



The Emotion Code

Here is where your
presence is needed.



Emotional Intelligence: R.U.L.E.R.



R  Recognize

E  Express

U  Understand

R  Regulate

L  Label

Intrapersonal

Interpersonal

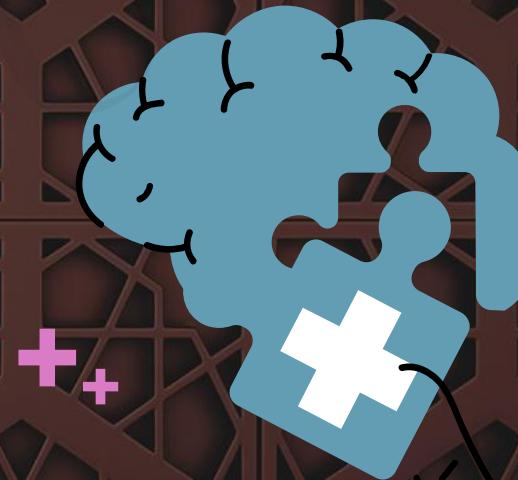
Why emotional intelligence is important for Muslims?



To act with accordance to how Allah wants us to



To have fruitful and positive interaction with others



Topics we will cover



Prophetic
Emotional
Intelligence



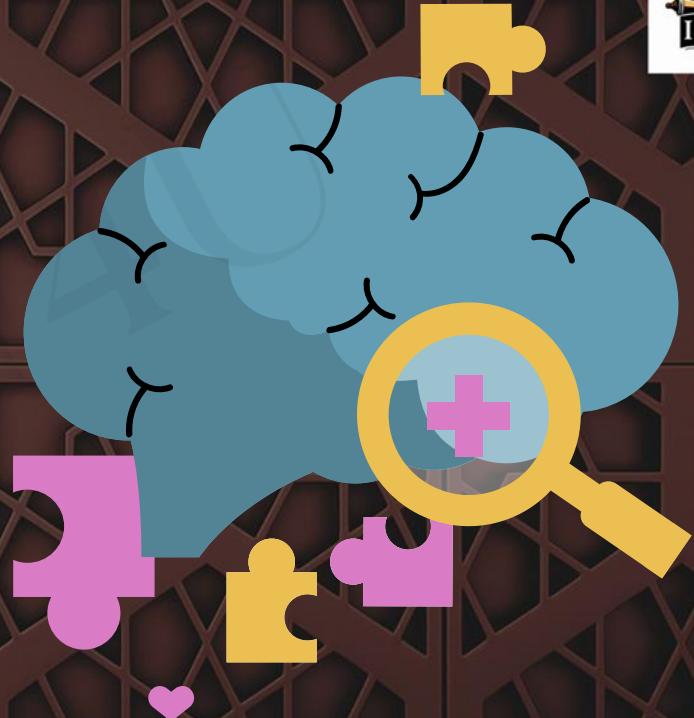
Intrapersonal
Emotional
Intelligence



Interpersonal
Emotional
Intelligence



Interpersonal Emotional Intelligence



Interpersonal Emotional Intelligence



It refers to the ability to understand, manage, and influence the emotions of others in social interactions.

It involves recognizing and interpreting emotional cues, empathizing with others, and effectively navigating interpersonal relationships.

This form of intelligence allows for building relationships, conflict resolution, effective communication & stress management.

Prophet ﷺ: A role model

Indeed, in the Messenger of Allah you have an excellent example for whoever has hope in Allah and the Last Day, and remembers Allah often.

(Quran 33:21)





Prophetic Interpersonal EI

It was narrated from 'Urwah ibn az-Zubayr that 'Aa'ishah, the wife of the Prophet (blessings and peace of Allah be upon him), told him that the Messenger of Allah (blessings and peace of Allah be upon him) left her house one night. She said: I felt jealous about him, then he came and saw what I was doing.

He said: "What is the matter with you, O 'Aa'ishah? Are you jealous?"

I said: Why wouldn't one such as me feel jealous about one such as you?

The Messenger of Allah (blessings and peace of Allah be upon him) said: "Has your devil come to you?"

I said: O Messenger of Allah, is there a devil with me?

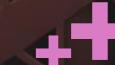
He said: "Yes."

I said: Is there a devil with every person?

He said: "Yes."

I said: Even with you, O Messenger of Allah?

