



MICROGUIDES

EMOTIONAL INTELLIGENCE

Proven methods to take your team's
performance to the next level

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INTRODUCTION

The MicroGuides are your shortcut to staying current on the world's top Business, Leadership, and Personal Development books. They are used by individuals looking to better themselves, as well as by teams and organizations looking to create and foster cultures of continuous learning and development.

The MicroGuides are meant to serve as your starting point for identifying your goals and the obstacles that are standing in your way of achieving them. In addition to participation in regular ActionClasses, we urge leaders to use the content in these guides as inspiration for developing your own unique ActionPlan to make your ideal state a reality.



EMOTIONAL INTELLIGENCE

Emotional Intelligence (also called EQ) is a measurement of an individual's ability to recognize, understand, and manage his or her emotions. For decades, traditional intelligence (sometimes called IQ) was believed to be the most indicative factor for one's success at work and in life. Now, behavioral scientists and business leaders alike have realized that traditional intelligence alone is not a reliable predictor of one's leadership abilities or potential to succeed. Research now suggests that people who are successful at work aren't just smart--they also have high EQs.

Emotional Intelligence is a quality that is important at every level of your career, whether you're an entry-level employee or a CEO, because it affects problem solving, decision making, conflict resolution, and interpersonal skills. Keep reading to learn more about emotional intelligence and how you can better understand and manage your emotional wellbeing.



01

Emotional Agility

by Susan David

01

Emotional Agility

Get Unstuck, Embrace Change, and Thrive in Work and Life

by Susan David

Susan David is a psychologist and executive coach who has studied emotions and how we interact with them for more than two decades. This summary will help you become more aware of your emotions, learn to accept and make peace with them, and increase your emotional agility. It won't turn you into a perfect person that never says the wrong thing, but it will help you come to terms with even your most difficult emotions and help you enjoy your relationships and achieve your goals.

Emotional agility is when you can be flexible with your thoughts and feelings which helps you respond well to situations. It's not about changing your thoughts, but instead about loosening up and calming down.

Emotional Agility is when you can be flexible with your thoughts and feelings which helps you respond well to situations.





By opening up that space between how you feel and what you do about those feelings, emotional agility has helped people with many different troubles: negative self-image, heartbreak, pain, anxiety, depression, tough transitions, and more. Emotional agility will help you become dynamic. It will help you tolerate high levels of stress while remaining engaged, open and responsive.

In order to get the most of this summary, you will need to face your thoughts, emotions, and behaviors with curiosity and kindness. You will need to acknowledge them for what they are – just thoughts and emotions. Emotional agility will help you live the life you want and reincorporate your most troubling feelings as a source of energy, creativity and insight.

The Stories in Our Minds

Every day, we tell ourselves a story about who we are, what we do, and how we feel. Unfortunately, sometimes these stories are incorrect. For example, if you invite a friend for dinner and they are busy, it's easy for you to change the narrative to "they're never there for me. They don't even like me," when the reality is likely far from that. We need to recognize that the voice in our head is an unreliable narrator.

The problem is that so many of these voices are automatic. And when our thoughts blend with our emotions, we tend to make quick, gut decisions – even when it isn't always for the best. Sometimes our snap impressions are wrong. However, once they are established, they can be hard to change. Being emotionally agile means responding to the world as it is instead of how we perceive it to be. It means going beyond your conditioned emotional response to act in a way that aligns with your true values. Ask yourself who is in charge – the thinker or the thought.

Some people bottle up their unpleasant feelings. The problem with this is that it doesn't get at the root at whatever is causing the pain. So ignoring it may make it go away for a little bit, but it doesn't get rid of the deeper issue. And the suppressed emotions will inevitably surface.

Another way of dealing with unwanted emotions is to brood. Brooders tend to stew in their misery and hold on to it much longer than they should. Brooding doesn't have to be a solo activity – when you vent to a coworker about your annoying boss, you are still holding onto your anger. With brooding, emotions become more powerful and can be detrimental in the long run.

The best way to deal with emotions is neither to bottle nor brood, but to be present and accept your current emotions. We must face up to, make peace with, and find an honest and open way to live with them.

