



# EQ CULTIVATE

International online workshop

## Why emotional intelligence and the way we deal with mistakes matters in remote and hybrid work?

January 28th, 2026 / Kogui Hub, Flourish NGO and The SBC



Co-funded by  
the European Union

2024-1-ES02-KA210-YOU-000246673





# EQ CULTIVATE

## Outcome 1

# Analysis about training needs of youth in remote work

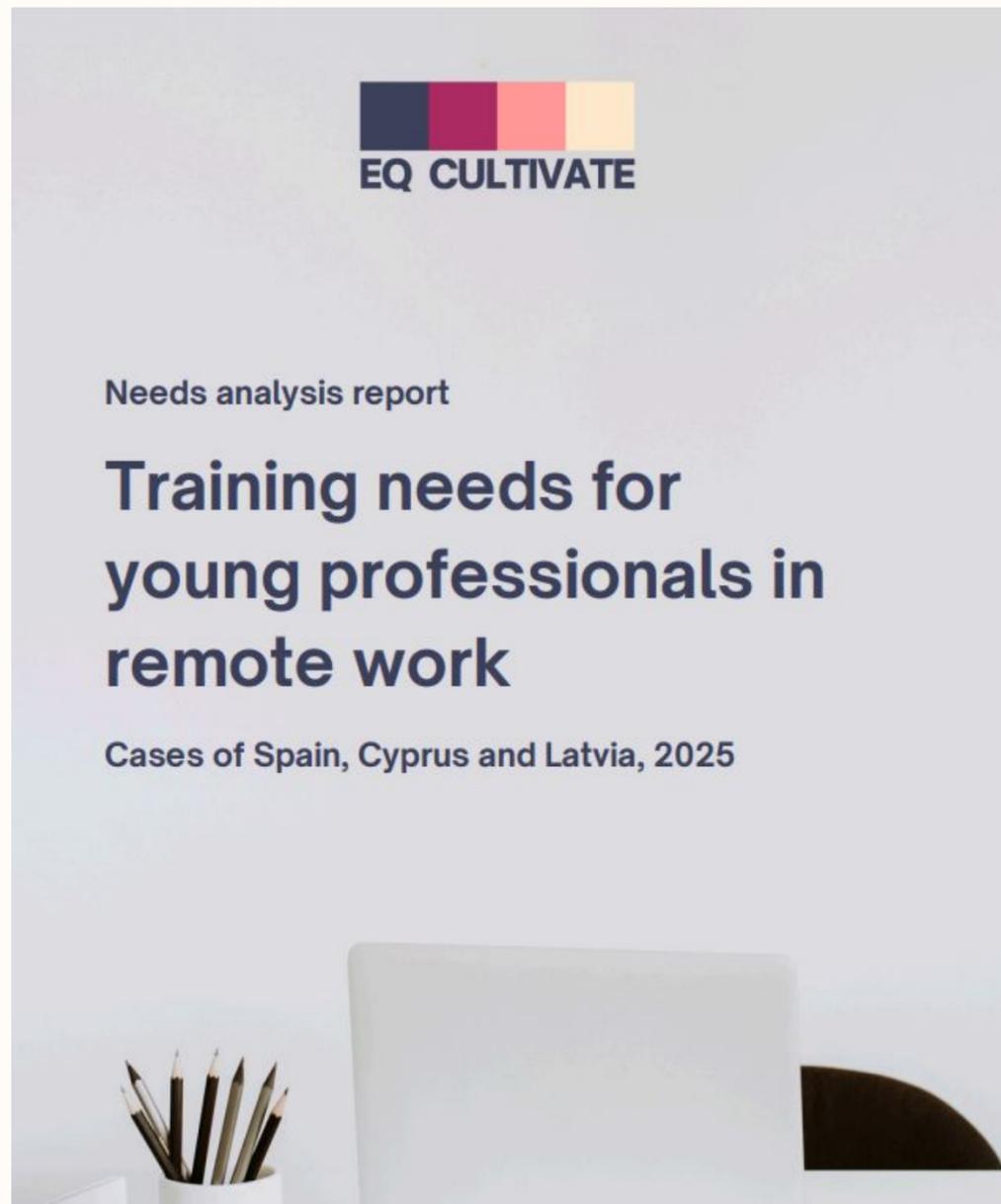
January 28th, 2026 / Flourish NGO



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# About activity



**01**

**Goal: understanding needs of target audience to further develop solutions**

**02**

**Desktop research and local discussions in each of countries**

**03**

**Three local reports from each country: Latvia, Spain, Cyprus**

**04**

**Needs analysis final report in 4 languages as a result**



# Content of final report

## **Mental health in remote work background**

A concise introduction to European scope, policies and other background information

