



Presents

Becoming The Best You!®

***Effective Strategies in
Emotional Intelligence***



**Facilitated By
Shandra M. Stringer, President
Grassroots Consulting, Inc.
2620 North Australian Avenue Suite 100-S
West Palm Beach, FL 33407
Office: 561.841.6670 Direct: 561.385.4657
Fax: 855.743.6422
www.gcifl.com**

Emotional Intelligence Quick Reference Guide

Tip 1: What is Emotional Intelligence: Emotional Intelligence is a part of you that affects every aspect of your life. Understanding the root causes of your emotions and how to use them can help you to effectively identify who you are and how you interact with others.

With Emotional Intelligence being a fairly new branch of psychology, its definition can be found in various theories and models. We are presenting a definition influenced by a few theories, and mainly popularized by Daniel Goleman's 1995 book *Emotional Intelligence*.

Processes of Emotional Intelligence:

Self-Management: In order to effectively achieve your overall career objectives or the objectives within a given task, you must use clearly defined methods to carry out those activities. This includes the setting of goals, decision making, planning, and scheduling. Once the tasks are completed, you must evaluate the success of these methods.

Self-Awareness: Being 'aware' of one's self is the ability to accurately perceive one's skills and knowledge, value and responsibilities. It is being confident in what you have to offer, whether it is personally or professionally.

Self-Regulation: Self-Regulation is another term for 'self-control', which is defined as the ability to control one's emotions, desires, and behaviors in order to reach a positive outcome. Self-regulation is sometimes difficult because of the phenomenon that it is important to 'express how you feel'. While this may be partially true, the art to finding the balance between expressing one's feelings and avoiding unnecessary tension is self-regulation.

Self-Motivation: Andrew Carnegie said it best with his quote "*People who are unable to motivate themselves must be content with mediocrity, no matter how impressive their other talents.*" Self-motivation is an essential part of excelling at life. You must learn to motivate yourself because you cannot depend on others to do it for you. You have to know how to encourage yourself regardless of how bad the situation. There are several keys to building self-motivation.

Empathy: Empathy is sharing in the feelings of others, whether joy or sadness is an admirable trait. In order for empathy to work, a person must first be able to recognize, classify, and understand their own feelings.

Quick Tip 2: Skills in Emotional Intelligence: Developing successful Emotional Intelligence begins by understanding your emotions and their meanings. With this understanding, you must uncover productive ways to manage your emotions, then use them to the benefit yourself and others.

How to Accurately Perceive Emotions: The words that people say are only half of the message they are trying to get across. The tone in which they say it, or the emotion tied to their words, is the other half. For example, if your boss says, “We’re going to have to let you go” with the look of concern or in a caring tone of voice, he /she are actually saying, “Unfortunately, we are going to have to let you go.” On the other hand, if your boss makes that statement, trying hard to keep from laughing, he / she could be saying, “Fortunately, we are going to have to let you go.”

Use Emotions to Facilitate Thinking: Use emotions to facilitate thinking’ is such a profound statement. How one feels will determine how he/she views situations. If you are in a happy mood, everyday events don’t seem so bad. On the contrary, if you are not in a happy mood, even the smallest of situations can seem major to you.

Manage Emotions: Knowing what emotion you are exhibiting or understanding the reason for that emotion is not enough to manage your emotions. Managing your emotions is a conscious and active task. This can be done in several ways. The overall goal is to establish strategies that utilize your emotions to help accomplish a goal rather than allowing your emotions to use you to create a futile outcome.

It is important to remember that your emotions are not the ‘enemy’. They contain valuable information that if used properly, can help you make sound decisions.

Quick Tip 3: Verbal Communication Skills: Strong verbal communication skills are important in all facets of life. Without these essentials, one may find it hard to get a personal point across, articulate needs and desires or even compete in the business world. There are many factors that contribute to solid communication skills.

Focused Listening: One of the best ways to ensure someone that you are truly listening to what they are saying is to intently listen. To some this may sound like common sense, but it is a skill that is seldom mastered. Usually when engaged in a conversation, the listener is multitasking. They are listening with one part of the brain and preparing a response with the other. It is painfully obvious when a person is not wholeheartedly interested in what someone else has to say. Not only does this make the listener look uncaring, but it may also influence the speaker to go elsewhere when he needs to speak about matters.

