

EMOTIONAL



INTELLIGENCE

**A Practical Guide on How to Control Your Emotions
and Achieve Lifelong Social Success**



EDWARD J. WATSON

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Emotional Intelligence

*A Practical Guide On How to Raise Your EQ and
Achieve Lifelong Social Success*

By

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CONTENTS

Introduction

Chapter 1: Emotional intelligence- a brief introduction

What is Emotional Intelligence

Emotional Intelligence – Myths

More Facts about Emotional Intelligence9

Emotional Intelligence may also be termed as “Emotional Smartness”

Distinction between Intelligent Quotient (IQ), Personality and Emotional Intelligence

Improving your Performance with Emotional Intelligence

Take Heart – Emotional Intelligence can be Developed

Categorization of Emotional Intelligence

Chapter 2: Understanding self perception & emotional intelligence

What happens when Self Perceptions Blend with Emotional Intelligence?

Know Yourself

Develop Self-Perception

Chapter 3: How to Develop Emotional Intelligence at Work Place?

Ways to Uplift Your Emotional Intelligence at Workplace

1. Enhance Your Self-Awareness
2. Gain refined self-regulation
3. Boost Your Motivation
4. Become Capable Of Empathizing Genuinely.
5. Improve your socializing skills

Chapter 4: How to Develop Emotional Intelligence & Interpersonal Skills in Social Interactions?

What do Social Skills Cover?

Persuading and Influencing Skills

Communication Skills

[Skills of a Good Communicator](#)

[Peace Promotion Skills](#)

[Administration Skills](#)

[Skills of a Good Leader](#)

[Change Management Skills](#)

[Rapport Skills](#)

[Team-Working Skills](#)

[A Cycle of Emotional Intelligence](#)

[Build up Your Interpersonal Skills](#)

[Chapter 5: Tips to Improve your Emotional Intelligence and Achieve Lifelong Success](#)

[Emotional Intelligence Helps in Predicting Your Performance](#)

[How to Enhance Emotional Intelligence](#)

[Tricks and Tips for Enhancing Emotional Intelligence](#)

[Work on Responding, Rather than Reacting](#)

[Work on Empathizing with Everybody including Yourself](#)

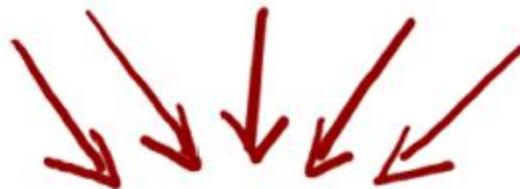
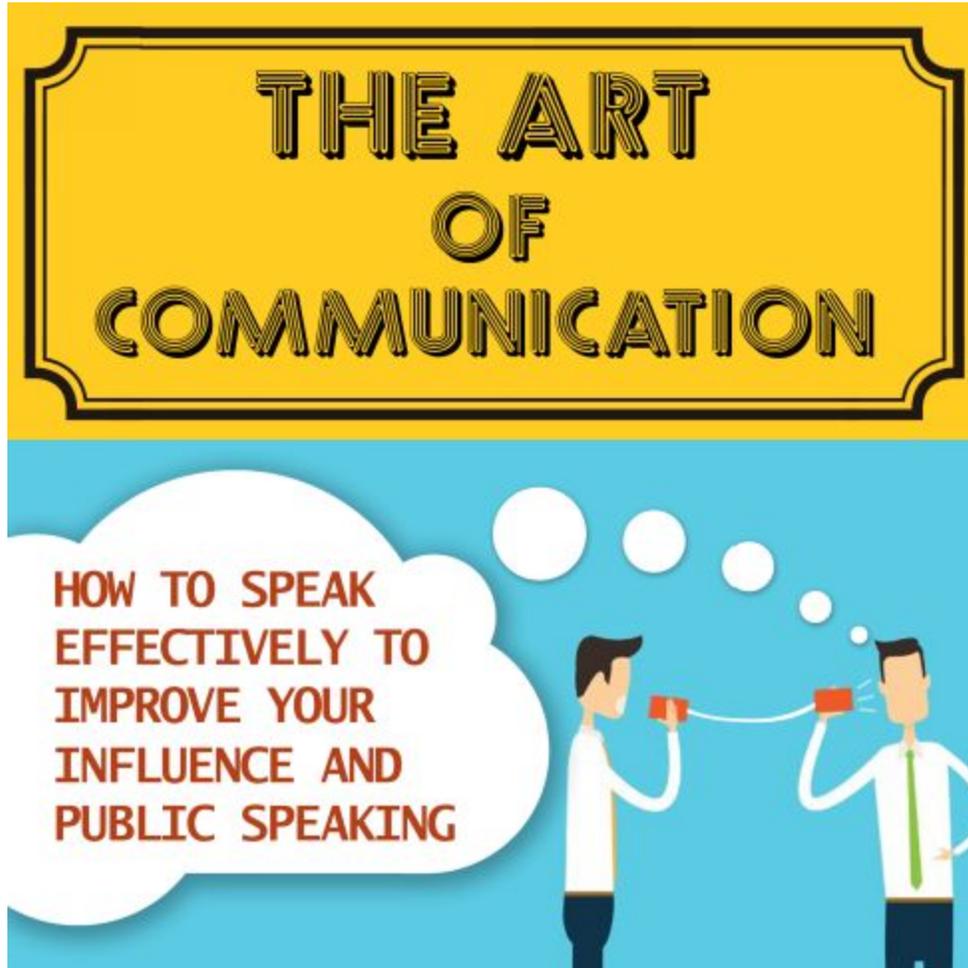
[Produce and Propose a Positive Environment](#)

EI is a Lifetime Process: Always Remember It!

Conclusion

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Introduction

If all these years you blamed intelligence quotient for your low performance and lack of success in any field, then it's time to change your perception. Yes, the role of intelligence can't be denied, but the pivotal role is played by emotional intelligence. Whether it's your management skills in the work place or social interaction skills in your social circle, emotional intelligence always stands ahead in deciding your success in these areas.

By turning every page of this book, you will begin to understand a plethora of ways to develop your emotional intelligence, which is connected to the attainment of overall success in your life. Whether it's controlling your emotions or showing excellent performance at the workplace, a good level of emotional intelligence can help you in attaining all your goals to a large extent.

Show a little patience and go on reading as well as practicing these skills to improve emotional intelligence. I am sure it will certainly lead to the complete transformation of your personality. It will fill your life with positivity and your achievements will not remain limited to the accomplishment of some materialistic goals, but a changed 'you' which would grab everyone's attention.

