



52 Ways

To Boost Your
Emotional
Intelligence

Glenda May & Paul Power

Disclaimer:

All information, techniques, skills and concepts contained within this publication are of the nature of general comment only and are not in any way recommended as individual advice. The intent is to offer a variety of information to provide a wider range of choices now and in the future.

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52 WAYS TO BOOST YOUR EMOTIONAL INTELLIGENCE

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What is Emotional Intelligence?

*“We shall not cease from exploration
And the end of all our exploring
Will be to arrive where we started
And know the place for the first time”*

T. S. Eliot, Four Quartets, Part 2.

Some people just get along with others, respond calmly and carefully even in the face of challenge, and truly connect with people. They have great insight into themselves and others. These characteristics come from a set of attributes called emotional intelligence, known as EI or EQ.

These skills are learnable, measurable, and valuable at work – especially in complex roles – and in life. Emotional intelligence skills assist in engaging people, influencing across boundaries and cultures, being proactive, caring for customers, building enduring sales relationships, and creating workplaces and homes where people can excel.

Extensive research has shown that great leaders and successful people are often set apart not by their IQ, but by their Emotional Intelligence – their ability to recognise and manage emotions and to connect with others at a personal and emotional level.

The four interdependent aspects of social and emotional intelligence are Self-Awareness, Self-Management, Social Awareness, and Relationship Management.

Emotional self-awareness is the key.

You can sharpen your emotional intelligence at any stage of your life. And this book will help you do that.

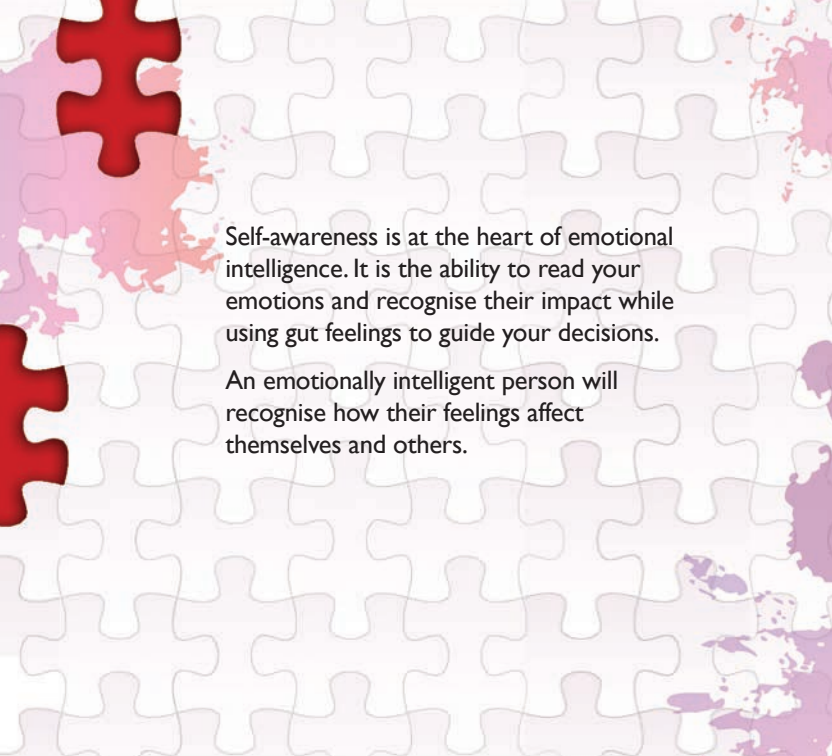
Consider this book as your emotional intelligence coach, who is asking you to reflect on these questions:

- What does this say to me?
- What engaged my interest?
- What emotions were aroused?
- What insights did I gain?

Self Awareness

***“This above all: to thine own self be true,
And it must follow, as the night the day,
Thou canst not then be false to any man”***

William Shakespeare - Hamlet, Act 1, Scene 3



Self-awareness is at the heart of emotional intelligence. It is the ability to read your emotions and recognise their impact while using gut feelings to guide your decisions.

An emotionally intelligent person will recognise how their feelings affect themselves and others.

I . AWARENESS IS THE FIRST STEP

"It isn't until you come to a spiritual understanding of who you are - not necessarily a religious feeling, but deep down, the spirit within - that you can begin to take control"

Oprah Winfrey



What are the signs that you are aware of your inner spirit?

Do you know when you need to take control of yourself?

What happens when you fail to take control?

People with high EQ are very self-aware.

Learn to understand your emotions - don't let your feelings rule you.

Gain confidence by trusting your intuition and not letting your emotions get out of control.

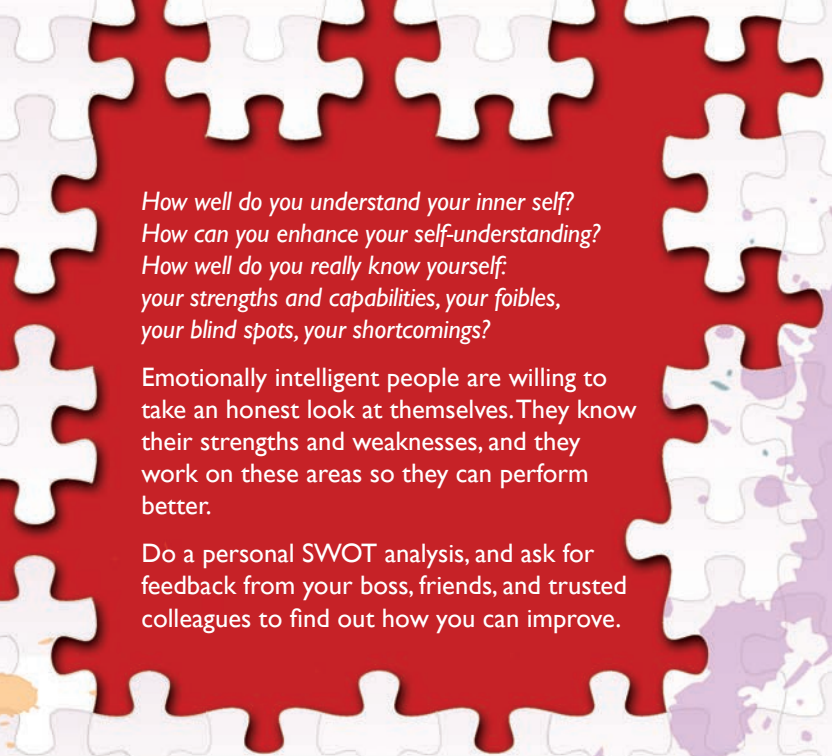
Develop a realistic view of your own inner resources: your abilities and your limitations.



2. TAKE A GOOD HARD LOOK AT YOURSELF

*“There is only one corner of the universe that
you can be certain of improving; and that is
your own self”*

Aldous Huxley



*How well do you understand your inner self?
How can you enhance your self-understanding?
How well do you really know yourself:
your strengths and capabilities, your foibles,
your blind spots, your shortcomings?*

Emotionally intelligent people are willing to take an honest look at themselves. They know their strengths and weaknesses, and they work on these areas so they can perform better.

Do a personal SWOT analysis, and ask for feedback from your boss, friends, and trusted colleagues to find out how you can improve.

3. BE AWARE OF YOUR OWN FILTERS

*“We don’t see things as they are,
we see things as we are”*

Anais Nin



What are your strongly held beliefs, values and attitudes that might restrict your view?

Are you aware of your own filters?

Are they giving you a realistic picture, or is your view myopic, blurred and out of focus?

Is it 'rose-coloured', or 'jaundiced'?


We all have preferences for, or biases against, people, environments and experiences. These responses are triggered automatically and are largely unconscious.

Think about your beliefs and attitudes. Ask yourself where they originated. Did you develop them for yourself, or did you have them imposed by your parents, friends, or teachers? Examine the logic behind them and ask yourself whether they really stand up to scrutiny.

4. KNOW WHAT DEFINES YOU

“Few of us experience dramatic defining moments. Rather, our ‘defining moment’ is a pattern slowly etched through a lifetime studded with ordinary opportunities to make subtle differences”

Chris Lowney - Heroic Leaders



*Can you recall the small things over your lifetime
that have accumulated to shape you today?
How does thinking about them make you feel?
Can you see a pattern in your small “defining
moments”?*

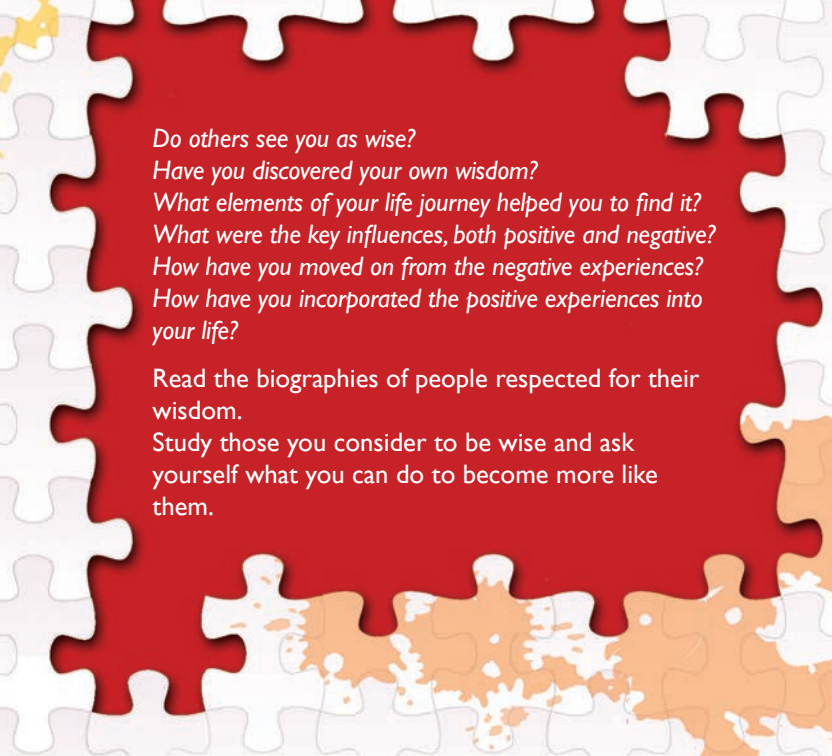
Contemplate your history and try to recall
those small moments that helped make you
who you are.

Consider why you accepted some of them
and rejected others.

5. WISE UP!

*“We don’t receive wisdom; we must
discover it for ourselves after a journey
that no one can take for us or spare us”*

Marcel Proust



*Do others see you as wise?
Have you discovered your own wisdom?
What elements of your life journey helped you to find it?
What were the key influences, both positive and negative?
How have you moved on from the negative experiences?
How have you incorporated the positive experiences into
your life?*

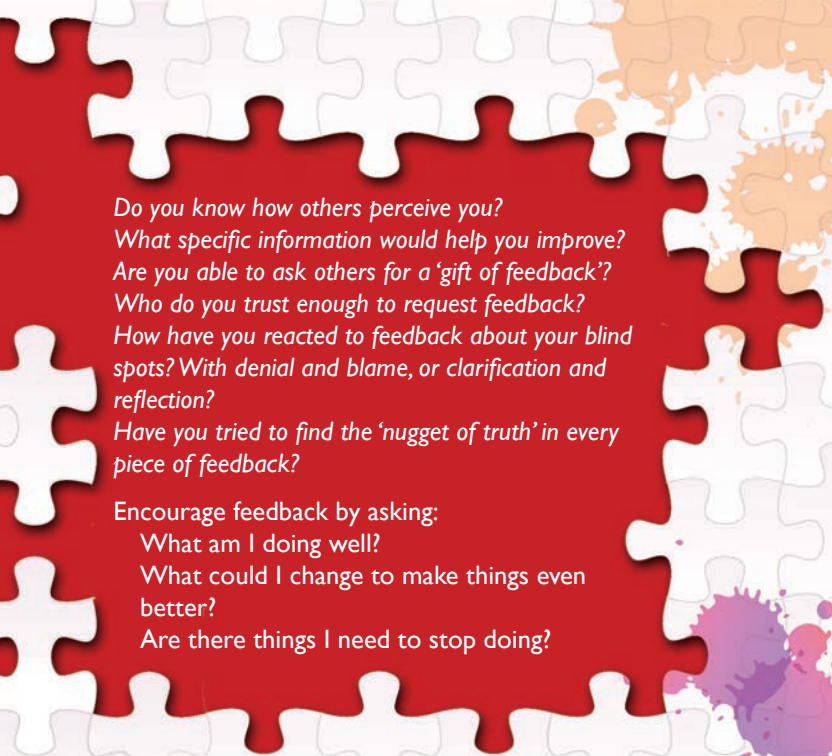
Read the biographies of people respected for their wisdom.

Study those you consider to be wise and ask yourself what you can do to become more like them.

6. ASK FOR FEEDBACK

“Enough about me, what do YOU think of me?”

Bette Midler



*Do you know how others perceive you?
What specific information would help you improve?
Are you able to ask others for a 'gift of feedback'?
Who do you trust enough to request feedback?
How have you reacted to feedback about your blind spots? With denial and blame, or clarification and reflection?
Have you tried to find the 'nugget of truth' in every piece of feedback?*

Encourage feedback by asking:

What am I doing well?

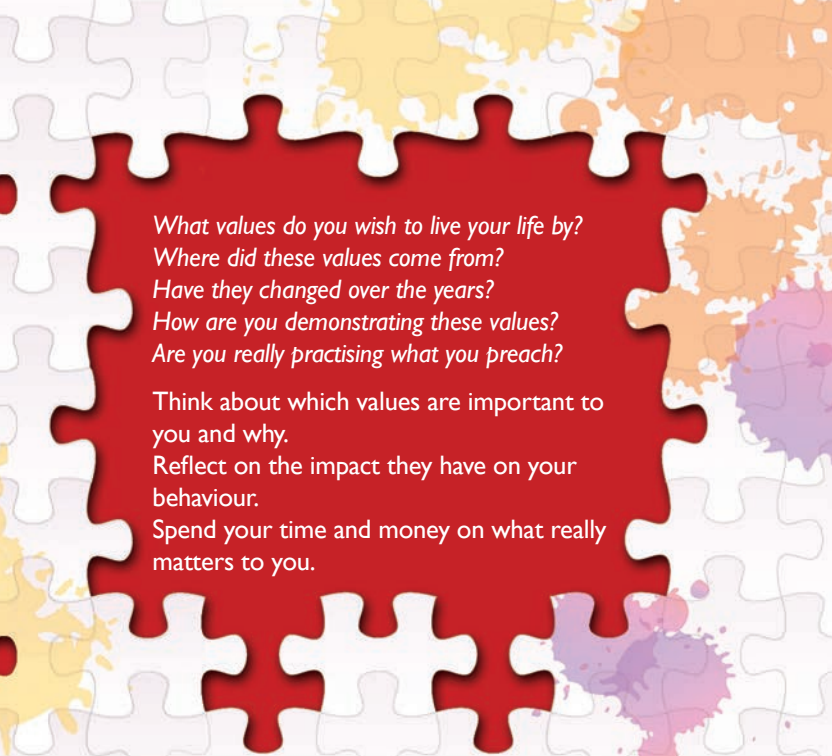
What could I change to make things even better?

