



*Emotional Intelligence and Anger
Management T/615/2256*

*Assessment
Workbook*

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Introduction

This workbook has been developed so that you are able to collect and present evidence that demonstrates your knowledge and skills in relation to emotional intelligence and anger management.

There are different sections that make up this workbook in order to make sure you are able to complete all of the tasks necessary but you will be provided with support as you move along by your Assessor.

Further learning materials and support is available through your studying membership of the Institute of Enterprise and Entrepreneurs. If you haven't yet received your login please speak to your Assessor who will be happy to sort this out for you.

This unit contains three learning outcomes and will support you to be able to:

- Understand how emotions can affect behavior
- Understand how anger can affect society
- Understand the connections between emotion, thoughts and behavior to help manage anger

The evidence within this workbook will be assessed by,

Assessor Name:

and will be quality assured by,

Internal Quality Assurer Name:

Your Assessor will support you to plan how best to demonstrate your knowledge and skills which may be through the completion of the activities within this workbook or may include additional tasks best suited to you.

If any additional tasks are to be completed these will be listed in the table below with target dates for which you should try your best to complete each task listed.

Task	Target Date	Re-planned Target Date
Completion of the activities included within this workbook		

By signing below you agree to completing the work as detailed above and working with your Assessor to achieve this by the deadlines indicated.

Learner Name:

Signature:

Date:

Assessor Name:

Signature:

Date:

Activities

Activity 1

An ability to understand and manage emotions can increase our chances of success in all areas of life, we have all met very clever people who nonetheless had no idea about how to deal with people, and the reverse.

In the box below identify ways in which humans show emotion verbally and non-verbally

Verbal Emotion	Non-Verbal Emotion

In the box below explain what is meant by the term emotional intelligence

Emotional intelligence is.....

Activity 2

Emotions not only impact individuals, emotion such as anger can impact society as a whole.

In the box below describe situations when anger has been used in society both positively and negatively

