

S.T.A.R.S. Program 2026



Emotional Intelligence (EQ)

Appendix

*In collaboration with
Brighter Leaders*



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The Goldman Model

Personal Competence (Self Management)

Self-awareness

- Knowing your emotions as they happen
- Understanding how your emotions affect your behavior and performance
- Honest self-assessment

Self-regulation

- Controlling impulsive feelings and behaviors
- Managing emotions in healthy ways
- Adapting to change and handling stress
- Thinking before acting

Motivation

- Being driven to achieve for the sake of achievement
- Resilience in the face of setbacks
- Strong internal drive rather than external rewards

Social Competence (Relationship Management)

Empathy

- Understanding the emotions, needs, and concerns of others
- Sensing non-verbal cues
- Seeing things from other perspectives

Social Skills

- Managing relationships and building networks
- Clear, effective communication
- Conflict resolution, influence, and collaboration

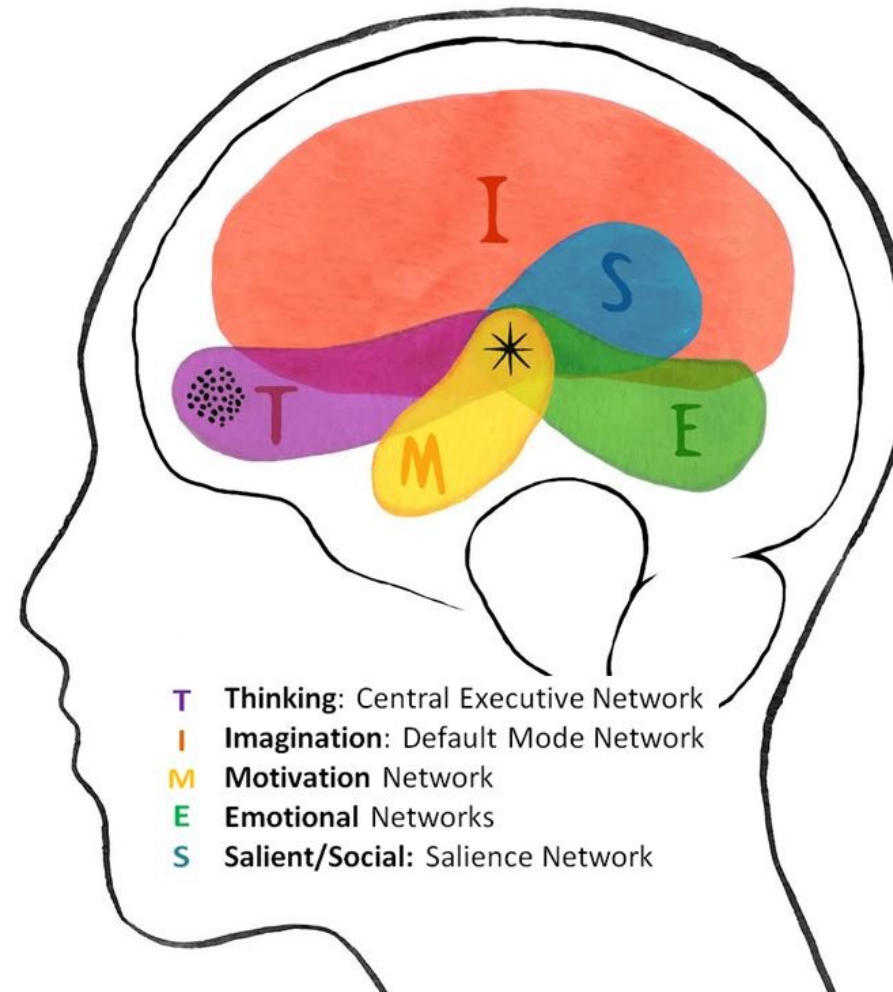


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The neuro-networks behind EQ