Nobody is perfect. But we should accept ourselves exactly how we are and forgive ourselves for our mistakes. This begins with recognizing our thoughts without believing that they are always true.

We can't change our circumstances or ourselves until we accept what exists right now. We need to give ourselves permission to be exactly who we are, and to the world for being exactly how it is. We don't need to like the things we don't like, but we must accept them for what they are. Then we can change.

Adaptive reflection question:
How have you noticed that you deal with unwanted emotions?

Fact: People who are more accepting of their own failures aim just as high as self-critical people.

Treat yourself with kindness and compassion. Treat yourself like a wounded child. If a child ran up to you crying, you wouldn't berate them or blame them. You would comfort them and take them in your arms.

You will make mistakes. And that's okay. But doing one bad thing doesn't make you a bad person. Show some self-compassion and get to work paying your debt back. Then learn from your mistakes and do better in the future.

There is a common misconception that self-compassion makes you weak or lazy. This is not the case at all. People who are more accepting of their own failures aim just as high as self-critical people. The difference is that self-compassionate people still love themselves if they don't meet their goals.

Unfortunately, we live in a time now that makes it incredibly easy to peek into other people's lives. We see snapshots on social media of fancy dinners and extravagant vacations, and it often makes us feel badly about ourselves, even if we are happy with our lives. Social comparison may make you feel less self and life satisfaction. To combat this, do your best to focus on your own life.



Accept yourself for who you are, as you are, instead of striving to be a version of somebody else. The only person that gets to decide your value is you.

Words Can Help

Learning to accurately label our emotions is crucial to emotional agility. First of all, ignore the labels of “good” and “bad” feelings. All feelings are normal, and you should let them be when you notice them. Learning how to accurately label your emotions can be transformative. People who can identify the spectrum of emotions do better at managing the ups and downs of life.

When you notice emotions, ask yourself what the purpose that emotion is playing. For example, you only feel guilty about things you care about. If you feel guilty that you’re working late instead of spending time with your children, use that as an arrow to point you toward the people you love and the life you want to lead.

In one study, participants were divided into two groups. One group was told to write for twenty minutes each day about emotionally significant events. The other group was told to write about everyday things – their outfits, or meals, or the cars they see drive by.

After the study, psychologist Pennebaker found that those that wrote about emotionally charged episodes experienced a noticeable increase in their physical and mental well-being.

They were happier, less depressed, and less anxious. Even months after, they had lower blood pressure, better immune function, and fewer doctor visits than the control group. They also reported higher quality relationships, better memory, and more success at work.

Applying words to emotions is a remarkably helpful way to deal with stress, anxiety and loss. Take some time to write about your emotions. If writing isn’t your cup of tea, talking into a voice recorder can have the same results. Try to look at it from a new perspective, and understand the difference between the thinker and the thought.



Often we get caught up in our emotions and it blinds us to the reality of the situation. Taking a step back can be useful to see the situation for exactly what it is and show us how we can learn from it.

Another way to separate the thought from the thinker is to actively practice mindfulness. To do this, make an effort to be fully present in every moment. Pay attention to what your mind is doing without judgment. Mindfulness has countless benefits, such as improved competence, health, moods, focus, and health in general.

Being mindful of your emotions will help you correctly label them. It will help you see the world through multiple perspectives and have higher levels of self-acceptance, tolerance and self-kindness.

Think about an insecurity you have. Write it down, or say it ten times. Now, mix up the words or read it backwards. See that these sounds turn to meaningless jumble, and acknowledge that you are creating space between the thinker and the thought.

Acknowledge the thought, but do not let it call the shots on your feelings or behaviours. Emotional agility means having unsettling thoughts or emotions, but still acting in a way that serves the life you want to live.

Walk Your Way

Walking your why is the art of living by your own personal set of values in order to gain meaning and satisfaction. It's not always easy to identify what you value. Values aren't universal, and we often make the mistake of looking at the people around us to help make decisions about our own life. What is "right" for one person isn't necessarily right for someone else.