Chapter 1

Emotional Intelligence- A Brief Introduction

To understand the significance of emotional intelligence in our lives, we first need to understand what it means exactly, and how it can bring a positive change in our personality which will lead to easy attainment of our life goals.

What is Emotional Intelligence?

Emotional intelligence may be defined as your ability to determine and manage your emotions properly. It also includes managing the emotions of others around you. The three skills which constitute emotional intelligence are –

1. Being aware of the emotions in yourself and in those around you. This is defined as Emotional Awareness.

2. Your ability to manage or control the various emotions inside you, also the skill of managing the emotional state of the person or persons around you.

3. The skill of harnessing these emotional states of mind and applying them towards the achievement of a positive outcome or resolution of a situation.

The term Emotional Intelligence (EI) or Emotional Quotient (EQ) was coined by two American researchers, Peter Salovey and John Mayer. The book, “Emotional Intelligence” written by Dan Goleman popularized the term globally.

The researchers defined “emotional intelligence” as –

- The ability to perceive, interpret and manage our own emotions
- The ability to perceive, interpret and influence the emotions of other persons

To consider things from a practical point of view, our emotions can be the driving force behind behavior patterns, and influence people around us positively or negatively. You can acquire this skill of managing your emotions - along with those around you – especially under difficult or under-pressure situations.

We often make the mistake of confusing emotional intelligence with other personality attributes. So, we need to understand the differences between emotional intelligence and other personality traits.

Emotional Intelligence – Myths

Many accounts of emotional intelligence often associate this term with a lot of unrelated personality characteristics. Emotional intelligence is not calmness under pressure, agreeable nature, optimism and happiness. All these qualities are important aspects of your character, but these have no relation to either intelligence or emotion and cannot be associated with emotional intelligence.

More Facts about Emotional Intelligence

You can learn more facts about emotional intelligence below; how to develop this as a skill and its important contribution towards developing your performance.

Emotional Intelligence may also be termed as “Emotional Smartness”

The obvious and generally prevalent notion about people with high Intelligence Quotient (IQ) will be the best performers was not validated with statistics. Practical data showed that 70% of the outstanding performers were people with average IQs. This also proved that high IQ cannot be the sole determining factor of a persons' success. The advent of “emotional intelligence” in this scenario solved the issue; now decades of research has proved that this skill is what the performers have in abundance and leads to their success.

The emotional intelligence in us is not a quantifiable trait. It is the sum of the different methods that we instinctively use to solve different situations in your life. It governs how we behave generally, our social interactions, our decision-making ability and our ability to steer a problem or situation towards a positive resolution. The four intrinsic skills make up emotional intelligence may be paired under two competencies; social and personal.

Social Competence is about the other persons you interact with in your professional and personal life. This is about your awareness of their emotional state at a given moment and in general. It is also about your skill of managing relationships based on the emotional awareness of the other person.

Social Awareness is the skill of discerning accurately the emotional state of another person. You are able to judge the direction of events from your awareness of the emotional condition of that person.

Relationship Management stems from the awareness of another person's emotional state. From this awareness, you are able to manage interactions with that person in a successful manner. This also has long-term implications on the relationship you have with that person.

Personal Competence is centered on you; it is your self-awareness and self-management skills. This is the ability to be aware of your emotional state and manage yourself accordingly.

Self Awareness is the ability to correctly discern your emotional state and stay in touch with your mindset in that moment.

Self Management is your ability to channel your self-awareness into a positive mold. The idea is not to lose control of yourself and to have the self-management skills to manage your emotional state in a positive way.

Distinction between Intelligent Quotient (IQ), Personality and Emotional Intelligence

The main traits that define a person's overall presentation and his influence over daily interactions are IQ, EI and personality. There is no connection between high IQ and emotional intelligence; both are as separate as chalk and cheese. You cannot expect that a person with high IQ will also have high emotional intelligence. Intelligence is your ability to learn, the quotient remains the same whether you are in your teens or fifties. Your emotional intelligence is an acquirable and improvable skill, on the opposite end of IQ. Personality completes your overall presentation; it is your outward representation of preferences which may be acquired or ingrained in your character. You may be an extrovert or introvert in your personality and this generally remains unchanged throughout life. These three traits combine to form your behavior patterns in front of society and your professional career.

Improving your Performance with Emotional Intelligence

Your emotional quotient will have a profound impact on the professional success of your career. Improving this aspect will increase the focus of your energy in the positive direction and yield great results. A reputed research agency surveyed 33 important skills in the workplace which yielded the astounding result that 58% of the successful people had a high degree of emotional quotient. This is clear indication that emotional intelligence is the main driving force behind the outstanding performers of an organization.

A number of critical skills are directly related to your emotional quotient; in truth, it impacts your behavior and decision-making every day. A series of studies indicate that the top 90% of performers in the workplace have high emotional intelligence. On the other hand, only 20% from the bottom half gave good emotional intelligence. So, your chances of performing better in your workplace increases by leaps and bounds with high emotional quotient. Also, statistical studies indicate that there is a direct link between higher earnings and people with higher emotional quotient. An average of \$29,000/- difference in income has been observed between people with higher and lower degrees of emotional quotients. Also, your effort to increase your EQ by every single point may increase your earnings by \$1,300 annually. This data is valid across all industries in all job fields and is true irrespective of regions and levels. All this data indicates that better performance and higher income is closely related to emotional intelligence.

Take Heart – Emotional Intelligence can be Developed

The term ‘Plasticity’ of the brain is what neurologists use to describe the ability of change in the human brain. The billions of neurons form new nodes and joints as you learn new competencies. This requires repetition of the process of learning; allowing your brain to generate these connections at a faster pace.

The exchange of information between the emotional response and rational thinking part of your mind is the key to emotional intelligence. From the biological point of view, an emotional response is triggered in the spinal cord. This must travel to the frontal lobe of your brain to elicit rational responses. This pathway leads through the limbic system, where the chemical reactions depending upon the situation generates an emotional response. As you can infer, you react even before the frontal lobe of your brain generates the rational response. Effective communication between the rational and emotional response centers of your mind will ensure a high degree of emotional intelligence.

