

EMOTIONAL INTELLIGENCE



Increase Your
Connection

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Emotional Intelligence eBook

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What Is Emotional Intelligence?

Emotional intelligence has grown in popularity and implementation over the last three decades. It is now agreed that having a strong EI is very important, but unfortunately it is not something we are usually taught at school.

A question often asked is, “Is EI an innate and fixed ability, or can one learn and develop it?” Some people have higher levels of natural emotional intelligence, especially empathy. However, EI is a skill that can be learned and honed.

The initial perception of the concept of emotional intelligence is that it is a mix of Trait and Ability, impacting social leadership or interpersonal relationships. People with higher emotional intelligence generally have more effective communication skills, collaborate, actively listen and unify others.

Interestingly, in 1983, Gardner spoke of “Personal intelligences.” Among others, he mentioned Intrapersonal Intelligence (accessing one’s own feelings) and Interpersonal Intelligence (being aware of other people’s emotions and moods.) This was then later further validated with the emergence of emotional intelligence (EI.)

The term emotional intelligence was first used by Jack Mayer and Peter Salovey in 1990. They created the term *and* the EI theory. They defined it as *“the ability to monitor one’s own and others’ feelings and emotions, to discriminate among them and to use this information to guide one’s thinking and actions.”*

They demonstrated how emotions could impact the behavior and thought process of an individual.

Later, Mayer gave Harvard Business Review a refined definition...

“From a scientific (rather than a popular) standpoint, emotional intelligence is the ability to accurately perceive your own and others’ emotions; to understand the signals that emotions send about relationships; and to manage your own and others’ emotions. It doesn’t necessarily include the qualities (like optimism, initiative, and self-confidence) that some popular definitions ascribe to it.”

Since then, experts in the field have continued to build on that theory in a bid to refine what really lies at the core of EI. It isn't *just* about knowing what emotions you are experiencing. It's also using those emotions to inform your thought process and in turn, using your thought process to inform those emotions. It is all about having a keen awareness of how your behaviors and decisions are driven by your emotions.

In 1995 Goleman wrote a best-selling book on emotional intelligence called, "Emotional Intelligence: Why it can Matter More than IQ." He predicted that EI is a higher predictor of success than IQ. He has contributed extensively to the study and understanding of EI, having authored and co-authored a number of books on the subject; including "Working with Emotional Intelligence" in 2004.

Goleman stated in an article for HBR (What makes a leader,) *"The most effective leaders are all alike in one crucial way: they all have a high degree of what has come to be known as emotional intelligence. It's not that IQ and technical skills are irrelevant. They do matter, but...they are the entry-level requirements for executive positions. My research, along with other recent studies, clearly shows that emotional intelligence is the sine qua non of leadership. Without it, a person can have the best training in the world, an incisive, analytical mind, and an endless supply of smart ideas, but he still won't make a great leader."*

In an article posted on The Huffington Post, Dr. Patty Ann Tublin says, *"arguably, a high level of emotional intelligence trumps a high level of IQ every time. No one really cares how smart you are if you cannot get along with people. If people find you to be abrasive divisive and/or obnoxious, your career and business will take a direct hit as a consequence of your behavior. No one will want to work with – or for you. You're not that smart that people will be willing to tolerate you making them feel miserable, stupid, and angry or any other negative emotion(s) no one in their right mind wants to experience."*

"Emotional intelligence is being smart about your feelings. It's how to use your emotions to inform your thinking and use your thinking to inform your emotions. It's having an awareness of how your emotions drive your decisions and behaviors, so you can effectively engage with and influence others. Individuals who are emotionally intelligent tend to be empathetic, can look at situations from an alternative point of view, are considered open-minded, bounce back from challenges and pursue their goals despite any obstacles they might face." **Sara Canaday, a leadership speaker and author**

Emotional Intelligence: The Science

There are many studies showing the many benefits of high EI.

- “Studies show that people with higher emotional intelligence testing scores are more socially competent and enjoy higher quality relationships” (Brackett, Warner, & Bosco, 2005; Brackett et al., 2006a; Lopes, Salovey, Co[^]te[^], & Beers, 2005; Lopes et al., 2003, 2004)
- One study found a positive relationship between self-esteem and emotional intelligence. (Relationship between Emotional Intelligence and Self Esteem among Pakistani University Students, Bibi, et al, 2016)
- TalentSmart tested emotional intelligence in the workplace alongside 33 other critical skills needed at work, and they found that emotional intelligence to be *“the strongest predictor of performance, explaining a full 58% of success in all types of jobs.”*
- The international search firm Egon Zehnder International studied 515 senior executives and found those who had the highest emotional intelligence levels were more likely to succeed as compared to those with very high IQs or even those with a lot of job experience.
- According to a report published by Yale University researchers, “the most common complaints that lead people to psychotherapy are anxiety and depression. The skills associated with emotional intelligence, therefore, should help individuals to deal effectively with unpleasant emotions and to promote pleasant emotions in order to promote both personal growth and wellbeing.”
- A study by KRW International, found that “CEOs whose employees gave them high marks for character had an average return on assets of 9.35% over a two-year period.” This rating is five times higher than those who were marked with low character ratings.
(<https://hbr.org/2015/04/measuring-the-return-on-character>)
- Yale University reports that *“Indeed, people with higher MSCEIT scores tend to be more socially competent, to have better quality relationships, and to be viewed as more interpersonally sensitive than those with lower MSCEIT scores (Brackett, Warner, & Bosco, 2005; Brackett et al., 2006a; Lopes, Salovey, Co[^]te[^], & Beers, 2005; Lopes et al., 2003, 2004)”*

Emotional Intelligence Can Be Developed

Everyone can benefit from a high level of EI, from top CEO's to parents to teachers and everyone in between. It plays a key part in professional, social and personal success and your overall wellbeing and contentment in life.