Are there things I need to stop doing?

7. PRACTISE WHAT YOU PREACH

*“You can tell someone’s values by looking
in their diary and their cheque book”*

Oscar Wilde



*What values do you wish to live your life by?
Where did these values come from?
Have they changed over the years?
How are you demonstrating these values?
Are you really practising what you preach?*

Think about which values are important to you and why.

Reflect on the impact they have on your behaviour.

Spend your time and money on what really matters to you.

8. TOUGHEN UP

“I seek strength, not to be greater than my brother, but to fight my greatest enemy – myself”

American Indian proverb



What aspects of yourself do you have to fight to be strong?

How much energy are you spending on this fight?

Are there more productive ways for you to deal with this situation?

Sometimes you have to overcome your anxieties to function in certain situations, but there are times when those same anxieties and fears prevent you from doing something that you really need to do.

Do a reality check. Ask yourself:

What is the worst thing that could happen?

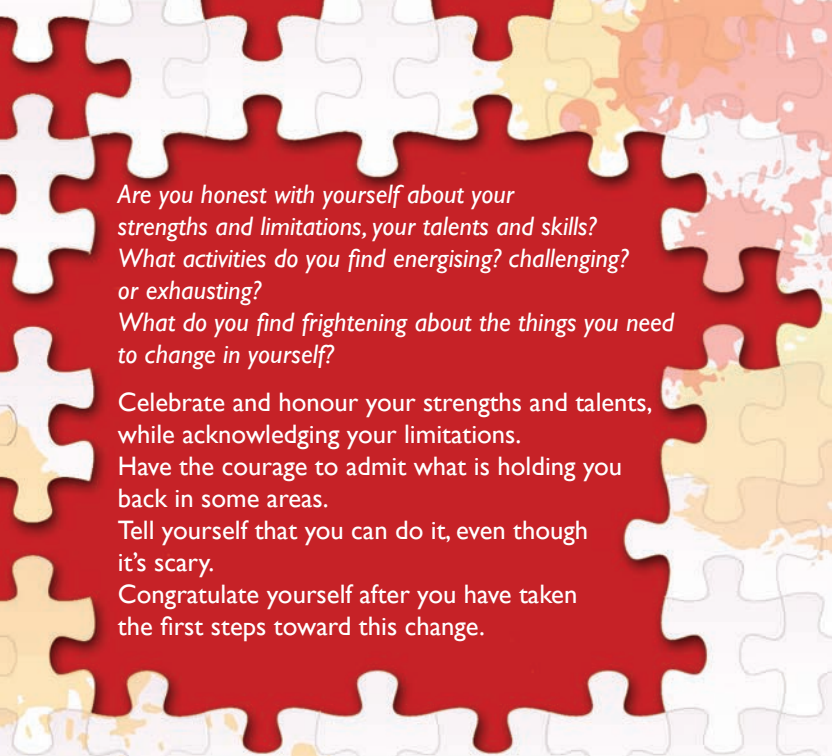
If it does, can I cope?

What is the likelihood of this occurring?

9. OWN YOUR STUFF

*“To acknowledge it is to take responsibility.
Once you know, you have to do something
about it. And that can be the most frightening
thing of all”*

Lisa Unger, Sliver of Truth



Are you honest with yourself about your strengths and limitations, your talents and skills? What activities do you find energising? challenging? or exhausting?

What do you find frightening about the things you need to change in yourself?

Celebrate and honour your strengths and talents, while acknowledging your limitations. Have the courage to admit what is holding you back in some areas.

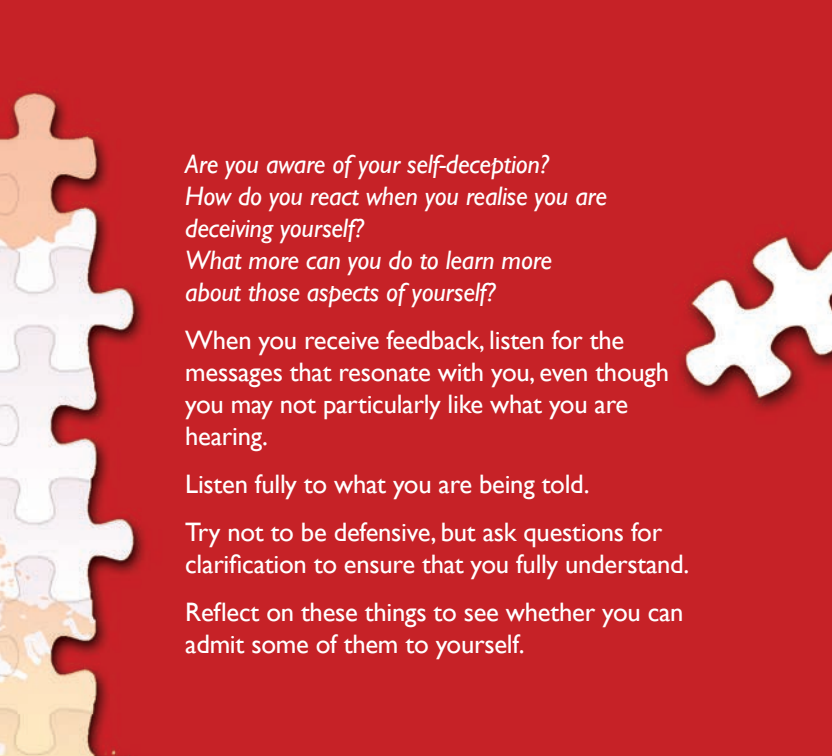
Tell yourself that you can do it, even though it's scary.

Congratulate yourself after you have taken the first steps toward this change.

10. DON'T FOOL YOURSELF

*“It is the easiest thing in the world
for a person to deceive himself”*

Benjamin Franklin

The slide features a solid red background. On the left side, there is a vertical column of interlocking puzzle pieces in shades of orange, white, and light grey. On the right side, there is a single white puzzle piece.

*Are you aware of your self-deception?
How do you react when you realise you are
deceiving yourself?
What more can you do to learn more
about those aspects of yourself?*

When you receive feedback, listen for the messages that resonate with you, even though you may not particularly like what you are hearing.

Listen fully to what you are being told.

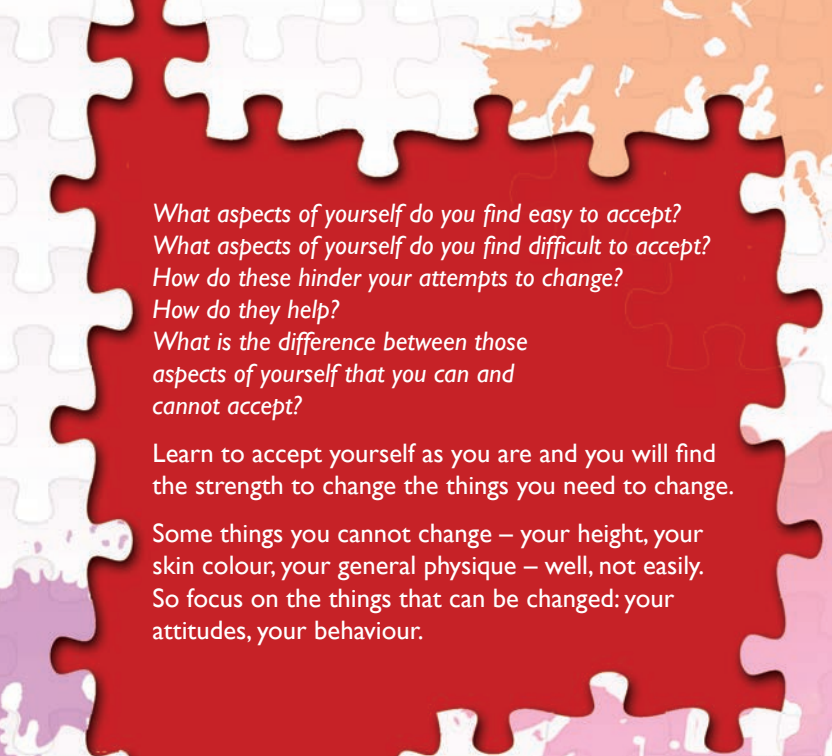
Try not to be defensive, but ask questions for clarification to ensure that you fully understand.

Reflect on these things to see whether you can admit some of them to yourself.

11. ACCEPT YOURSELF

“The curious paradox is that when I accept myself just as I am, then I can change”

Carl Rogers



*What aspects of yourself do you find easy to accept?
What aspects of yourself do you find difficult to accept?
How do these hinder your attempts to change?
How do they help?
What is the difference between those
aspects of yourself that you can and
cannot accept?*

Learn to accept yourself as you are and you will find the strength to change the things you need to change.

Some things you cannot change – your height, your skin colour, your general physique – well, not easily. So focus on the things that can be changed: your attitudes, your behaviour.



12. ACCENTUATE THE POSITIVE

*“I may not be perfect, but parts
of me are excellent”*

Ashleigh Brilliant



Do you recognise and accept your imperfections?

What is one thing you are really proud of, and why?

Practise accepting compliments with thanks and appreciation rather than shrugging them off.

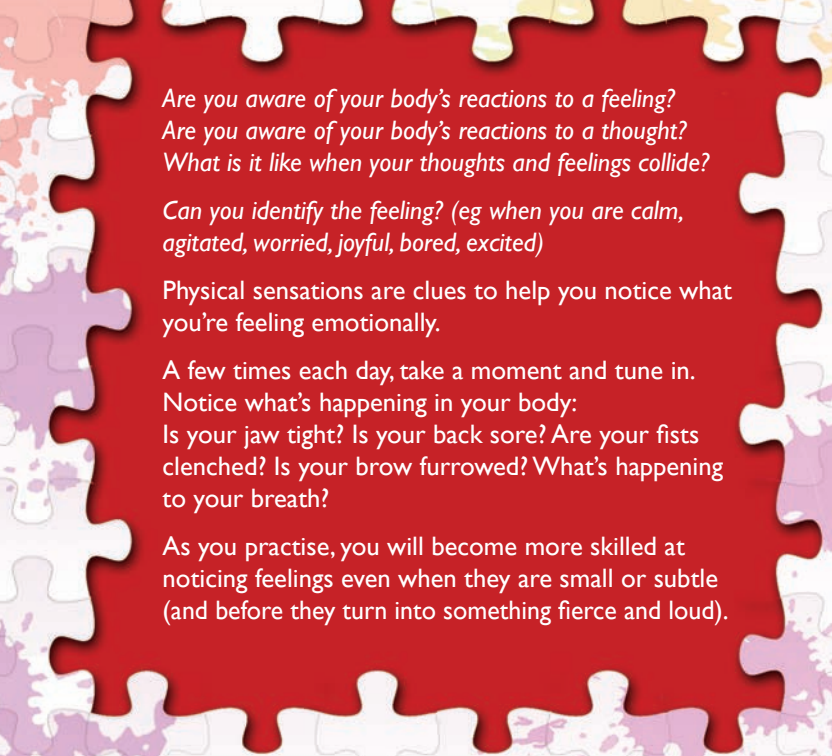
Acknowledge what you are good at and recognise that you do not have to be good at everything.

Focus on maximising the impact of those aspects of yourself in which you do excel.

13. READ YOUR OWN BODY LANGUAGE

“Emotion arises at the place where mind and body meet. It is the body’s reaction to your mind...a reflection of your mind in the body...you are not usually conscious of all your thought patterns, and it is often only through watching your emotions that you can bring yourself into awareness”

Eckhart Tolle, *The Power of Now*



*Are you aware of your body's reactions to a feeling?
Are you aware of your body's reactions to a thought?
What is it like when your thoughts and feelings collide?*

*Can you identify the feeling? (eg when you are calm,
agitated, worried, joyful, bored, excited)*

Physical sensations are clues to help you notice what you're feeling emotionally.

A few times each day, take a moment and tune in.
Notice what's happening in your body:
Is your jaw tight? Is your back sore? Are your fists clenched? Is your brow furrowed? What's happening to your breath?


As you practise, you will become more skilled at noticing feelings even when they are small or subtle (and before they turn into something fierce and loud).



Self Management


“If you are distressed by anything external, the pain is not due to the thing itself, but to your estimate of it; and this you have power to revoke at any time”

Marcus Aurelius



Self-management involves controlling your emotions and impulses and adapting to changing circumstances. Exercising self-control enables us to respond to situations rather than react to them.

Emotionally intelligent people manage their feelings and impulses, choose their words carefully and avoid hasty judgments.



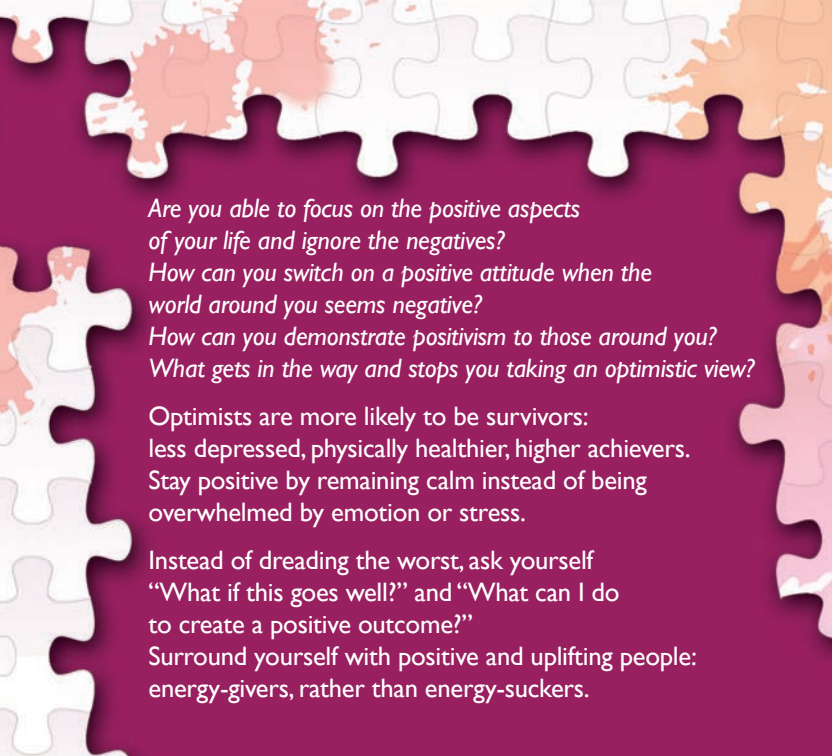
The background of the slide is a deep magenta color. It is decorated with a pattern of interlocking puzzle pieces. Some pieces are white, some are a lighter shade of magenta, and one piece on the right side is a light orange color. The puzzle pieces are arranged in a way that they seem to be floating or interlocking against the magenta background.