He said: "Yes, but my lord helped me with him until he became Muslim."
(Muslim)



Emotional awareness



Interpersonal

Empathy

Attunement

Deep listening

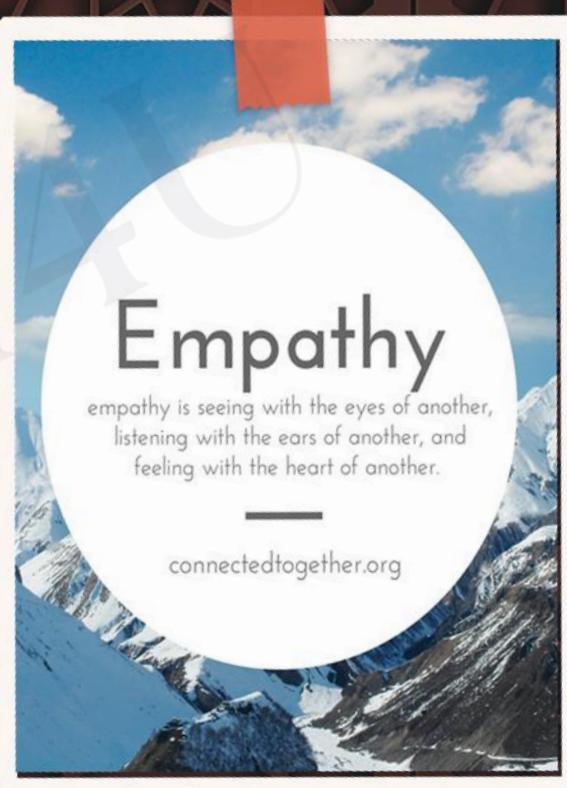
Feeling the pain of others

Sincere, sustained presence with people

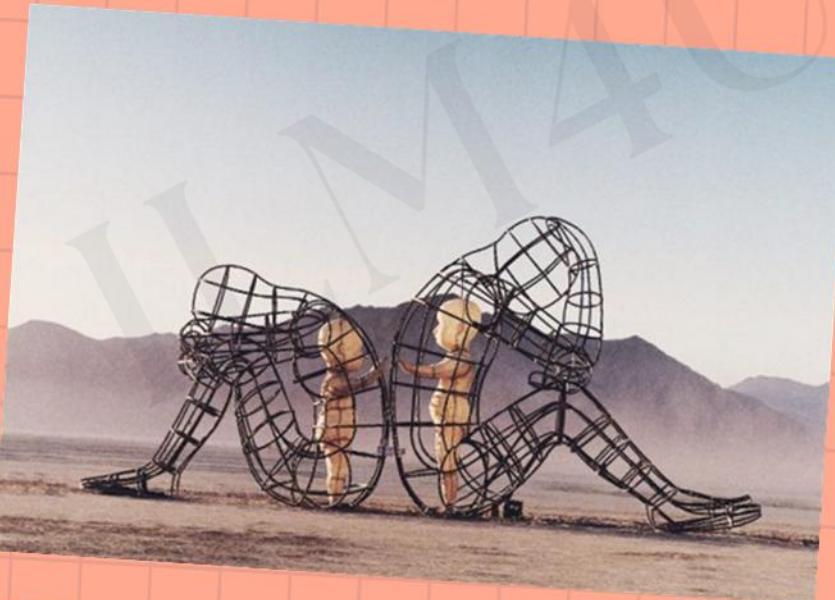
Ability to hear what the heart is saying & not what the lips say

01 Empathy

Walking in someone else's
shoes with your socks on



Empathy



Types of empathy



Cognitive Empathy

Taking the perspective of another person as an attempt to relate to them



Emotional Empathy

To feel how the other person is feeling



Prophetic Empathy mentioned in the Quran



Allah says:

There has come to you a Messenger from among yourselves, grievous to whom is your suffering, concerned for you, to the believers gentle & compassionate.

(Quran 9:128)

At the core of our beloved Prophet's heart was the desire to relieve the emotional & mental suffering of humanity.



Benefits of Empathy



Connect us
to others

Build strong
relationships

Reduces
conflicts

Inner peace



Practice Empathy



Listen

Listen attentively when someone is expressing something

Be non-judgemental

Don't listen to judge, rather listen to help

Understand
Be discerning

Imagine

Put yourself in other person's place, imagining and feeling their emotions

Respond

Empathetic responding

Caring vs Carrying



Empathy is NOT:

- Carrying the burden
- Rescuing someone from experiences
- Not minimising someone's experience



Empathetic way to motivate



Threats

“If you don’t brush your teeth now, you’ll lose TV privileges tomorrow.”

Bribes

“If you brush your teeth now, you can stay up 15 extra minutes.”

Empathetic way

“We can read your favourite bedtime story AS SOON AS you brush your teeth.”