Emotional intelligence is a flexible set of skills that can be learned and honed over time. Whilst some people naturally have a higher level of emotional intelligence, it can be developed in anyone.

This is important because if EI was innate, then that would leave many people at the effect of not having high EI and people would not try to develop emotional intelligence and further.

**Raise Your
Emotional Intelligence**



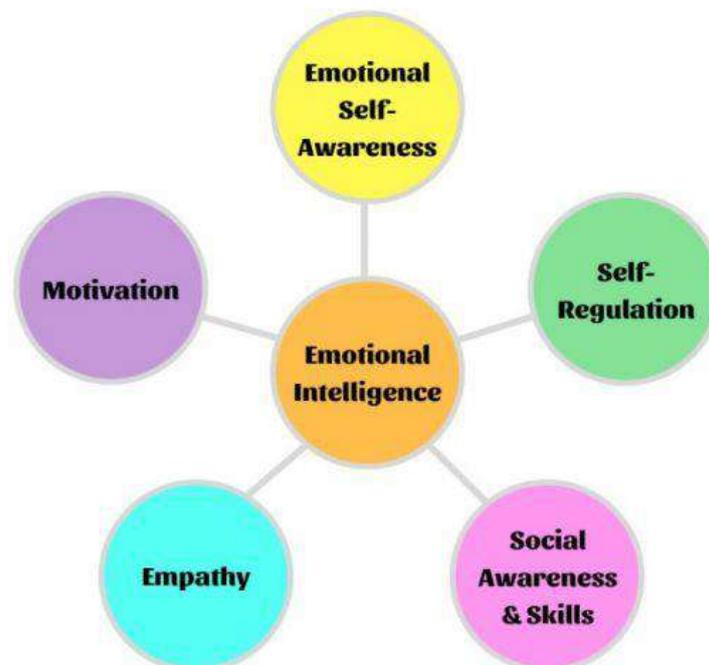
Book and street smarts can only take you so far. Emotional intelligence is often overlooked while being a critical aspect of the overall health and wellness of every individual. Emotions provide you with information to better pick up and identify social data. Then help you to deal with social situations through your actions, reactions and coping mechanisms. People vary in these two abilities and it is reflected in their adaptive behaviours. Some people do well in most social situations, while others struggle with social interactions.

Mayer and Salovey mentioned 4 elements in their model of EI.

- Perception of emotions,
- Using emotions to facilitate thoughts,
- Understanding emotions, and
- Managing emotions.

Goleman expanded on Mayer and Salovey's Model and mentions 5 elements of Emotional Intelligence.

- Emotional self-awareness - knowing one's own feelings and understanding the impact they can have on others.
- Self-regulation - controlling or redirecting one's emotions and anticipating consequences. Responding rather than reacting.
- Motivation - utilizing emotional factors to achieve goals, enjoy the learning process and persevere in the face of obstacles.
- Empathy - sensing the emotions of others.
- Social skills - managing relationships, inspiring and empowering others to create beneficial and desired outcomes.



Let's take a better look at these elements and what they mean in relationship to emotional intelligence.

Intrapersonal/Self-Awareness/Emotional Awareness

Psychology Today explains that *intrapersonal* (self) awareness is the awareness of your own emotions. This self-awareness is exhibited by a profound knowledge of your feelings as they come in real time. Emotional and self-awareness also includes the ability to recognize and really understand your individual character, emotions, mood and how these affect the people around you.

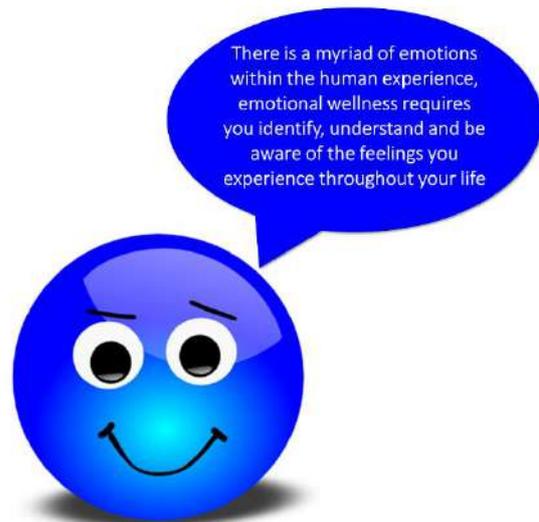
To gain true emotional awareness, it is important to have emotional literacy, which involves the ability to understand and communicate your emotions in a linguistic system. Meaning to recognizing and understanding emotions, but also knowing what those emotions are called. This is important for understanding and interpreting emotions for ourselves, as well as in interpreting the emotions of those around you.

Many people ignore their emotions, especially the unpleasant ones. Paying more attention to these signals from the body could lead to a healthier and more fulfilled life.

People with higher self-awareness are less affected by undesired outside variables and impact. Being more in tune with their own emotions.

How To Improve Self-Awareness

- Really get to know yourself and look at yourself objectively, introspection is key for complete self-awareness.
- Meditation and mindfulness are great practices in learning and mastering self-awareness.
- Learn how to recognize and name the emotions that you are experiencing appropriately. People are often not aware of the wide range of human emotions in existence. Reflect how various emotions apply in your life, how they feel, the effect they have on you and what triggers them in your life.