14. ALWAYS LOOK ON THE BRIGHT SIDE OF LIFE

“The defining characteristic of pessimists is that they tend to believe that bad events will last a long time, will undermine everything they do, and are their own fault.

The optimists, who are confronted with the same hard knocks of this world, think about misfortune in the opposite way. They tend to believe that defeat is just a temporary setback or a challenge, that its causes are just confined to this one case”

Martin Seligman



*Are you able to focus on the positive aspects
of your life and ignore the negatives?
How can you switch on a positive attitude when the
world around you seems negative?
How can you demonstrate positivism to those around you?
What gets in the way and stops you taking an optimistic view?*

Optimists are more likely to be survivors:
less depressed, physically healthier, higher achievers.
Stay positive by remaining calm instead of being
overwhelmed by emotion or stress.

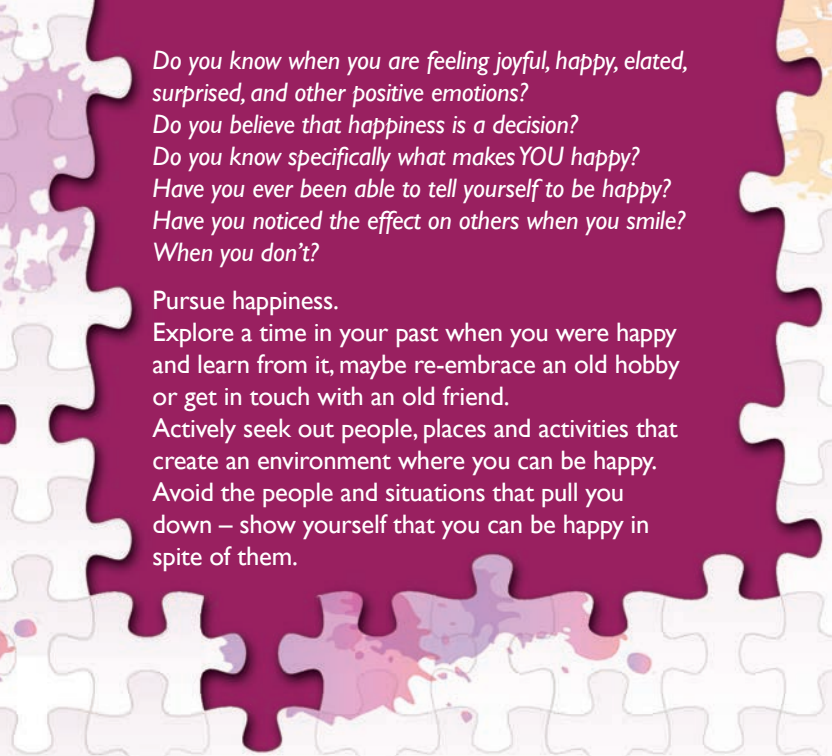
Instead of dreading the worst, ask yourself
“What if this goes well?” and “What can I do
to create a positive outcome?”

Surround yourself with positive and uplifting people:
energy-givers, rather than energy-suckers.

15. CHOOSE TO BE HAPPY

*“Happiness is not something ready made.
It comes from your own actions”*

Dalai Lama



Do you know when you are feeling joyful, happy, elated, surprised, and other positive emotions?

Do you believe that happiness is a decision?

Do you know specifically what makes YOU happy?

Have you ever been able to tell yourself to be happy?

Have you noticed the effect on others when you smile?

When you don't?

Pursue happiness.

Explore a time in your past when you were happy and learn from it, maybe re-embrace an old hobby or get in touch with an old friend.

Actively seek out people, places and activities that create an environment where you can be happy.

Avoid the people and situations that pull you down – show yourself that you can be happy in spite of them.

16. AN ATTITUDE OF GRATITUDE

*“Piglet noticed that even though he had
a very small heart, it could hold a rather
large amount of gratitude”*

A.A. Milne, *Winnie-the-Pooh*



What do you feel grateful for?

Do you regularly express your gratitude to others?

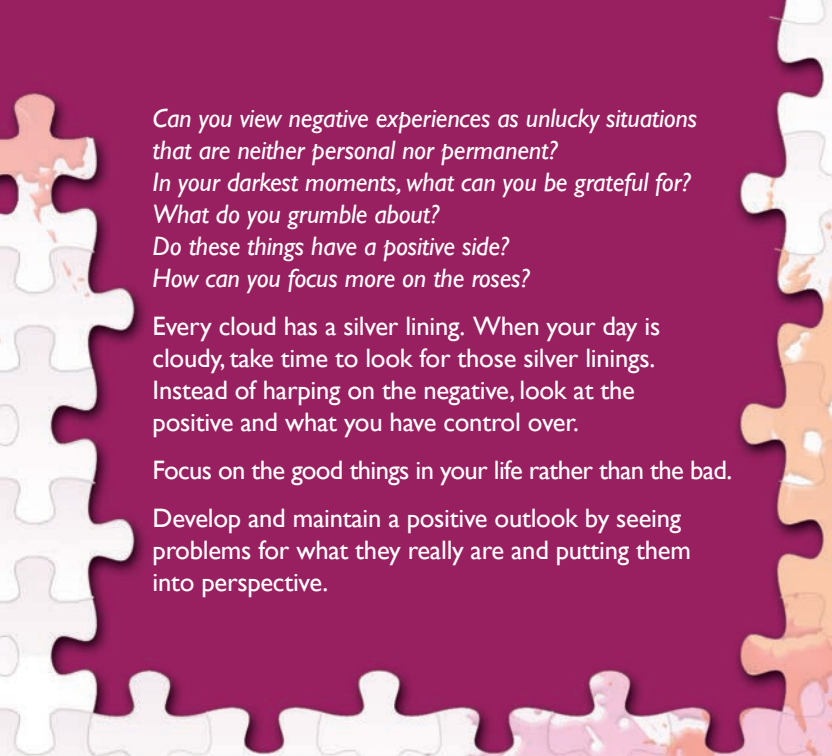
Keep a gratitude journal - just before sleep recall three things about the day that you are grateful for. Be grateful for what you do have rather than getting tied down by what you don't have.

Recognise that some of your dreams are just that – dreams. But realise also that you can make some of your dreams come true – by working hard to bring them to reality.

17. FOCUS ON, AND SMELL THE ROSES

*“Some people grumble that roses have thorns;
I am grateful that thorns have roses”*

Alphonse Karr, *A Tour Round My Garden*



Can you view negative experiences as unlucky situations that are neither personal nor permanent?

In your darkest moments, what can you be grateful for?

What do you grumble about?

Do these things have a positive side?

How can you focus more on the roses?

Every cloud has a silver lining. When your day is cloudy, take time to look for those silver linings. Instead of harping on the negative, look at the positive and what you have control over.

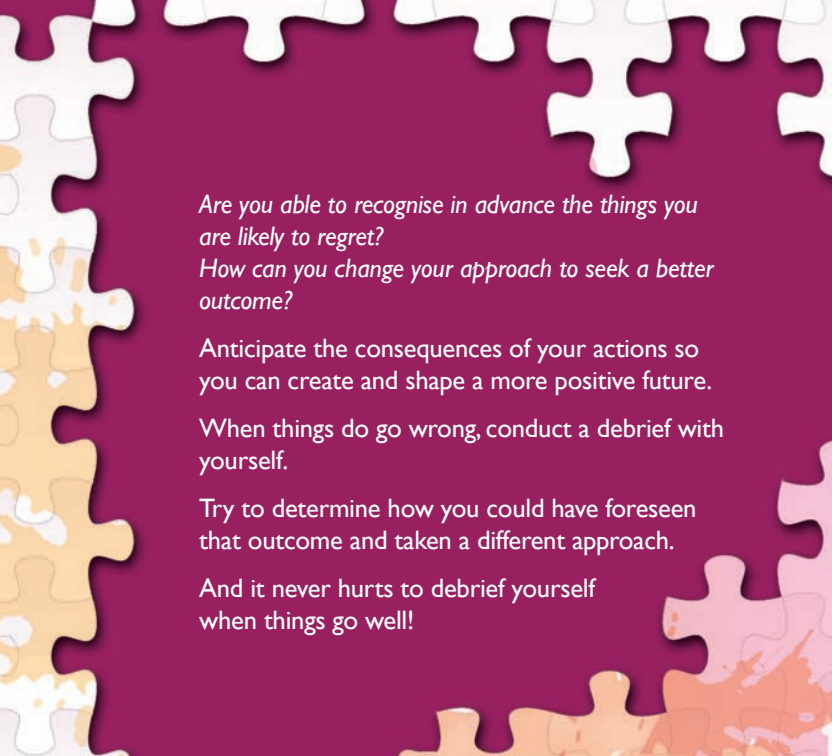
Focus on the good things in your life rather than the bad.

Develop and maintain a positive outlook by seeing problems for what they really are and putting them into perspective.

18. GET BACK TO THE FUTURE

“The judge said I was dangerous because I had no conscience, but I’d say that it’s lack of wisdom that’s the problem. I’ve never been able to recognise in advance the things I was going to regret - simple as that”

Prisoner jailed for assault - character in
The Shape of Snakes by Minette Walters



Are you able to recognise in advance the things you are likely to regret?

How can you change your approach to seek a better outcome?

Anticipate the consequences of your actions so you can create and shape a more positive future.

When things do go wrong, conduct a debrief with yourself.

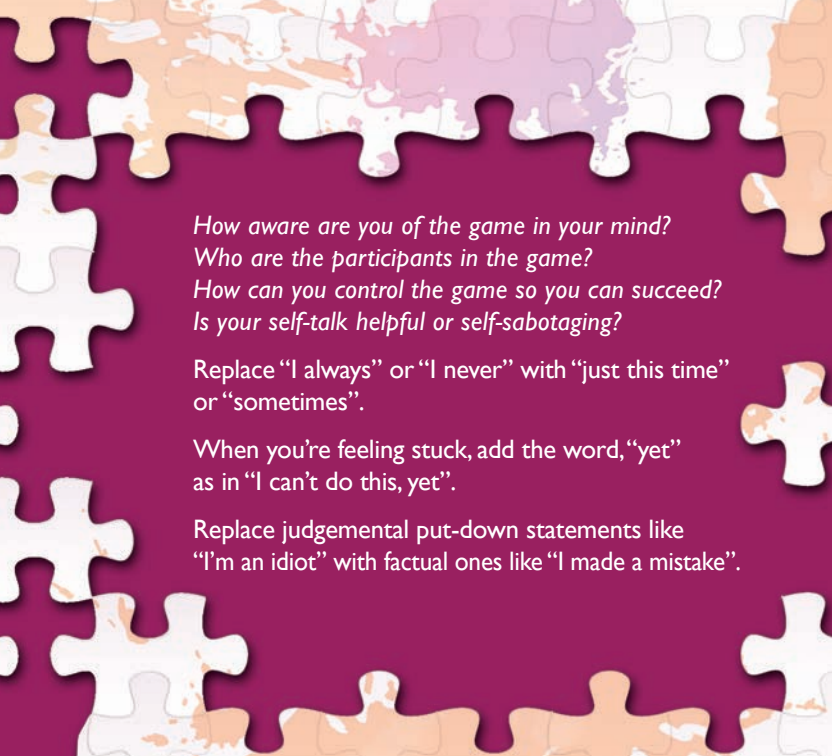
Try to determine how you could have foreseen that outcome and taken a different approach.

And it never hurts to debrief yourself when things go well!

19. FLICK THE SWITCH

*“There is always an inner game being played in your mind no matter what outer game you are playing.
How aware you are of this game can make the difference between success and failure”*

Timothy W. Gallwey, The Inner Game of Work



*How aware are you of the game in your mind?
Who are the participants in the game?
How can you control the game so you can succeed?
Is your self-talk helpful or self-sabotaging?*

Replace “I always” or “I never” with “just this time” or “sometimes”.

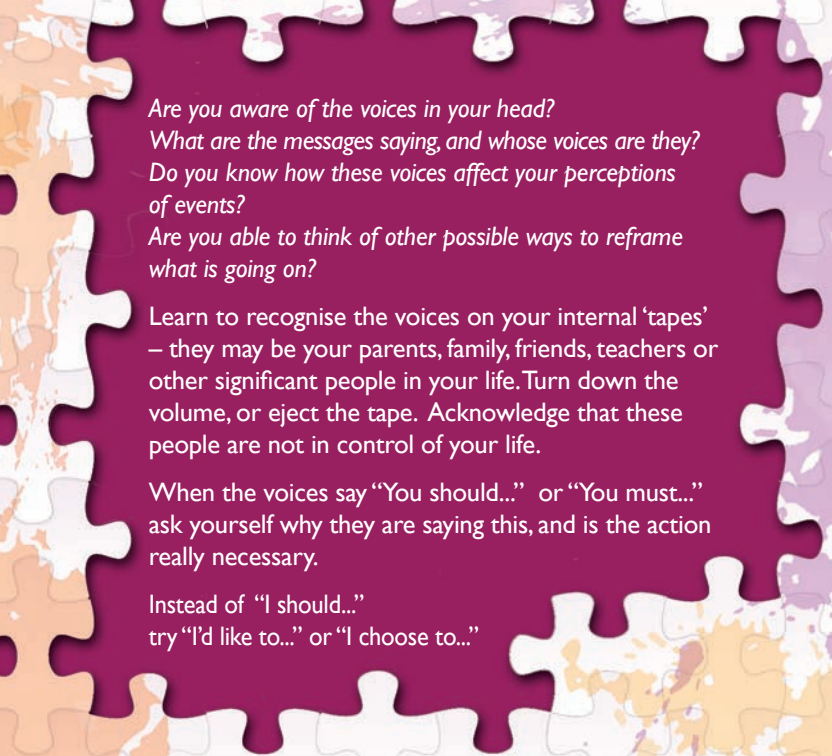
When you’re feeling stuck, add the word, “yet” as in “I can’t do this, yet”.