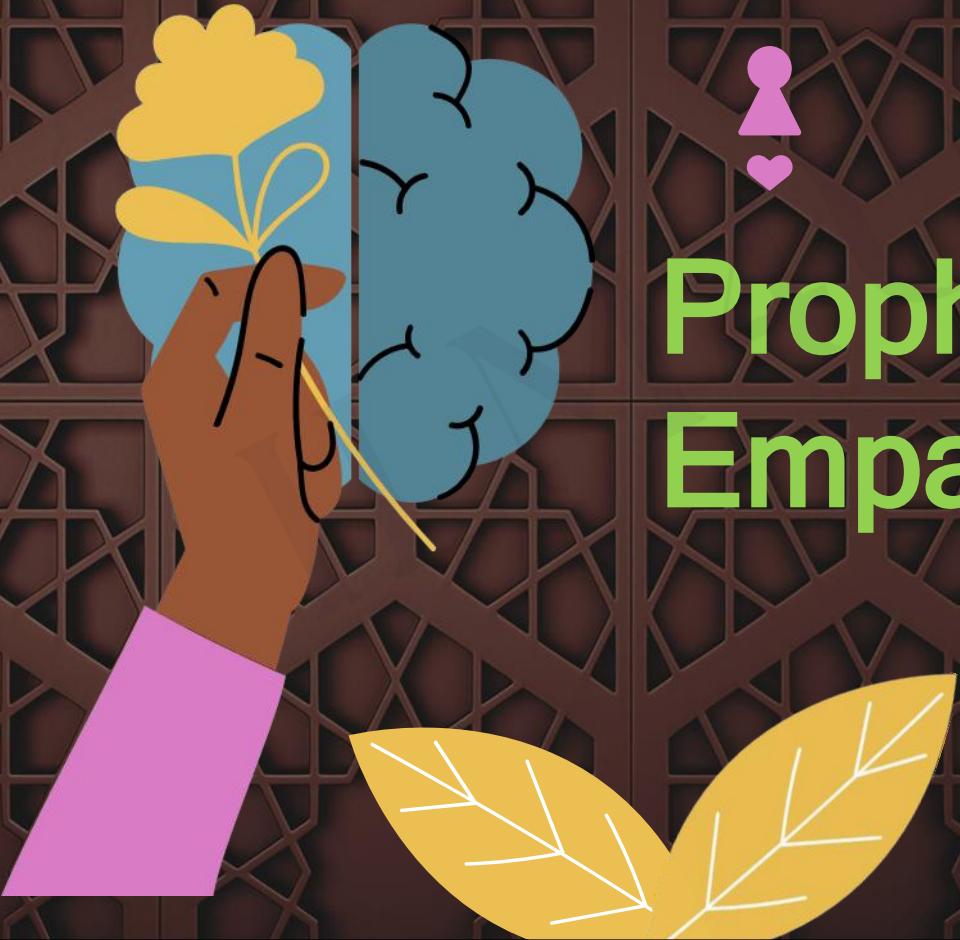
“I’ll take you to your friend’s house AS SOON AS you finish your homework.”

“You can have a snack AS SOON AS you pick up your toys.”

Set clear expectation + Sense of control



Prophetic Empathy



Prophetic Empathy



“When I begin the prayer I Intend to make it long, but I hear a boy crying; I then shorten it because of his mother's feelings.”
(Sahih Muslim)

“O Abu 'Umair! What happened to the little sparrow”
(Abi Dawud)

....Allah's messenger showed signs of grieve on his face because of the poverty-stricken state in which he saw them, and went in...
(Sahih Muslim)

Prophet ﷺ teaching empathy



A young man came to the Prophet ﷺ, and he said, "O Messenger of Allah, give me permission to commit adultery." The people turned to rebuke him, saying, "Quiet! Quiet!" The Prophet ﷺ said, "Come here." The young man came close and he told him to sit down. The Prophet ﷺ said, "Would you like that for your mother?" The man said, "No, by Allah, may I be sacrificed for you." The Prophet ﷺ said, "Neither would people like it for their mothers. Would you like that for your daughter?" The man said, "No, by Allah, may I be sacrificed for you." The Prophet ﷺ said, "Neither would people like it for their daughters. Would you like that for your sister?" The man said, "No, by Allah, may I be sacrificed for you." The Prophet ﷺ said, "Neither would people like it for their sisters. Would you like that for your aunts?" The man said, "No, by Allah, may I be sacrificed for you." The Prophet ﷺ said, "Neither would people like it for their aunts." Then, the Prophet ﷺ placed his hand on him and he said, "O Allah, forgive his sins, purify his heart, and guard his chastity." After that, the young man never again inclined to anything sinful. (Ahmed)



Prophetic Counselling



Attention

Actively listening
Focusing
Safe space

Empathy

Developing empathy through questioning

Reflecting & paraphrasing

Heard & understood

Unconditional positive regard

Holding no judgement



02 Attunement

Sincere, sustained presence
facilitates rapport.