- Identify what is causing your emotions.
- Understand the difference between having the emotion and acting on it.
- Journaling and keeping an emotions diary can help you gain great awareness into your emotional states, and how they apply in your own life.
- Check in with yourself several times daily to assess your emotions.
- Literature, especially poetry, can improve emotional literacy, as it often deals with a wide range of varied emotions and vocabulary.
- People often try to ignore certain emotions, e.g. sorrow, anger, fear etc. Take a moment to appreciate that you are experiencing the emotion and ask yourself why or what you can do about it rather than just ignoring it. Take the time to process the emotion before communicating it.
- Brainstorm various situations and predict how you might feel. Practice naming those feelings, and accepting them, both of which put you in control of your emotions and your emotional state. Then consider appropriate responses to those feelings, think proactive versus reactive.
- The emotions themselves can cloud your judgment, preventing you from thinking clearly, which can make your situation even harder to deal with. Example, rather than screaming at someone that you feel anger towards, consider stepping aside until you can calmly process and then return to that person and tell them how you felt. In this way you are being proactive instead of reactive.

Self-Regulation

Emotional Intelligence requires you being aware of your emotions, as well as to be able to manage and regulate those emotions. Being able to express emotions in appropriate ways. Sometimes this may be as simple as waiting for the right time and place.

Self-regulation means taking responsibility for your own behaviors and how you communicate your emotions.

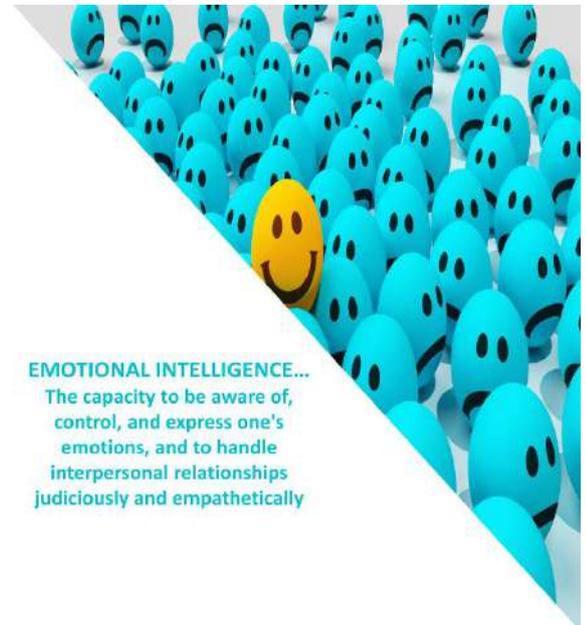
Joe throws a chair through a window in response to something John said, which made Joe angry. That is an example of a very low or non-existent self-regulation, and certainly not an appropriate way to communicate anger.

A healthy form of self-regulation may be when Joe responds to his anger by walking away and taking time to calm down, process and reflect. He then comes back to John to explain how he feels.

Avoidance is not self-regulation. When you avoid difficult feelings, you are denying the truth about your life. This is neither healthy nor helpful to finding solutions. It also does it allow you to take control of your emotional state or learn from your experiences.

Open awareness and acknowledging your feelings can help you to achieve a proper level of self-regulation. Be proactive in how you handle your difficult emotions. Pay attention to how you can take action in your life, rather than blaming others or trying to ignore the cause of your strong feelings.

People with good self-regulation skills are highly adaptable to the changes around them as well as flexible in their thinking and behaviors. They excel at conflict management and dealing with difficult situations. Self-regulating people are also aware of their influence on people around them, and they own their actions.



How To Improve Self-Regulation

- How we feel is always our own choice. No one "makes you" anything. Statements like, "you make me angry," or "you make me sad" hinders interpersonal communication. versus "I feel angry" or "I feel sad." When you take responsibility for your feelings and realize that you have a choice in how you respond, you take back control of your emotional state.
- Determine your tolerances in situations and know when to remove yourself from such situations.
- Tackle self-destructive behaviors.
- Play to your strengths.
- Be accountable.
- A well-balanced diet has a huge impact over your emotional state.
- Exercise and productive activities help prevent overwhelm and stress which fuels emotional outbursts. Implement activities that funnel your emotional energy.
- Practice acceptance. Out of control behavior and thoughts are often rooted in a lack of acceptance. Fear and anger often trigger the need to evade. Once accepted and welcomed as a normal part of your emotional state and that you will feel on occasion; you can take back control and regulate instead of going into fight or flight when these feelings come.

Social Skills and Interpersonal Awareness

Interpersonal awareness is the ability to understand the emotions of other people and where they come from.



Many people have higher levels of interpersonal awareness than they realize or utilize. While we may know what feelings other people are experiencing, few of us are ready to consider why they might feel that way, where these emotions come from, and how they might impact that person's actions.

Interpersonal awareness is important for effectively communicating with other people. What another person is feeling when they say or do something can be an important context that many people overlook.

The level of understanding that comes from high interpersonal awareness is key in forming relationships with other people. When somebody experiences an emotionally upset, it has an impact. It could tie back to something that happened in the past. It may also have consequences on situations in the future. EI helps to understand this and why it is important to consider the root cause and potential future impact. Both for our own and other people experiences.

Interpersonal awareness can also help you to feel good. By understanding what and why other people feel as they do, we can be more conscientious and even help them to address their own feelings in a constructive way. When other people are in a better mood, they are less likely to have a negative impact on the feelings of those around them.

How To Increase Interpersonal Awareness

- Social skills can be greatly improved with practice and interacting with others.
- Get back to being with people in person and off of social media. You improve social skills by socializing more.

