

An EQ Action Plan

The Situation. What is it you want to change or make better? What feelings are involved?
(Define the problem in terms that others in your team/organization understand.)

The Opportunity. Where can you influence this problem? What feelings would be helpful?
(Consider your existing systems, structures, relationships.)

The Plan. What EQ competencies can you apply to address the problem? What are the next steps? (Don't forget to consider how you'll make the emotional shifts - what feeling-ripples do you want to send?)

The Result. How will success look and feel? How will you know you've created the desired results?
(What are some key metrics or milestones?)