Replace judgemental put-down statements like “I’m an idiot” with factual ones like “I made a mistake”.

20. TALK YOURSELF UP

*“It’s hard to fight an enemy who has
outposts in your head”*

Sally Kempton



*Are you aware of the voices in your head?
What are the messages saying, and whose voices are they?
Do you know how these voices affect your perceptions
of events?
Are you able to think of other possible ways to reframe
what is going on?*

Learn to recognise the voices on your internal 'tapes'
– they may be your parents, family, friends, teachers or
other significant people in your life. Turn down the
volume, or eject the tape. Acknowledge that these
people are not in control of your life.

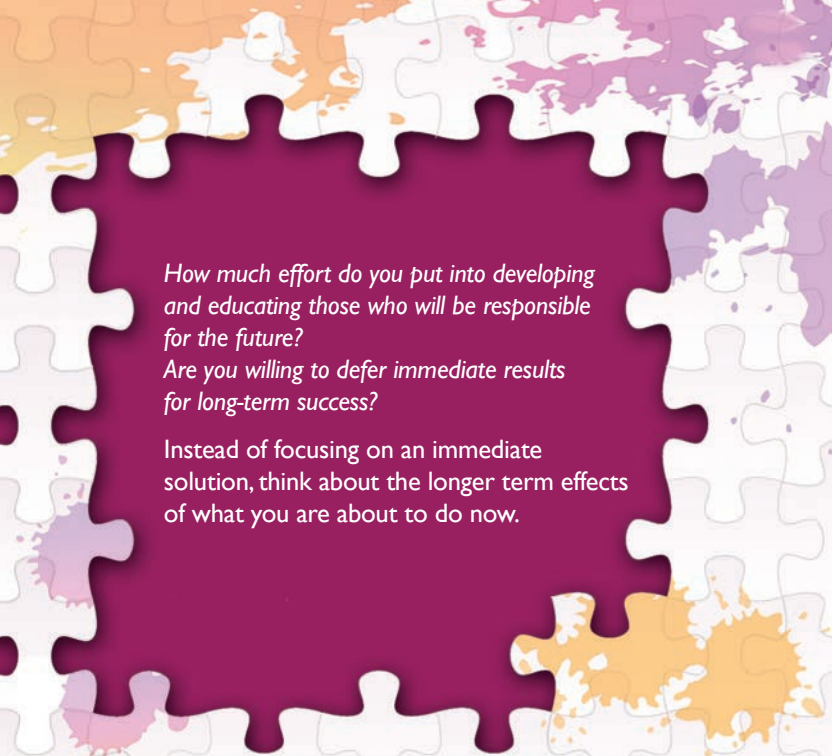
When the voices say “You should...” or “You must...”
ask yourself why they are saying this, and is the action
really necessary.

Instead of “I should...”
try “I’d like to...” or “I choose to...”

21. THINK LONG-TERM

*“Every action should be taken with
thoughts of its effects on children
seven generations from now”*

Cherokee saying



*How much effort do you put into developing
and educating those who will be responsible
for the future?*

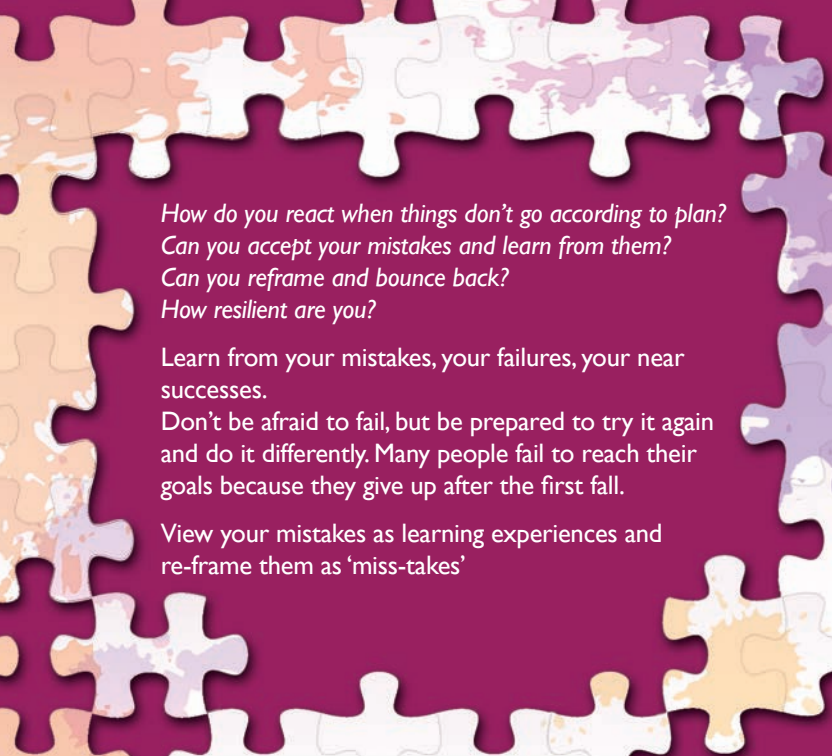
*Are you willing to defer immediate results
for long-term success?*

Instead of focusing on an immediate
solution, think about the longer term effects
of what you are about to do now.

22. PICK YOURSELF UP, DUST YOURSELF OFF, AND START ALL OVER AGAIN

*“If plan A doesn’t work, the alphabet has
25 more letters - 204 if you’re in Japan”*

Claire Cook, Seven Year Switch



*How do you react when things don't go according to plan?
Can you accept your mistakes and learn from them?
Can you reframe and bounce back?
How resilient are you?*

Learn from your mistakes, your failures, your near successes.

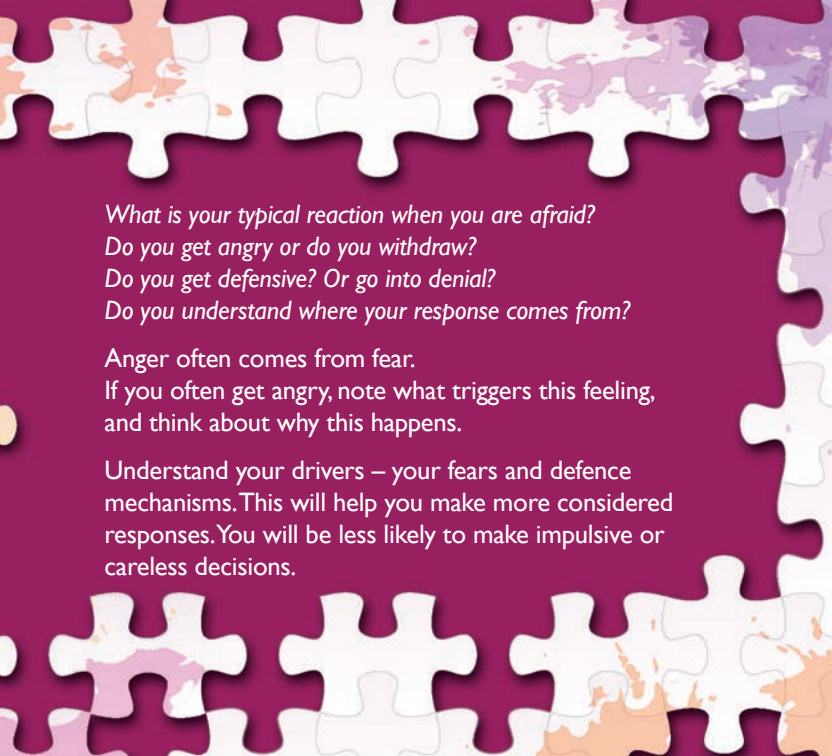
Don't be afraid to fail, but be prepared to try it again and do it differently. Many people fail to reach their goals because they give up after the first fall.

View your mistakes as learning experiences and re-frame them as 'miss-takes'

23. THINK BEFORE YOU REACT

“... our actions, our choices have consequences that are sometimes impossible to predict. But when our actions and choices are based on fear and denial...well, nothing good can come of that”

Lisa Unger, Sliver of Truth



*What is your typical reaction when you are afraid?
Do you get angry or do you withdraw?
Do you get defensive? Or go into denial?
Do you understand where your response comes from?*

Anger often comes from fear.
If you often get angry, note what triggers this feeling,
and think about why this happens.

Understand your drivers – your fears and defence mechanisms. This will help you make more considered responses. You will be less likely to make impulsive or careless decisions.

24. RESPOND RATHER THAN REACT

*“You cannot make yourself feel something
you do not feel, but you can make yourself
do right in spite of your feelings”*

Pearl Buck



Do your feelings determine your actions?

How well are you able to over-ride your feelings to behave more appropriately?

How well do you keep your impulsive feelings and emotions under control?

When provoked or under pressure, can you restrain negative actions, or refrain from making aggressive comments?

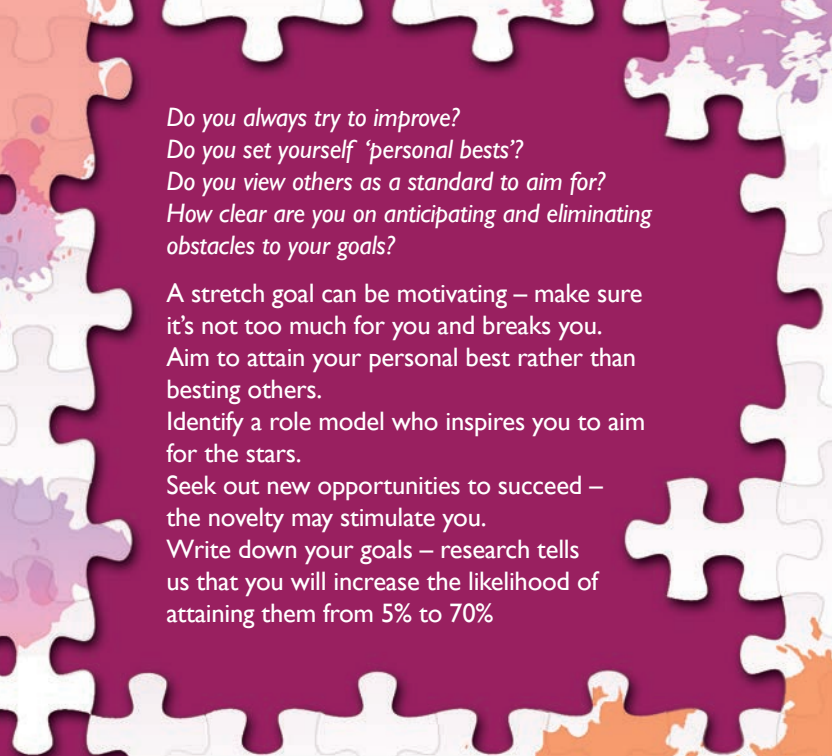
Asking yourself “What is the right thing for me to do and say right now?” enables you to respond rather than react. Take a deep breath or two before you respond. Label the emotion you are feeling and communicate this to the other person.

Say “That is an interesting comment” or request time out with “I don’t think I can continue this conversation right now – let’s get together again...”

25. AIM FOR THE STARS

*“Good, better, best, never let it rest.
Till your good is better and your better best”*

Slogan embossed on WWI Furphy water tanks



*Do you always try to improve?
Do you set yourself 'personal bests'?
Do you view others as a standard to aim for?
How clear are you on anticipating and eliminating
obstacles to your goals?*

A stretch goal can be motivating – make sure it's not too much for you and breaks you.

Aim to attain your personal best rather than besting others.

Identify a role model who inspires you to aim for the stars.

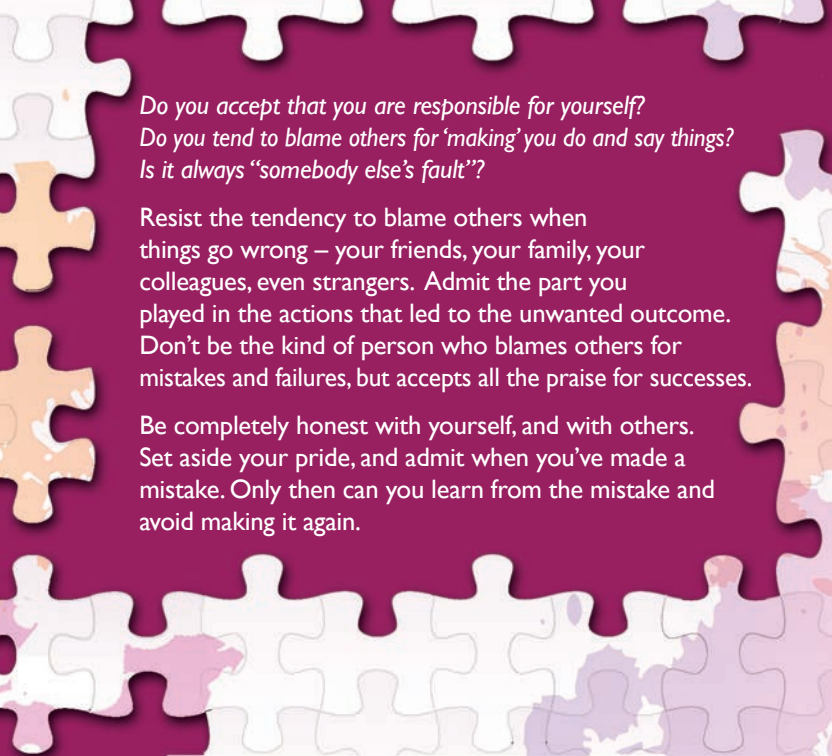
Seek out new opportunities to succeed – the novelty may stimulate you.

Write down your goals – research tells us that you will increase the likelihood of attaining them from 5% to 70%

26. THE BUCK STOPS HERE

*“In the long run, we shape ourselves.
The process never ends until we die.
And the choices we make are ultimately
our own responsibility”*

Eleanor Roosevelt



*Do you accept that you are responsible for yourself?
Do you tend to blame others for 'making' you do and say things?
Is it always "somebody else's fault"?*

Resist the tendency to blame others when things go wrong – your friends, your family, your colleagues, even strangers. Admit the part you played in the actions that led to the unwanted outcome. Don't be the kind of person who blames others for mistakes and failures, but accepts all the praise for successes.

