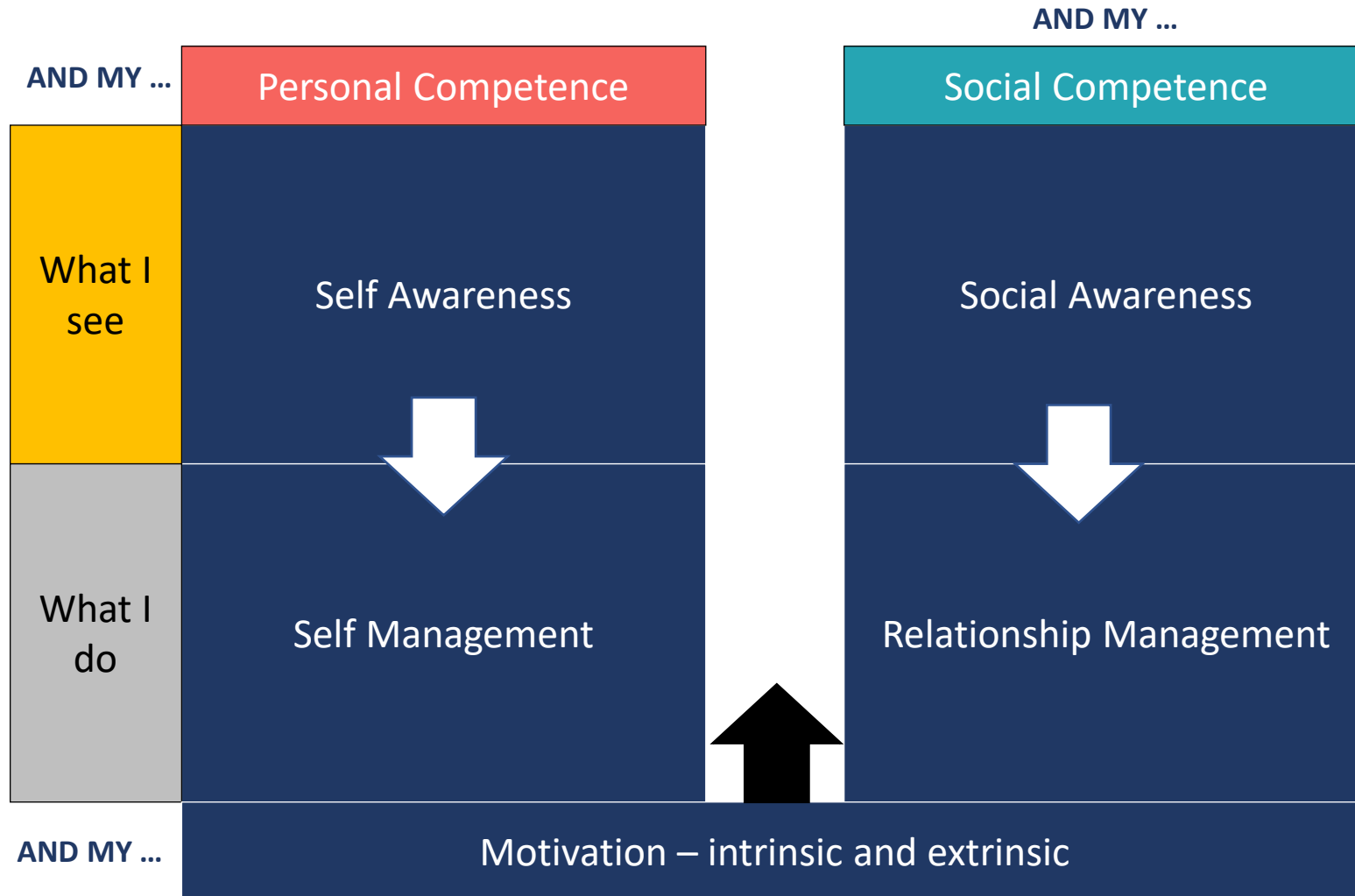


Emotional Intelligence Explained : What is it ACTUALLY?

There are Five elements that make up what we think of as Emotional Intelligence.



Emotional Intelligence Explained



And there are four distinct lenses we can look through in order to make sense of them.