To identify your values, ask yourself what really matters to you. What relationships do you want to build? What do you want your life to be about? If all of your stresses and anxieties were gone, what new things would you pursue?

Use the answers as a guide to show you what you value. And then use those values to guide your life, and to walk your why. Knowing your values will help you be more flexible and open to new experience. Moving toward your values isn't always fun or easy. Sometimes you will have to make hard choices, or do hard things to get yourself closer to your values. But even if your choice turns out to be wrong, you can still take comfort in knowing you made the decision for the right reason.

To help us do more things that align with our "why," we should reframe the way we look at it. Positioning decisions to things that we want to do instead of things we have to do will make us far more likely to do them. We pursue our want goals because they reflect our values and interest. And these goals are freely chosen by us.

Alternatively, our have to goals are imposed on us by a sense of obligation or by others, and it is harder to keep up with them.

You can eat healthy because you feel anxious about your looks, but you are far more likely to commit to a healthy diet if you are doing so because you view good health as an important quality that helps you feel good and enjoy life. Reframe the way you approach decisions, and you will do more things that align with your why.

The Real World

Emotional agility will allow you to be your authentic self for everyone, every day. Take ownership of your own development, career, creative spirit, work and connections. Accept your self with compassion, courage and curiosity. Welcome your inner experiences, and learn from them. Do not hold yourself to unrealistic, perfect standards. Open yourself up and walk into your fears with your values as your guide. Being emotionally agile will change your life.

Adaptive Reflection

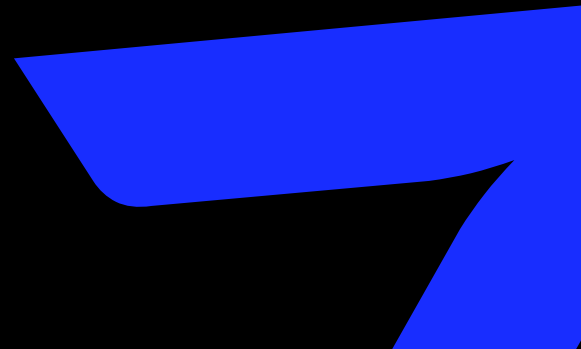
Question: What steps can you take to practice emotional agility in your own life?



02

Emotional Intelligence 2.0

by Jean Greaves
and Travis Bradberry



02

Emotional Intelligence 2.0

The World's Most Powerful Emotional Intelligence Test

by Jean Greaves and Travis Bradberry

"As it turns out, there's a completely different 'intelligence' that has a large bearing on how successful you are in life: your emotional intelligence, or EQ"

For hundreds of years, your worth to society was determined by how much physical labour you could do. Then, sometime in the last 100 years, the tide shifted and people started placing stock in your Intellectual capacity - your IQ. The more you knew and the better you were at taking exams largely determined the trajectory of your career. In fact, the education system is still set up under this paradigm. However, as the authors of Emotional Intelligence 2.0 would tell you, there's a shift underway. As it turns out, there's a completely different "intelligence" that has a large bearing on how successful you are in life - your emotional intelligence - or, EQ.





In fact, emotional intelligence is the missing link to a peculiar finding. Consider that people with the highest IQs outperform those of us with average IQs 20% of the time – not surprising. But also consider that people with average IQs outperform those with high IQs a whopping 70% of the time. The greatest predictor of success, we now know, lies in our ability to harness our emotional intelligence.

And if you aren't with us yet, chew on this. People with a high level of emotional intelligence make a lot more money than those with low levels of emotional intelligence – \$29,000 a year more, on average.

So whether you are looking to increase your emotional intelligence, or even just looking for the secret to making an additional \$29,000 a year, this is a topic for you. So buckle up, and get ready to learn the four building blocks of emotional intelligence – self awareness, self-management, social awareness, relationship management.

Self-Awareness

Self awareness is the ability to understand your emotions as they are happening, and to understand your tendencies to react in certain ways in different situations. There's no need to go and live in a Buddhist retreat for 21 years to find your self-awareness. In fact, just thinking about your emotions as they happen is a very good start and will help you along your journey.