- Daniel Goleman suggests identifying someone in your life that is good at a particular skill and observing how they behave. This is an ideal way to improve social skills, and even control of emotions, and then mimicking their behavior in your own life.
- Really listen effectively to others when they talk about their emotions. Example, if someone talks about their day at work, pay attention; rather than thinking about your own day or what you can tell them next.
- When you ask someone how they are doing, really pay attention to their answer. If they say, "I've been better," ask them if they would like to talk about it.

Empathy

Sympathy focuses on your understanding of the emotion that the other person is feeling. Empathy focuses on your understanding of the human capacity to feel emotions. It has less to do with experience and more to do with understanding. Empathy does not involve the comparison of emotions. Empathy does not require you to have been in the same situation.

Rather than treating the other person as someone similar to yourself as sympathy does, empathy is treating the other person as a unique individual with unique needs and experiences.

Unfortunately, some people see empathy or compassion as signs of weakness. Empathy can actually help you be a more persuasive leader. Instead of leading by fear, people would gladly follow you. Knowing that you can also see and respect their perspective. This increases your leadership ability. Emotional intelligence involves being able to empathize and being able to communicate your empathy.

Tips To Improve Empathy Skills

- Be approachable.
- Helping through empathy usually involves a strategy called "reflective listening," in which you help the person to interpret their own emotions.
- Be open to others and take the time to care about and think of others.
- Put yourself in other's shoes.



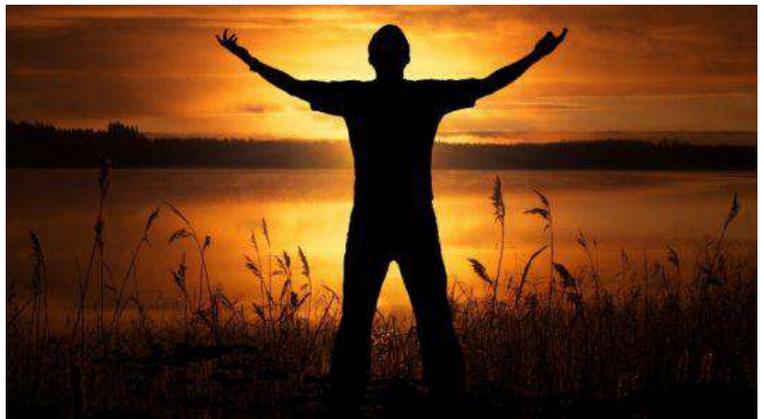
Motivation

Motivation is resilience, and in terms of emotional intelligence it is the ability to persevere regardless of challenges, failures or setbacks. Self-motivation describes an inner drive to remain committed to goals along with a readiness to act as needed to their end.

People with high emotional intelligence push forward regardless of failures faced along the way. Not allowing frustrations to impede their progress. Commitment and initiative constantly move them towards the goal.

How To Improve Motivation

- Set a S.M.A.R.T. goal and go after it. Decide that nothing will stand in your way. Keep adding goals that will serve you as practice. Build up to grander goals as you become more practiced.
- Maintain a positive mindset.
- Begin to see problems, obstacles and setbacks as learning opportunities and not as failures. They are simply stepping stones to the other side.
- Spend time with highly motivated people.
- Ask for help as needed.
- Be OK with stepping outside of your comfort zone.
- Be aware of doubts, fear, limiting beliefs etc., and tackle them head on.



Emotional Awareness

Emotional awareness includes being aware of your own, as well as other people's emotions. Meaning you can correctly identify the range of emotions that either you or they might be feeling. This can be tricky because we are not always faced with black and white situations. There can be a mix of emotions, as well as other underlying (often unknown) factors playing a role as well.

When you look at somebody, you can't just say that that person's angry. The person may be experiencing a range of emotions. They may be feeling fearful, angry and sad all at the same time. Previous experiences, beliefs, values etc, may also have an impact on what is going on for the person.

Another key component of emotional awareness is your own ability to be emotionally honest and objective with yourself. Meaning, if you are feeling angry or upset, then experience the emotion. However, what is the root cause of the anger? Was it just something that happened or are there further underlying things that have an impact on you experiencing that emotion? If you're not aware of your own emotions, how do you expect to be aware of other individuals' emotions?

Problems arise when there is a disconnect between the objective reading of your emotions and your own labelling of your emotions. Both for yourself, as well as other people's perception of your emotions. Example when you feel really angry, but someone thinks that you are just disappointed or a little let down. This disconnect could potentially cause serious problems further down the line. An example is when someone bottles up their emotions and don't show them, until they explode one day and leave others in shock and surprise.

Don't jump to conclusions. If somebody has furrowed brows, it does not necessarily mean they are angry. It could mean different things. Maybe they are confused, feeling under pressure, focussing, contemplation etc. One of the worst things you can do is to automatically assume the meaning of their expression without knowing more detail. It's like assuming a dog is hostile because it's barking. What if it is wagging its tail? Consider the other signals they might be sending. You can read more about non-verbal's here:

<https://www.coachingwithnlp.co/non-verbal-communication>

Two factors that might make it more difficult to notice emotions in others through tonality, facial expressions or body language; might be "Encoding and Decoding," and "Inhibiting and Exhibiting."

Encoding and Decoding

Decoding: Your ability to dissect and understand nonverbal messages from other's facial expressions, posture, gestures, and tone of voice.

Encoding: Your ability to convey nonverbal messages to others through your facial expressions, posture, gestures, and tone of voice.

*Costanzo, M. (1992). Training students to decode verbal and nonverbal cues: Effects on confidence and performance. *Journal of Educational Psychology*, 84, 308-313.

- Accuracy: Are we encoding what we think we are encoding? Are we decoding accurately?
- Honesty: Are we encoding the truth? Are we decoding the truth?