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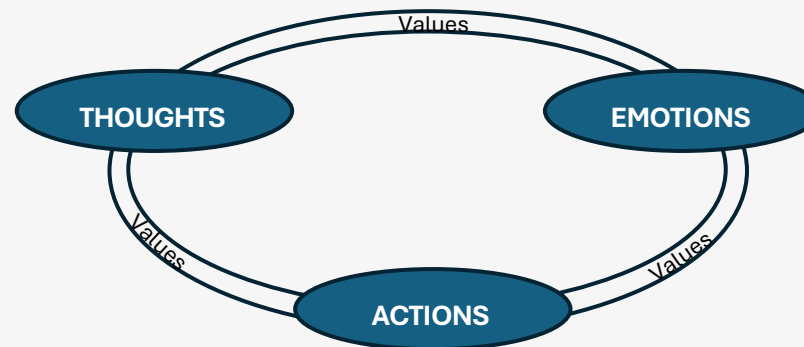
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Two practical tools for improved EQ

Name it to Tame it

Willingness 310	Acceptance 350	Reason 400	Love 500	Joy 540	Peace 600	Enlightenment 700+	Loneliness	Inadequate	Confusion
Receptive	Resigned	Aware	Cordial	Pleased	Calm	Informed		Powerless	Surprised
Responsive	Obedient	Alert	Friendly	Delighted	Tranquil	Aware	Lonely	Helpless	Curious
Inclined	Docile	Attentive	Tender	Glad	Serene	Conscious	Abandoned	Vulnerable	
Disposed	Complaisant	Observant	Affectionate	Gratified	Content	Mindful	Withdrawn	Exposed	
Predisposed	Compliant	Perceptive	Fond	Joyous	Balanced	Open-minded	Detached		
Obliging	Patient	Discerning	Caring	Joyful	Harmonious	Enlightened	Deserted		
Willing	Respectful	Conscious	Compassionate	Jovial	Congruous	Illuminated	Forsaken		
Eager	Considerate	Mindful	Loving	Cheerful	Whole	Evolved	Neglected		
Enthusiastic	Forgiving	Insightful	Adoring	Merry	Peaceful		Forlorn		
	Conciliating	Resourceful	Doting	Gleeful	Amiable				
	Sympathetic	Reasonable	Worshipping	Buoyant	Affable				
	Compassionate	Logical	Passionate	Optimistic	Benevolent				
	Accepting	Rational	Romantic	Happy	Yielding				
	Embracing	Judging	Infatuated	Blissful	Submissive				
	Supportive		Enamoured	Elated					
	Approving		Erotic	Exuberant					
	Appreciative		Ardent	Exhilarated					
	Grateful		Fervent	Exultant					
			Obsessed	Triumphant					
				Ecstatic					
				Euphoric					

TEA tool (Thoughts-Emotions-Action)



Shame	Guilt	Apathy	Grief	Fear	Desire	Anger	Pride	Courage	Neutrality
20	30	50	75	100	125	150	175	200	250
Self-conscious	Apologetic	Nonchalant	Melancholy	Cautious	Inclined	Displeased	Complacent	Encouraged	Indifferent
Awkward	Penitent	Complacent	Downcast	Timid	Willing	Annoyed	Smug	Confident	Disinterested
Discomfited	Contrite	Aloof	Dispirited	Intimidated	Wishful	Irritated	Vain	Resolute	Detached
Embarrassed	Sorry	Disinterested	Despondent	Uneasy	Impulsive	Vexed	Pretentious	Determined	Unconcerned
Chagrined	Regretful	Indifferent	Dejected	Unnerved	Desirous	Sulky	Pompous	Tenacious	Neutral
Abashed	Repentant	Unmoved	Depressed	Tense	Greedy	Bitter	Snobbish	Undeterred	Impartial
Ashamed	Remorseful	Unconcerned	Sad	Alarmed	Thirsty	Resentful	Conceited	Unflinching	Unbiased
Morified	Guilty	Halfhearted	Sorrowful	Worried	Hungry	Quoreelsome	Proud	Adventurous	Fair
Humiliated	Culpable	Passive	Doleful	Apprehensive	Craving	Frustrated	Selfish	Daring	Just
Ignominious		Phlegmatic	Forlorn	Agitated	Yearning	Exasperated	Egoistic	Gutsy	Objective
Dishonoured		Apathetic	Crestfallen	Jittery	Longing	Angry	Haughty	Bold	Tolerant
Dishonoured		Insensitive	Distressed	Nervous	Passionate	Riled	Superior	Brave	Open-minded
		Unemotional	Miserable	Anxious	Ardent	Irate	Arrogant	Courageous	
		Unfeeling	Heartbroken	Frightened	Fervent	Incensed	Patronising	Valiant	
		Numb	Grieving	Spooked	Vehement	Indignant	Dominating	Fearless	
		Blank	Bereaved	Fearful	Obsessed	Hostile	Condescending	Audacious	
		Vacant	Inconsolable	Panicy	Insatiable	Furious	Disdainful	Rash	
		Lethargic	Anguished	Aghast	Envious	Infuriated		Brash	
		Listless	Agonised	Terrified	Jealous	Wrathful		Reckless	
			Suffering	Horried		Outraged		Impetuous	
			Morbid	Horror-struck		Mad			
			Mournful	Hysterical		Livid			
				Terrorised		Raving			
						Hateful			
						Bristling			
						Aggressive			
						Spiteful			
						Vindictive			
						Vengeful			
12	9	19	22	23	17	28	17	20	12