Emotional Intelligence Explained : Each Element

Self-Awareness

- Ability to accurately perceive your own emotions in the moment AND understand our tendencies across situations.
- It requires a willingness to tolerate the discomfort of focusing on feelings that may be negative.
- Emotions always serve a purpose because they are our reactions to the world.
- Self reflection on emotions and triggers, understanding where they came from is the road to self – awareness
- Critical to self-awareness and the other four elements is the ability to name our emotions. ‘I’m fine’ is a weather condition. Those who are high in EQ are able to discern and name a range of emotional intensities – both for themselves and for others. When we don’t have enough names for our emotions –its hard to get a handle on what we are actually feeling when an emotion arises. Thus the ability to **NAME** our emotional state – as per the Emotional Landscape illustration below is a key skill.
- Those high in self awareness are clear in their understanding about what they do well, what motivates them and which situations and people push their buttons.
- Self Awareness is a foundational skill and other EQ skills flow from this ability. Those high in self awareness are far more likely to pursue the right opportunities, putting their strengths to to work and keeping their emotions from holding them back

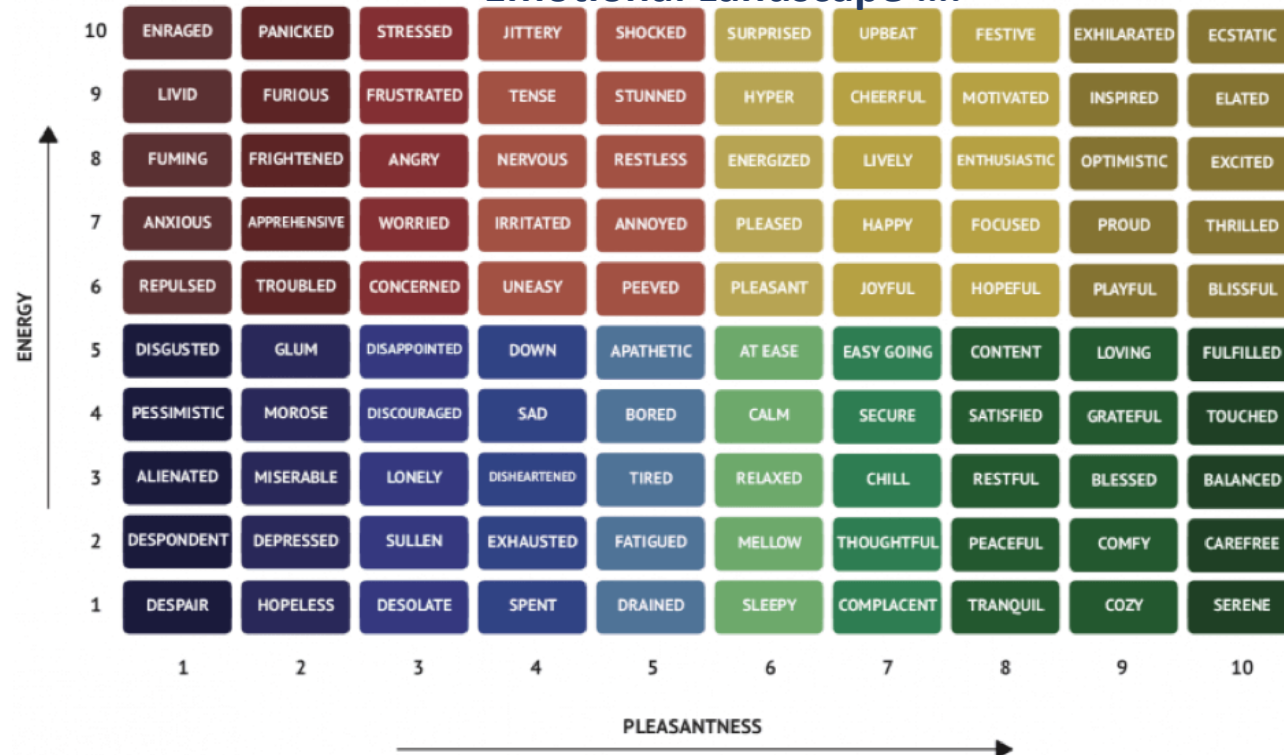
Some Questions

- How often do you take a moment to reflect on your thoughts and emotions?
- Have you ever explored the underlying causes of your behaviour?

Self-awareness drives us closer to ourselves. It lets us gain clarity over our emotions, and helps to identify the strengths and weaknesses that lie within us. Self-awareness is the by-product of perceptual experiences.

We cannot be aware of ourselves without focusing on what is happening to us right now and how we are responding to it. The Greek Adage “**know thyself**” is age-old and refers directly to this capability .

Emotional Landscape ...