Some studies on Encoding and Decoding

- A couple of studies suggest that facial expressions have evolved to communicate our emotions to other people, as well as to regulate the flow of blood to certain parts of the brain to regulate our own emotions.
- Men decode voice & body better and women decode the face better. Zuckerman (1982)
- Our face encodes happiness & anger best and our voice encodes sadness & fear best. Apple and Hecht (1982)

The two main implication:

- Are we decoding the true emotions from others, and
- Do we convey the correct messages for others to notice our true emotional experience?

If either of these are done incorrectly, then that can lead to a misunderstanding and lack of emotional intelligence. Imagine if John is really concentrating on getting a task done, however Sue thinks that John is in a bad mood because she incorrectly decoded John emotion. She might change her behavior towards him in a negative way. Thinking he is always moody.

Inhibiting vs Exhibiting

Sometimes may we want to inhibit what we might be feeling. E.g. Anxiety when delivering a training. Other times we may want to exhibit what we are feeling. E.g. Happiness at seeing somebody.

- Study by: Lanzetta, J.T., Cartwright-Smith, J. and Kleck, R.E. (1976) 'Effects of Nonverbal Dissimulation on Emotional Experience and Autonomic Arousal,' *Journal of Personality and Social Psychology* 33: 354-70.

They wanted to see if we inhibit or fake our facial expressions, if it would change how we feel. They got their participants and divided them into two groups. Then they gave the participants a painful shock. One group had to inhibit their pain, whilst the 2nd group were asked to exaggerate their pain. The group who inhibited the pain had lower skin conductance measures. The participants who had exaggerated their pain, measured higher skin conductance.

They found that the way in which the participants experienced the shock, changed the way in which they felt the pain. This means there is a feedback loop that happens between our non-verbal and our body. Exhibiting your feelings, you feel them more strongly. Inhibiting your feelings, you feel them less strongly. They confirmed the study with anger, happiness, sadness, fear, humor and pain.

- Laird, J.D. (1984) 'Facial response and Emotion,' *Journal of Personality and Social Psychology*. 33: 547-52.

Having a pencil between your teeth (creating a smile) made participants rate the cartoons as funnier.

- Riskind, J.H. and Gotay, C.C. (1982) 'Physical Posture: Could it Have Regulating or Feedback Effects on Motivation and Emotion?' *Motivation and Emotion* 6: 273-98.

They asked participants to do a hard task whilst in a hunched, tense posture. The participants had increased levels of stress. Many reported knotted up stomachs, which created even more stress.

Two main implications:

- Deliberately avoiding their emotions, may lead to becoming out of touch with them. (Might seem cold or uncaring.)
- Some people over react to their emotions and exhibit in a way that might seem over the top to others.

Emotional Control

When faced with a challenging situation, people often react rather than respond. Reaction is immediate and based on unconscious programming. This would include beliefs, past experiences, negative emotions etc. Unfortunately, it does not necessarily consider the future impact of the reaction. Daniel Goleman talks of “emotional hijacking.” Often people simply react emotionally. Somebody pushes their buttons and their first instinct is to push back.

A response takes longer as there is a consideration of the situation and how the response can impact on future developments.

Example, rather than shouting (reacting) at someone who has upset you, consider how the situation was created and what other information is available. Maybe they did something to hurt you, because they felt betrayed by you. By taking some time to choose an appropriate response, you consider how they perceived your previous actions as betrayal and you apologise. Now the situation is defused, and you can calmly talk about what happened and explain that it was not your intention to betray them. There is now an ability to communicate and sort out the problem, rather than it getting out of hand and potentially losing a friend over a miscommunication.

Being able to control one’s emotions, you are more likely to use a rational decision-making process to get better outcomes. Emotional control is also crucial because you can respond to other people based on your true character and values.

Many people with high IQ’s are not living their fullest potential due to a lack of emotional management. Often making unintelligent choices because of emotional reaction. Emotional intelligence helps to better manage your emotions and decision-making process.

EI helps to use emotions to solve problems, to consider and analyse issues better, as well as to use mood to handle tasks or situations. Rather than being a slave to or passenger whilst being emotionally hijacked.



Understanding Emotions

Understanding emotions is different from perception. You're not just identifying emotions in yourself and others. Instead, understanding how your emotional responses interact with sensitive or complex situations. Considering the impact emotions have on social interactions.

This requires attention to detail regarding small changes to people's emotional responses. As well as in your own reactions. It's important to note that different people from different backgrounds can have different results using the techniques mentioned in this book. You might come from a supportive family and nurturing background. Others with parents who were very discouraging and negative.

Your childhood, your family structure, history and your own personal experiences, provide a context to one's ability and speed to learn emotional intelligence. A very important factor is self-perception.

Ask yourself the question, "How aware am I of all my emotional states?" Pay attention to the word "all." When you feel a strong emotion, it often involves more than one emotion. There might be a disconnect between how you are feeling and what others perceive.

Example, you feel "depressed" because of a breakup. Others might think you are just feeling sad. However, you might also be feeling anger at yourself for not treating her right; anxiety that she might share some of your deepest secrets with others; guilt for cheating on her etc. So simply saying you are depressed does not truly describe to others what you are feeling, so they don't necessarily know how to help you best. As you are dealing with a bag of mixed emotions, you might not be able to deal with the situation appropriately.

Managing Emotions

Emotional intelligence also helps to regulate and channel emotional states. Example, when feeling sad, there are more ways to channel the emotion than simply crying. One might use it as a motivator to help other people not have the same experience. Others might write a song. Or you might express your sadness in a way that others can understand, rather than just crying. This is an important skill because the quality of your social interactions and relationships can be greatly improved when we implement a better vocabulary for emotional expression.

