

## Group of the Month

Exercise group is offered three times each week. Each group begins with music selected for its slow tempo as clients start with stretches. The musical pace picks up as group moves on to exercises such as jogging in place and torso rotations. Typically one minute of exercise is followed by a minute break. Water and towels are provided. This group, along with other exercise and movement groups encourage a healthy level of activity.



## June Events at Canyon Manor

Canyon Manor had Bread and Roses perform live for the clients. On Father's Day, the clients voted to watch *Fast and Furious 6* and *Grown Ups* while enjoying donuts for a treat. The holiday meal was Roast Beef with Scalloped Potatoes, Spinach, and Pie. Happy Father's Day from Canyon Manor!



## Getting to Know Our Staff

Jeffrey Berlant M.D., is our Medical Director. He studied internal medicine at UC San Diego and psychiatry at UC San Francisco. He taught at Langley Porter Psychiatric Institute. He initially joined the Canyon Manor team in 1980 and left in 1984 only to return recently to the same position. His duties include improving quality and access of patient services and consulting with our treating psychiatrists at Canyon Manor. He attends the quarterly case conferences where he works with the treatment team in reviewing each client's individual treatment plan. He manages his own case load of patients, and collaborates with Dr. Kay our Clinical Program Director to address clinical policy and best practice.



An article from [Mindtools.com](http://Mindtools.com)

## Emotional Intelligence

### Developing Strong "People Skills"

We probably all know people, either at work or in our personal lives, who are really good listeners. No matter what kind of situation we're in, they always seem to know just what to say – and how to say it – so that we're not offended or upset. They're caring and considerate, and even if we don't find a solution to our problem, we usually leave feeling more hopeful and optimistic.

We probably also know people who are masters at managing their emotions. They don't get angry in stressful situations. Instead, they have the ability to look at a problem and calmly find a solution. They're excellent decision makers, and they know when to trust their intuition. Regardless of their strengths, however, they're usually willing to look at themselves honestly. They take criticism well, and they know when to use it to improve their performance. People like this have a high degree of emotional intelligence. They know themselves very well, and they're also able to sense the emotional needs of others.

## **Monthly Special Outing**

*With the weather warming up the Special Outing this month will be going to McNear's Beach.*

## **Contact Us**

### **Payphone numbers for clients**

415-897-9752

415-897-1562

### **Canyon Manor** 415-892-1628

### **Social Services Workers**

Jim (Manager)- ext. 319

Rachel- ext. 317

Dennis- ext. 337

Mario- ext. 318

If there are any topics you'd like to see addressed in the newsletter please let us know by calling Rachel at 415-892-1628 Ext 317

If you feel you have received this letter in error or are not interested in continuing to receive it, please call Rachel to be taken off the mailing list at 415-892-1628 Ext 317

As more and more people accept that emotional intelligence is just as important to professional success as technical ability, organizations are increasingly using it when they hire and promote. For example, one large cosmetics company recently revised their hiring process for salespeople to choose candidates based on their emotional intelligence. The result? People hired with the new system have sold, on average, \$91,000 more than salespeople selected under the old system. There has also been significantly lower staff turnover among the group chosen for their emotional intelligence. So, what exactly is emotional intelligence, and what can you do to improve yours?

### **What Is Emotional Intelligence?**

We all have different personalities, different wants and needs, and different ways of showing our emotions. Navigating through this all takes tact and cleverness – especially if we hope to succeed in life. This is where emotional intelligence becomes important. Emotional intelligence is the ability to recognize your emotions, understand what they're telling you, and realize how your emotions affect people around you. It also involves your perception of others: when you understand how they feel, this allows you to manage relationships more effectively.

People with high emotional intelligence are usually successful in most things they do. Why? Because they're the ones that others want on their team. When people with high emotional intelligence send an email, it gets answered. When they need help, they get it. Because they make others feel good, they go through life much more easily than people who are easily angered or upset.

### **Characteristics of Emotional Intelligence**

In his book titled "Emotional Intelligence - Why It Can Matter More Than IQ" 1995, Daniel Goleman, an American Psychologist, developed a framework of five elements that define emotional intelligence:

1. **Self-Awareness** – People with high emotional intelligence are usually very self-aware . They understand their emotions, they don't let their feelings rule them. They're confident – because they trust their intuition. They're also willing to take an honest look at themselves. They know their strengths and weaknesses, and they work on these areas so they can perform better. Many people believe that self-awareness is the most important part of emotional intelligence.
2. **Self-Regulation** – This is the ability to control emotions and impulses. People who self-regulate don't allow themselves to become too angry or jealous, and don't make impulsive, careless decisions. They think before they act. Characteristics of self-regulation are thoughtfulness, comfort with change, integrity , and the ability to say no.
3. **Motivation** – People with a high degree of emotional intelligence are usually motivated . They're willing to defer immediate results for long-term success. They're highly productive, love a challenge, and are effective in whatever they do.
4. **Empathy** – This is perhaps the second-most important element of emotional intelligence. Empathy is the ability to identify with and understand the wants, needs, and viewpoints of those around you. People with empathy are good at recognizing the feelings of others, even when those feelings may not be obvious. As a result, empathetic people are usually excellent at managing relationships , listening , and relating to others. They avoid stereotyping and judging too quickly, and they live their lives in a very open, honest way.
5. **Social Skills** – It's usually easy to talk to and like people with good social skills, another sign of high emotional intelligence. Those with strong social skills are typically team players. Rather than focus on their own success first, they help others develop and shine. They can manage disputes, are excellent communicators, and are masters at building and maintaining relationships.

As you've probably determined, emotional intelligence can be a key to greater success in life. The good thing is that it can be learned and improved upon with effort and practice by examining and practicing the 5 principles above, Self-Awareness, Self-Regulation, Motivation, Empathy and Social Skills.

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