Emotional Intelligence Explained : Each Element

Self-Regulation

- Self Management is what we do when we act or do not act.
- It is the ability to use our awareness of our emotions to stay flexible and direct our behaviour positively even in trying circumstances
- It is more than resisting explosive or problematic behaviour, it also includes the ability to put momentary our desires / needs on hold and pursue larger more important goals. (**SEE: clips that demonstrate** the Marshmallow Experiment and the impact of delayed gratification - below)
- Those who manage themselves best are able to see things through without cracking, as they continually manage their tendencies.
- There are various ways to regulate our emotions and respond in ways to other's emotions that enable regulation to occur. These include such things as – willpower and pure effort (unfortunately it takes a lot of focus and energy to do this and often it will result in the very outcome we are wishing to avoid.
- In contrast is the development of various resourceful states. (Some of which we see in the Marshmallow clip)
 - Thought suppression;
 - Distracting the self from the emotional trigger; focusing on a contrary state (e.g. Gratitude when we are blue) ;
 - Stress induced 'acting out' - eating, shopping, drinking etc.;
 - Positive imagery (visualisations) ;
 - Venting;
 - Moving the body;
 - Deep Breathing; Progressive Relaxation of the muscles..... We can already see that not all of these are helpful in the long run. So what to do?



We are not born with these skills—we are however, born with the potential to develop them.

We've shared just 3 of thousands if not millions of resources available on line on the subject of self-regulation, and in this instance we are looking at some background from child development and also the link to adult capacities. This information is to provide some insight should you wish to watch them.

The role of the Executive brain and it's neurological role is a whole area of study in itself. We will in a look at the issue of how we override our triggers and 'hijacks' and get into our Executive Brain. For now we are exploring only. Of course we encourage you to do your own research should you wish to go deeper.

<https://www.youtube.com/watch?v=Rwxf1BTyKz4>

<https://www.youtube.com/watch?v=qAC-5hTK-4c>

<https://developingchild.harvard.edu/science/deep-dives/adult-capabilities/>

Source : Daniel Goleman ; Skills Converged website.

Be the Fog (Regulate Your Emotions)

It can be very difficult to accept criticism without provoking strong emotions. Here's a way to deal with this situation '**BE THE FOG**' and here's how you do it :
"Act like a fog! Imagine you are a fog. When someone throws a stone, you absorb it without throwing it back. Allow the fog to absorb the stone, and render it impotent."

Emotional Intelligence Explained : Each Element

Empathy

- A critical aspect of EQ is the ability to appraise and recognise emotions in others. It is the ability to pick up on the emotions of other people and understand what is really going on with them
- Research has provided strong evidence for the universal facial expressions of seven emotions – anger, contempt, disgust, fear, joy, sadness, and surprise.
- Facial Expression, body posture and movements, speech – both in its content and it's tone, pace, intonation, volume, and how all three of these work synergistically together is what provides the insight into the state of another.
- It is often about perceiving what others are thinking and feeling even when we don't feel the same way
- It is the ability to separate from our own emotional response and stay focused on others
- Those who are empathetic are often good story-hearers ; having the ability to truly listen to others stories, connect without judgment or comparison.
- Empathy is really about perceptive engagement.
- Along with Empathy we also need to cultivate strong boundaries, being fully aware but not enmeshed. Enmeshment happens when we are overwhelmed by the emotions of others to the extent that we loose our sense of self.
- Having porous boundaries can lead to 'rescuing' behaviour, not merely in order to support the other person but also to elevate our own distress.
- Another aspect that is important to understand is the difference of empathy vs. sympathy? While they are often used interchangeably, there are crucial differences that lead to very different outcomes. "Empathy drives connection and sympathy drives disconnection." Empathy means 'feeling' another's state, whilst sympathy is being able to understand another's state – thus it is more cognitive in nature.
- This clip by Brene Brown illustrates the difference. https://www.ted.com/talks/brene_brown_the_power_of_vulnerability?language=en

There are Three Distinct parts to Empathy

- 1. Cognitive empathy** – This is the thinking part. Imagining ourselves in a situation, and what it would be like. If we use this part without the next two parts of empathy, we slip into sympathy.
- 2. Emotive empathy** – This is the feeling part. It's standing shoulder-to-shoulder with that other person and feeling with them. It's not above or apart from them, but together with them.
- 3. Empathic action** – This is often the most challenging aspect for many people. Because it means sitting in silence, not doing anything. Many of us, default to offering advice or some sort of solution, a new perspective, or diversion – just in order to do something !!!! There is a common saying that was popular a while back, "Don't just stand there, do something"? Empathy is exactly the opposite of this : "Don't just do something, stand there." It sounds counter-intuitive – as many of us have a saviour inside not to mention the discomfort of just being there. It takes tremendous courage and vulnerability to show true empathy .