Managing emotions also involve the ability to separate your thoughts from your emotions. Example a “negative” mental image does not have to continually trigger a negative state. You don't have to keep repeating the same emotional reactions to negative thoughts and other stimuli that you have experienced in the past. You can change your response. A more extreme example of this is dealing with PTSD. One can learn to manage the emotional response and deal with it so that it does not continue negatively affecting them.

Finally, emotional management also involves harnessing strong emotions to achieve both individual and collective goals.

Don't deny your emotions

Why do people deny their emotions? Partly because of societal norms and pressures.

Men- Cowboys don't cry; You must be tough; Don't be a Sissie etc.

Women- You are supposed to feel empathetic and compassionate etc.

Another reason might be to not upset the apple cart or to not make someone else feel bad. EI is not about never making others feel bad if they messed up. It is about how you communicate the fact and how to move past it.

Remember that there is no such thing as a right and wrong emotion. Simply become fully aware of what you are feeling. Acknowledge and clearly identify the feeling. Be OK with experiencing your emotions and then deal with them in the appropriate way.

Don't assume that other's will automatically understand what you are feeling

Everyone has their own experiences and “shtuff” going on. An event can have a different impact on different people. It may trigger different emotions and responses from different people. As such, don't assume that others will know what you are feeling. EI helps to effectively communicate what we are feeling.

If you're feeling sad, feel sad. If you're feeling upset, feel upset. If you are not honest about what you are feeling, there is a disconnect between the signals you are sending out and what you are feeling inside. Similarly, be OK with asking others what or how they are feeling, without assuming.

10 Benefits Of Raising Your Emotional Intelligence

You don't need a score to see the benefits of having a high level of emotional intelligence. There are many benefits associated with having a high EI. Your EI influences how you socialize, network and manage your behavior. It helps you make decisions that will bring the best results. Besides the benefit of improved job performance, there are many other very real benefits.

1) Better Working Relationships

A study found that EI influences how well employees interact with their colleagues, how they manage stress, conflict and their general job performance (Ashkanasy & Daus, 2005; Lopes, Co[^]te', & Salovey, 2006a).



2) Reduction In Bullying

When someone is able to understand their emotions and those of others, there is a reduction in bullying. We are able to control our emotions and react appropriately to the emotions of others, preventing harm against others as a result of how we feel internally. Higher EI assists in developing self-compassion. The natural result of this is that we have a more compassionate environment.

3) A Better Social Life

Higher EI makes it easier to relate, allowing one to build closer relationships and attracting people into one's social circle. It helps create a deeper level of connection. Have more empathy for both self and others. Being more present and interested in others also creates better and stronger connections.

Higher levels of EI leads to feeling more confident and have higher levels of self-esteem. This is due to being able to perceive emotional states better. Higher EI correlates with lower levels of aggression and interpersonal problems. Leading to less conflicts. Studies also correlate high EI with better family relationships and intimate partners across a wide range of indicators.

Increased levels of emotional intelligence in children lead to higher quality social interactions, better relationships, and they are less likely to develop antisocial behavior or traits. Increased EI for kids shows a positive correlation in positive social behavior both inside and outside of school.

4) Less Self-Sabotage

A higher level of EI helps to limit acting against our best interests. You're less likely to engage in behaviors believed to be self-destructive, like binge drink, take drugs, and commit violent acts. This, according to the University of California, Berkeley (<http://dx.doi.org/10.1155/2012/281019>). Caffeine and sugar mimics the effect of adrenaline to give you an energy surge followed by a dip. This can have a roller coaster effect on your emotions.

5) Less Caught Up In Perfectionism

Perfectionism can be debilitating. It causes procrastination and can hinder progress. Higher EI allows you to realize that there is no perfection. A mistake or imperfection only implies room for improvement and potential changes. Understand that negative thoughts are only thoughts in the moment. They are not the truth itself. You can change and replace them with positive thoughts instead.



6) A Healthy Balance

One of the most important aspects of life and self-care is striking a healthy balance between work and play. It is important to have balance, eat healthy and pay attention to your health. Example, you may turn off your electronics and take a weekend out. Or, just be a few hours of stress-free relaxation. Helping to mitigate stress. This includes knowing who the energy vampires are and who fills our cup. It also includes knowing when to say “no” to certain people and situations. Setting healthy boundaries. According to researchers from the University of California, San Francisco, people who struggle to say no are more likely to burn out.

(<https://www.forbes.com/sites/travisbradberry/2013/03/11/the-art-of-saying-no/#19d78bca4ca8>)

7) Dealing With Change

Recognize that whilst change can be scary at times, it is a natural part of life. Change means to adapt to situations and creating a plan that will help to succeed. Stress can wreak serious havoc on your overall health and wellness. It can result in high blood pressure and lead to heart disease

(<https://www.heart.org/en/healthy-living/healthy-lifestyle/stress-management/stress-and-heart-health>)

8) Strengths & Weaknesses

Appreciating we all have strengths and weaknesses and not getting caught up in feeling of inadequacy. It is not only acknowledging weaknesses, but also learning how to make the most of your strengths. This is something that helps leaders determine what they should delegate. They know they are better at certain things and can delegate the rest. They also look at potential weaknesses as potential areas of learning and improvement. With higher EI it is easier to analyze situations and come to a clear decision more quickly. Higher EI can help to be less easily distracted. Understanding what distracts us and how to deal with such challenges effectively.