Asking Questions: Asking probing questions is a component that goes hand-in-hand with focused listening. Rarely does someone truly understand everything another is saying without at least asking a couple of probing questions. The key is to not ask questions for the sake of asking questions, or ask questions that do not relate to the conversation.

Communication with Flexibility and Authenticity: When speaking to another, the one rule you want to always observe is that you are being honest about what you are saying. This can be somewhat of a challenge because we are taught to speak with diplomacy; being politically correct, especially in the business-world. While this is true, it is still necessary to make sure you are not sugar-coating or dancing around an issue, as this can cloud the meaning of what is being communicated. Effective communication does not require the speaker to repeat or continuously restate what is being said.

Even though sometimes one is as honest or clear as they could possibly be, it takes a little more work to relay the message. The ability to be flexible in your speech, whether to make your meaning more clear or to ‘show off’ that diplomacy you have been working so hard at, is significant for verbal communication success.

Quick Tip 4: Non-Verbal Communication Skills: There is more to communication than the words one speaks or message being conveyed. There are also non-verbal cues that all use in everyday conversations. Being mindful of the signals you send others through body language and the manner in which you speak may get your point across a lot faster than your mere words.

Body Language: The saying, 'Actions speak louder than words' is so true in the world of business. It is easy to shower someone with promises, but when it is time to perform, if the actions do not measure up to the words spoken, the words spoken will be forgotten.

The use of body language can have both positive and negative effects. The thing to remember about body language is that if you are not conscious of what your body is doing while you are talking, the wrong message could be conveyed. For example, if you are smiling while giving someone condolences on the loss of their loved one, that could be construed as inappropriate and your words insincere. On the other hand, if you are congratulating someone on a job well done, but do so with a frown on your face, you could appear to be unhappy for the person.

It's Not What You Say, It's How You Say It: The manner in which you say something could be the factor that determines what the listener hears. It is important to be aware of your emotions, body language, tone, speed, and pitch when you speak. It may sound like a lot of work and until it becomes second nature, it may be, but consistently doing so can produce a favorable outcome. It is possible to send the wrong message without intentionally doing it, so be careful. An innocent request such as 'Please shred that document' can sound like a rude command.

Quick 5: Social Management and Responsibility: The terms Social management and responsibility refer to a group or organization's participation in environmental, ethical, and social issues outside of the organization itself. 'Outside of the organization' can refer to issues at the country level, B2B (Business to Business) level or even the individual development of the members within the group or organization.

Benefits of Emotional Intelligence: Emotional intelligence is "the ability to perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth (Mayer-Salovey, Four Branch Model of Emotional Intelligence).

Articulate Your Emotions Using Language: As a child, it may be acceptable to 'act out your emotions' to get your point across, but when you become an adult it is frowned upon and certainly not appropriate in the work place. Emotions will never go away, but that is not an excuse to say, do and behave anyway we want to. It is important to understand your emotions, what they are, and why you feel that way, and then share your feelings via positive and constructive conversation.

Quick Tip 6: Tools To Regulate Your Emotions: The ability to keep your emotions under control requires more than a willing heart. Understanding a situation through the eyes of another and strengthening self-management and self-awareness skills are tools that can be used in your quest to regulate your emotions.

Seeing the Other Side: If you ever want to understand the type of person you are and how you behave, ask other people. It is easy to justify the things you do, so much so that it seems like everything you do is perfect. If you take an honest look at yourself, you would probably say not only is this perfection untrue for you, but it is unattainable for all.

Self-Management and Self-Awareness: Self-management can sometimes be a hard quality to tame when self-awareness produces a very arrogant and self-centered result. The strength to self-management and self-awareness lies in the balance between the two. Understanding who you are, the role you play, authority you possess are all very important, but when these things overshadow your ability to be consistent and accountable, this could cause a poor outcome. By the same token, if one lacks understanding of whom they are

and their importance, this could also hinder their ability to be consistent and accountable. People who are aware of their methods of dealing with conflict and understand the bearing of their way of doing things aren't as likely to make matters worse than those who are not aware of themselves.

Giving In Without Giving Up: Compromise is an unavoidable part of dealing with others in both the business world and in personal relationships. The ideal situation would be that everyone agrees with everything you say, but that is highly unlikely. Unless you live in a society that does not value diplomacy, this is a skill that will present plenty of opportunities for you to master it.