## **Key factors and conclusions about mental health in remote work**

Common patterns and needs that aligned across the partner countries

## **Proposed topics for training modules**

As a conclusion we came up with a list of topics for learning modules

*All of the information was further used to shape the educational modules and learning experiences*

# Main findings

1. The problem is not technical – it is social and organizational. Effective responses must combine training + organizational change.
2. Responsibility is unfairly placed on young workers. Workplaces need to prioritize mental wellbeing as a crucial resource for their remote workers.
3. Blurred boundaries and constant availability drive stress.
4. Many are already aware of the things “to be done” to maintain their mental health, but the most significant gaps are some of the soft skills, self-awareness, and strategies for managing aspects of work.
5. Stakeholders (especially in youth field) lack resources and knowledge to address these issues effectively.



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## Outcome 2 Guidebook "Emotional Intelligence in Hybrid Workplaces"

January 28th, 2026 / The Serendipitous Black Cloud



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# When a mistake happens

- Pause the immediate reaction, do not respond while emotionally charged
- Separate the mistake from personal value
- Name the issue early, before it escalates
- Ask one clarifying question instead of assuming intent (online communications can be notoriously misleading :-))
- Decide what can be corrected now vs later

# Responding without Escalation

- Use neutral language, describe facts not emotions
- Replace “who is responsible” with “what is needed now”
- Acknowledge impact without self blame
- Avoid over explaining or compensating excessively
- Close the loop with one clear next step

# Setting Boundaries in Remote Work

- Define response time expectations explicitly
- Signal availability instead of being constantly available
- Say no to urgency that is not real urgency
- Stop working past limits to “make up” for mistakes
- Protect recovery time as part of performance

# Using Emotional Signals Early

- Notice physical signs of overload, tension, irritability, withdrawal
- Name the emotion internally before acting on it
- Choose a response rather than reacting automatically
- Communicate pressure early, not at breaking point
- Use emotions as indicators for adjustment, not failure

# What to apply for Tomorrow:

- Name mistakes early, without drama
- Respond with clarity, not panic
- Set one clear boundary and hold it
- Use simple language to express limits or pressure
- **Treat emotional load as work relevant information**

# Using the EQ Cultivate Training Manual:

- Use the manual as a reference when mistakes create tension or confusion
- Apply the scenarios to reflect on real remote or hybrid work situations
- Use the exercises to practice responses before pressure escalates
- Revisit tools for boundary setting and emotional regulation as needed
- Use the manual individually or in group settings to support safer team communication

# Panel discussion

Different perspectives, shared responsibility

**Eliza Danenfelde Kirpe**

*Founder of MeTimePod* 🎧



Talking openly about **mental health & wellbeing**, at work, at home, everywhere.

**Anna Gallinat**

*Founder of Stricksinn* ✨



**Communications strategist** turning complex ideas into stories people truly connect with.

**Emanuela Viglione**

*Youth Worker* 🌱



Focused on mental health, **digital inclusion** and **empowering young people**.

# Panel discussion

- 1) How do you usually *feel* when they make a mistake in remote work?
- 2) When does fear of error turn into stress, overwork or disengagement?
- 3) What do you take away from this panel discussion, from EQ Cultivate, and what would you improve for your environment?

# Closing and what's next



**Thank you for taking part in the EQ Cultivate online workshop!**

Your feedback helps us improve future activities.

# Closing and what's next

We invite you to continue using and sharing the outcomes of **EQ CULTIVATE**

Become an active part of the community and the change

 **Thank You!**

Thank you for your participation, energy and the time you shared  
See you soon & goodbye!