So, the repetitive process and devising new strategies for learning emotional intelligence will cause the billions of neurons in the path between the frontal lobe and spinal cord to grow and change. These neurons lining the pathway will develop new connections between each other and grow like a tree. A single neuron may grow up to 15,000 branches to bond with the neighboring cells. The chain reaction will ensure that this exercise of inculcating emotional intelligence is accelerated. With proper training, these biological changes will constitute the emotionally intelligent actions to be ingrained in your nature and become an instinctively habitual response and thought process.

In most modern successful people, emotional intelligence (EQ) has been more important than conventional intelligence (IQ) in propelling them towards rewarding careers. As an individual, you will be successful in any area of your life if you have the ability to interpret other individual’s emotional signals and modulate your response accordingly.

So, it becomes imperative for everyone to work towards the development of your emotional intelligence aptitude. With high emotional intelligence, your negotiation skills will improve drastically with a better understanding of people. Also, your empathy towards other people will increase, resulting in positive and congenial responses during negotiations. With the global economy bringing regionally and culturally diverse people closer, emotional intelligence has become the key to success.

Categorization of Emotional Intelligence

1. Self-Awareness is the ability to correctly identify an emotion as it develops in your mind. Improving on this aspect of emotional intelligence requires the ability to understand feelings properly at the beginning. This provides the ability to evaluate your mental state during its occurrence. With understanding, you can also manage the mental state in a better way. The following elements constitute self-awareness –

- Emotional Awareness: The ability to identify your particular emotion and its possible consequences.
- Self-confidence: Clarity about yourself and your capabilities. You should evaluate your worthiness both in terms of the situation and in general.

2. Self-Regulation: The biological response path shows that there is almost no control over when we experience emotions but, the emotional intelligence exercise will allow us a degree of control over the emotion's longevity in our mind. Many techniques will help us in controlling negative emotions such as depression or anxiety. A walk to clear your mind, meditation or re-thinking the positive and changing perspectives about situations are some examples. Certain character traits mentioned below also need to be considered.

- Trustworthiness – Keeping high standards of integrity and honesty in your life.
- Openness to Innovations – Always keep an open mind towards new ideas and practices.
- Adaptability – Be flexible while handling changes, both in personal and professional areas of your life.
- Self-Control – Managing the destructive or negative impulses either during particular situations or in general interactions.
- Conscientiousness – Be responsible for your actions and towards your work.

3. Motivation: You need a clear focus and clarity about what to achieve in order to motivate yourself. While an ingrained negative attitude may be a part of your character, with proper practice and effort this can be changed towards a positive disposition in any situation. A good exercise is to re-frame any negative thoughts in a positive light in your mind. This process will keep you away from negative consequences and get you closer to your achievements. Motivation can be broken down into these actionable traits –

- Commitment – This is the agreement to strive towards a pre-set goal; both as an individual, a team and/or an organization as a whole.
- Achievement drive – You push yourself constantly to reach the standard you are striving for; on improving the standards of excellence.
- Initiative – Always lookout for opportunities to act on your own; start something new or discover a new solution to a problem.
- Optimism – The positive outlook towards any situation and remaining so in spite of setbacks and obstacles.

4. Empathy: This skill will help you to identify the feelings behind other person's emotional signals. You will then be able to reciprocate accordingly and control the outcome of the interaction. As an empathetic person, you will be able to excel at the following –

- Service Orientation – Meeting clients' demands and requirements through anticipation, orientation and recognition.
- Leveraging Diversity – Identifying the various person skill sets and deploying them accordingly for optimum results.
- Political Awareness – Understanding group dynamics and emotional undercurrents; having the knowledge of power relationships around you.
- Development of Team – Finding other people's shortcomings or strengthening their skill sets.

- General Understanding – You are able to dig out the feeling behinds demands of others.

5. Social Skills: This skill will form an important part of your successful career. “People Skills” have become more important in this world with instant access to technical knowledge through Internet. Some of the useful skills are mentioned below.

- Communication – Clarity in any messages you are sending to someone or a group.
- Influence – Your persuasive skills and tactics used in getting the bargain or favorable outcome.
- Bonds and Relationships – Putting is the effort to build and foster rewarding relationships.
- Leadership – Your inspirational, guidance and management skills in leading a team.
- Conflict Management – This refers to your capability of resolving a conflict through understanding and negotiation.
- Change Catalyst – You put yourself in a position to initiate or accelerate positive change.
- Collaboration and Cooperation – As the words suggest, you work as a part of a team towards a common objective.
- Team Building – You are the bonding and synergic force in a successful team.

The success you achieve in your life is determined by both your natural intellect and emotional intelligence. Rather, psychologists agree that percentage-wise, your IQ constitutes a maximum of 25% of the total ingredients of your success. The rest is determined by other factors - emotional intelligence occupies a prime place in that list.

Chapter 2

Understanding Self Perception & Its Connection with Emotional Intelligence

Self-perception is basically a record of our state of mind in accordance to how we interpret and perceive things. It states how individuals build up their mentalities and thought process by watching, learning and developing views through their own experiences. The theory is irrational in nature, as the customary way of thinking is related to what we go through and how we have been brought up. Besides, the theory proposes that individuals induce mentalities without getting to inner comprehension and temperament states. We tend to have rational approaches towards our own behavior and that is how we perceive other's behavior. Self observation is the establishment of self-awareness and achievement. Daniel Goleman expresses this to be the 'keystone' of emotional intelligence. Thus, in this chapter we will see how the most important tool addressed and offered by a leading psychologist can be implanted in our lives for a transformation and a better tomorrow.

When you perceive and comprehend your feelings, you have the ability to control them. This sort of self observation makes it outlandish for your feelings to govern you, unless you give them the high ground.

We are not prisoners of destiny, but rather prisoners of our own personalities and mindset. Roosevelt's knowledge, shared by thoughtful pioneers far and wide, focuses to an open door for a definitive jailbreak. You can avoid responding to events and feelings and figure out how to pick your reaction to any circumstance. For example, in the *Prison Break* TV series, Michael Scofield's was free from his own mind, when he addressed to his perceptions rather than escaping them. The opportunity to pick your reaction and not be a prisoner to responses additionally comes as a consequence of taking a proper strategy and sticking to it. For this situation the framework and strategy is you! – You need to know yourself.

What happens when Self Perceptions Blend with Emotional Intelligence?

Emotional knowledge comprises of four essential abilities:

- Self perception/discernment
- Self regulation
- Relationship management
- Mindfulness

Here, we will concentrate on self perception, which is the capacity to perceive your feelings and know your qualities and points of confinement. This is the first of the spaces of passionate knowledge proposed by Daniel Goleman.