A person with high self-awareness is usually in control of their emotions. It's not that they don't feel emotions, but they don't let them take over their lives. On the flip side, a person with low self-awareness typically will take their own stress and project it on to other people. These are the type of people that if they are having a bad day, dammit, so is everybody else on this godforsaken planet. While these people might say that they don't care how they are perceived, it's quite likely that they just don't know how they are perceived.

Here are some strategies for increasing your self-awareness and getting to know yourself a little better.

1. Notice your feelings and realize that they are not good or bad, they just "are". For the most part, you won't be able to control your feelings. If something terrible happens, you'll feel some pretty nasty emotions. In fact, you are better off feeling them fully now, rather than burying them deep inside. However, the key is to not hold on to them – let them take their course and then let go of them. Lastly, realize that however you react to these emotions will have an impact on others.

2. Understand how your buttons get pushed. We've all got pet peeves and people that just seem to rub us the wrong way. Being able to articulate these things is critical because then you can start to take actions to be in control of yourself in these situations.

3. Keep a journal. Doing a review of your day and your emotions throughout is a great step towards self-awareness. You'll start to see patterns in your thoughts, feelings and behaviours that are destructive. Once you see those patterns you'll do anything you can to get rid of them.

4. Don't be fooled by your moods. Sometimes there are days when you are on cloud nine, and nothing could be going better. Other days you feel down in the dumps and nothing could be going worse. Of course, reality is usually somewhere in between those two extremes. So even though you hate your job, spouse, and that jerk who cut you off in traffic on those down days, remind yourself that things aren't as bad as they seem and that the mood will pass – it always does. On the flip side, don't get lulled into a false sense of security on the good days.

Adaptive reflection question:

What strategies for increasing self-awareness can you incorporate into your own life?

Self-Management

Self management is highly dependent upon your self-awareness. It's the ability to use your self-awareness to react in a positive or useful way in any circumstance. This is your ability to control your emotions around situations or people.

If you are around somebody who is able to manage themselves at a high level, you'll notice that they handle themselves extremely well under pressure. On the flip side, people who aren't able to manage themselves at a high level lose their cool on a regular basis.

Here are some strategies for increasing your self-management ability so you can keep your cool in any situation.

1. Breathe, dammit! Your brain consumes a remarkable amount of oxygen – a full 20% of your body's requirements – and it only gets what it needs to function on a high level if you are breathing properly. Although breathing deeply is good advice for any situation, it is doubly good in stressful situations because otherwise you'll be restricting the flow of oxygen to your brain.



2. Sleep on it. If you find yourself in a stressful situation and need to make a decision, sometimes the best thing you can do is put it off until the next day. When you are being controlled by stress, you are unlikely to make the best decision – whether this is at work or at home. So, prepare yourself to take extra time with stressful decisions.

3. Get control of the voices in your head. We all have them. You know, the voices that tell you that you are an idiot for agreeing to the extra work on the long weekend. Or that you aren't good enough for the job. When you find yourself in these situations, change the language in your head. If you've made a mistake – don't generalize and say that you always make stupid mistakes. Remind yourself that you made a mistake this time, and it doesn't mean that you'll make it again tomorrow.

4. Learn something valuable from everybody you encounter. We can all learn lessons from the people who inspire us and treat us well. But what about the people who don't move us deeply, or worse, rub us the wrong way completely? If you can learn from those people, you will truly be working on another level. In almost any situation you find yourself in, you will learn a little more about yourself, and gain greater self-awareness in the process.

Social Awareness

Social awareness is the ability to read other people's emotions and understand what's going on with them. It's the seeing what it's like in the proverbial "other person's shoes".

If you spend any time with socially aware people, you'll notice that they talk less and observe more. They will dig deeper into what you are saying by asking you questions so that they understand you better. On the other hand, people with low social awareness seem to be waiting for you to stop talking so that they can show you how smart they are. In the process, they seem to miss the entire point of what you are saying. We've all been around people like that, and at times, have probably acted that way ourselves.



Here are some strategies for increasing your social awareness so that you can connect better with others.

