

# HOW TO BOOST EMOTIONAL INTELLIGENCE

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## Introduction

We all know what IQ or Intelligence Quotient is. This is basically the determinant or the measurement of which we identify a genius. But do you know that there's a far more essential factor than IQ?



Over the last decade, the idea of emotional intelligence, or EQ, has become more popular throughout the world. We say far more important because it teaches us how to live our lives and treat other people sympathetically, rather than knowing or explaining the origin of things—we may never find the scientific explanation of our existence but what will endure long after we're gone and what we leave behind. Also, remember that we can't take what we have and then bring them to the afterlife. Thus, material possessions will no longer matter once death ensues.

Understanding emotional intelligence gives us peace and treats others better. Unfortunately, not many people even know what EQ stands for, or even dared to ask why it has become so popular over the last several years. Many scientific studies have been conducted over the years and have discovered that emotional intelligence is more important in life than the average intelligence that is measured by the IQ scale.



These studies, which have been conducted by both American and European universities, have proven that common intelligence responses account for less than 20 percent of our achievements and successes in life, while the other 80 percent depends solely on our emotional intelligence.

Have you ever met or know an individual who haven't achieved anything during his school days but turns out to be a success in later life? Examples include Steve Jobs, Elon Musk, Richard Brunson, and Bill Gates—all of whom weren't academically inclined but became successful entrepreneurs and well-known innovators



of our generation. On the other hand, do you remember people back in your school days who were popular or always topped periodic examinations, but turned out to have rather mediocre lives?

This may be the case, understanding and knowing how to use it to your advantage doesn't always guarantee success and fame but rather a more interesting and meaningful living.



Everyone, from students to CEOs, is confronted by not only their own emotions but the emotions of everyone around them. How you manage these emotions has a significant impact on how we react in such situations and eventually leads to how other people perceive us and how we treat them. This being said—our effectiveness is mostly dependent on how we handle situations rather than intelligence alone.

We have mentioned Steve Jobs earlier, now imagine if he doesn't have the charisma to attract a business partnership with Steve Wozniack, then we would never had the Apple MacBook and desktops. Having a high EQ doesn't only improve business ventures but also your personal relationship. We have to bear in mind that a happier relationship leads to a meaningful and stronger bond among your loved ones.

Fortunately, emotional intelligence can be improved no matter how old you are. Increasing your emotional intelligence can boost you to better respond in stressful situations around you with a high degree of maturity.

The first person to use the term emotional intelligence was Wayne Payne in his doctoral thesis, *A Study of Emotion: Developing Emotional Intelligence*. In his thesis, he compared the IQ and emotional intelligence and determined that EQ was superior because it covers a wide range of faculties and aspects of a person's behavior. Studying your emotional intelligence will help you to understand the source and impact of your emotions better. This is important because it helps to enhance one's self-awareness. Studying your EQ will also provide you with the opportunity to understand better the behavior of others and the underlying reasons why they act the way they do.

Emotionally intelligent people can harmoniously reconcile what their mind and reason tells them with the voice of their feelings and emotions. Thanks to this skill, emotionally smart people are self-confident, self-aware, creative, and energetic. They are also much more capable of handling stress and knowing how to get along with others. They are more optimistically approaching their life and don't fear change. They are the people of success.

In this book we'll provide valuable insights on how you can effectively handle your emotions especially in high stress and pressure situation. By managing them effectively, you'll also be

able to maintain and boost your relationship with others. If you are a business owner or CEO, then this book is a must. By following our step-by-step guidelines, you'll be able to better manage your relationships with your workers and clients.

# **Chapter 1 - What is Emotional Intelligence**

Emotional intelligence, or EQ, refers to one's ability to identify, understand, use, and manage emotions in a positive manner in order to enhance communication, overcome challenges, relieve stress, empathize with others and defuse conflict. The scope of emotional intelligence is extensive and covers a variety of aspects in our daily lives, like how we behave and interact with others.

When you can manage your emotions effectively, then you are better able to recognize your own current state as well as influence the emotional state of others. Having a clear understanding of how your emotions work and of those around you can help you to better relate with them, achieve greater success, form healthier relationships, and lead a more satisfying life overall.