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Willingness	Acceptance	Reason	Love	Joy	Peace	Enlightenment	Loneliness	Inadequate	Confusion	Contempt	Other
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9	18	14	19	21	14	8					



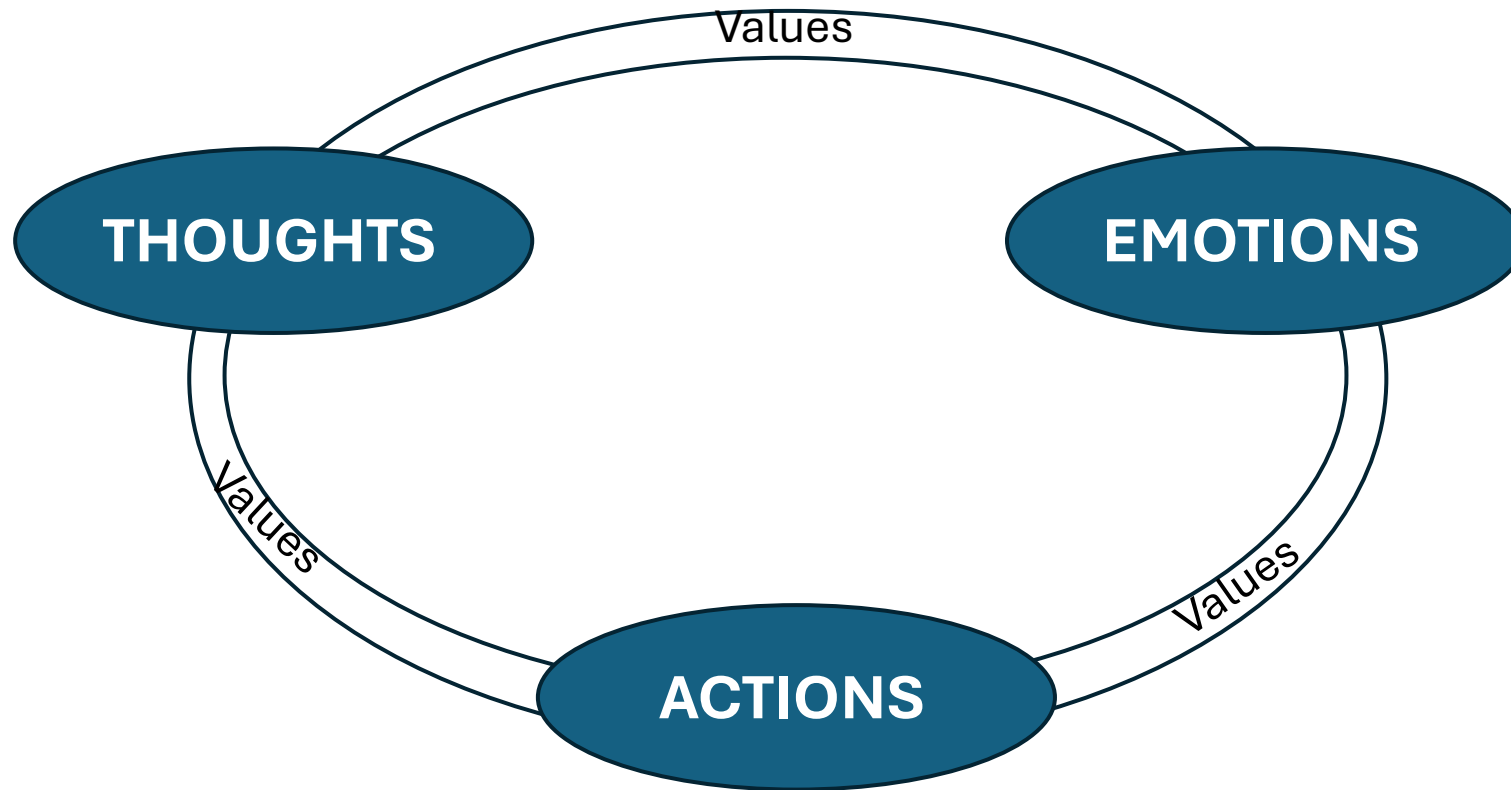
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	Emotions	Feelings
Definition	A physical, automatic response to a stimulus	The conscious experience of an emotion
Origin	Instinctive and subconscious (brain + body)	Mental interpretation (mind + meaning)
Speed	Fast, reactive, often outside awareness	Slower, shaped by personal context
Duration	Short-lived	Can last longer
System	Nervous system, amygdala (survival-based)	Thought-based (influenced by memory, beliefs)
Quote-friendly	“Emotions happen to you”	“Feelings are how you make sense of emotions”
Example	You hear your name being called sharply in a meeting. <i>You instantly feel startled (physiological, fast reaction)</i>	You think, “ <i>Did I do something wrong?</i> ” <i>You start to feel anxious, maybe even embarrassed.</i>

