

# Emotional Intelligence: Where are You?

Monday conf call 3/21/11

## **GIPRO Balance Reactivation**

**MannaQuest 2011 – Seattle, WA Sept 2-4 Be There!!!!**

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Test your EQ: <http://www.ihhp.com/quiz.php>

1. Much has been said about Women versus Men in Networking
  - a. Over 82% are women  
We know our numbers are great.
  - b. Agree: Women are typically more emotional than men.  
This is a social reality of how we are raised. We also see changes over the past two generations.
  - c. Is this positive or not? It all depends. Emotions can help or hurt you depending on your learning to understand them.
  
2. Emotional Intelligence is your ability to recognize emotions in yourself and others, and your ability to use this awareness to manage your behavior and your relationships.
  - a. Starts with Awareness: are you aware of your emotions as they arise? Need to spend enough time thinking about where they come from and why they are there.  
They are your reactions to the world around you.  
83% of those with high *self-awareness* are top performers; only 2% fall in low performance category.
  - b. How we use the awareness to stay flexible and direct our behavior positively is called *self-management*. Obvious examples are "I'm so mad at that darn dog!!" (moments of lack of self control where we can step back, put our momentary needs on hold to pursue larger and more important goals).  
Self-awareness and self management come in the category of "personal competence."
  - c. "Social competence" is defined by *social awareness* and *relationship management*.  
Social awareness is your ability to accurately pick up on emotions in other people and understand what is really going on for them.  
It requires you to stay focused on them and not on what your emotions are doing.

d. Relationship management is your ability to use your awareness of your own emotions and those of others to best manage interactions successfully.

Solid relationships are something you should always be pursuing, even with those you may not care for in your environment.

e. Research shows only about 1/3rd of adults are able to accurately identify their emotions as they happen. Means? 2/3rds of us are typically controlled by our emotions and not good at spotting them to use them for our benefit.

3. How does this play on our success at network marketing? A LOT! It forms the foundation for a host of skills.

- a. Decision -making
- b. The ability to capitalize on opportunities
- c. Tolerance for change
- d. Time management
- e. Trust building
- f. Stress management

"Because EQ effects everything you say and do, it is the single biggest predictor of performance at work and the strongest driver for leadership and personal excellence." Travis Bradberry and Jean Greaves

4. Now that you understand what it is, how do you improve?

- a. Many books only give you information on what EQ is so beware.
- b. Go online and take the Emotional Intelligence Appraisal test (\$39)
- c. Examples of ways to increase your emotional intelligence:

- 1) Quit treating your feelings as good or bad
- 2) Lean into your discomfort
- 3) Feel your emotions physically

d. "Emotional Intelligence 2.0" is a book that gives you 66 strategies (\$12 from Barnes and Noble and get Appraisal for FREE)

Develop your own Emotional IQ Action Plan.

"...those who employ a unique blend of reason and feeling achieve the greatest results."

## **Self-Awareness Strategies**

1. Quit treating your feelings as good or bad
2. Observe the ripple effect from your emotions
3. Lean into your discomfort
4. Feel your emotions physically
5. Know who and what pushes your emotions
6. Watch yourself like a hawk...
7. Keep a journal about your emotions
8. Don't be fooled by a bad mood
9. Don't be fooled by a good mood either
10. Stop and ask yourself why you do the things you do
11. Visit your values
12. Check yourself
13. Spot your emotions in books, movies, and music
14. Seek feedback
15. Get to know yourself under stress

## **Self-Management Strategies**

1. Breathe right
2. Create an emotion vs reason list
3. Make your goals public
4. Count to ten
5. Sleep on it
6. Talk to a skilled self-manager
7. Smile and laugh more
8. Set aside some time in your day for problem solving
9. Take control of your self-talk
10. Visualize yourself succeeding
11. Clean up your sleep hygiene
12. Focus your attention on your freedoms, rather than your limitations
13. Stay synchronized
14. Speak to someone who is not emotionally invested in your problem
15. Learn a valuable lesson from everyone you encounter
16. Put a mental recharge into your schedule
17. Accept that change is just around the corner

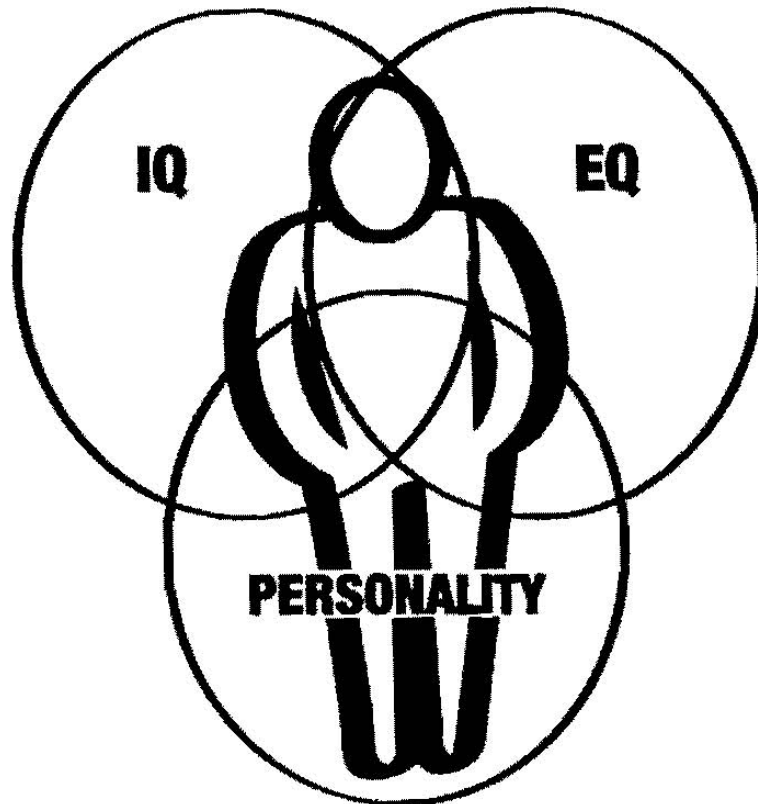
## **Social Awareness Strategies**

1. Great people by name
2. Watch body language
3. Make timing everything
4. Develop a back-pocket question
5. Don't take notes at meetings
6. Plan ahead for social gatherings
7. Clear away the clutter
8. Live in the moment
9. Go on a 15-minute timer
10. Watch EQ at the movies
11. Practice the Art of Listening
12. Go people watching
13. Understand the rules of the culture game
14. Test for accuracy
15. Step into their shoes
16. Seek the whole picture
17. Catch the mood of the room

## **Relationship Management Strategies**

1. Be open and be curious
2. Enhance your natural communication style
3. Avoid giving mixed signals
4. Remember the little things that pack a punch
5. Take feedback well
6. Build trust
7. Have an "open-door" policy
8. Only get mad on purpose
9. Don't avoid the inevitable
10. Acknowledge the other person's feelings
11. Complement the person's emotions or situation
12. When you care, show it
13. Explain your decisions, don't just make them
14. Make your feedback direct and constructive
15. Align your intention with your impact
16. Offer a "fix-it" statement during a broken conversation
17. Tackle a tough conversation

## **SIZING UP THE WHOLE PERSON**



**IQ, personality, and EQ are distinct qualities we all possess. Together, they determine how we think and act. It is impossible to predict one based upon another. People may be intelligent but not emotionally intelligent, and people of all types of personalities can be high in EQ and/or IQ. Of the three, EQ is the only quality that is flexible and able to change.**