Know Yourself

Before you can roll out improvements in yourself, you need to realize what you need to work on. Self discernment is the way towards comprehending yourself. Self perception is all about having the capacity to perceive feelings that you encounter, and comprehend the sentiments connected with the feeling.

Proficient sportsmen, women and other individuals detect the probable requirement, get serious while preparing to help themselves perceive and conquer feelings amid a diversion. It's basic – they don't permit their execution to be influenced by disappointments or outrage.

When you're mindful of your qualities and points of confinement, you'll be more certain about what you should or shouldn't do. Self-assured individuals are more confident about what they accept to be correct.

Being emphatic doesn't mean you generally get your direction, but you pass on your considerations and thoughts unhesitatingly and legitimize why you trust a specific choice or thought, and why that is correct.

As indicated by Daniel Goleman the capabilities connected with self-recognition are:

- Enthusiastic self recognition: perceiving your feelings and the effect they have on your life.
- Exact self-appraisal: distinguishing your qualities and constraints.
- Self-assurance: knowing your self-esteem and capacities.

Develop Self-Perception:

You need to give yourself attention and feel a little deeper. Invest some energy perceiving territories you have to create and deliberately endeavor to create or reinforce that part of yourself. All in all, how might you turn out to be more mindful of your qualities and regions for improvement? You could:

- Rate Yourself: What do you think your qualities are?
- Approach others for criticism: Be interested in hearing what others consider you.
- Finish a formal evaluation test: These could incorporate an identity test, finding your qualities, aptitudes and capacities.

As you combine the above three, you should:

- **Attempt this**

Keep a diary of your emotions. Record what was going on, what you're feeling, and how you respond. Was there a physical response, for example, dashing heart, sore neck and shoulders?

Make a rundown of your parts and record the inclination associated with every part. You may be a sibling, sister, representative, spouse, wife, mother, father, sportsman or lady – consider the greatest number as you can. Your affections for every role may be glad, disappointed or anxious.

- **Foresee How You will Feel**

Consider a circumstance you're going into and anticipate how you will feel. Work on naming and tolerating the emotions. You may state "I may be angered", or "I may feel baffled". Naming the feeling will help you control the bad. Attempt to pick a proper response to the behavior rather than just behaving and letting it out.

Emotional people chalk out time for self observation and emotion. One approach to do this is to contemplate or reflect day by day. This should be immediately worked on, by finding a calm space for yourself, at a certain part of your day. Break through from work and spend some time along, try

different exercises and invest energy, concentrate on accomplishing something that opens your mind and relaxes your soul.

- **Values and beliefs**

Values or qualities are the standards, principles, ethics, morals and goals that guide our lives. Knowing your qualities is a fundamental piece of building attention to yourself. Knowing your values resemble following a well sign-posted street. You're agreeable and secure on the grounds that you know where you will be, you know where you're heading and you're certain. You are also casual and content to know you're on the right street.

- **Presumptions**

Creating attention to the suppositions we hold about others is an imperative part of emotional knowledge. Self recognition additionally implies that we shouldn't disregard the presumptions we hold about ourselves. Presumptions about us can be sure or negative. Negative suspicions incorporate considerations, for example, 'Terrible things are going to happen to me' or 'I don't know enough to have a startup'. Constructive suppositions may incorporate contemplation, for example, 'In the event that I continue attempting I will be fruitful' or 'Individuals are intrinsically great'.

- **Work this out**

Invest some energy pondering on the test you performed of late. Will you consider one? It could be business related, or something you did at home. What were the main considerations you had about your capacity to finish the assignment? If the thoughts were positive, then how did that help you complete the performance?

If your first considerations were negative – that is alright! You should invest a little energy pondering how these contemplations made you feel about finishing the assignment. How might you turn this idea around next time? Bring a minute to record a more favored positive thought you could attempt next time.

The convictions that we have about ourselves are vital as they decide our conduct. Self perception is the essential development for obtaining

emotional knowledge. Knowing ourselves is a journey that goes beyond death. Yet, as we enhance self observation we additionally enhance our experience of life, help open doors for better future, get to be mindful about our feelings, and enhance the capacity to react to change. Not just this, it likewise enhances our emotional intelligence which is directly proportional.

Chapter 3

How to Develop Emotional Intelligence at Work Place?

Daniel Goleman, a renowned psychologist and science journalist, published a pioneering book in 1995 named Emotional Intelligence.

The book being printed more than 5,000,000 copies around the world, remained New York Times best seller for more than a year and a half.

Based on the author's powerful work accompanied with the application of his research on nearly 200 global organizations, the traditional concept, and criteria for EQ has revolutionized vigorously.

The key qualities for succeeding in a leadership role are intelligence, determination, decisiveness, and vision. But they are not sufficient as says, Goleman. The research of Goleman, in fact, made a different statement. The potential leaders have strong command on their emotional intelligence. As a result, the business outcome becomes proportionate to any influential leader's emotional intelligence.

But the emphasis on gaining emotional intelligence is not solely for senior position holders on any farm. High EQ or emotional quotient is a basic quality that any employer looks for in any potential candidates willing to join the company. This helps to ease the grooming of the individual for a leadership role. Hence, candidates with a dream to reach the top of any organization should be essentially apt with high EQ.

Now, it is obvious that you are thinking about your own EQ level. There may be doubts in your mind about the possibility of improvement in your EQ. Studies have confirmed that each individual has a comparatively firm level of EQ (dependable on upbringing and personality). But, if you are ready to improve yourself, your EQ is never constant.

The ability to identify, understand, use and manage emotions in an effective and positive way helps the individuals to communicate better,

reduce Cortisol to relieve stress and anxiety and also defuse conflicts. Research shows that a person benefits in professional aspect and in their personal life as well.

Ways to Uplift Your Emotional Intelligence at Workplace

If you want to overcome the hurdles of low EQ in your workplace, here are five simple yet effective ways to do so.

The five ingredients of emotional intelligence based on the theory of Daniel Goleman help to strategically succeed in your goal.

1. Enhance Your Self-Awareness

The ability to understand one's own mood, inner goals, and emotional state along with interpreting the impact of these can be referred to as the person's self-awareness. People with a firm sense of self-awareness are mostly realistic about their personality with a higher level of confidence. Hence, they can make fun of themselves without letting go their self-worth.