Positively	Negatively

Activity 3

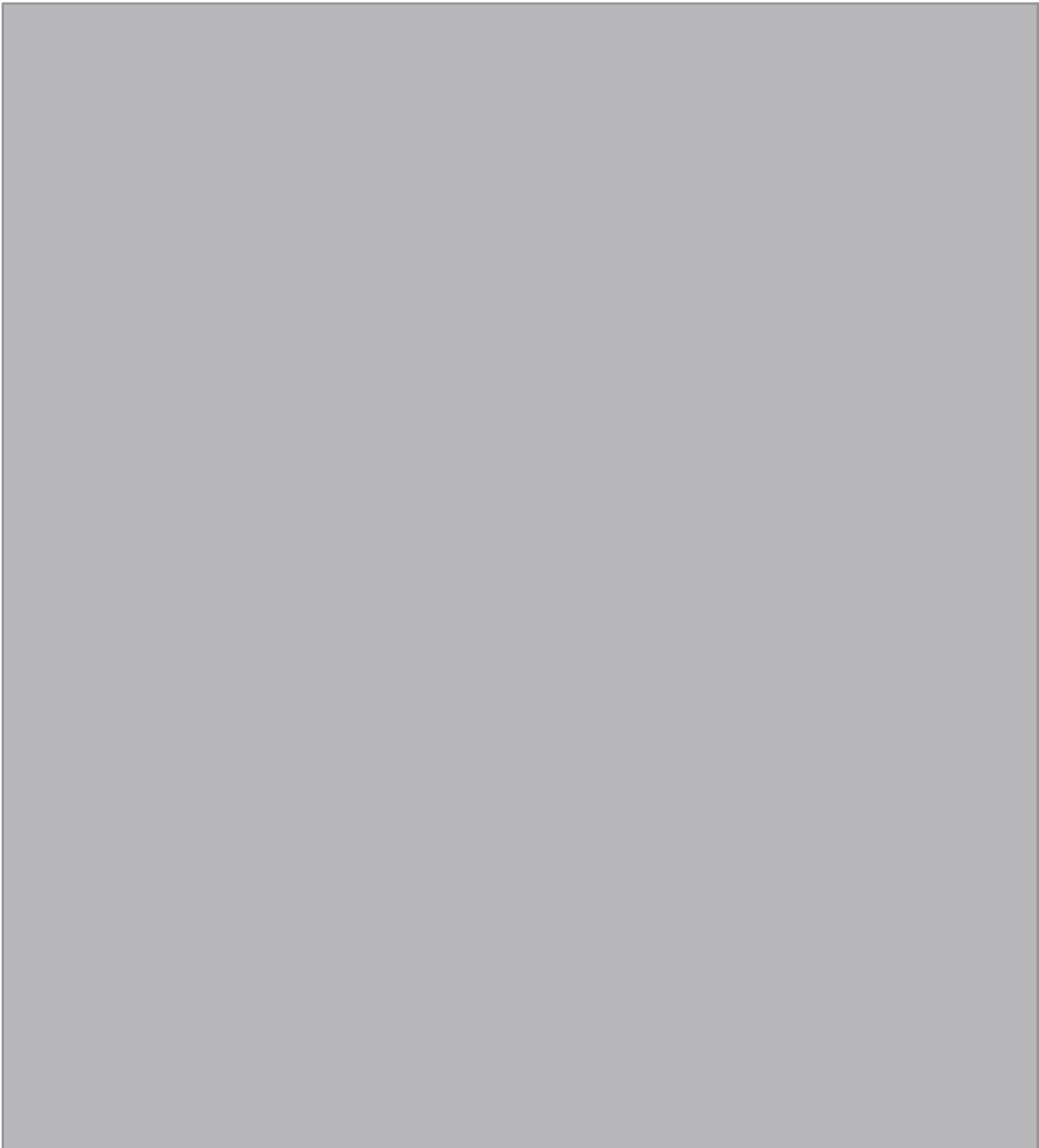
Emotions impact our own thoughts and behavior, for example feeling angry can turn into physical behavior. In the box below describe the relationship between emotion, thought and behavior by describing how your own emotions and thoughts have influenced your own behavior both positively and negatively

