SAMPLE Plan for Change		
Abilities/Competencies to Improve or Leverage	**Actions Steps**	**Indicators of Improvement or Successful Leveraging**
1. Identifying Emotions	Goals: • To strengthen awareness to some people's emotional expressions by watching out for expression changes and body language • To stop overanalyzing select emotional expressions by verifying impressions with others Action Steps: • Pay more attention during conversations • To strengthen awareness to some people's emotional expressions, use exercises in The Emotionally Intelligent Manager, p90-91; process non-verbal information by cueing in to facial expressions, pitch and tone of voice and body language • To stop overanalyzing, I will practice the "check it out" routine (EIM, p99); use language to verify feelings	Self-Monitoring: Look for increased incidence of: • Paying more attention • Using the "check it out" routine, verifying with the person and/or others in discussion how the person was feeling/reacting (also a form of monitoring through others) • Attention to facial expressions, eye contact, voice changes and body language
2. Anxiety	Goals: • To calm my mind from jumping to so many thoughts and feeling nervous all the time by conquering distorted thinking • To stop worrying about too many things Action Steps: • Realizing that feeling nervous all the time mostly arises from distorted thinking patterns, I will follow the tips to avoiding distorted thinking in Emotional Intelligence at Work, pp32-33 • Use my conditioned relaxation response to associate distressful situations with calming ones and encourage relaxation	Self-Monitoring: Look for increased incidence of: • Using the conditioned relaxation response to calm down Look for decreased incidence of: • Overgeneralizing, mind reading, destructive labeling, inflating events, and stereotyping Ask others to monitor: • My humor – do they notice that I lighten up the office environment?

	• "Lighten up" by following the tips for Generating Humor in Emotional Intelligence at Work, p56	
3. Conflict Management	Goals: • To develop ability to spot potential conflict, and use assertiveness to bring agreements into the open and help de-escalate • To be able to handle difficult people and tense situations with diplomacy and tact Action Steps: • Since conflict management tends to arise from anger in many situations, I will follow the tips on Managing Anger at Work in The Emotionally Intelligent Manager, p151-154 • To develop my ability to bring issues out into the open and escalate them, I will use the Tips for using Assertiveness Effectively from Emotional Intelligence at Work, p124.	Self-Monitoring: Look for increased incidence of Managing anger at work, especially in the form of "Disengaging from Anger" so that I can think more calmly and rationally about a situation Monitor through Others: Look for feedback from my manager on developing my assertiveness and confrontation skills. Ask manager to evaluate conflict resolution.