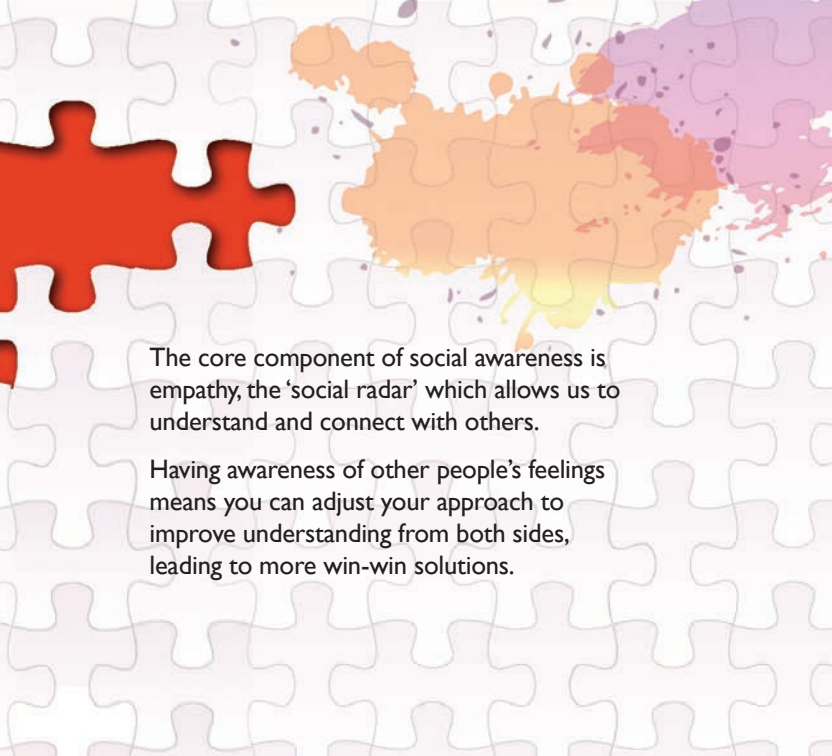
Be completely honest with yourself, and with others. Set aside your pride, and admit when you've made a mistake. Only then can you learn from the mistake and avoid making it again.



Social Awareness

“Effective listening is not a state of mind, like being happy or relaxed. It’s not something that ‘just happens.’ It’s an activity. In other words, effective listening requires work”

Gerard Egan, *The Skilled Helper*



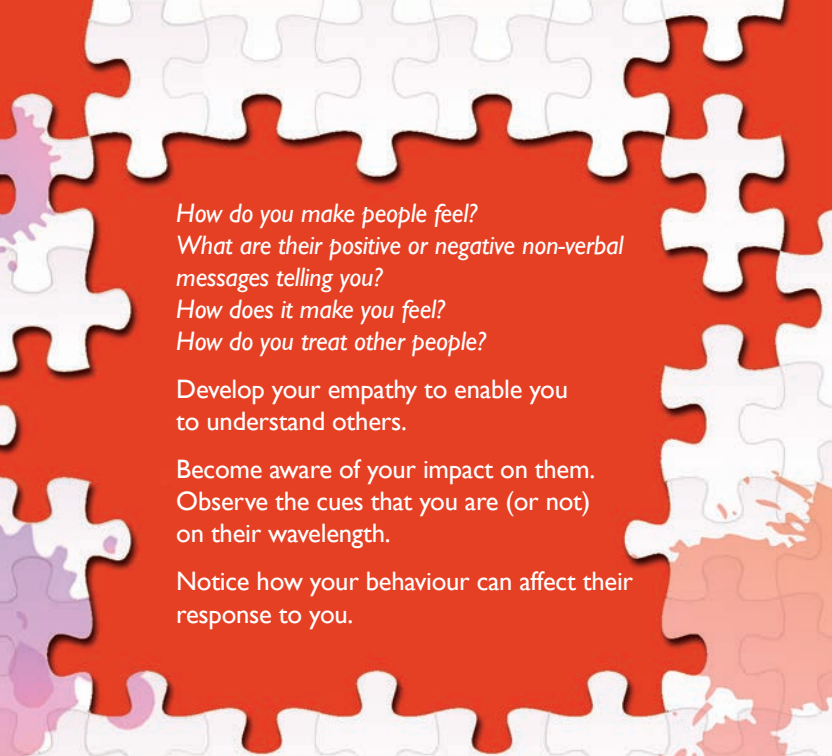
The core component of social awareness is empathy, the 'social radar' which allows us to understand and connect with others.

Having awareness of other people's feelings means you can adjust your approach to improve understanding from both sides, leading to more win-win solutions.

27. KNOW YOUR IMPACT

*“People will forget what you said, they
will forget what you did, but they will
remember how you made them feel”*

Maya Angelou



*How do you make people feel?
What are their positive or negative non-verbal
messages telling you?
How does it make you feel?
How do you treat other people?*

Develop your empathy to enable you
to understand others.

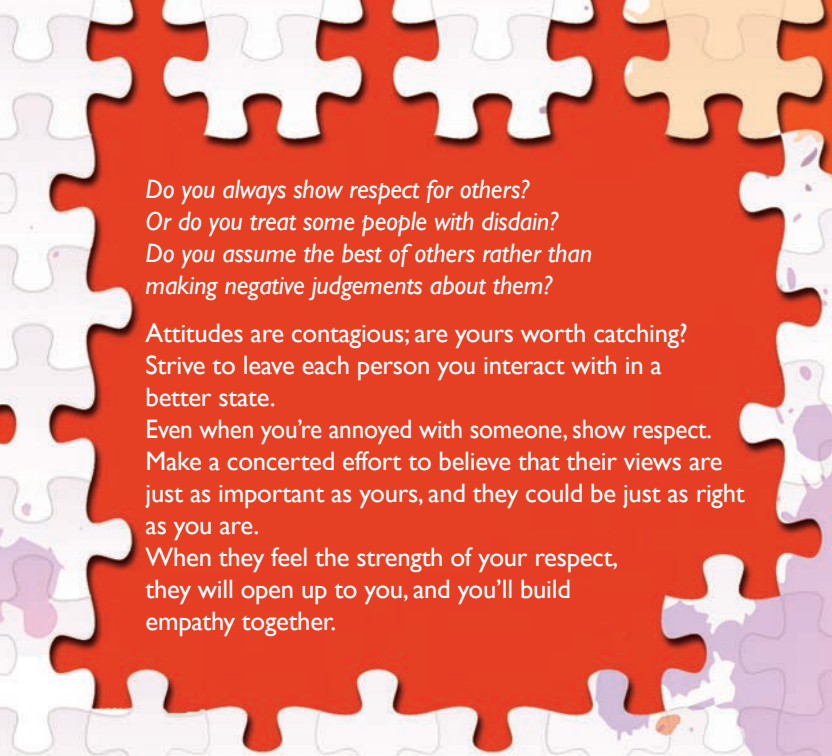
Become aware of your impact on them.
Observe the cues that you are (or not)
on their wavelength.

Notice how your behaviour can affect their
response to you.

28. R-E-S-P-E-C-T

*“When we show our respect for other
living things, they respond with
respect for us”*

Arahapo saying



*Do you always show respect for others?
Or do you treat some people with disdain?
Do you assume the best of others rather than
making negative judgements about them?*

Attitudes are contagious; are yours worth catching?
Strive to leave each person you interact with in a
better state.

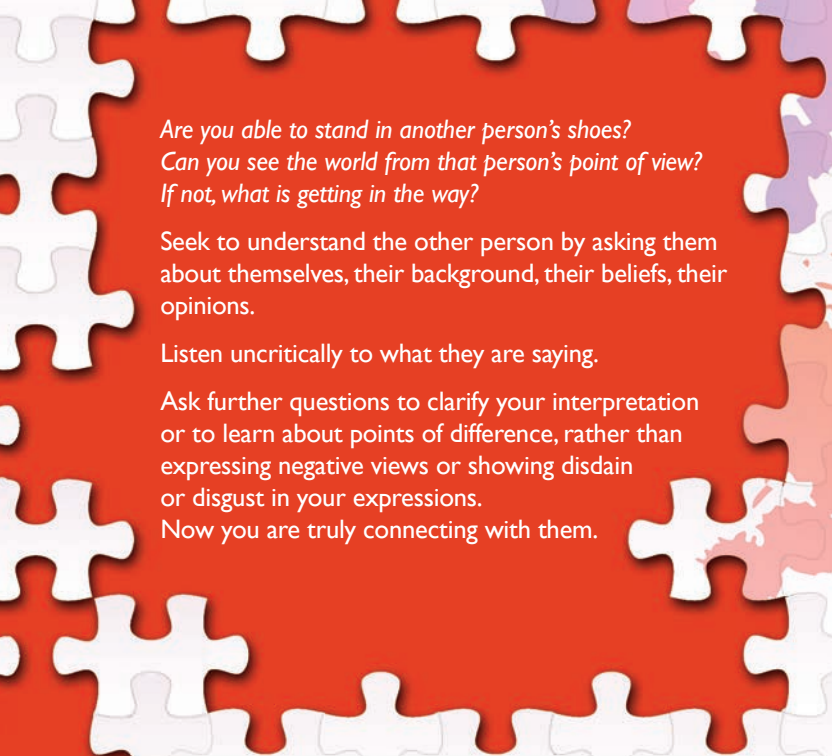
Even when you're annoyed with someone, show respect.
Make a concerted effort to believe that their views are
just as important as yours, and they could be just as right
as you are.

When they feel the strength of your respect,
they will open up to you, and you'll build
empathy together.

29. STEP INTO THEIR SHOES

“If you can learn a simple trick, Scout, you’ll get along better with all kinds of folks. You never really understand a person until you consider things from his point of view. Until you climb into his skin and walk around in it”

Atticus Finch to his daughter in *To Kill a Mockingbird*
Harper Lee



*Are you able to stand in another person's shoes?
Can you see the world from that person's point of view?
If not, what is getting in the way?*

Seek to understand the other person by asking them about themselves, their background, their beliefs, their opinions.

Listen uncritically to what they are saying.

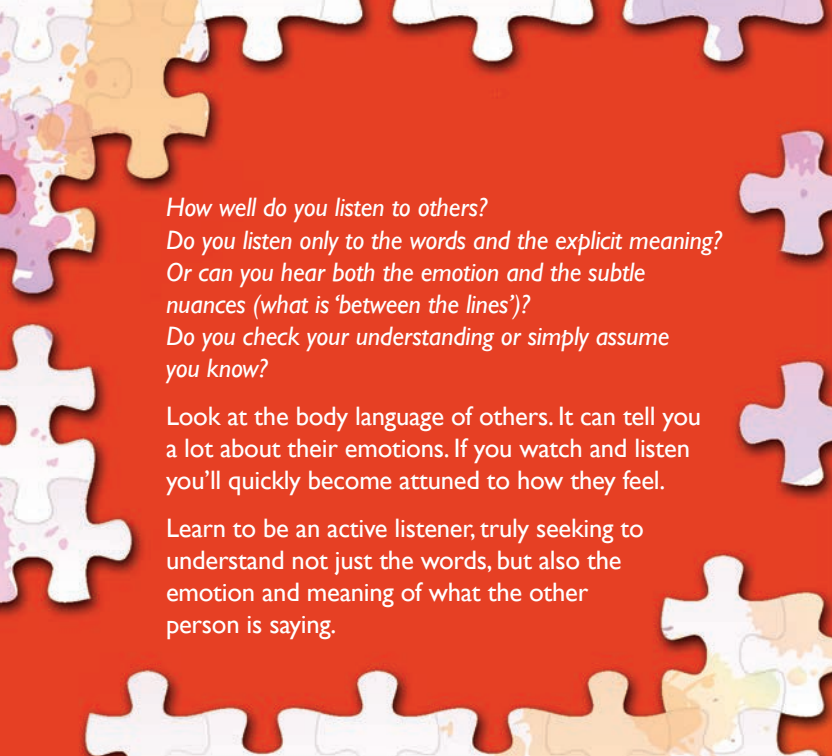
Ask further questions to clarify your interpretation or to learn about points of difference, rather than expressing negative views or showing disdain or disgust in your expressions.

Now you are truly connecting with them.

30. PAY ATTENTION

“...understanding... takes place only when the mind listens completely – the mind being your heart, your nerves, your ears – when you give your whole attention to it”

Jiddu Krishnamurti



*How well do you listen to others?
Do you listen only to the words and the explicit meaning?
Or can you hear both the emotion and the subtle
nuances (what is 'between the lines')?
Do you check your understanding or simply assume
you know?*

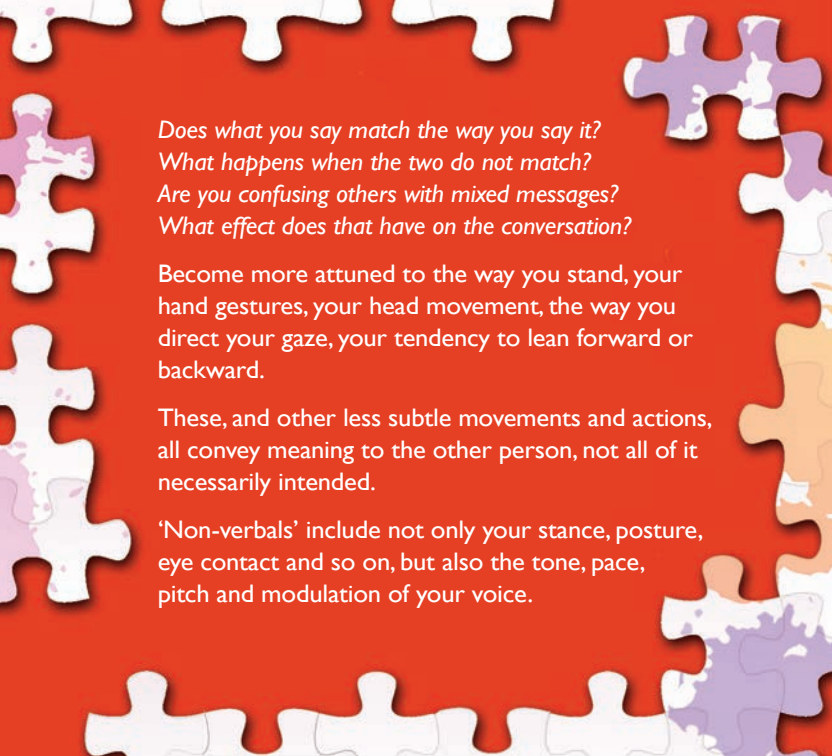
Look at the body language of others. It can tell you a lot about their emotions. If you watch and listen you'll quickly become attuned to how they feel.