1. Greet people by their name. This may seem far too simple to increase your social awareness, but you'll be tapping into the universal need to be "acknowledged" for who you are. Your name is an essential part of your identity, and starting off each encounter by using the other person's name will bring you closer to them immediately.
2. Increase your cocktail party conversation skills. This might seem trite, but creating a connection with other people takes work. Planning ahead and remembering who will be at a party and what their children do after school (for instance), is all part of the game. In the process, you will find yourself actually caring about these things because most people respond in kind to this kind of behaviour. As it turns out, giving a damn about people is a pretty good strategy.
3. Practice your listening skills. When others are talking, don't just listen to the words coming out of their mouth. Watch their body language and listen to the tone and pace of their voice. If their words and body language don't match, check in and see if you truly understand what they are thinking. Some people will tell you that they are "just fine" in spite of obvious evidence to the contrary. Checking in like this will bring your connection with your friends, colleagues and family to an entirely new level.

4. Understand how others view you. This isn't something that most people want to do, preferring to go through life believing that they don't have any of the flaws that they see in other people. However, being socially aware is also about understanding how you impact others. So, check in with some friends and family to see how they are experiencing "you". You'll learn quite a bit about yourself, but also how you come off to others in a multitude of situations. This is invaluable information.

Relationship Management

Relationship management is sort of like "bringing it all home". It's understanding your emotions and the emotions of others to skillfully manage a relationship.

People who do this well seem to manage many different relationships and seem to be close with all of them. They also make everybody they come into contact with feel at ease with them, even when delivering a stern message. People with low relationship management skills are constantly reacting to people and situations rather than responding to them. They make it very difficult for others to build a bond with them.

Here are some strategies you can use to develop your relationship management skills.

1. Do the "little things" on a consistent basis. If study after study (and your own personal experience) tell you that what people want more than anything is to be recognized, why do we do it so infrequently? Catch people doing good things as often as you can, and you'll find yourself creating a stronger connection with people much quicker than you ever have.

2. Don't let your emotions drift into other situations. Have you ever been around somebody who gives you the cold shoulder out of the blue, even though you haven't been around long enough to do anything wrong? These people are often still thinking about another event during the day that got under their skin, and have allowed it to have an impact on your relationship. Always deal with your emotions, and then be present with whoever or whatever requires your attention next.

Adaptive reflection question:

What pro-active steps can you take to improve your own relationship management skills?

3. Take feedback well. Sometimes, even if you don't ask for it, people will tell you what they think of you or your performance. How you deal with this situation will greatly impact the level of closeness in your relationship with this person. Take it with grace, and you'll be letting the other person know that they can truly tell you anything and the relationship will continue to grow. React poorly to it, and you'll be starting the process decline of that relationship.

4. Explain your decisions, don't just make them. If you want people to follow you and respect you, you need to explain why you make the decisions that you make. If you don't, it's inevitable that some people will think that you've missed a key issue and that you made the wrong decision. Then, the gossiping begins. On the other hand, if you take the time to explain how you came to your decision, people understand your thinking much more clearly, and then know what you did or didn't consider. It also opens up a dialogue about the issue that is missing when all you give is the answers.



Conclusion

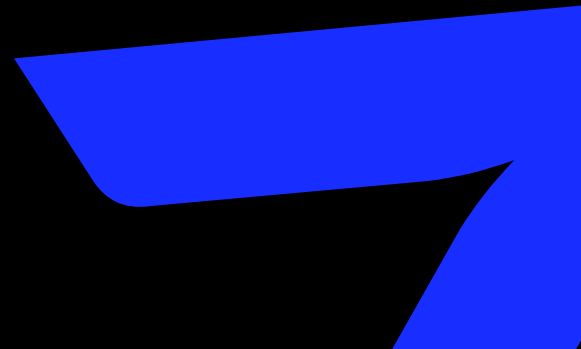
Emotions and emotional intelligence used to be considered the “soft stuff”. Not only was it not welcome in the business world, it was often looked upon as a weakness. Markets were won and lost on the backs of high IQs and hard work. However, as the authors and many scientists have been able to show, emotional intelligence not only leads to better relationships, it leads to better business. And I can’t think of a better reason to get in tune with my emotions.