THE FEELING OF
"GETTING EACH
OTHER" AND BEING
"IN SYNC" IS CALLED
EMOTIONAL
ATTUNEMENT.

ALAN ROBARGE



Attunement



Attunement

- Attunement is the ability to be deeply aware of and responsive to the emotions, needs, and perspectives of others.
- It involves actively tuning into another person's emotional state, understanding their feelings, and validating their experiences through empathetic and thoughtful responses
- Attunement creates a sense of connection and emotional safety in relationships.



Prophetic Attunement

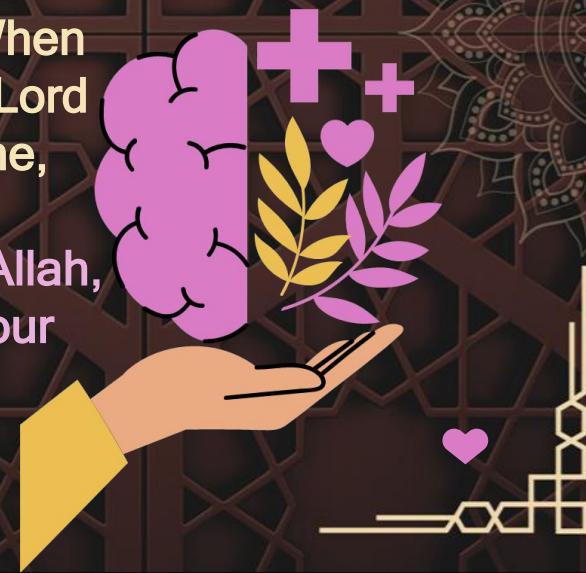


Narrated Aisha:

That Allah's Messenger ﷺ said to her, "I know when you are pleased with me or angry with me." I said, "Whence do you know that?" He said, "When you are pleased with me, you say, 'No, by the Lord of Muhammad,' but when you are angry with me, then you say, 'No, by the Lord of Abraham.' "

Thereupon I said, "Yes (you are right), but by Allah, O Allah's Messenger ﷺ, I leave nothing but your name."

(Sahih al-Bukhari)





03

Deep listening

Hear beyond words



Prophetic Art of Listening



Body posture	Eye contact	Positive body language	Listen without interrupting
<ul style="list-style-type: none">• Turn head• Turn torso• Feel valued• Creates connection	<ul style="list-style-type: none">• Same gender• Interestedness• Concentration	<ul style="list-style-type: none">• Hand gesture• Facial expression• Nod in agreement• Smile	<ul style="list-style-type: none">• Listen with patience• Not interrupt unless falsehood• Chance to express
Listen with empathy without judging the speaker	Listen for advice irrespective of age, gender, or belief	Listen to both sides before passing judgements	Ask questions



Prophetic Listening: Beyond words



Abu Hurairah narrated:

One day I sat by the way that they (the Companions) use to come out through.

Abu Bakr passed and so I asked him about an Ayah from Allah's Book, not asking him except that he might tell me to follow him (for something to eat).

But he passed on without doing so.

Then 'Umar passed, so I asked him about an Ayah from Allah's Book, not asking him except that he might tell me to follow him. But he passed on without doing so.

Then Abul-Qasim ﷺ passed, and he smiled when he saw me, and said: 'Abu Hurairah?' I said: 'I am here O Messenger of Allah!' He said: 'Come along.'

The Prophet ﷺ then invited Abu Hurairah to his house and offered him a bowl of milk which he drank to his fill.

(At-Tirmidhi)

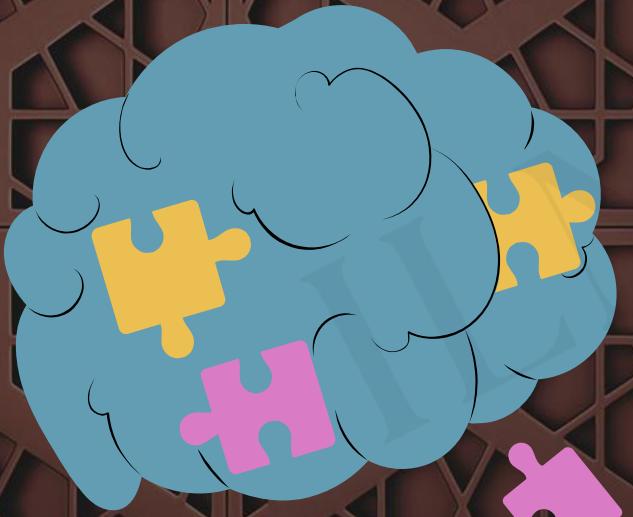




Empathy Quotient

[https://www.arealme.com/empat
hy-quotient/en/](https://www.arealme.com/empathy-quotient/en/)





Jazakallahu
Khiaran