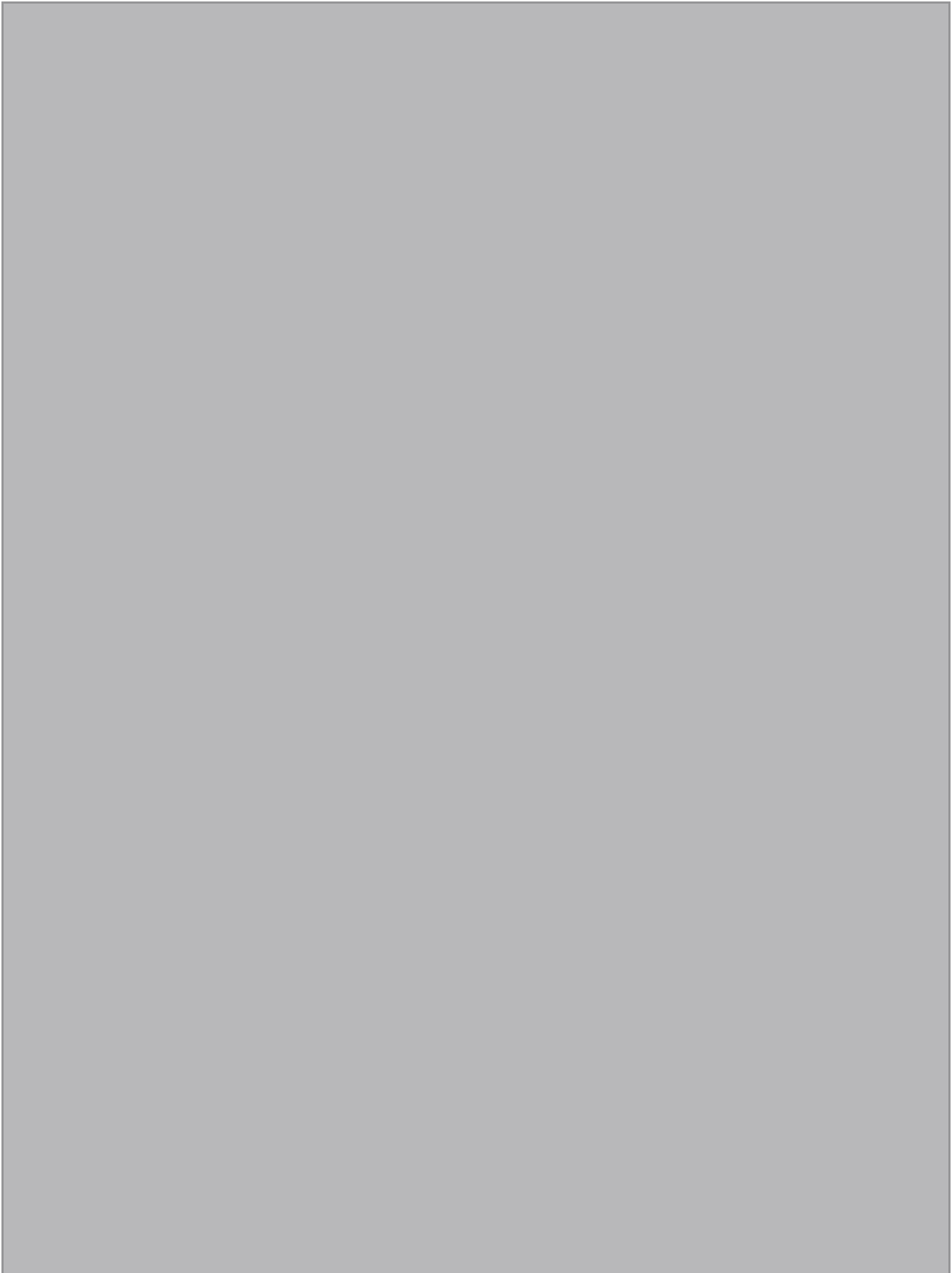
Type of emotion	What types of thoughts did you have?	Positive impact on behaviour	Negative impact on behaviour

Activity 4

Emotions are a strong feeling which come from circumstances, mood or relationships with others. Anger management is a skill that can be learnt through many techniques, which can also be used for other emotions such as fear or sadness

In the box below explain why it is important to manage your own anger, and identify and explain techniques for managing your own anger, then select some of these techniques and use them on your own anger and comment on the results





Activity

Now you have completed the activities to demonstrate your knowledge and skills it is time for your Assessor to map your work against the standards listed below.

By doing this they will be making sure that the work you have provided by completing the activities meets the requirements for you to gain your certificate.

Your Assessor will provide you with feedback on how you have done and whether any more work may be required.

Assessment Criterion - The learner can:	Activity Number or Reference Number of Additional Activities:	Assessor Signed Off (✓/X):
Identify ways humans show emotions both verbally and non-verbally	1	
Explain what is meant by emotional intelligence	1	
Describe situations when anger has been used in society both positively and negatively	2	
Describe the relationship between emotion, thoughts and behavior	3	
Describe how own emotion, thoughts and behavior have influenced own behavior both positively and negatively	3	
Explain why it is important to manage own anger	4	
Identify and explain suitable techniques for managing own anger	4	
Select and use a range of techniques to manage own anger and comment on the results	4	

Assessor Feedback



Authenticity Declarations

Learner Declaration

By signing this declaration you agree that the evidence provided within this workbook has been produced by you and meets the requirements of being authentic, sufficient, valid and current to the standards required.

Learner Signature:

Date:

Assessor Declaration

By signing this declaration you agree that you have assessed all of the evidence produced within this workbook and have ensured that the work is that of the learner. You are also declaring that during the learning process you have ensured that the evidence is authentic, sufficient, valid and current to the standards required.