Learn to be an active listener, truly seeking to understand not just the words, but also the emotion and meaning of what the other person is saying.

3 | . BE CONGRUENT

“Your non-verbals must harmonise with your voice...Otherwise, people will not believe what you are saying”

George J Thompson and Jerry B Jenkins
Verbal Judo: The Gentle Art of Persuasion



*Does what you say match the way you say it?
What happens when the two do not match?
Are you confusing others with mixed messages?
What effect does that have on the conversation?*

Become more attuned to the way you stand, your hand gestures, your head movement, the way you direct your gaze, your tendency to lean forward or backward.

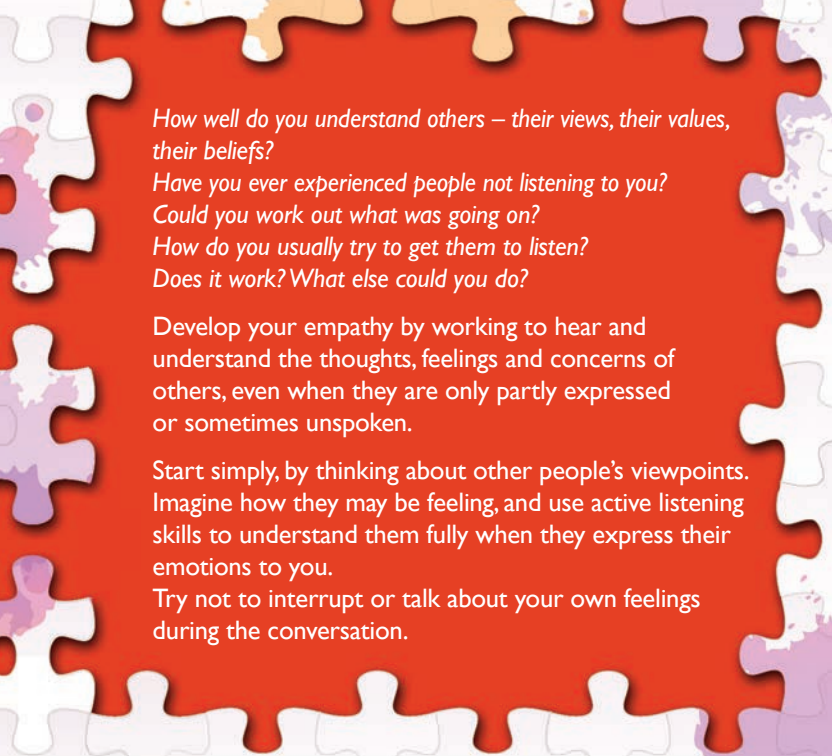
These, and other less subtle movements and actions, all convey meaning to the other person, not all of it necessarily intended.

‘Non-verbals’ include not only your stance, posture, eye contact and so on, but also the tone, pace, pitch and modulation of your voice.

32. LEARN TO EMPATHISE

“If you are unable to empathise with people, you have no chance of getting them to listen to you, much less accepting your attempts to help – however sincere they may be”

George J Thompson and Jerry B Jenkins,
Verbal Judo: The Gentle Art of Persuasion



How well do you understand others – their views, their values, their beliefs?

Have you ever experienced people not listening to you?

Could you work out what was going on?

How do you usually try to get them to listen?

Does it work? What else could you do?

Develop your empathy by working to hear and understand the thoughts, feelings and concerns of others, even when they are only partly expressed or sometimes unspoken.

Start simply, by thinking about other people's viewpoints. Imagine how they may be feeling, and use active listening skills to understand them fully when they express their emotions to you.

Try not to interrupt or talk about your own feelings during the conversation.



33. JUDGE LESS, APPRECIATE MORE

“Strength lies in differences, not in similarities”

Stephen Covey



Is it true that opposites attract?

*What can you do to be interested - rather than irritated
by a different opinion?*

*Do you believe everyone else thinks and feels like you do?
Are you sometimes surprised by things others say and do?
Do you stereotype others based on their age, gender, race,
appearance, political views, sexual orientation?*

Observe how you react to people.

Avoid rushing to a judgment before you know the facts.

Check out your assumptions about others before
acting on them.

Make your unconscious biases conscious.

34. MULTIPLE PERSONALITIES

“When two people are talking, six different identities are involved – each person’s real self, each person as he or she is seen by him/herself, and each person as seen by the other”

George J Thompson and Jerry B Jenkins
Verbal Judo: The Gentle Art of Persuasion



Are you aware of each of these characters in your conversation with another person?

What can you do to improve this understanding?

Ensure that you understand what each character is saying. This understanding will enable you to have more authentic conversations and greater participation in the conversation.

Some useful comments:

“Let me be sure I heard what you just said...”

“Let’s make sure we’re on the same wavelength.”

35. LISTEN

聽

The Chinese character for the word 'listen' is comprised of the symbols for the ear, eyes and heart.



To truly listen, what do you need to do more of?

It is important to listen, not just with your ears, but with your eyes as well as your heart.

Listen to make the other person feel heard and understood - not simply to try to make your point.

Use active listening to demonstrate that you have both an open ear and open heart.

Don't interrupt: appreciate, listen for meaning, verify, clarify.

36. MIND YOUR MANNERS

“Manners are a sensitive awareness of the feelings of others. If you have that awareness, you have good manners, no matter what fork you use”

Emily Post



Do you know which 'fork' to use to have the best impact on the other person?

Are you aware of your impact on the other person?

Do you know how you learned to use 'the right fork'?

Have you ever questioned why one fork is better than another?

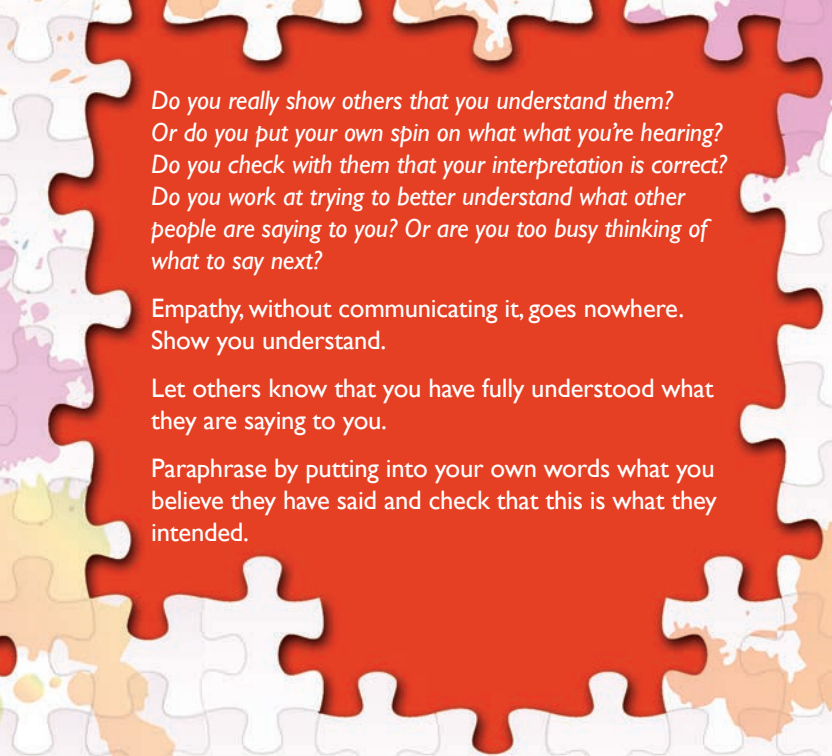
Your own manners have been developed from your unique personal background in your family, culture, religion, and from your upbringing. Make an effort to understand the differences between your stance on these things and those of others from different backgrounds.

You will then be better able to adjust your behaviour to suit the situation and the person.

37. EMPATHY HAS TO LAND

*“The experience of being understood,
versus interpreted, is so compelling,
you can charge admission”*

B Joseph Pine II, *The Experience Economy*



*Do you really show others that you understand them?
Or do you put your own spin on what what you're hearing?
Do you check with them that your interpretation is correct?
Do you work at trying to better understand what other
people are saying to you? Or are you too busy thinking of
what to say next?*

Empathy, without communicating it, goes nowhere.
Show you understand.

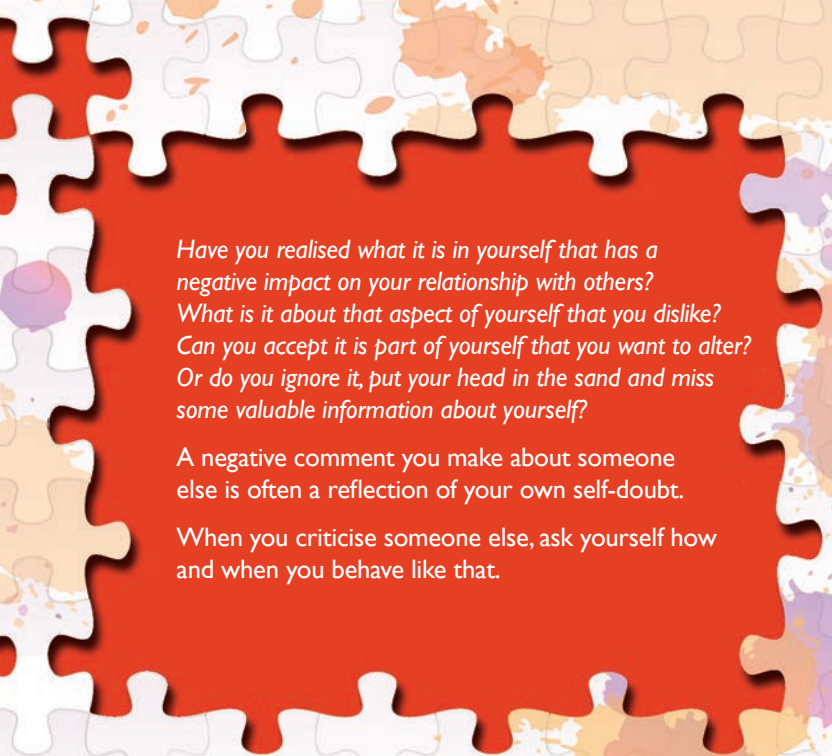
Let others know that you have fully understood what
they are saying to you.

Paraphrase by putting into your own words what you
believe they have said and check that this is what they
intended.

38. BE YOUR OWN CRITIC

"All criticism is a form of autobiography"

Oscar Wilde



*Have you realised what it is in yourself that has a negative impact on your relationship with others?
What is it about that aspect of yourself that you dislike?
Can you accept it is part of yourself that you want to alter?
Or do you ignore it, put your head in the sand and miss some valuable information about yourself?*

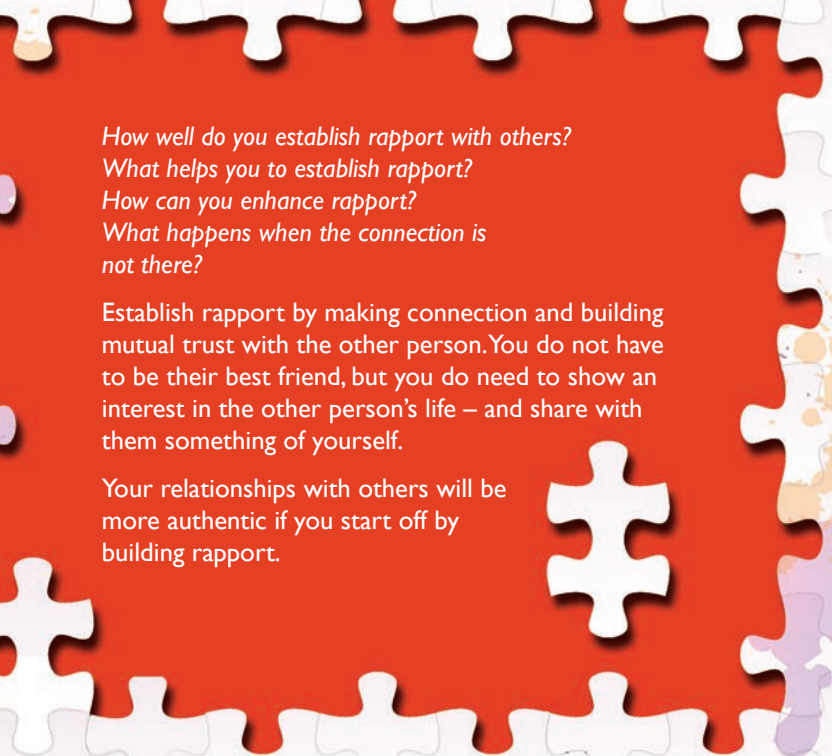
A negative comment you make about someone else is often a reflection of your own self-doubt.

When you criticise someone else, ask yourself how and when you behave like that.

39. RAPPORT

“A teacher who establishes rapport with the taught, becomes one with them, learns more from them than he teaches them”

Mahatma Ghandi



*How well do you establish rapport with others?
What helps you to establish rapport?
How can you enhance rapport?
What happens when the connection is
not there?*

Establish rapport by making connection and building mutual trust with the other person. You do not have to be their best friend, but you do need to show an interest in the other person's life – and share with them something of yourself.

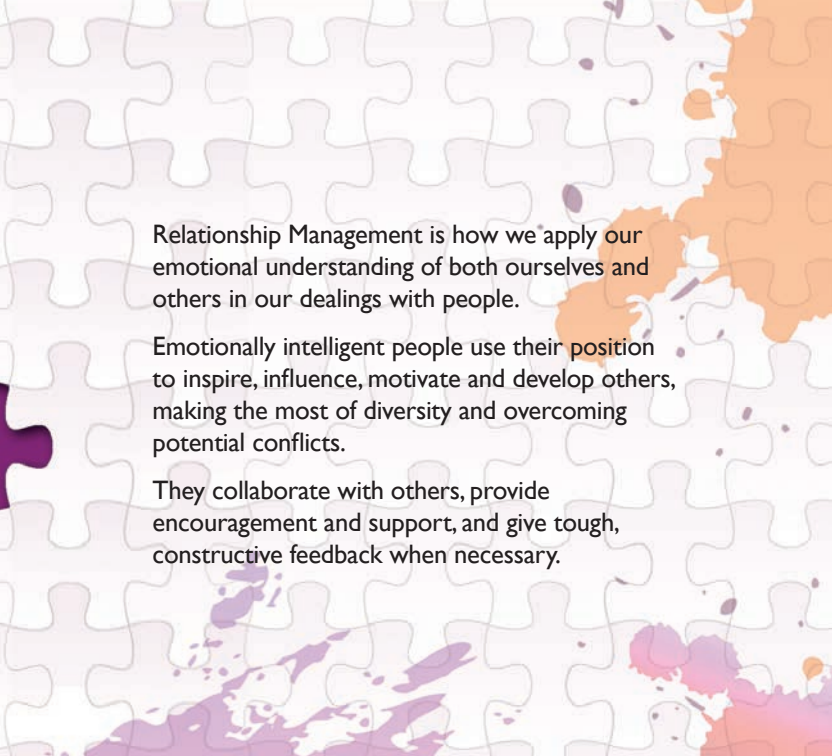
Your relationships with others will be more authentic if you start off by building rapport.