03

The Language of Emotional Intelligence

by Jeanne Segal



03

The Language of Emotional Intelligence

Play to Their Strengths, and Lead Them Up the Learning Curve

by Jeanne Segal

"Emotional Intelligence abilities have been proven to surpass high cognitive intelligence in predicting success in all areas of life - including at home and at work."

Emotional intelligence abilities have been proven to surpass high cognitive intelligence in predicting success in all areas of life - including at home and at work.

Over the years, we've learned quite a bit about how emotional intelligence works.

We know that one person's stress can block the communication process until both people feel safe and can focus on one another. That primal emotions like anger, sadness and joy are critical to strong relationships. That playfulness allows us to thrive in the face of tough circumstances. And that conflict, if handled well, can turn into a trust building experience.





Skill #1 - The Elastic: high safety and low stress

Regulating stress is the skill that provides us the ability to be emotionally available and engaged. When we are stressed, we get trapped inside our own heads and have a hard time seeing what's right in front of us.

The first step in regulating stress levels is recognizing when your stress levels are out of control. That requires you to understand what your stress triggers are. Maybe it's certain situations, or certain people. Pay attention to what's going on around you when feel stressed, and you'll start to see some patterns.

Once we become stressed, there are two basic types of measures we can use to return to a balanced state - social interactions or private actions.

If you are a person who likes to interact with others, you can find balance by seeking out someone who is calm, focused and makes you feel safe. Let that person know what you are dealing with, and ask them to help you get back on track.

If you are a more private person, there are things you can do to get back in balance on your own. One of the easiest and most powerful methods is to focus on taking deep breaths. This not only slows you down, but also gets more oxygen flow to your brain, allowing you to think more clearly.

As we deal with a culture that is always-on, and dare we say always-stressed, being present needs to be your starting point for emotional intelligence. You can only do that if you are calm and focused.

Skill #2 - The Glue: exchange based on primary emotions

It shouldn't be a surprise that our emotions are at the center of emotional intelligence. They are the glue that holds the communication process together, and are necessary to engage others in an emotional exchange.

Segal tells us that we need to reclaim and restore our primal emotions - including anger, sadness, fear, joy, and disgust - if we are going to create that connection. Somewhere along the way from childhood most people lose touch with these emotions. This stems from our inclination towards thought over emotion, which, although has been happening for centuries, wasn't always the case.

When we find ourselves in situations that seem overwhelming, painful, or undesirable, we develop coping mechanisms like distracting ourselves with obsessive thoughts and behaviors, which, in the extreme, turn to addiction. Or, some people shut down completely.

The problem with this approach is that you can't eliminate the bad primal emotions without also eliminating the good primal emotions like joy.

As the author point out, reclaiming these primal emotions in our lives will take some work. There are 4 parts to the exercise that they recommend doing in order to get there.

First, find a private spot that you enjoy being in. Make sure you feel safe and comfortable. Maybe play some music that evokes the primal emotion you want to explore.

Adaptive reflection question:

What methods do you currently use to manage stress? How effective are they?

Second, we'll look to reconnect with a strong emotion - moderately. Start by tensing and then releasing all the parts of your body. Clear your mind of all extraneous thoughts. Then, find an emotional trigger of something that had an emotional effect on you - a small hurt or something mildly irritating. Then, scan your body and see if you feel different. Then, once you find where you feel different, direct your breath to that spot.

Third, once you are comfortable with the second part, repeat the process but with much more intense emotions.

Finally, when the time you allotted for the exercise is over, get up, and refocus your energies back into your normal daily activities.

The goal of this step is for you to get back in tune with your emotions. Rinse, wash, repeat as needed.



Skill #3 - The Pulley: wordless communication

Nonverbal communication is the pulley of emotionally intelligent language that attracts the attention of others and keeps relationships on track.

It includes eye contact, facial expressions, your tone of voice, posture and gestures, touch, intensity, timing and the pace of your communication.

Nonverbal communication is made up of two parts - the nonverbal cues you are giving off, and reading the nonverbal cues that other people are giving off.