Self-Awareness Improvising Actions

- Practice to observe the source and influence of emotions in your daily life. Do not indulge in letting your emotions take control of your decision making and communicating capabilities. The brief emotional outburst may not result as a pro for you.
- Try to defeat the negative emotions when dealing with superiors and equals. It is not harmful to acknowledge your repercussions in front of others.
- It is not suggested that you should suppress your emotions completely but managing them can lead to a balanced attitude in the workplace.
- You are able to judge your own strengths and weaknesses the best way possible. Play the past performance in your mind to look out for any rookie behavioral mistakes in front of others.

2. Gain refined self-regulation

If you are able to dominate any unnecessary impulsive actions or emotional outburst you are the one with a great self-regulatory sense. If not, then no need to be worried yet. With a little efficient effort, you can soar above the petty confrontations.

People with positive self-regulation achieve to be trustworthy towards colleagues, clients, and higher authorities. They can easily adapt according to situations and accept the uncertain future after taking a decision. These people generally avoid the fast decision and are quite likely to bypass any impulsive and unfortunate actions.

Self-Regulatory Measures

- When complex and emotionally influenced situation arrives, avoid taking prompt action.
- Stay as far as possible from office politics or others' conflicts. This will help in saving your professionalism and self-integrity.
- Irrespective of the organization you are working with, you have to be the victim of stress, frustration, and anxiety. Instead of acting out or complaining about your situation all the time, try to cope with the situation and resolve issues on your own.
- Find ways to be calm in the professional field and release stresses through activities such as exercise and meditation. Don't allow you emotional imbalance to take control of your life and personality.

3. Boost Your Motivation

Motivation is such a component which helps in driving your inner-being filled with enthusiasm and passion. As you keep yourself motivated and ignore the negative thoughts, your productivity is bound to exceed beyond your imagination.

Qualities like optimism, overcoming power, commitment and devotion, motivate the leaders and other employees to achieve their desired goal. Your priority should be the long-term result and not the immediate outcome from the taken decision. Such temperament is inspiring for any individual who is ambitious about their professional success.

Actions for Staying Motivated:

- There are some long-term prospects and advantages in your job about which you are not still aware of. If there are some segments of your job responsibility which you do not favor, try to accept those discomforts for the sake of benefitting yourself in near future. Stay focused on your goal and try to block the negative aspects of your immediate issues.
- Never lose hope for your prospective future. At first, you may think that this practice is never possible when you are frustrated or agitated, but you should know that hope and optimism is going to drag you out of any hard times.
- Sometimes, people tend to be inefficient as they lack in sense of responsibility. Think of what you have still to achieve so that your inspiration is always driven towards achieving them. When you set large goals, it is quite obvious that your motivation will give you fruitful results on a regular basis too.
- Change each and every negation into a positive vibe. You can inspire others to get motivated if you are set on the right path yourself.

4. Become Capable Of Empathizing Genuinely

A person's true ability to get through other professionals and respond with integrity in the time of need is the ability to show empathy towards them. Treating people respectfully and professionally does not require any special training. An employee who has the ability to feel for others can avoid stereotyping others and judge others quickly.

Improve Your Empathizing Skills:

- Try to put yourself in others' situation and evaluate accordingly. This way you can easily keep away from conflicts
- When putting yourself in others' situation you can actually validate their point of view and judge who is actually right or wrong. There is nothing shameful about admitting repentance on doing or saying anything unworthy.
- If you do not have any wrong intention, but still things are not improving, it is best that you check your attitude towards other people. Maybe, the way you are putting things in front of others is giving them the wrong feel.
- Listen to your colleagues and respond to them elaborately, instead of giving short or brief replies. This will avoid the chance for them to think that you are avoiding them by any means.
- The ideal way for resolving any empathetic issue is to treat others precisely the way you want to be treated.

5. Improve your socializing skills

As a professional, socializing skills let you manage relationships with your colleagues and build a network with new people. You can initiate new bonds with others in and out of the office premises. This skill will not only assist you in leading your team, but it will also change and improve the productivity of the team members. They will feel motivated to dedicate themselves through hard work and enthusiasm.

Social skill is the key to becoming a team player where others are controlled by you in a polite yet firm way. You give your team members the feel that you give priority to their need before your own needs. As your social skills develop more and more, you become seamless in maintaining a healthy professional relationship.

Ways to improve social skills:

- Do not become a speaker, instead, try to become a listener and take in account of what others are trying to convey. When needed, be a polite speaker even if you wish to rebuke and accuse somebody for any mishap.
- The real art of persuading others lie in the secret of making connections. While others feel that they are much close to you they get the urge to become equally successful and work hard for that.
- Professional tone both in written and verbal communication is essential for any team leader.
- Try to gain trust from the people working under you. This practice gives them the confidence to come to you in any need and not to hide or avoid the issue.
- People working with you are not all of the same natures. While you communicate with an individual it is very important that you understand his or her personality well. You will get the benefit of handling them in a unique way through this skill.

You cannot gain Emotional Intelligence instantly home delivered whenever you want. It takes time and effort to blend in with others and utilize your emotions to achieve your goals. It would be rather a problem if EQ could not be attained. As it can be improved, there remains a chance for each individual to become an influential leader in an organization working harmoniously with his co-workers.

Chapter 4

How to Develop Emotional Intelligence & Interpersonal Skills in Social Interactions?

Interpersonal abilities or skills are the aptitudes we possess, to help us cooperate with other individuals. They empower us to communicate more suitably and make significant connections. Our emotional understanding is how we comprehend others, their feelings, and our approach towards them.

There are two key perspectives to this:

1. Empathy

Empathy is an attention to the necessities and sentiments of others, both with individual priority or for a group. Empathy is a larger term than sympathy where you don't feel sorry for the people around, but you have the capacity to see things from their perspectives. Compassion helps us to build up a more grounded depiction of other individuals' circumstances. It incorporates understanding others, improving others, having an administrative role, utilizing their qualities and promoting political mindfulness.

Compassion can at times be hard to accomplish. Figure out how to listen viably to both the verbal and non-verbal messages of the concerned people, including body developments, signals and physical indications towards their feelings. Utilize inquiries to discover more about them and what they are feeling, so that you have an input to know that you have accurately comprehended their emotions. Recognize and regard the sentiments of others regardless of the possibility that you disagree. Avoid making comments or portray expressions that are judgmental, deprecating, dismissing or undermining. It is better to let things be, when you have difference of opinion and just agree that people can have different sets of values.

2. Social Skills

Social abilities incorporate an extensive variety of relationships and interpersonal aptitudes. These range from authority, through to impacting and influencing. We all need to have social skills to thrive in today's world, where we need to be interactive and competitive.