Emotional Intelligence Explained : Each Element

Social Awareness and Social Skills

- Listening and Observation are the most important elements of **social awareness** – which is another foundation skill of EQ. To do this we need to be able to STOP our internal chatter, our anticipation, our talking our thinking ahead and be present in the moment. And really watch. Its like being an anthropologist, and it needs to happen whilst we are right there in the middle of it – contributing and aware. On the Balcony AND in the Dance.
- This is the ability to use our own emotions and those of others to manage interactions successfully
- It ensures clear communication and effective handling of conflict, not allowing conflict to fester through passive avoidance.
- It is also the bond we build with others over time. There is benefit to connecting with many different people, even those we are not fond of.
- Social Skills also involves the ability to speak for ourselves – using ‘I’ statements, rather than the third person ‘you’
- They take account of different cultural contexts and norms and the recognition that we are each unique individuals
- The difference between an interaction and a relationship is frequency, the quality, depth and the amount of time you spend with another

Being Present and fully ‘in Attention’ is the key to Social Awareness.

The speed of our lives in the 21st century has meant most of us have mastered the art of multi-tasking, or so we think! Doing multiple things at once not only means we are not present and fully aware of anything, and this leads to mistakes, mis-hearings and so on, but in the arena of social awareness and the development of social skills we as a humanity are busy going on the wrong direction. To reverse will take discipline.

Add to this, the age of the smart phone – then there is a big hurdle to climb if we are going to fully master this element of EQ. Giving full attention without anything else added enables the awareness of what is happening dynamically around us. This is the perfect vehicle for practicing the skill of Balcony AND Dance that we explored earlier in Phase 2.

There are a few things we can do immediately in order to build our muscle around our social awareness, and all of them have to do with our choice whether to be present or to distract ourselves through multitasking.

Simple Actions that Enhance our Social Awareness

- In meetings – be just in that meeting. Listen. Shut your devices. (and be aware of the quality of your learning)
- When eating alone. Eat. Savor the food. Chew. Conscious eating in silence is a presenting practice in and of itself
- When on the phone – be on the phone.
- When having dinner or lunch with others – put the phone away, AND don’t use the opportunity when they go to the bathroom to check social media
- Notice when your thoughts are drifting to the past – into memory territory, or imaging the future and choose to bring yourself back to this moment. Practice this when you are alone so it is easier to apply when with others.



Emotional Intelligence Explained : Each Element

Motivation

We looked at Motivation in some detail earlier in Phase 2 – under core skills. So we won't repeat that here. And we will also be doing some work around Personal Purpose when we get to Phase 3. Daniel Goleman, identified four elements that make up motivation:

- **Personal drive to achieve**, the desire to improve or to meet certain standards; and it also involves the passion to work for reasons beyond money or status – this is the essence of 'Intrinsic Motivation'. This is a strong drive to achieve. And achievement does not always equal success. Because of love of the work – “failure” leads to the next “success”. Where there is belief in what we do – that is the core of motivation. Being engaged in work or any activity that's not enjoyable, no amount of money, will not compensate for a loss of spirit over time.
- **Commitment**, to personal or organisational goals; and clarity is at the core – the ability to make commitments and the integrity to stick to them ; and refraining from agreeing to everything in order to please or from fear of losing approval
- **Initiative**, which he defined as 'readiness to act on opportunities. This is the result of the marriage of big-picture long term thinking AND focused task accomplishment feeding each other.
- **Optimism**, the ability to keep going and pursue goals in the face of setbacks. This is also known as resilience. The demonstration of optimism even in the face of failure. How we respond on down days or times when we miss opportunities. It's the 'bounce back'.

There are a couple of other points worth considering when we speak of motivation.

- The ability to affirm and appreciate yourself is a key element of high EQ – rather than looking for appreciation from external sources/ others.
- Motivating ourselves can sometimes be hard enough when we feel over-worked, under-paid, not recognised for our contribution – but motivating the team, children or our partner becomes a real challenge if you are “under-aware” Thus the need to work on this element.



ELON MUSK

Whatever your view on his vision, drive and achievements, Elon Musk is an exemplary example of one whose motivation has not only bought him riches beyond imagination, but has also seen him totter on the edge of bankruptcy, experience failure after failure of rockets, and even has people asking questions about his human origins – yet, through all of this – his single minded drive to help earth whilst also becoming an inter-planetary species is inspirational. (And controversial)

He is a one in a trillion. Very few are endowed with his vision, nor tenacity, nor success – he does however exhibit a 'never give up'; 'if you're not failing – you're not innovating or pushing hard enough' mentality that is at the core of this issue of motivation.