In our opinion, emotional intelligence quotient is more essential than intelligence quotient. This notion is also backed up by numerous psychological studies and considered to be a vital determinant in attaining success and happiness in both your career and your life.

IQ is nothing more than the ability to analyze your surroundings and come up with a logical explanation, whereas EQ goes beyond this limitation and considers the emotional consequences of your actions.

Your ability to read and interpret other people's signals and respond to those signals determine how far you will go in both your personal and professional pursuits of success. This is why it is essential that you develop a high emotional intelligence that will help you understand, negotiate, and empathize with others.

## **Categories of Emotional Intelligence**

Researchers in the area of emotional intelligence have determined that there are five major classes of skills that are associated with emotional intelligence.

### *Self-Awareness*

Self-awareness is your ability to recognize your emotions and the impact that they have on not only your thoughts but your behavior as well. Through self-awareness, you will start to understand your strengths and weaknesses and is a critical part of your emotional intelligence. Having self-awareness will also help you to build your self-confidence.



### *Self-Regulation*

Self-regulation is your ability to put impulsive behaviors and feelings under control and is another critical part of emotional intelligence. While self-management doesn't prevent you from



feeling emotions, it enables you to have a say in how long a feeling lasts. Learning how to manage emotions in a healthy manner, adapting to changing circumstances, and following through on commitments are just some of the critical aspects of self-regulation.

There are several techniques that you can use to keep at bay negative emotions, like anxiety, anger, and depression. Some of the methods include meditation and recasting situations in a more positive light. Self-regulation involves the following attributes:

- Self-control
- Trustworthiness
- Conscientiousness
- Adaptability
- Innovation

### *Motivation*

Motivation refers to the internal process that propels you toward a goal. This category of emotional intelligence requires you to set clear goals, have a defined path for reaching your goals, and a positive attitude. Everyone has a predisposition towards a positive or negative attitude, but with motivation, you can shift how you think

to more a positive orientation. Every negative thought that crosses your mind can be reframed in a positive way to help you achieve your goals. Motivation consists of the following:

- Achievement drive
- Commitment
- Initiative
- Optimism

### *Empathy*

Empathy refers to your ability to understand the concerns, needs, and emotion of others and it is an essential element of emotional intelligence. Empathy enables you to recognize emotional cues and group power dynamics that can help you respond to the reactions of others more appropriately. People that are empathetic excel at developing others, service orientation, leveraging diversity, and political awareness.



