everyone



We can't remove the pressures from our job



but

when we use Emotional Intelligence
to recognise, understand and manage
our own emotions
AND know how they AFFECT OTHERS

we can stay
Calm, Confident and in Control



This isn't about
doing more

*It's about
using the considerable
personal and social
skills you already have*



***Working with School staff
and students to
manage stress
improve performance
lower burn out
and increase wellbeing***

Online and In School

**Staff
CPD**

www.GeraldineJozefiak.com

Thinking by Walter D Windle

If you think you are beaten, you are
If you think you dare not, you don't
If you'd like to win, but you think you can't
It is almost certain you won't.
If you think you'll lose, you're lost
For in our world we find
Success begins with a fellow's will –
It's all in the state of mind.
If you think you're outclassed, you are
You've got to think high to rise
You've got to be sure of yourself before
You can ever win a prize.
Life's battles don't always go
To the stronger or faster man
But sooner or later the man who wins
Is the man **who thinks he can!**



Major Donald Shires Travers