The term 'social skills' covers a wide range of aptitudes and skills, like establishing self-esteem and confidence. By building up your social abilities, like being easy to converse with, being a decent audience, being sharing and dependable, you likewise turn out to be more alluring and appealing to others. Thus, this enhances self-esteem and confidence, which makes it easier for you to blend into different social groups and also understand your group member!

Social aptitude is an exceptionally wide term, and is also utilized as a part of emotional intelligence. In this type of intelligence the term 'social skills' alludes to the aptitudes expected to handle and make a difference in others feelings. You might interpret that as controlling, however it can really be as precise as understanding that smiling at individuals makes them smile back, and can accordingly make them feel significantly more positive.

Emotional knowledge begins with the comprehension of your own feelings, and then having the capacity to oversee them, and utilize them to accomplish your objectives. When you can comprehend and oversee yourself, then you begin to comprehend the feelings and sentiments of others and then have an impact on them.

What do Social Skills Cover?

The term social skills cover an extensive variety of abilities like:

- Persuading and Influencing Skills
- Communicating skills
- Peace Promotion Skills
- Administration Skills
- Change Management Skills
- Rapport Skills
- Team-Working Skills

Persuading and Influencing Skills

Influence is the specialty of impressing others, and winning them over your thoughts or proposed strategy. Individuals who are convincing, or who always leave an impact, have great skills to communicate and persuade.

Communication Skills

Communication skills are crucial to for emotional knowledge. You should have the capacity to listen to others, furthermore pass on your own considerations and emotions.

Skills of a Good Communicator:

- Listen to everyone around them, ensuring that they comprehend what is said, and look for opportunities to understand their perspective.
- They are always ready to grasp the issues, and would want to figure things out themselves.
- Deal with troublesome issues straight away, and don't wait for things to get out of their hands.
- Register and act on the signs which are being conveyed, and making communication smooth from their part.

Peace Promotion Skills

Clashes and differences can emerge at any moment, and they frequently show up out of nowhere! The specialty of overseeing towards settling strife is essential, both at home and at work. It begins by monitoring your own diplomacy and way of approach, and make way towards reducing troublesome circumstances.

If you are a great peacemaker, you can bring contradictions away from any confining influence, and resolve them. You will utilize sharing of feelings to empower discussions and open communication, and help every group to perceive each other's sentiments and also legitimate proposition. At the end of the discussion, you will realize that everyone has won, while the negative feelings have lost.

Administration Skills

It might sound bizarre to incorporate leadership or administration skills as a feature of social abilities. Unquestionably emotional intelligence is a piece of initiative, and not the other path round. The answer is that these skills and emotional knowledge are inseparably connected. As we noted before, that individuals who tend to understand their own feelings and also the people around, tends to make an impact of everybody's life. Maybe the key part of good initiative is an impact, and having the capacity to bring others alongside is an honor. A few people call that an appeal, yet it is more significant than that: it is great emotional intelligence.

Skills of a Good Leader

- Be ready to explain a dream or a vision, and enthuse others with it
- It is not also required to be formal for applying leadership skills
- Support and manage the execution of associates, while considering them responsible
- Lead the case one step at a time, after having a proper strategy that is approved by all.

Change Management Skills

Successful change administrators and managers, regularly known as change catalysts, are the individuals who get change going without distancing everybody included. We can all comprehend that change is actually very distressing for everyone. Great change catalysts still make it a move, and take up the necessary risks. Autonomously, they perceive the requirement for a change and expel all possible hindrances. They challenge existing conditions and triumph through it. They likewise lead from the front and exhibit their skills.

Rapport Skills

It is imperative to have the capacity to create and keep up associations with other individuals. Building up this expertise will promote you to have better connections, and a vastly improved capacity to work and get on in life. If you are great at, then you are an extraordinary organizer. You fabricate and keep up a solid contact list and associations.

You are good at building compatibility, and additionally keep in touch with all your connections to keep them sound. One sign of individuals who are great at this aptitude is that they have numerous companions among their colleagues. It is particularly about esteeming others: being occupied with them and needing to know more about them.

Team-Working Skills

There are a few people who cooperate with other people, and they construct great and beneficial working and different connections. This is a key social ability in emotional intelligence and you need to have a lot of it. When you have team working skills, you tend to feel that your working partners are as important to you as the closest person in the world! This is when you know that you are prioritizing their dependency on you and also giving immense care towards your cooperative assignments.

Good team workers effectively team up, share tasks and thoughts, and cooperate to fabricate a superior entirety. In doing as such, they advance at an agreeable atmosphere in which everybody is welcome to contribute. They effectively search out open doors for community working as well.

At the point when great team workers are in a group, the group performs better. They can also draw different individuals from other groups, and help them to team up. They deliver a helpful team and in this manner cultivate responsibility. They may do this from an initiative part, or they might be a subordinate, yet having individuals like this in a group is a big achievement!

A Cycle of Emotional Intelligence

You should know that social skills are most evident where you have good emotional intelligence. However, it is not limited to social skills only. Rather, it is a cycle, which keeps repeating. Just the individuals who learn to comprehend and manage themselves and their feelings, can function admirably and viably with others. Understanding this is essential for building up your emotional knowledge.

Interpersonal skills are not only essential in your work environment, since your social lives can also profit by better interpersonal abilities. Individuals with great interpersonal skills are typically seen as hopeful, quiet, confident and alluring – qualities that tend to engage and attract others.

You can enhance your interpersonal skills by constant practice of engaging into conversations and interactions. A list of things to improve your Interpersonal Skills would include:

- 1) **Verbal Communication** – What you say and how you say it.
- 2) **Non-Verbal Communication** – What you convey without words, non-verbal communication is an illustration.
- 3) **Listening Skills** – How you decipher both the verbal and non-verbal messages sent by others.
- 4) **Negotiation** – Working with others to conclude at a commonly pleasing result.
- 5) **Problem Solving** – Working with others to recognize, characterize and take care of issues.
- 6) **Decision Making** – Exploring and dissecting alternatives to settle on quality choices.
- 7) **Assertiveness** – Communicating our qualities, thoughts, convictions, suppositions and needs openly.

Build up Your Interpersonal Skills

There are numerous skills that can help you to prevail in various territories of life, and the skills you need has segments so you need to keep at it really well. These can be establishments for some different aptitudes which are based on solid interpersonal skills since these are applicable to our own connections, social meets and profession. Without great interpersonal skills it is harder to create other vital skills in life. Not like every other skill which you need to use at some times, interpersonal skills is an aspect which you need all the time!