TEA Tool (Thoughts – Emotions – Actions)





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Habits that build EQ

◆ Self-Awareness

- Daily reflection or journaling
- Identify emotional triggers and patterns
- Name emotions throughout the day (“Name it to Tame it”)
- Pause before responding
- Practice gratitude
- Check in with yourself during the day (“What am I feeling right now?”)

◆ Self-Regulation

- Use breathwork or short mindfulness breaks to reset
- Reframe unhelpful thoughts
- Practice delayed responses to emotionally charged messages
- Choose how to respond rather than reacting automatically
- Sleep, hydration, and exercise (supports emotional regulation physically)

◆ Empathy & Social Awareness

- Practice active listening (listen to understand, not to reply)
- Ask open-ended questions in conversations
- Notice tone, body language, and energy shifts in others
- Seek feedback about how you’re perceived
- Reflect on how your actions might affect others

◆ Relationship Management

- Give regular, specific feedback (positive and constructive)
- Name tensions early instead of avoiding conflict
- Build in time for check-ins—not just task updates
- Practice presence in conversations (phone away, no multitasking)
- Repair ruptures quickly (apologizing, revisiting hard moments)



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Habits that lower EQ

◆ Self-Awareness Saboteurs

- Ignoring your emotions (“I’m fine” default)
- Suppressing stress until it spills over
- Constant busyness without reflection
- Skipping breaks and overextending

◆ Self-Regulation Drains

- Reacting instantly when triggered
- Ruminating on mistakes or perceived slights
- Neglecting basic self-care (sleep, food, movement, breaks)
- Overloading your calendar without buffer time
- Treating urgency as a badge of honour

◆ Empathy & Social Awareness Blockers

- Multitasking in conversations
- Interrupting or problem-solving too quickly
- Avoiding emotional conversations
- Assuming intent instead of asking
- Failing to read the emotional tone of a situation

◆ Relationship Damage Habits

- Giving vague, indirect, or delayed feedback
- Using sarcasm or passive-aggressive comments
- Ghosting or avoiding conflict altogether
- Micromanaging or failing to delegate
- Dismissing others’ feelings as “not a big deal”