

# EMOTIONAL INTELLIGENCE 2.0

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(Pag. xvi) Pursuit of knowledge, experience, intelligence, and education.

(Pag. 6) Daily challenge of dealing effectively with emotions is critical to the human condition.

(Pag.7) Communication between your emotional and rational "brains" is the physical source of emotional intelligence.

(Pag. 8) People with the highest levels of intelligence (IQ) outperform those with average IQs just 20% of the time, while people with average IQs outperform those with high IQs 70% of the time.

(Pag. 10) *Emotional Intelligence* Appraisal® Emotions can help you and they can hurt you, but you have no say in the matter until you understand them.

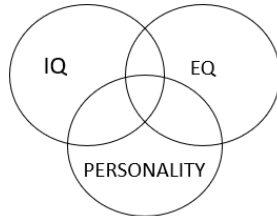
(Pag. 14) Good decisions require far more than factual knowledge. Only 36 percent of the people we tested are able to accurately identify their emotions as they happen.

## (Pag. 16) Triggers and Emotional Hijackings

You do control the thoughts that follow an emotion, and you have a great deal of say in how you react to an emotion as long as you are aware of it.

(Pag. 17) Emotional intelligence is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships.

(Pag. 18) EQ, a flexible skill that can be learned. Personality, preferences, extroversion.



(Pag. 20) EQ is so critical to success that it accounts for 58 percent of performance in all types of jobs.

Time management, decision-making, and communication. Leadership and personal excellence.



## (Pag. 24, 25, 26) Self-Awareness

Emotions always serve a purpose.

Pursue the right opportunities, put your strengths to work and—perhaps most importantly—keep your emotions from holding you back.

"Honest, to be firm and still kind at the same time." Open and authentic

## (Pag. 32, 33, 34) Self-Management

Stay flexible and direct your behavior positively.

Ability to tolerate the uncertainty as you explore your emotions and options. "Self-control"

Success comes to those who can put their needs on hold and continually manage their tendencies.

Patience, understanding, knowledge and wisdom. Sensitive.

Ability to separate emotion from logic makes his / her a good tactical manager.

### (Pag. 38) **Social Awareness**

Pick up on emotions in other people and understand what is really going on with them. This often means perceiving what other people are thinking and feeling, absorb critical information.

### (Pag. 44, 45, 54, 55) **Relationship Management**

Clear communication and effective handling of conflict. Solid relationships: how you understand people, how you treat them, and the history you share. frequency quality, depth, and time you spend interacting with another.

Conflicts at work tend to explode when people don't manage their anger or frustration and choose to take it out on other people.

- a. Expect success, not perfection.
- b. Practice, practice, practice.
- c. Be patient!!!
1. Don't Be Fooled by a Bad Mood
2. Don't Be Fooled by a Good Mood, Either
3. Visit Your Values
4. Check Yourself
5. Get to Know Yourself under Stress

### (Pag. 64) **1. Quit Treating Your Feelings as Good or Bad**

Guilt, excitement, energy. Judging your emotions keeps you from really understanding what it is that you are feeling.

Suspending judgment of emotions allows them to run their course and vanish.

### (Pag. 66) **2. Observe the Ripple Effect from**

Your Emotions: Your emotions are powerful weapons.

### (Pag. 68) **3. Lean into Your Discomfort**

You'll never be able to manage yourself effectively if you ignore what you need to do to change.

Rather than avoiding a feeling, your goal should be to move toward the emotion, into it, and eventually through it.

### (Pag. 70) **4. Feel Your Emotions Physically**

Closing your eyes and thinking of emotionally arousing events is simply training for the real thing. simply open your mind to noticing the sensations.

### (Pag. 72) **5. Know Who and What Pushes**

Your Buttons. Knowing why your buttons are what they are opens doors to managing your reactions to your triggers.

### (Pag. 75) **6. Watch Yourself Like a Hawk ...**

Watching yourself like a hawk in this situation requires taking advantage of this calm before the storm. The biggest challenge to developing self-awareness is "objectivity".

(Pag. 80) **8. Don't Be Fooled by a Bad Mood**

When you're stuck in a down mood, it's not a good time to make important decisions.