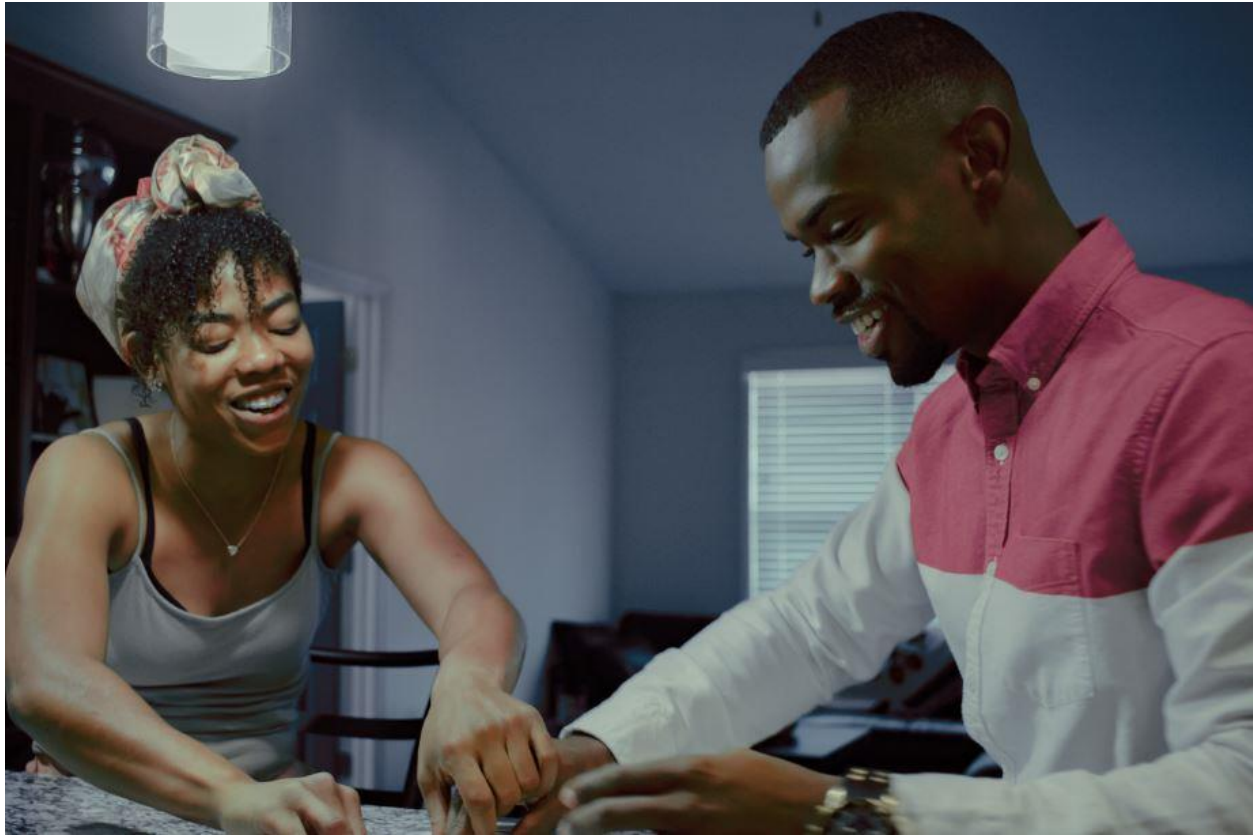
## *Social Skills*

Social skills are the last category of emotional intelligence. They also referred to as relationship management, and are the abilities to develop interpersonal skills that can significantly boost your chances of having a successful career and life. Being a global economy with ease of access to information and technical knowledge, it is essential to have people skills if you want to be able to understand, empathize, inspire, and work well in team settings.

In addition to conflict management, having excellent social skills will allow you to:

- Influence Others
- Communicate
- Build bonds
- Lead

Psychologists agree that IQ alone isn't sufficient for achieving happiness and success in life. According to recent studies, your IQ only accounts for around 10 to 25 percent of your success, while emotional intelligence accounts for approximately 75 percent. Other studies have revealed that those with high EQ scores tend to perform better at work, are more confident, and make better leaders. All these factors have led to the conclusion that EQ is important and can significantly enhance a person's productivity and personal development.



## **Benefits of High Emotional Intelligence**

Having a high level of emotional intelligence can set you apart from the crowd and produce better judgment even in stressful situations. Being able to manage your emotions can also help you create real opportunities. You have to bear in mind that businesses are built around relationships—be it forming ventures or partnerships or with your own workers. Thus, being able to discern effectively the needs of your clients and workers can help grow your business exponentially.

Many advantages can accrue in your life as a result of having high emotional intelligence. Fortunately, the good news is that improving your EQ is very possible and attainable for those who are ready and willing to increase their EQ levels. However, such feat is no cake walk and requires full effort and constant practice.

You may find that there are many incredibly smart individuals holding high positions in organizations, but appallingly unhappy. These people are academically brilliant, but when it comes to their personal relationships, they are inept and incapable to maintain them.

Having a high level of EQ can also help you attain the following:

### *Personal Effectiveness*

Emotional intelligence is regarded as a crucial factor in your success. It provides the ability to manage your personal affairs and those around you. Emotional intelligence gives you the tools and strategies that can make you more aware of yourself and develop better emotion and mental management. This is especially true in both the positive and the negative areas, which increase your personal effectiveness.

## *Thinking Skills*

What makes a task extra challenging to solve might not be due to its complexity, but rather the perspective that you have for the problem.

Norman Vincent Peale says it best, “Every problem bears the seed of its own solution.” All you have to do is be still and search for possible solutions. Searching for possible answers may not be suited for high IQ people because, basing on their nature, they are more adept in looking for logical or rational solutions than anything else. This may not be a problem for people with high EQ because they may think of worst-case scenarios but doesn't necessarily devoid hope.