Assessor Signature:

Date:

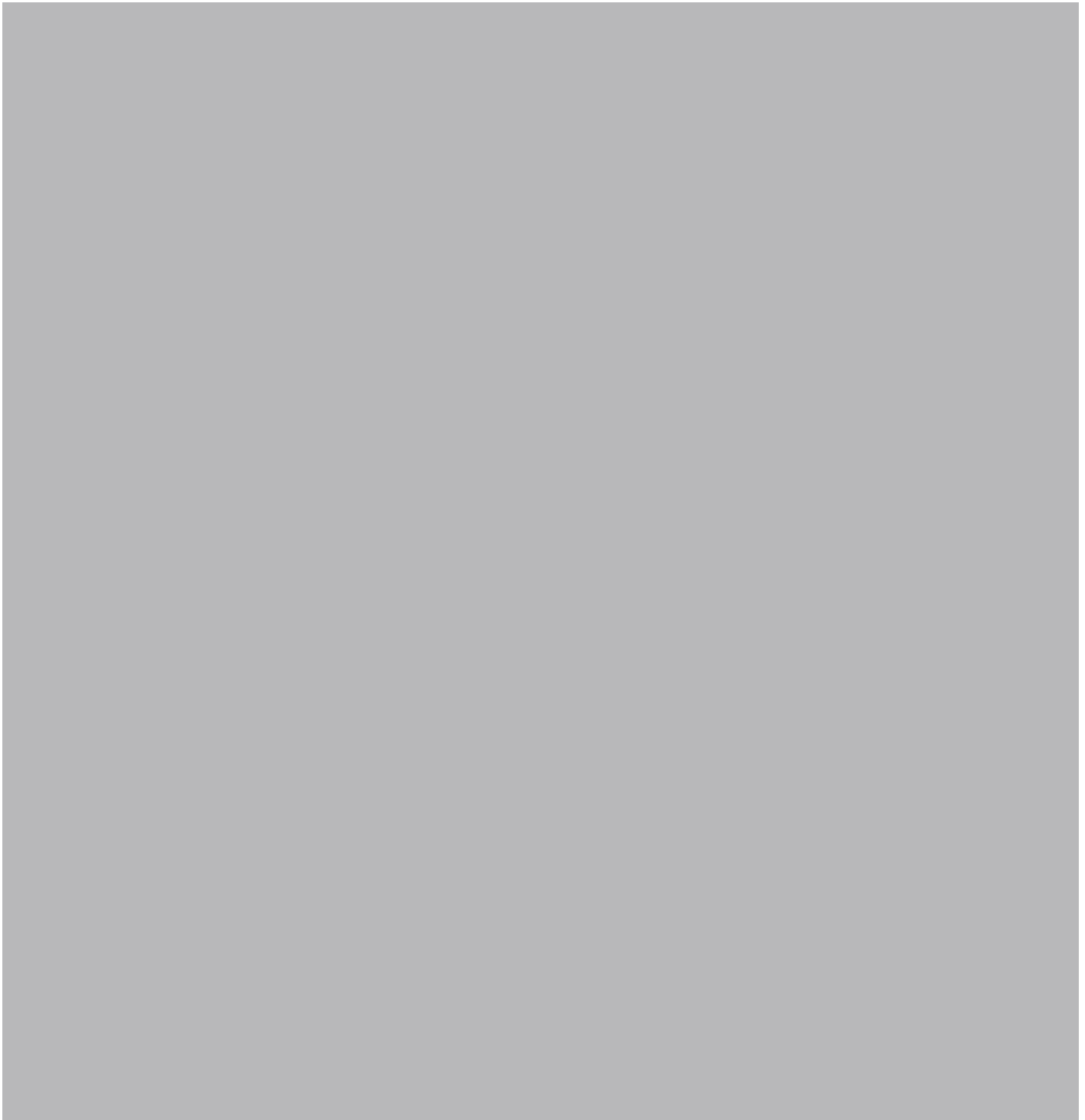
IQA Signature (if applicable):

Date:

Additional Evidence Forms

Use these additional forms in order to record additional evidence for the activities within this workbook where additional space is required.

Ensure that each piece of evidence entered on these forms is clearly labelled with the corresponding activity number.













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