Relationship Management

*“Relationships both mediate and moderate our
sense of who we are and who we want to be”*

Richard Boyatzis

The background of the slide features a pattern of interlocking puzzle pieces in a light lavender color. Overlaid on this pattern are several large, abstract paint splashes in shades of orange, purple, and pink, primarily concentrated on the right and bottom edges of the frame.

Relationship Management is how we apply our emotional understanding of both ourselves and others in our dealings with people.


Emotionally intelligent people use their position to inspire, influence, motivate and develop others, making the most of diversity and overcoming potential conflicts.

They collaborate with others, provide encouragement and support, and give tough, constructive feedback when necessary.

40. POWER TO THE PEOPLE

“Power can be seen as power with rather than power over, and it can be used for competence and cooperation, rather than dominance and control”

Anne L Barstow



Do you seek power?

Do you accept power if it is offered to you?

How do you wield the power you have been given?

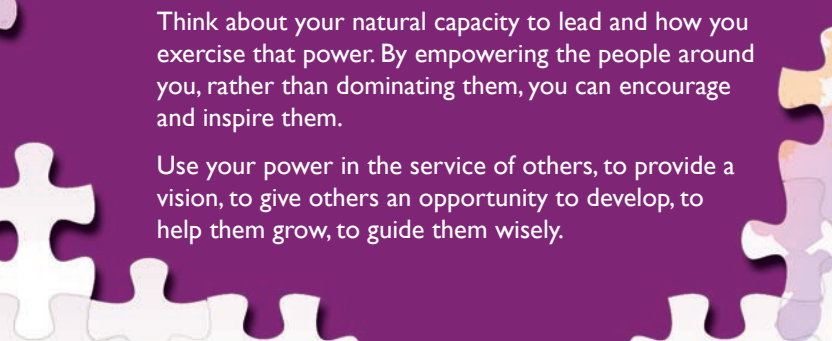
How can you make better use of the power you hold in whatever role you are in?

You can be given power through a formal appointment to a position. You can have power by virtue of the position you hold, be it parent, teacher, manager, sporting coach.

Sometimes you need to grasp power for yourself.

Think about your natural capacity to lead and how you exercise that power. By empowering the people around you, rather than dominating them, you can encourage and inspire them.

Use your power in the service of others, to provide a vision, to give others an opportunity to develop, to help them grow, to guide them wisely.

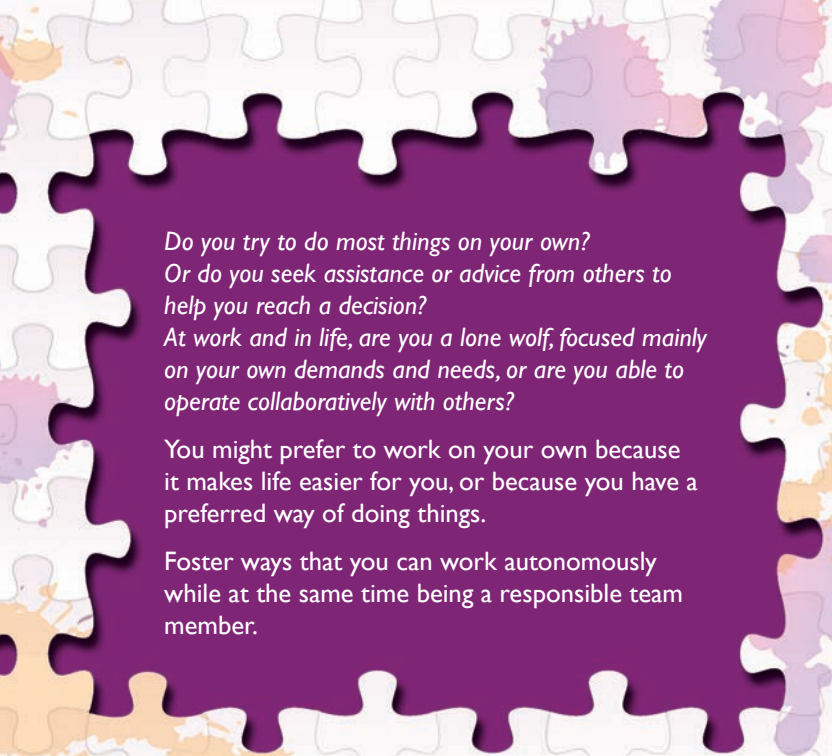




41. I GET BY WITH A LITTLE HELP FROM MY FRIENDS

*“We must learn to live together as brothers
or perish together as fools”*

Martin Luther King



*Do you try to do most things on your own?
Or do you seek assistance or advice from others to
help you reach a decision?*

*At work and in life, are you a lone wolf, focused mainly
on your own demands and needs, or are you able to
operate collaboratively with others?*

You might prefer to work on your own because
it makes life easier for you, or because you have a
preferred way of doing things.

Foster ways that you can work autonomously
while at the same time being a responsible team
member.

42. BITE THE BULLET

“We have been conditioned for years to react to conflict situations as battles to be won rather than as problems to be solved”

Marc Robert, Managing Conflict: from the inside out



How do you usually deal with conflict?

Do you face up to the issue or do you avoid it, hoping it will go away?

What is stopping you from taking action?

What are the consequences of avoiding the conflict?

How successful are you at resolving conflicts?

Is your aim to win the battle or to solve the problem?

Bring conflict out into the open in a constructive way and help to resolve it for the benefit of all.

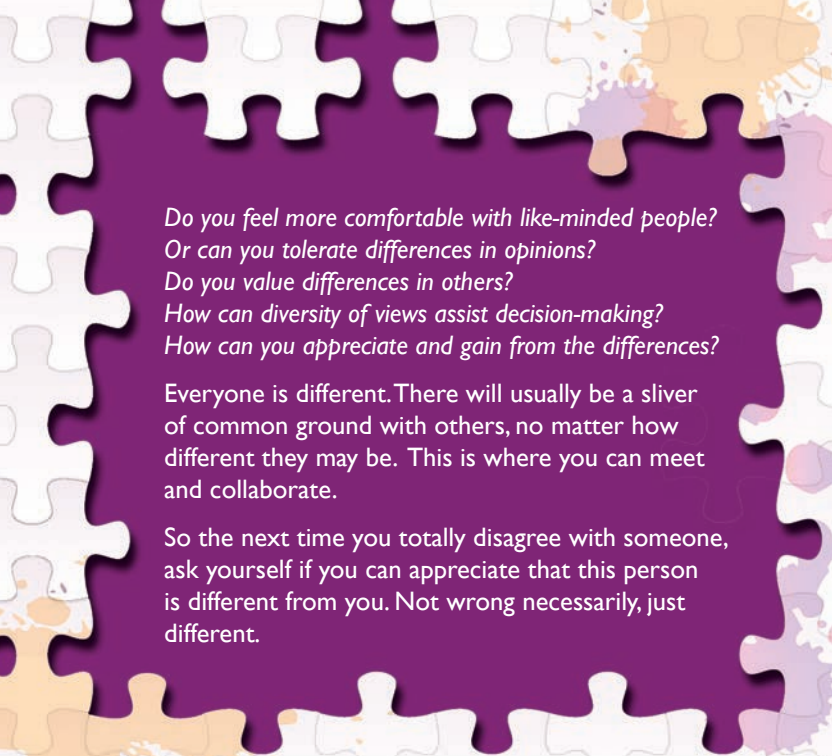
If you continue to avoid the issue, it won't go away – it could get worse while you continue to stress about it.

Be proactive, take the first step so that you are the one in control.

43. EMBRACE DIVERSITY

“Resolving conflict is rarely about who is right. It is about acknowledgment and appreciation of differences”

Thomas F. Crum *The Magic of Conflict*



*Do you feel more comfortable with like-minded people?
Or can you tolerate differences in opinions?
Do you value differences in others?
How can diversity of views assist decision-making?
How can you appreciate and gain from the differences?*


Everyone is different. There will usually be a sliver of common ground with others, no matter how different they may be. This is where you can meet and collaborate.

So the next time you totally disagree with someone, ask yourself if you can appreciate that this person is different from you. Not wrong necessarily, just different.

44. TALK WITH PEOPLE, NOT AT THEM

“Be the guide on the side, not the sage on the stage”

Alison King, College Teaching



What is the nature of your conversations with other people?

Most people are more comfortable telling others what to do and how to do it. Is your default to 'tell'? How easy is it for you to say the things that can't be said?

Try to do less instructing – your colleagues, your family, your friends – and engage them in a true dialogue so that everybody's views are heard.

Prepare for the conversation to minimise it becoming 'difficult'.

Act calmly and use questions to guide the person to reach their own conclusions.

45. KNOW WHO AND WHAT PUSHES YOUR BUTTONS

“Anyone can become angry – that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way – this is not easy”

Aristotle



What makes you angry?

What are your hot buttons?

How do you respond to the angry feelings?

How much self-control do you have when you are angry?

Learn to recognise what pushes your buttons.
Practise techniques to pre-empt an unhelpful response.

In response to a young man who was violent toward his partner because “she keeps pushing my buttons”, a wise older man said, “You need to rearrange your buttons”. Valuable advice.

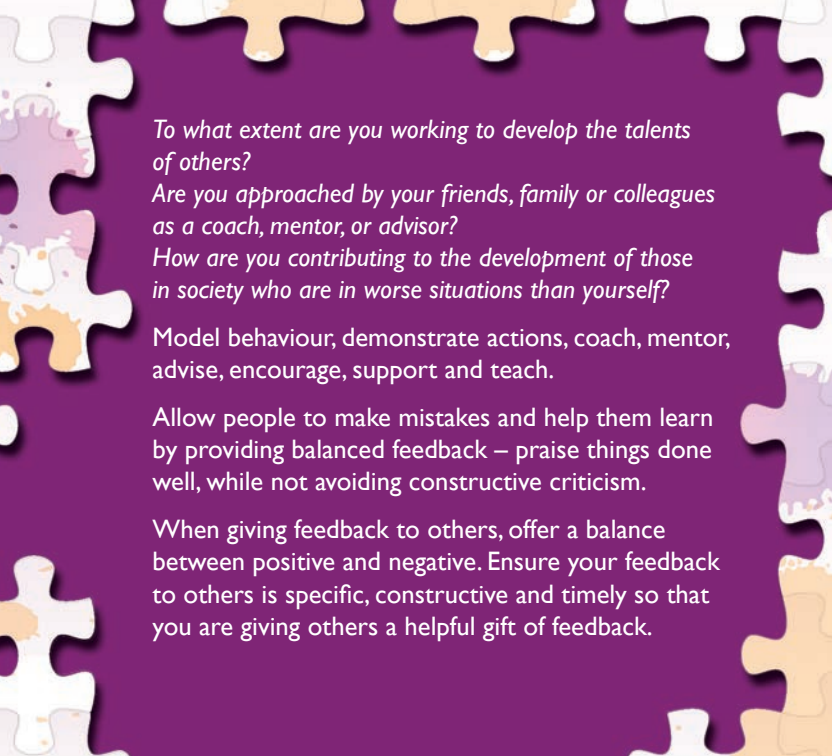
Identify you own buttons and think about how you might rearrange them.



46. BUILD THE NEXT GENERATION

*“You cannot hope to build a better world
without improving the individuals”*

Marie Curie



To what extent are you working to develop the talents of others?

Are you approached by your friends, family or colleagues as a coach, mentor, or advisor?

How are you contributing to the development of those in society who are in worse situations than yourself?

Model behaviour, demonstrate actions, coach, mentor, advise, encourage, support and teach.

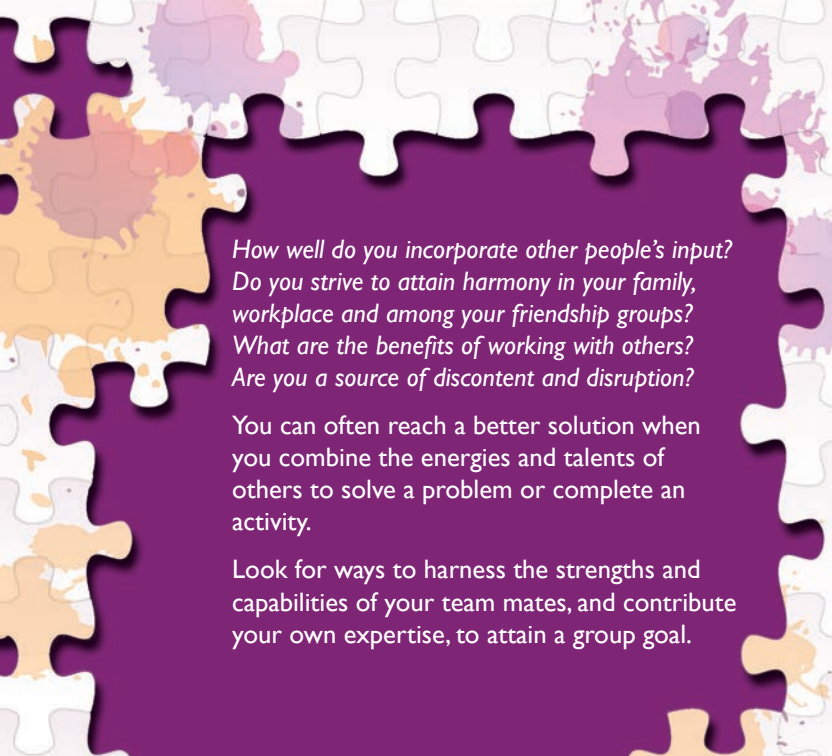
Allow people to make mistakes and help them learn by providing balanced feedback – praise things done well, while not avoiding constructive criticism.

When giving feedback to others, offer a balance between positive and negative. Ensure your feedback to others is specific, constructive and timely so that you are giving others a helpful gift of feedback.

