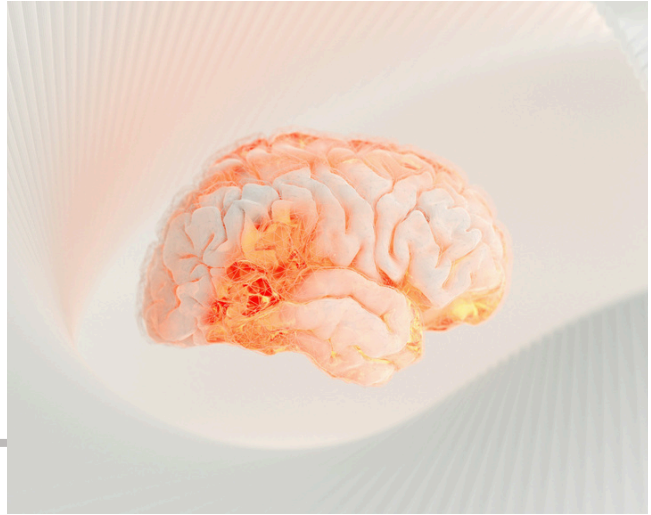


Emotional Intelligence

Upper-Intermediate (B2-C1)



WARM-UP DISCUSSION

Part 1. Read the quote below and discuss the questions.

“Emotional intelligence is knowing what to say, when to say it, and when to say nothing at all.”

1. What makes someone emotionally intelligent?
2. Who in your life shows strong emotional awareness?
3. When is it difficult to stay calm or empathetic?

Part 2. Read the situations below. How would an emotionally intelligent person respond?

- A colleague seems upset but says, “I’m fine.”
- A friend cancels plans again at the last minute.
- A classmate keeps interrupting others.
- Someone posts something you disagree with online.
- A teammate gives you honest criticism.



VOCABULARY & SPEAKING

Part 1. Read the examples and guess the meaning of the bold words.

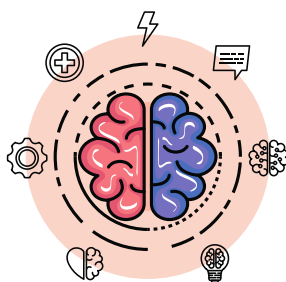
1. I tried to stay calm and **self-regulated** when my idea was rejected.
2. Her **active listening** made me feel truly heard.
3. He showed **empathy** when I explained my anxiety.
4. Good leaders rely on **social awareness** to read the room.
5. You need **interpersonal skills** to work with all kinds of people.
6. She picked up on **emotional cues** and knew I was tired.
7. He has strong **emotional control** — he never reacts without thinking.
8. She shows **emotional resilience** — she can recover quickly from setbacks.

Part 2. Match the words to their meanings.

1. _____ The ability to understand and share others' feelings.
2. _____ Staying calm and managing your emotions in difficult situations.
3. _____ Communicating clearly and working well with people.
4. _____ Paying full attention and showing genuine interest when someone speaks.
5. _____ Understanding group dynamics and how others feel.
6. _____ Reacting positively and recovering quickly from challenges.
7. _____ Noticing subtle signs that show how someone feels.
8. _____ Staying balanced and in control of your emotions.

Part 3. Discuss the question below.

Which of these are your strengths, and which could you develop more?



Part 4. Match the halves to make useful collocations.

1. Cope with	A. pressure
2. Reach out for	B. emotions
3. Tune into	C. someone's feelings
4. Open up	D. help
5. Smooth over	E. to someone
6. Bottle up	F. conflict

Part 5. Discuss the following questions.

1. Which of these are easy for you?
2. Which do you find difficult, and why?

Part 6. Discuss the situations below. How would someone with high emotional intelligence respond? Use today's vocabulary and collocations where possible.

- Your friend is clearly stressed but says, "Don't worry about me."
- Your classmate gets angry over a small problem.
- A coworker takes credit for something you did.
- Someone criticises your idea in front of others.
- You're having a bad day and someone asks, "Are you okay?"



Part 7. Look at the idioms below and discuss their meaning. Then, match the idioms to the situations.

Read the room

Wear your heart on your sleeve

Face the music

Keep a poker face

Read between the lines

Put yourself in someone's shoes

1. He couldn't hide his excitement — everyone knew how he felt.
2. She stayed calm and serious even when things got tense.
3. He noticed everyone was tired, so he changed the topic and kept things light.
4. I didn't say I was upset, but she still noticed something was wrong.
5. He didn't prepare, so he'll have to accept the consequences.
6. Before judging others, try to imagine being in their situation.

Part 8. Read each statement. Decide if it shows high or low emotional intelligence.

1. Tom kept making jokes in a serious meeting. He didn't stop to **read the room** or notice how uncomfortable people were.
2. Emma always **wears her heart on her sleeve** — you can see her emotions instantly. She's honest about how she feels, even when she's upset.
3. After missing several deadlines, Josh **faced the music** and took responsibility for his mistakes instead of blaming others.
4. During a stressful presentation, Mia managed to **keep a poker face** even though she was nervous inside.
5. Sam didn't say she was angry, but her tone changed — and her friend knew how she really felt. He could **read between the lines**.
6. Before reacting, Alex tried to **put himself in his colleague's shoes** to understand why she was upset.

REFLECTION

Share three emotional intelligence habits you'd like to strengthen, and explain why.

Examples:

- Practise active listening.
- Ask for feedback calmly.
- Pause before reacting.

Discuss:

- How can improving emotional intelligence make life less stressful?