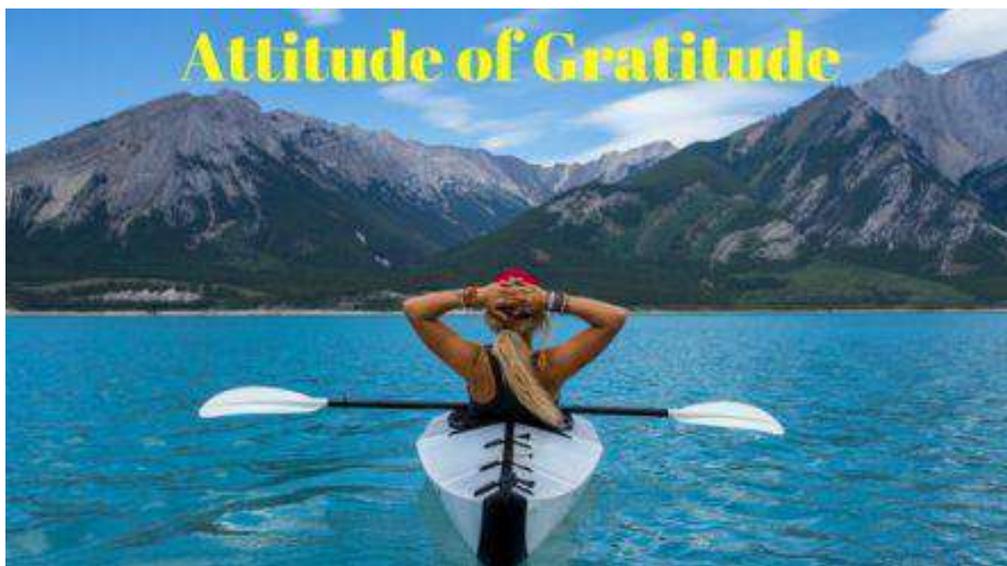
9) Living in the Present

The past gives us experience and learnings. It helps to make better decisions in the future. Having happy memories are awesome, but don't live in the past. This is true for good and bad experiences.

The same is true for living in the future. Whilst setting goals are important, we do not want to get caught up with not enjoying the present moment.

10) **Gratitude** Higher EI helps to have more gratitude. According to the University of California, Davis; people who show gratitude experience a higher level of well-being.

(https://www.ucdmc.ucdavis.edu/medicalcenter/features/2015-2016/11/20151125_gratitude.html)



20 Tips For Raising Emotional Intelligence

1) Be More Mindful - Observe Yourself

Take time out each day to breathe deeply for at least two minutes. Noticing your emotions and the physical affects your emotions have on you. Learn to pay attention on purpose to life as it unfolds in the moment, without judgment. This non-judgmental observation and awareness of your emotions can bring clarity about your assumptions, emotions, perspectives, and biases. Your body and emotions are intertwined, and your body gives clues when you are stressed, happy, nervous, or excited etc. Tune into these, and you can better process your emotions using rational thought rather than just gut reaction. The more you practice mindfulness, the more you will be aware of your emotions, the impact and how you can deal with your emotions. For a course on mindfulness, see <https://www.coachingwithnlp.co/online-mindfulness-course>



2) Know Your Triggers

Become aware of what triggers strong emotional reactions in you. It might be feeling threatened, abandoned, disrespected, low self-esteem etc. Observe your emotions and identify what might not be serving you. It can be helpful to identify situations in which you have had similar feelings before. While your current emotional state may be about what is happening today, it could also be more about something that occurred in your past. Look for patterns of emotions and reactions. This may help to learn new ways to deal with the emotions and situations in the present.

3) Listen And Accept Feedback From Others

Don't take it as criticism. It is their perception of what you are projecting. You do not always have to agree with the feedback, but at least be willing to listen and consider how you may be projecting what you are. This may also help you see how your actions affect others.

4) Accept Responsibility For Yourself

It is essential to stop blaming others and accept our role in our life's journey. Then you can begin to act more appropriately. Taking decisive actions and consider how you impact on other people. This includes living and eating healthy.

5) Find A More Productive Emotion Than Anger

While anger can serve a purpose in the right circumstance, it is rarely appropriate in our interactions with others. It is important to become aware of and feel our emotions, but it does not mean giving into the emotion. Consider where it stems from and how you can replace it with something more conducive to achieving the desired outcome.

6) Focus On The Positive

When you experience positive emotions, you should celebrate them and be grateful for them. Doing this, you are likely to experience even more positive emotions. Joy begets more joy. Practice daily gratitude and be kind and generous to others, exercise, and remember happiness is a choice in life.

7) Relax - Reduce Stress

Being too busy, not taking time to slow down and process, can have negative consequences. Do deep breathing exercises, get more oxygen, lower your stress and get your emotions under control. Relaxation and stress reduction exercises can help you better consider your emotions, reducing emotional meltdown. Increasing patience and forethought to act appropriately when feelings start to create friction.

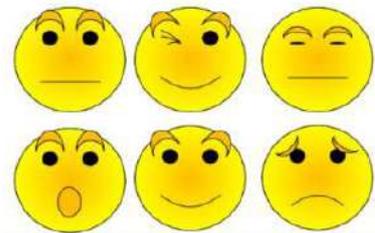
8) Practice Empathy

Practicing empathy and connecting on a deeper level with others will increase EI.

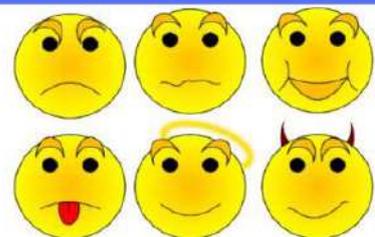


13) Write It Down

You could keep a journal of your emotions to better understand what you experience and how well you deal with life. Note events and your reactions to what happens. Highlight where problems arise and consider how you could deal with it differently in the future. Don't judge yourself or over think mistakes. See it as an option for improvement and challenge yourself a little to deal more appropriately with those types of situations in the future.



