

Course: Emotional Intelligence & Self-Awareness

Welcome!

This worksheet is designed to help you reflect on your current wellbeing, clarify what matters most to you, and start building habits that support a balanced and fulfilling life. Take your time with each section. There are no right or wrong answers—just insights to help you understand yourself better.

NOTE: This course is not a suitable replacement for counselling, therapy, coaching or any other medical or mental health professional care.

Worksheet 3: Responding vs Reacting (Video 3)

Purpose: Practice pausing, choosing responses, and expressing emotions healthily.

Part 1: Recent Emotional Situation

Think of three times you reacted strongly. Record details below and answer the following parts based on these situations.

1. Situation:

Emotion(s) felt:

Reaction:

2. Situation:

Emotion(s) felt:

Reaction:

3. Situation:

Emotion(s) felt:

Reaction:

Part 2: Pause and Respond

Imagine handling those differently. How could you respond intentionally?

- Pause strategies:

- Possible responses for the three recent situations above:

- 1.
- 2.
- 3.

Part 3: Healthy Emotional Expression

1. What is a healthier way to express this emotion?
What support or resources could help?

2. What is a healthier way to express this emotion?
What support or resources could help?

3. What is a healthier way to express this emotion?
What support or resources could help?

Part 4: Reflection

- How did pausing change the potential outcomes?

- What will you practice this week to respond rather than react?

How to Access Further Support in New Zealand:

- Free call or text 1737 any time for support from a trained counsellor
- Lifeline – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)
- Youth line – free text 234, call 0800 376 633, webchat at youthline.co.nz, DM on Instagram @youthlinenz, message on Whats App 09 886 56 96.
- Samaritans – 0800 726 666
- Suicide Crisis Helpline – 0508 828 865 (0508 TAUTOKO)
- Depression Helpline – 0800 111 757 or free text 4202 To talk to a trained counsellor about how you are feeling or to ask any questions
- Anxiety NZ – 0800 269 4389 (0800 ANXIETY)
- Contact your local GP
- Dial 111 for immediate support