1) Be a Patient Listener

Listening is not the same as hearing. Set aside opportunity to listen painstakingly to what others are stating through both their verbal and non-verbal correspondence.

2) Pick Your Words Carefully

Choose your words carefully while conversing with others. You might be misjudged, but you need to put your point clearly. Hone clarity and be firm to put your point across and maintain humility till you are not criticized for something you haven't done. Urge others to take part in correspondence and then utilize suitable addressability to build up your comprehension.

3) Understand if Your Communication Fails

Correspondence is once in a while be culminating and can cut short. Find out about the different obstructions to have better communication, so you can know and diminish the probability of insufficient interpersonal correspondence and false impressions.

4) Unwind

When we are apprehensive we tend to talk all the more rapidly and less unmistakably. Being tensed is additionally apparent in our non-verbal communication and other non-verbal correspondence. Rather, attempt to remain quiet, look and grin. Give your confidence have a chance to sparkle, and you keep your mental cool.

5) Elucidate

Demonstrate enthusiasm for the general population you converse with. Make inquiries and look for elucidation on any focuses that could be effortlessly misjudged.

6) Be Positive

Attempt to stay positive and merry. Individuals are considerably more liable to be attracted to you in the event, where you can keep an uplifting state of mind.

7) Relate

Comprehend that other individuals may have distinctive perspectives. Attempt to see things from their viewpoint. You may learn something while gaining respect and trust of others.

By following these tips closely, one can easily develop emotional intelligence as well as interpersonal skills in social interactions.

Chapter 5

Tips to Improve your Emotional Intelligence and Achieve Lifelong Success

Let's now understand why we need emotional intelligence to succeed in life. And if it plays such a pivotal role, how can it be improved?

At the point when emotional knowledge was noticed by the masses, and there were considerations and researches done, there was one very unique and shocking revelation made – people with lower IQ tend to have more emotional intelligence, than people with higher IQ. This was mathematically 7:3 and it was quite difficult for intelligent people to digest. They always thought that their sole wellspring of progress was their IQ. Many years of research now indicate emotional insight as the basic component that separates star entertainers from the common men.

Emotional knowledge is a 'feeling' present in each of us, and it is absolutely intangible. It influences how we behave, explore our own social complexities, and settle on individual choices towards accomplishing positive results. Emotional intelligence comprises of four aptitudes that further fall under two basic competencies – personal and social.

Emotional Intelligence Helps in Predicting Your Performance:

What amount of effect does emotional intelligence have on your achievements? The short answer should be 'quite a lot!' It's an intense approach to concentrate on your vitality, follow on direction and gain positive results.

Your emotional insight is the establishments of a large group of important abilities, as it impacts most all that you do in a regular basis. You can definitely be a top entertainer without emotional intelligence, but the chances are less or simply lesser towards prosperity.

Normally, individuals with a high level of emotional insight are more successful. They tend to earn \$29,000 more every year, than individuals with a low level of emotional knowledge. The connection between emotional knowledge and personal profit is direct to the point, that each point increment in emotional insight adds \$1,300 to a yearly pay. These discoveries remain constant for people in all ventures and spheres of life. There isn't a task or job in which execution and pay aren't closely related to emotional intelligence!

Achievement and joy are what the most of us look forward to in our lifetimes. Sadly, little is instructed and taught in schools on how to make progress past the scholarly measures. Progressively what is expected to prevail in one's life and profession goes past the scholastic accomplishments. For instance, once you pass the required abilities and IQ tests for a given employment, emotional knowledge is observed to be in charge of 80% of your selection.

How to Enhance Emotional Intelligence?

The correspondence between your sentiments and rational approaches are both directed to the brain. It is the pathway for emotional knowledge and it begins in the mind. Your immediate senses enter this path, go to the front of your mind and then let you ponder about your experience. First they go through the limbic framework, where feelings are produced. This lets us have an emotional response to situations before our reasonable personality can lock that in. Emotional insight requires powerful correspondence between our practical and sentimental approaches.

‘Plasticity’ is what neurologists used to refer to depict the cerebrum's capacity to change. As you find and practice your new emotional knowledge and aptitudes, billions of tiny neurons coating the street between normal and emotional focuses of your mind expand little ‘arms’, shaping into branches of a tree and then contact alternate cells. One cell can grow 15,000 associations with the fellow cells! This chain response of development helps us know that it'll be easier to detect our feelings and control them from the next time.

When you train the brain continuously, you keep rehearsing new things sincerely, your mind fabricates the pathways expected to make them into propensities. A little while later, you start reacting to your surroundings with emotional feel rather than stressing about your enhanced emotional intelligence. Similarly, your mind strengthens the utilization of new practices, and the associations supporting old and negative practices vanish or you tend to restrain them well.

Tricks and Tips for Enhancing Emotional Intelligence

Emotional Intelligence is significant in the arrangement, advancement, maintenance and improvement of close individual connections. Not at all like IQ, which does not change essentially over a lifetime, our EQ can advance and increment with our yearning to learn and develop.

EI is important and can impact how fruitful we are in our connections and vocations. Whatever phase of life you're at, you can utilize the seven basic strides underneath, to enhance your Emotional Intelligence and build up your mindfulness and compassion.

1. Work on Observing How You Feel

During the time we tend to spend for commitment, start with one responsibility then go onto the next, meet due dates, react to outer requests. A large number of us put some distance away from our feelings. When we do this, we're much more prone to act unknowingly, and we pass up a great opportunity for the significant information that our feelings are trying to tell us!

At whatever point of time, we have an emotional response to something, we're accepting the information about a specific circumstance, individual or occasion. The response we experience may be because of the present circumstances or the circumstance pushes us to remember an excruciating memory.

When we focus on how we're feeling, we figure out how to believe our own emotions, and we get to be much more skilled at managing them. In case you're learning about the practice, attempt the accompanying activity along:

- Set a clock for different focuses amid the day.
- At the point when the clock goes off, take a couple of full breaths and notice how you're feeling inwardly.

- Focus on where that feeling is appearing. If it is as a physical feeling in your body, then what the sensation feels like.
- The more you can follow this, the more it will turn out to be your second nature.

2. Notice Your Own Behavior

As I specified before, a key portion of enhancing our EI is figuring out how to deal with our feelings, which is something we can just do in case we're intentionally mindful of them.