47. WORK IN HARMONY

“None of us is as smart as all of us”

Japanese Proverb



*How well do you incorporate other people's input?
Do you strive to attain harmony in your family,
workplace and among your friendship groups?
What are the benefits of working with others?
Are you a source of discontent and disruption?*

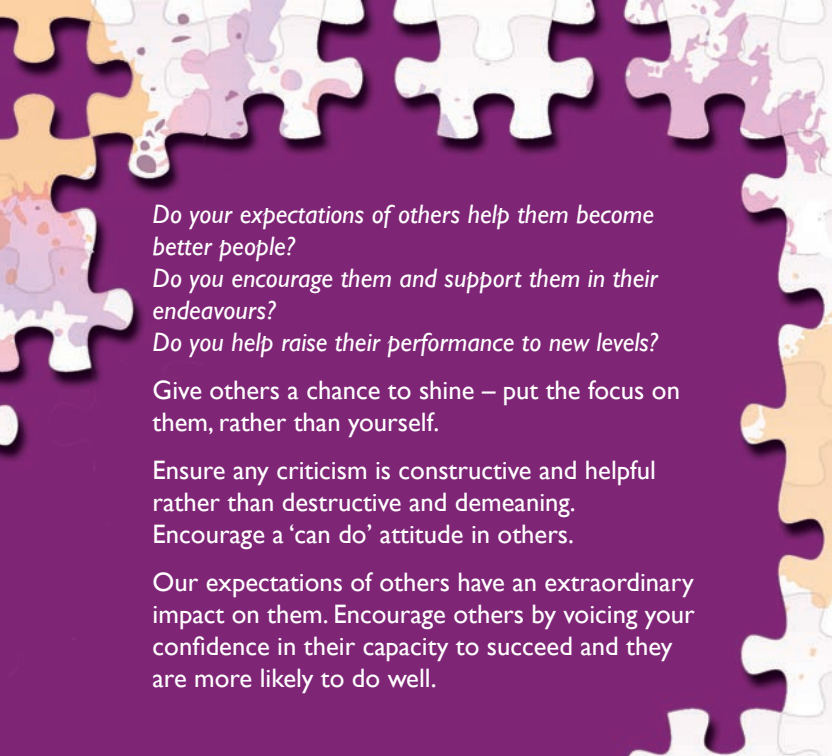
You can often reach a better solution when you combine the energies and talents of others to solve a problem or complete an activity.

Look for ways to harness the strengths and capabilities of your team mates, and contribute your own expertise, to attain a group goal.

48. THINK THE BEST OF PEOPLE

“If we treat people as they are, we make them worse, but if we treat them as they ought to be, we help them become what they are capable of becoming”

Johann Wolfgang von Goethe



Do your expectations of others help them become better people?

Do you encourage them and support them in their endeavours?

Do you help raise their performance to new levels?

Give others a chance to shine – put the focus on them, rather than yourself.

Ensure any criticism is constructive and helpful rather than destructive and demeaning.

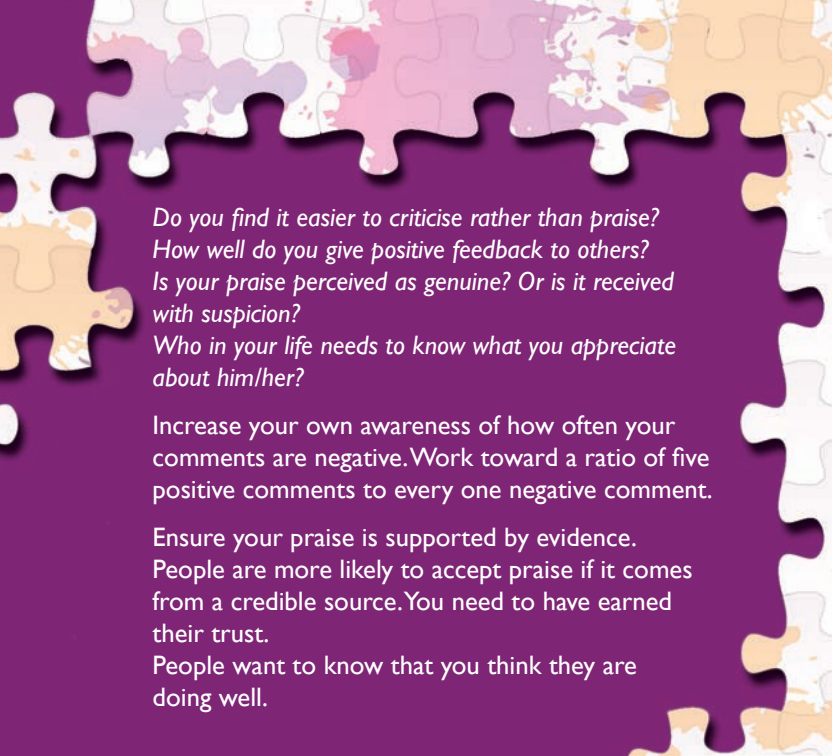
Encourage a 'can do' attitude in others.

Our expectations of others have an extraordinary impact on them. Encourage others by voicing your confidence in their capacity to succeed and they are more likely to do well.

49. SHINE A LIGHT ON WHAT IS RIGHT

*"There are two things people want more than
sex and money... recognition and praise"*

Mary Kay Ash



*Do you find it easier to criticise rather than praise?
How well do you give positive feedback to others?
Is your praise perceived as genuine? Or is it received
with suspicion?
Who in your life needs to know what you appreciate
about him/her?*

Increase your own awareness of how often your comments are negative. Work toward a ratio of five positive comments to every one negative comment.

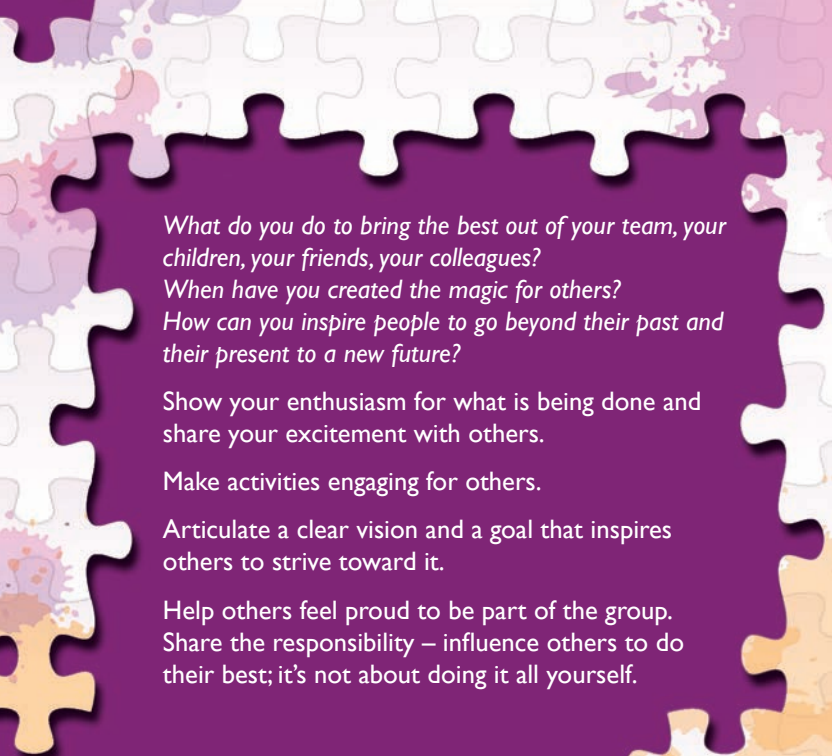
Ensure your praise is supported by evidence. People are more likely to accept praise if it comes from a credible source. You need to have earned their trust.

People want to know that you think they are doing well.

50. BRING OUT THE MAGIC

*“The great leaders are like the best conductors
- they reach beyond the notes to reach the
magic in the players”*

Blaine Lee



What do you do to bring the best out of your team, your children, your friends, your colleagues?

When have you created the magic for others?

How can you inspire people to go beyond their past and their present to a new future?

Show your enthusiasm for what is being done and share your excitement with others.

Make activities engaging for others.

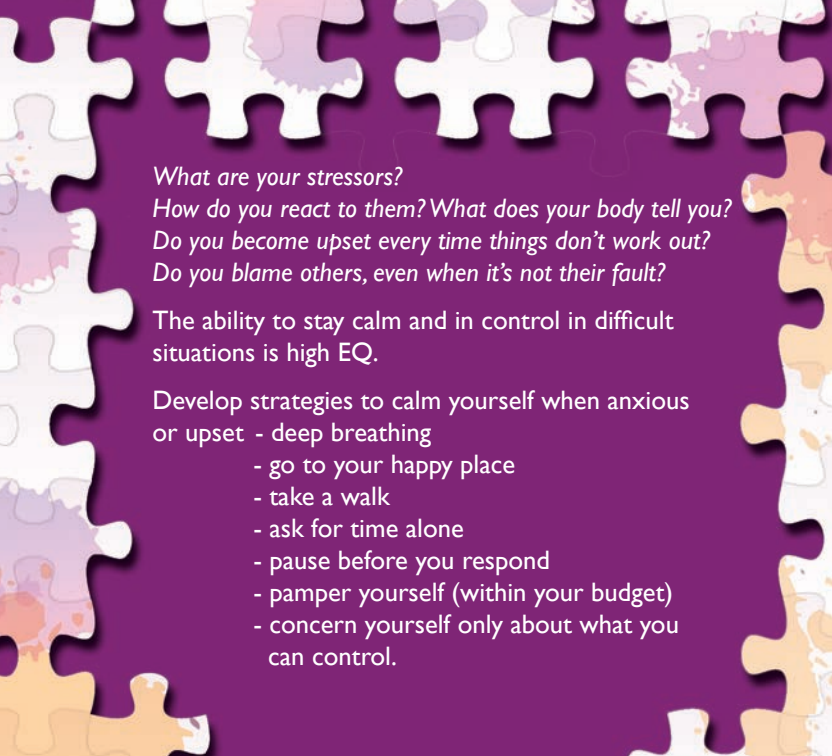
Articulate a clear vision and a goal that inspires others to strive toward it.

Help others feel proud to be part of the group.
Share the responsibility – influence others to do their best; it's not about doing it all yourself.

51. STAY COOL and STRESS LESS

“Stress is the trash of modern life - we all generate it but if you don’t dispose of it properly, it will pile up and overtake your life”

Danzae Pace



What are your stressors?

How do you react to them? What does your body tell you?

Do you become upset every time things don't work out?

Do you blame others, even when it's not their fault?

The ability to stay calm and in control in difficult situations is high EQ.

Develop strategies to calm yourself when anxious or upset - deep breathing

- go to your happy place
- take a walk
- ask for time alone
- pause before you respond
- pamper yourself (within your budget)
- concern yourself only about what you can control.

52. ADAPT TO CHANGE

*“If you know something must change, then
know that it is you who must change it”*

Susan Scott, *Fierce Conversations*



How do you react to change?

When change is suggested, do you embrace it or dread it?

Do you support it? tolerate it? or actively oppose it?

What does your usual approach to change say about you?

How do you introduce change in your family, your friendship groups, your work teams?

Change is inevitable.

Become involved in the change process so you can have as much control over it as possible.

Determine the upsides and downsides.

Pre-empt the difficulties – ask yourself
“What can I do to improve the outcome?”

About the Authors



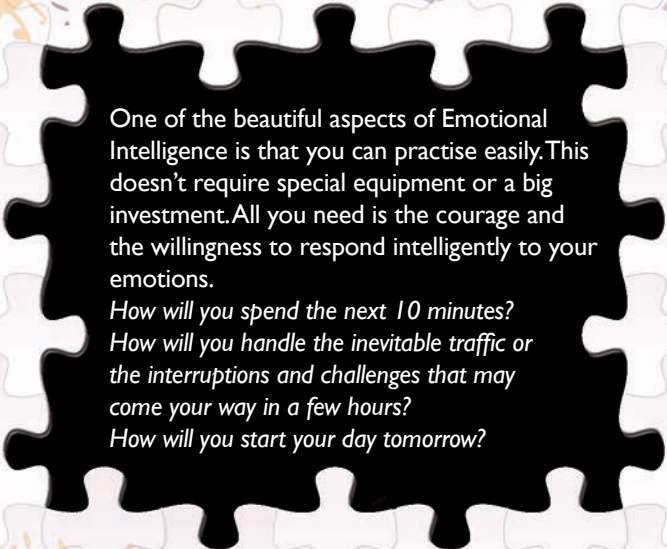
GLENDAY MAY

Glenda is a highly sought after consultant, coach, facilitator and speaker because of her ability to get the best out of the people she works with. As a corporate psychologist with post-graduate qualifications in educational psychology, counselling and group facilitation, Glenda uses high level Emotional Intelligence techniques to enhance motivation, engagement and performance in work and life. Renowned internationally as an expert on creating powerful cultures in the workplace, she sets a living example of Positive Psychology by living life to the full and making the most of every moment. When Glenda is not consulting, you will find her studying French, recharging on her yoga mat, or spending fun time with her precious friends and family.



PAUL POWER

Dr Paul Power has postgraduate degrees in psychology and education, and is an Honorary Professor at Deakin University. He was the recipient of the prestigious Elton Mayo Award (2005) for his contribution to the practice of organisational psychology in Australia. He helped develop an inventory to assess competence in emotional intelligence, and a tool to assess vocational identity. He has been an organisational psychologist and educator for over 40 years as well as a Director of Hay Group from 1995 till 2008. With his wife Kim, he co-founded the Sunflower Foundation.(Aust. Inc). He loves to spend time with his grandchildren and sings in the local community choir.



One of the beautiful aspects of Emotional Intelligence is that you can practise easily. This doesn't require special equipment or a big investment. All you need is the courage and the willingness to respond intelligently to your emotions.

How will you spend the next 10 minutes?

How will you handle the inevitable traffic or the interruptions and challenges that may come your way in a few hours?

How will you start your day tomorrow?



Emotional Intelligence

EI is the ability to recognise your emotions, understand what they're telling you, and realise how your emotions affect people around you. It also involves your perception of others: when you understand how they feel, this allows you to manage relationships more effectively.

"You are personally responsible for everything in your life – once you are aware that you are personally responsible for everything in your life."

Bruce Lipton: *The Secret of Life: Biological Realities*, 2004

- How do you react to this statement?
- Does it ring true for you?

This book will help you take greater responsibility for your own life by leading you to sharpen your Emotional Intelligence.

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