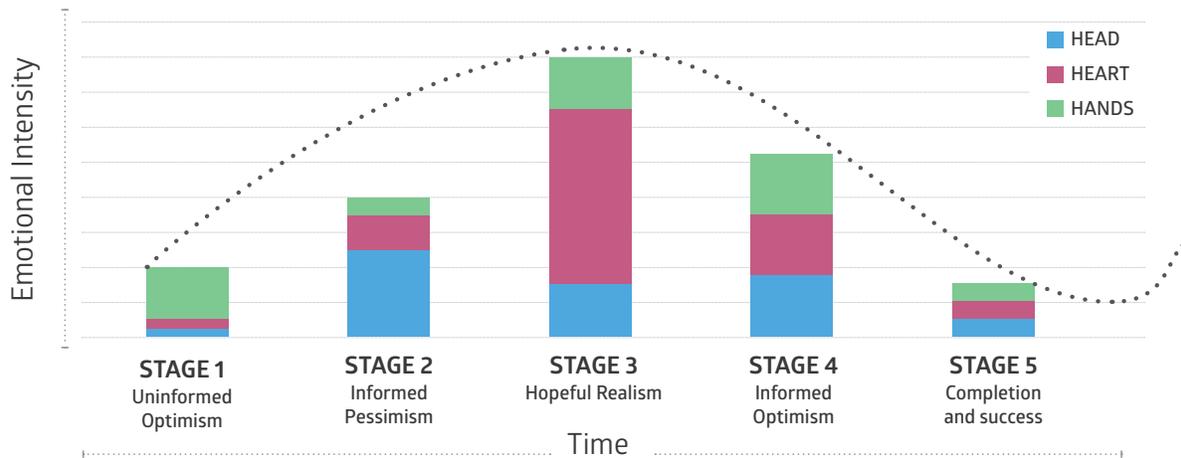


EMOTIONAL INTELLIGENCE EDUCATION PROGRAM

Emotional Cycle of Change: Memory Aid

Caregiver Experiences & Emotional Cycle of Change¹



Think back to the last time you made a change in your life—e.g., starting a new job or position, buying a house? As you were going through these changes, you probably went through some emotional highs and lows.

Researchers have found that when we deal with change we go through a predictable cycle of emotions. Whether it is a big change or a small change, the emotional ups and downs are always there.

These are known as **EMOTIONAL CYCLE OF CHANGE**.

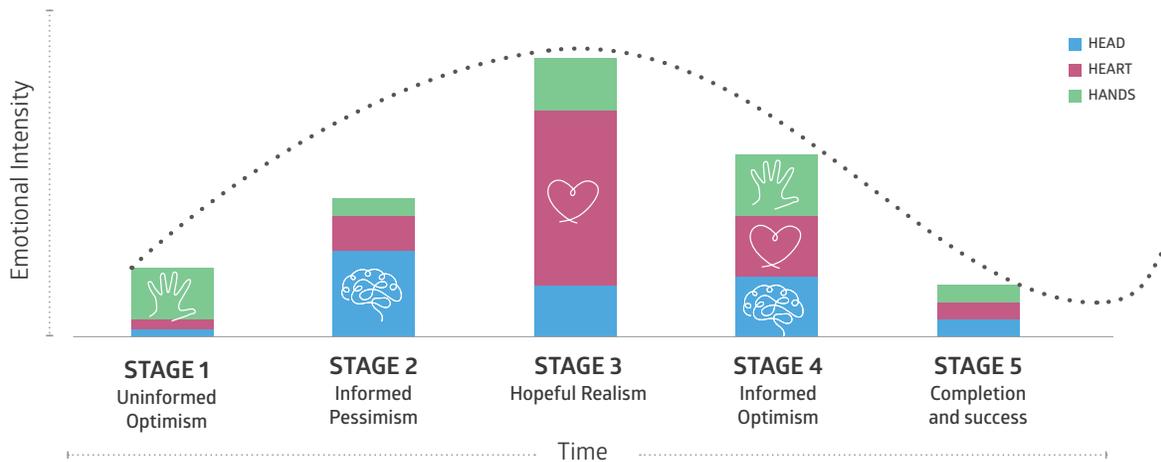
Use your EI skills to better understand and anticipate emotions through change. For each stage in the Emotional Cycle of Change, consider the type of emotion, the emotional intensity and the experience using the lens:



Remember that everyone goes through this cycle in different ways—some move rapidly through the stages, while others may spend a lot of time in each stage. We can also get stuck and must move backward before we move forward.

1. D. Kelley and D. Conner (1979) Emotional Cycle of Change. Annual Handbook for Group Facilitators

Caregiver Experiences & Emotional Cycle of Change



| Stage | Head, Heart, Hands | Use Emotional Intelligence |
|---|---|--|
| 1 UNINFORMED OPTIMISM Change is new. Individuals see the benefits of the change but have not experienced the potential negative impact. Emotions are usually experienced at a low intensity. | Caregivers focus on getting things done (hands).  | Use mindful listening and guiding open-ended questions to support caregivers to think about the change and make plans (head). Show empathy and help caregivers consider how they feel about the change (heart) |
| 2 INFORMED PESSIMISM Individuals begin to understand the change and are starting to feel some concerns about the impact of the change. | Caregivers focus on what they don't know (head).  | Use reframing to help caregivers feel confident and motivated (heart). Adapt your communication style and use coaching techniques to help caregivers learn new skills (hands) for their caring role. |
| 3 HOPEFUL REALISM Emotions are high. Individuals have a good understanding of the change but worry about future impact. | Caregivers feel very emotional (heart).  | To help caregivers reframe (head) and build confidence (hands), use empathy and recognize caregivers' emotional intensity, fears and concerns. |
| 4 INFORMED OPTIMISM Individuals have the knowledge, skills, and desire to deal with the change and trust in their future actions and plans. | Caregivers balanced—know what to expect (head), feel certain (heart) and have abilities to provide care (hands).  | Be empathetic and practice mindful listening to reinforce this balance (thinking, feeling and doing) and help caregivers consider possibilities and options for the future. |
| 5 COMPLETION AND SUCCESS Benefits and value of the change are clear. Emotional intensity is low and once difficult and uncomfortable situations are now familiar and routine. | Caregivers are informed (head), positive (heart) and active (hands).  | Practice coaching and positive feedback to help caregivers reflect on their experience, build confidence, and remain positive. |