While you're following and practicing your emotional mindfulness, focus on your conduct as well. See how you act when you're encountering your definitive feelings, and how that influences your everyday life. Does it affect your correspondence with others, your efficiency, or your general feeling of prosperity?

When we turn out to be more aware of how we're responding to our feelings, it's anything but difficult to slip into judgment mode and begin joining names to our conduct. Attempt to abstain from doing that right now, as you'll be much more inclined to be straightforward with yourself, in case you're not judging yourself in the meantime.

3. Take Responsibility of Your Feelings and Behavior

This is likely the most difficult stride, and it's likewise the most supportive. Your feelings and conduct originate from you and not any other person. Accordingly, you're the person who's in charge of them.

In the event that you feel hurt in light of something somebody says or does, and you lash out at them, you're in charge of that. They didn't 'make' you lash out, this they don't control your reaction and your response is undoubtedly your duty.

Similarly, your sentiments can give you proper information about your experience and understanding of the other individual, and in addition

your own particular needs and inclinations, but still, your emotions aren't someone else's duty. When you begin tolerating this duty, regardless of how you feel and how you carry on, this will positively affect all aspects of your life.

Work on Responding, Rather than Reacting

There's an unpretentious yet vital distinction amongst reacting and responding. Responding is an oblivious procedure where we encounter a emotional trigger, and carry on in an oblivious way that communicates or soothes that feeling. For instance, feeling chafed and snapping at the individual who has quite recently intruded on you.

Reacting is being aware and knowing how you feel, then choosing how you need to carry on with the reaction you are about to depict. For instance, feeling bothered, disclosing to the individual how you feel, why this isn't a decent time to interfere with you, when might be better, etc.

Work on Empathizing with Everybody including Yourself

Empathy is about understanding why somebody feels or carries on absolutely, and also having the capacity to convey that understanding to them. It applies to us and other individuals. If you rehearse this capacity you will enhance your EI.

Begin by practicing with yourself. When you see yourself feeling or carrying on unquestionably, ask 'Why do I believe I'm feeling like this/doing this?' from the start, your reaction may be 'I don't have a clue', however continue focusing on your sentiments and conduct, and you'll begin to see distinctive answers coming through.

Produce and Propose a Positive Environment

While rehearsing the abilities I've specified in this way:

- Mindfulness
- Self-duty
- Empathy

So, set aside a few minutes to notice what is going admirably and where you feel appreciative in your life. Making a constructive domain enhances your personal satisfaction, as well as it can be infectious to individuals around you as well. Here are some more tips which can help to a vast degree in raising emotional intelligence:

1. Removing Negative Emotions

Maybe no part of EQ is more critical than our capacity to adequately deal with our own particular negative feelings, so they don't overpower us and influence our judgment. With a specific end goal to change the way we feel about a circumstance, we should first change the way we consider it.

2. Ability to Keep Calm and Manage Stress

A large portion of us experience some level of worry in life. How we handle unpleasant circumstances can have the effect between being self-assured versus responsive, and balanced versus fatigued. At the point when under stress, the most essential thing to remember is to keep our cool.

3. Ability to Show Assertiveness and Expressing Complex Emotions when Required

There are times in the majority of our lives when it's vital to define our limits suitably, so individuals know where we stand. These can incorporate practicing our entitlement to dissent, of course without being offensive and saying "no" without feeling regretful. It is important for setting our

individualistic needs, getting what we paid for and shielding ourselves from pressure and damage.

4. Ability to be Proactive rather than Reactive

The vast majority of us experience outlandish individuals in our lives. We might be 'trapped' with a troublesome individual at work or at home. It's anything but difficult to give that individual a chance to influence us and demolish our day. What are a portion of the keys to remaining proactive in such circumstances? We ought to find that good aspects or simply give up on something that is not helping us go ahead, but actually putting us low.

5. Ability to Fight Back

Life is not generally simple and we all know that. How we pick the way we think, feel about it and act to life's difficulties can frequently have the effect between trust versus losing hope, positive thinking versus disappointment, and triumph versus overcome. With each difficult circumstance we experience, make inquiries, for example, "What is the lesson here?" or "How might I gain from this experience?" or "What is most vital now?" or "On the off chance that I conceive brand new ideas, what are some better replies?" The higher the nature of inquiries we solicit, the better the quality of answers we will get. Ask productive inquiries in the form of learning and needs, and we can pick up the best possible point of view to help us handle the current circumstance.

6. Ability to Express Your Intimate Emotions

The capacity to successfully express and approve delicate, cherishing feelings is basic to keeping up close individual connections. For this situation, "successful" means offering private sentiments to somebody in a suitable relationship, in a way that is sustaining and useful, and having the capacity to react positively when the other individual does likewise.

EI is a Lifetime Process: Always Remember It!

EI isn't something you grow into yourself and then drop. It's a lifetime practice, and it is conceivable to continue making strides. Notwithstanding when you have a feeling that you've aced these means, always continue your practices and you'll receive the rewards of EI forever!

Conclusion

With the completion of the reading of this book, you have moved towards a new phase which has the ability to see a complete transformation in your personality as well as the goals of your life. If you have really learnt the skills to develop emotional intelligence discussed above; your emotional, management and social skills will be highly refined.

Through this book, you have not understood the depth of emotional intelligence and how it affects us, but also learnt how to apply it in our lives to reap maximum benefits. In fact, now you know yourself better than a few days ago when you hadn't read this book.

A number of ways discussed to improve your emotional intelligence skills and how it proves to be a blessing to achieve success at your workplace is just a small portion. We are an integral part of the society and the way emotional intelligence can help in developing our inter-personal skills can prove to be a turning stone in your lives. Undoubtedly, by applying the tips and tricks explained in this book, you can achieve lifelong success and live a highly balanced life where positivity oozes out from every aspect of your personality.

Just reading this book is not enough, you will be able to see its results when you actually apply it in your day to day life. In fact, you can also download emotional intelligence apps available nowadays to check your EI level. It will help you in assessing the level of improvement in your emotional intelligence after reading this book.

So, move ahead confidently on your new journey with a developed emotional intelligence! Now, attain every goal you dream of with more positivity around you!

At this point I want to say thank you for taking the time to read this book, and I hope that you received value from it. This is some of the best that I've

learned in the past.



If you received value from this book, then I'd like to ask you for a small favor. Would you be kind enough to leave a review on Amazon? Your feedback will be greatly appreciated and definitely help improve future editions of this book.

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