(Pag. 82) **9. Don't Be Fooled by a Good Mood, Either**

The excitement and energy you enjoy during a good mood paint a rosy picture of all you encounter.

(Pag. 84) **10. Stop and Ask Yourself Why You Do the Things You Do**

(Pag. 86) **11. Visit Your Values**

Ask yourself, what are the values that I wish to live my life by? Take a sheet of paper and separate it into two columns. List your core values and beliefs in the left column and anything that you've done or said recently that you aren't proud of in the right column.

(Pag. 88) **12. Check Yourself**

Taking a moment here and there to check yourself will allow you to understand your mood before it sets the tone for the rest of your day.

(Pag. 90) **13. Spot Your Emotions in Books, Movies, and Music**

Listening to music, reading novels, watching films, and even looking at art can act as a gateway into your deepest emotions.

Self-awareness is the process of getting to know yourself from the inside out and the outside in.

(Pag. 94.) **15. Get to Know Yourself under**

Stress. Your self-awareness in times of stress should serve as your third ear to listen to your body's cries for help.

(Pag. 100) **SELF-MANAGEMENT STRATEGIES**

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|--|--|
| 1. Breathe Right                                       | 12. Focus Your Attention on Your Freedoms, rather than your Limitations. |
| 2. Create an Emotion vs. Reason List                   | 13. Stay Synchronized  |
| 3. Make Your Goals Public                              | 14. Speak to Someone Who is Not Emotionally Invested in Your Problem     |
| 4. Count to Ten  | 15. Learn a Valuable Lesson from Everyone You encounter.                 |
| 5. Sleep On It   | 16. Put a Mental Recharge into Your Schedule                             |
| 6. Talk To a Skilled Self-Manager                      | 17. Accept That Change is Just around the Corner                         |
| 7. Smile and Laugh More                                |  |
| 8. Set Aside Some Time in Your Day for Problem Solving |  |
| 9. Take Control of Your Self-Talk                      |  |
| 10. Visualize Yourself Succeeding                      |  |
| 11. Clean Up Your Sleep Hygiene                        |  |

(Pag. 106) Much of self-management comes down to motivation, and you can use the expectations that other people have of you as a powerful force to get you up off the proverbial couch.

(Pag. 115) It's nice to know you have an out when you need to put on a happy face. **Admit to yourself that even the most stable, trusted facets of your life are not completely under your control.**

### (Pag. 138) **SOCIAL AWARENESS STRATEGIES**

1. Greet People by Name
2. Watch Body Language
3. Make Timing Everything
4. Develop a Back-pocket Question
5. Don't Take Notes at Meetings
6. Plan Ahead for Social Gatherings
7. Clear Away the Clutter
8. Live in the Moment
9. Go on a 15-minute Tour.
10. Watch EQ at the Movies
11. Practice the Art of Listening
12. Go People Watching
13. Understand the Rules of the Culture Game
14. Test for Accuracy
15. Step into Their Shoes
16. Seek the Whole Picture
17. Catch the Mood of the Room

(Pag. 148) By having your head focused on your tablet and your hand scribbling away, you miss the critical clues that shed some major light on how others are feeling or what they may be thinking.

(Pag. 173) **"Emotions are contagious"**, meaning they spread from one or two people until there's a palpable and collective mood that you will feel at some level.

### (Pag. 179) **RELATIONSHIP MANAGEMENT STRATEGIES**

1. Be Open and Be Curious
2. Enhance Your Natural Communication Style
3. Avoid Giving Mixed Signals
4. Remember the Little Things That Pack a Punch
5. Take Feedback Well
6. Build Trust
7. Have an "Open-door" Policy
8. Only Get Mad on Purpose
9. Don't Avoid the Inevitable
10. Acknowledge the Other Person's Feelings
11. Complement the Person's Emotions or Situation
12. When You Care, Show It
13. Explain Your Decisions, Don't Just Make Them
14. Make Your Feedback Direct and Constructive
15. Align Your Intention with Your Impact
16. Offer a "Fix-it" Statement during a Broken Conversation
17. Tackle a Tough Conversation

(Pag. 186) **People trust what they see over what they hear.** "Trust is a peculiar resource: it is built rather than depleted by use."