In order to do both of those well, you need to clear your mind of all distractions. You can't focus on what you are going to say next and focus on nonverbal communication at the same time. Instead, you should be focussing on what you hear, feel, sense, see, smell and taste, as well as the reactions of the other person.

Here are some examples of nonverbal cues to start looking for once you clear your mind:

- If you see somebody tilting their head to one side, and see subtle changes in the expressive lines around their eyes, they are likely telling you "I don't understand," even though most people would never come out and tell you that directly.
- If you see somebody with their shoulders hunched up, and hear a raised pitch in their voice, they are likely saying "what you are communicating is upsetting me."
- "When you see somebody leaning forward, a smile on their lips and an expression in their eyes, they are likely saying "I love being here with you."

Reading nonverbal cues takes practice, and so you'll need to carve out time in your schedule to simply be present, and read the nonverbal cues happening around you on a regular basis.

Adaptive reflection question:

On a scale of 1-5, how close attention do you pay to non-verbal cues?



But it will be time well-spent. Being emotionally savvy essentially gives you relationship superpowers that very few people possess. You'll be able to accurately read the emotional cues of others, respond with nonverbal cues of your own that indicate you notice and care what the other person feels, and avoid confusing others with words that contradict your true feelings.

Skill #4 - The Ladder: pleasure in interactive play

Sometimes you'll find yourself in an awkward situation that will require all of your emotional intelligence to navigate. One of the best tools you have at your disposal is playfulness and humor - if you do it correctly.

As the author points out, conflict and stress can undermine even the best verbal skills, but playful communication strengthens, repairs and restores relationships.

Play, in the relationship setting, should always be a shared experience. It's a tool we can use to practice spontaneity, let go of our defensiveness, release inhibitions, calm and energize yourself, and become emotionally authentic.

Play has the ability to find paths to resolving awkward and embarrassing issues. However, be sure that whenever you utilize this tool, you tread lightly. To ensure that you don't make a bad situation worse, make sure you can answer yes to the following questions:

- Are you feeling calm, energetic, and warmly connected to your partner or coworker?
- Is it your true intention to communicate positive feelings?
- Are you certain that your humorous gesture will be understood and appreciated?
- Are you aware of the emotional tone of the nonverbal messages you are sending?
- Are you sensitive to the nonverbal signals your partner or coworker is sending?
- Do you back off if your partner or colleague seems hurt or angry?
- If you say or do something that offends, is it easy for you to immediately apologize?

If the answer to all of those is yes, fire away!





Skill #5 - The velvet hammer: conflict as opportunity for trust building

For the emotionally intelligent, conflict is an opportunity to build trust. Of course, in the hands of the less skilled, conflict remains what it has always been - an opportunity to create hostility or irreparable riffs in relationships.

By using the skills we've already covered up until this point, you'll be able to resolve conflict in a number of different ways. By not getting emotionally overwhelmed, you'll be able to accurately read and interpret both verbal and nonverbal communication.

By both expressing and controlling your emotions, you'll be able to communicate what you want without threatening other people. By being present, you'll be able to access the most information possible (both from the cues you are sensing in the moment and from your mind) so you can negotiate the situation to the best of your ability.

You'll be able to offer alternatives to knee-jerk reactions that are common in tense situations. When you do these things, you ultimately work out your issues quickly and painlessly, and trust grows. Why? Because the other person now knows that when other sticky situations invariably come up, you'll be a calm and willing partner in looking for a solution. We like and trust people like that.

Conclusion

So there you have it. Five skills you can use to become more emotionally intelligent, and get more of what you want out of life.

Before you leave this summary and move on with whatever it was you were doing, here are some questions to answer to make sure that what you learned will stick.

1. What exactly is your plan to start using the non-verbal skills you learned here?
2. Who are you going to practice them with? Finding a willing and able partner to start this journey with you will make all the difference.
3. Where will you practice these skills?
4. When will you practice these skills?
5. Answer those four questions, and you'll be well on your way to becoming an emotional intelligence powerhouse.

Answer those four questions, and you'll be well on your way to becoming an emotional intelligence powerhouse.

ABOUT ACTIONCLASS

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