Acknowledge Your Emotions



14) Work On Approachability

Make others feel like they can approach you. Work on being as accessible to your colleagues, friends, and family as you can. This will help to improve your relationships with others. It again can assist in increasing compassion, empathy and take time to listen.

15) Practice How You Say What You Say

Your body language, tone, and other non-verbal signals play a crucial role in how others perceive you. You can improve how well you communicate with other people. Consider how your non-verbal communication could be improved to convey your message and emotions more effectively. Consider how you give feedback as well. Become aware of your tonality and expression and how it may be perceived by the other person. Sometimes general feedback might come across as aggression, insulting, belittling etc.

16) Step Outside Of Your Comfort Zone

Change can be scary, challenging and sometimes even hard. This may include being more approachable and all the other things we have discussed up to now. To improve your EI may mean stepping outside of your comfort zone and doing things differently. The reward will be worth it.

17) Pick One Aspect, And Work On It

Pick one skill at a time to increase EI and work on it. Practice it and note your effectiveness. Trying to do everything at once may come across as insincere to others, as well as overload you. If you feel overloaded, you are less likely to continue and work on it.

18) Ask For Help

You may enlist the help of friends or family. Ask them how you come across. How they perceive you. There's no shame in needing help. Accepting help in itself is a sign of emotional intelligence. Check with them to see if it's accurate. Are you exhibiting what they are decoding? Is that what you are really feeling?



You and your family might be surprised that judgments we make, may sometimes be wrong. Sometimes we misread what people are experiencing and sometimes we exhibit different emotions to what we are feeling.

19) Take A Break

If you notice you are becoming emotionally charged or need time to process, take a break. Remove yourself from the experience or stressor. Go for a walk or step outside of the situation. This does not mean walking away from your emotions. Acknowledge them and notice where they come from. It is not about changing the emotion, but rather understanding it. Now check to see if they are appropriate and how you can deal with the situation in the most effective way to get the desired outcome.

20) Look For The Solution

Complaining and focusing on the negative is not productive or empowering. Instead of focusing on placing blame or fault, focus on finding solutions and moving forward. Being solution focused rather than problem focused, helps to change our outlook and how we respond to situations.



10 Signs For Potential Improvement Of EI

Low emotional intelligence can have a negative influence in all areas of life. We have seen how EI can impact on yourself, as well as your social and business interactions.

1) Constantly Arguing

We all know someone who seems to be constantly immersed in drama, or always arguing with others. People with low EI struggle with understanding the emotions of others. They keep pushing and arguing because they can't contemplate how the other person feels. They may also constantly criticize others without thought to how it makes them feel.

2) Inability To Understand The Feelings Of Others

Oblivious as to what someone else may be feeling. They may even react with annoyance at the fact that they are expected to know how the other person feels. They can't understand how or why the other person got upset.

3) Believing Everyone Is Over Sensitive

This ties in with the above. Some people make the worst jokes or comments at the most inappropriate moments. When others react to the insensitivity of the joke, the low EI individual gets defensive. They can't understand why everyone is so sensitive.

4) Don't Listen

They are always right and will defend their opinion, while refusing to listen to another. Not being open to possibilities beyond their comprehension. They may be critical of the emotions of others and tend to be very pessimistic.

5) Inability To Accept Responsibility

They tend to always blame others. They can't notice their role in contributing to the problem. Always someone else's fault. They may even argue that they are the victim in the situation.



6) Can't Cope With Emotionally Charged Situations

They may walk away from these types of situations, avoiding the need to deal with all the emotions. It may seem to flaky or difficult for them to deal with. They may also try to hide their emotions or be more prone to emotional outbursts.

7) Struggle Maintaining Friendships

They often appear to be unfeeling and uncaring. Struggling with compassion and empathy, they come across as cold. Friendships don't last long, are not very close.

8) Unmoved

May not show much emotion when watching an emotional movie or hearing an inspirational story. They may downplay emotions and their importance.

9) Poor Teamwork Or Leadership

Part of being a effective leader is effectively communicating. Which means being able to express yourself *and* allow others to do the same. Low EI leader often don't show much care about what their employees think or feel. They may be of the opinion that there will always be some else to fill the place.

10) Unrealistic Standards

High standards are not a problem; unrealistic ones are. Those that are impossible to meet. Essentially setting yourself or others up to fail, so you can continue the belief that you are a victim.



Final Thoughts

Many people go through life without paying attention to their emotions. Simply being victim to the hand they were dealt, or the way they were brought up. It is important to learn how to respond to our own and other people's emotions, instead of merely reacting to them. The difference? You act from an empowered position and have choice. Your emotional intelligence is not set. You can increase your EQ, which will benefit you in all areas of your life.

Regardless of job title, bank balance, gender, race etc. Every person has worth and should be treated with dignity, respect and understanding. No one is above or below anyone as a human being.

Increasing your EI will create better social and business interactions. Leading to healthier, more effective, compassionate, empathetic relationships with yourself and others. Surely that can only benefit everyone and the world as a whole.

Some people prefer to have help on their journey. If you feel this is you, then feel free to reach out. I am always happy to help people achieve their greatest aspirations.

You can contact me directly on wayne@coachingwithnlp.co
You can also find more information about the topics we discussed and more at www.coachingwithnlp.co

I wish you every success.

Best Regards

Wayne Farrell