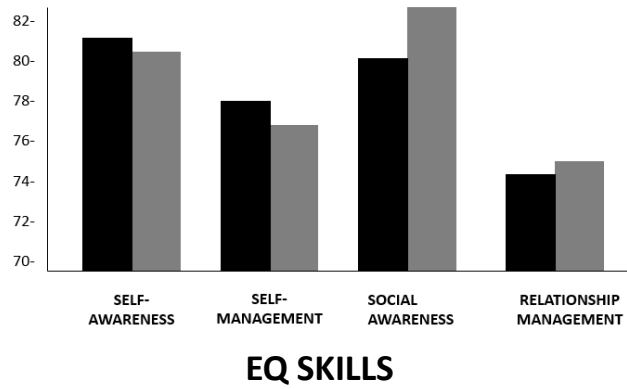
(Pag. 212) Giving feedback is a relationship-building event that requires all four EQ skills to be effective.

(Pag. 218) Fix-it statements feel like a breath of fresh air, are neutral in tone, and find common ground.

### (Pag. 219) 17. Tackle a Tough Conversation

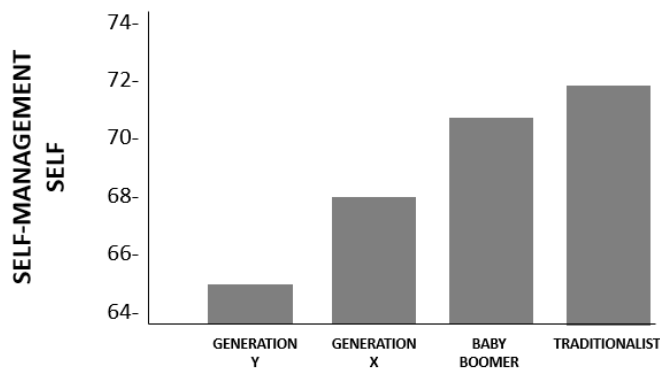
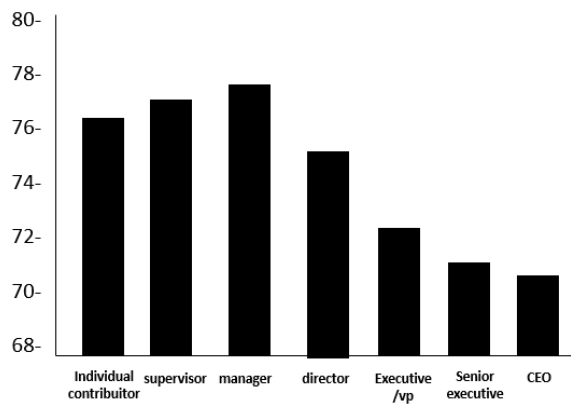
1. Start with agreement.
2. Ask the person to help you understand his or her side.
3. Resist the urge to plan a "comeback" or a rebuttal.
4. Help the other person understand your side, too.
5. Move the conversation forward.
6. Keep in touch.

(Pag. 233) **GENDER DIFFERENCES IN EQ**



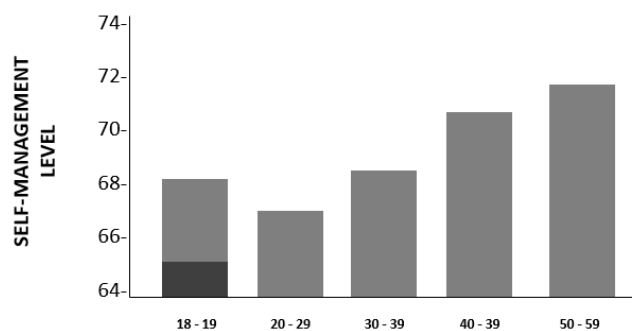
(Pag. 235) CEOs, on average, have the lowest EQ scores in the workplace.

**EMOTIONAL INTELLIGENCE AND JOB TITLE**



(Pag. 237) **GENERATIONS**

(Pag. 239) The younger generation's deficient self-management skills have little to do with things we can't change like the effects of growing up in the age of iPods and Facebook.



(Pag. 240) **AGE**