Quick Tip 7: Gaining Control: Just by the very nature of the word, control is a very powerful thing to have. Having control causes companies to become multi-billion dollar entities and nations to crumble. This is no less important when it comes to having control over yourself, your thoughts, and emotions. Having control or the lack thereof could be the difference between building a successful career and no career at all.

Using Coping Thoughts: The power of the mind is amazing. Every day, you will encounter at least one situation that requires you to use the calming forces of your mind, to overcome the potential anxiety of the issue at hand. In order to use these forces, you must have a reservoir that consists of them.

Using Relaxation Techniques: Relaxation techniques are not just used to help you 'feel better'; they actually play a major role in reducing the stress on your body and mind that comes from the experiences of everyday life.

Bringing It All Together: Once you have mastered the art of coping with difficult situations, it may not be necessary to engage in relaxation techniques as much. But until you have reached that point and maybe even afterwards, finding effective ways to relax yourself and take control of the situation is highly beneficial. Whether it is dealing with an unruly co-worker or a demanding boss, not allowing negativity to get the best of your emotions can benefit your mind, body and soul, which is the ultimate goal.

Quick Tip 8: Business Practices: There is more to the workplace than the business itself. An employee's makeup, which is emotions and their ability to manage them, level of Emotional Intelligence and communication skills are all a part of whether or not a business is successful.

Understand Emotions and How to Manage Them in the Workplace: As previously stated, having emotions is an inherent part of all human beings. Understanding one's emotions and learning how to use them is the responsibility of each person. Many times, it may feel like the workplace is no place for emotions, whether good or bad. But the truth is, emotions must be utilized!

Role of Emotional Intelligence at Work: Emotional Intelligence plays a vital role in the workplace. How one feels about himself, interacts with others, and handles conflict is directly reflected in the quality of work produced. Both social and personal proficiencies are developed as a result of Emotional Intelligence.

Disagreeing Constructively: To disagree constructively means to do so in a positive, productive manner. Its purpose is not to disagree for the sake of disagreeing or getting your point across. It is also not used to be negative or destructive of another's thoughts. The workplace is a place where disagreeing is a common occurrence. Companies look for the most effective ways to carry out operations and therefore invest in process improvement strategies, which opens the floor for discussion and compromise.

Quick Tip 9: Business Practices: Optimism and pessimism are two schools of thought adopted by individuals within organizations. Neither extreme is considered better than the other. The proper balance of the two is a fundamental part of best business practices.

Optimism: Possessing the quality of 'optimism' is the ability to find the bright side of every situation. This is an admirable position that not all have. The secret to exhibiting this characteristic is to understand that there are no issues that cannot have a positive spin.

Pessimism: Pessimism is the exact opposite of optimism. Instead of viewing the glass as 'half full' or having a positive outlook on situations, pessimists can only see the down side of the issue.

The Balance Between Optimism and Pessimism: Extremism may not be a desirable trait in a person. This is also true when it comes to optimism and pessimism. Being optimistic about every situation could potentially lead a person away from reality and taking the proper steps to resolve a situation. It could also give someone a false hope, which would ultimately lead to disappointment which could in turn cause the person to abandon all optimism.

Quick Tip 10: Making an Impact: There are opportunities we face each day that allow us to make an impact on the lives of others. How we impact others is up to us. It requires a conscious effort on our part to decide if we are going to leave a legacy of good or bad. Whichever you decide, be sure to thoroughly think through who you are and what you want others to remember about you.

Creating a Powerful First Impression: Although some don't like to admit it, many are greatly concerned with the first impression that is made to a new acquaintance. The impact one leaves can be the difference between getting and not getting a job or obtaining and not obtaining a contract for your company.

Assessing a Situation: Before deciding on the path to take to approach a situation, one must first assess it. Is it worth doing anything about? How will it impact me or others? The overall goal is to be effective when dealing with issues, so make sure you know what you are getting into before embarking on the journey.

The best way to assess a situation is to step away from it. Take yourself out of the equation in order to fully understand what it is about and the effect it will have. This can allow you to make a more reasonable decision rather than one based on emotions.

Being Zealous without Being Offensive: Being a zealous person is a good quality, but being overly zealous can not only send a negative message to others, it may be considered offensive.

Words from the Wise:

- **M.K. Gandhi:** An eye for an eye only ends up making the whole world blind.
- **Guy Finley:** Never speak out of anger; Never act out of fear; Never choose from impatience; But wait...and peace will appear.
- **Brian Tracy:** Confidence on the outside begins by living with integrity on the inside.