Old difficulties can be solved by replacing early views with new perspectives. Emotional intelligence also helps in developing your strategic thinking capacity and your ability to inspire and motivate your team.



### *Professional Relationships*

With higher emotional intelligence, you will be able to better understand what makes people tick. This is crucial in developing a harmonious and positive working environment and relationships.

By boosting your emotional intelligence, your ability to interact and communicate more effectively with others will also increase. This will, in turn, enhance your professional relationships.

### *Leadership Capability*

Effective leadership requires that you understand and empathize with the people that you lead. Emotional intelligence provides you with strategies that are crucial in persuading, influencing, motivating, and inspiring others. The most significant determinant of success in any management or leadership style is the extent to which you understand the emotions of other people and how well you respond to them. This can significantly enhance satisfaction and create a genial environment for stronger workplace relationships.

### *Physical Well-Being*

Your emotional intelligence has a significant impact on your overall well-being. Stress management, which is closely related to your emotional state, gives you the unique ability to react in a positive way even when you face challenges in your life. This is incredibly important mainly because stress can end up weakening your physical skills, lowering your immune system, and ultimately decreasing your quality of life.

### *Mental well-being*

The attitude and the outlook that you have on your life is shaped by emotional intelligence. If you have low EQ, you likely experience anxiety, depression, and mood swings. This will end up eroding your positivity and optimism, making your life dull and unpleasant. Your mental stability is usually at its highest when all your faculties, including your ability to understand and interpret your emotions, are working right.

## *Conflict Management*

You can't get away from conflicts. However, your ability to resolve any dispute is wholly dependent on your level of understanding of the emotions of the people involved. If you can successfully discern and empathize with the feelings and perspectives of the people in the conflicts, it becomes easy to solve such situations or even prevent them from occurring in the first place. High emotional intelligence makes us better negotiators because it gives you an insight into the desires and needs of the parties in contention. When you know the bone of contention, resolving conflict becomes much easier.



## *Success*

Your ability to focus on a goal is a total of your internal motivators and self-confidence. Higher levels of emotional intelligence can give you self-discipline and keep us on course towards attaining your goals. In addition, emotional intelligence allows you to create a better support network, persevere with an incredible degree of resilience, and overcome setbacks that stand between you and your success. An emotionally intelligent person can delay instant gratification and focus on the long-term benefits of a course of action which boosts your chances of success.

The field of emotional intelligence is still attracting studies by different scholars. What is clear, however, is that emotions play a crucial role in enhancing the quality of both our personal and professional lives. The advancement in technology has helped us to master information, but it has not replaced our ability to learn and manage emotions.



# **Chapter 2 – How to Identify the Triggers of your Emotions and Strategies to Deal with Them**

Typical emotional triggers are thoughts, feelings, and stressful events which are usually automatic or unconscious responses. The use of the word ‘trigger’ is crucial because such responses occur unconsciously. While these reactions might seem involuntary, in reality, like everything else we do, the responses are a matter of choice. If you want to take control of how you respond to different circumstances, then you will need to learn how to identify your personal emotional triggers.

## **Identifying Your Emotional Triggers**

To remedy anything in your life, you have to admit first that you definitely have a problem. Next, invest in an effort to determine the triggers of your behavior.



Until you are able to identify your emotional triggers correctly, they will continually rule over your emotions. Rather than letting minor aggravations make you run for the hills, you need to learn how to take charge of your feelings. You can do this by first dealing with your personal stressors. There are different groups of stressors, including the following:

## **Emotional Stressors**

Emotional stressors can also be considered internal stressors. These stressors include anxiety and fear, along with personality traits like insecurity, pessimism, and perfectionism. Our emotional stressors may or may not have a solid basis; nevertheless it can distort your way of thinking or perceptions that you have toward others or life in general.

## **Family Stressors**

This category of stressors include financial problems, relationship problems, learned helplessness (or victim mentality), and coping with everyday household issues. All of these factors can trigger an emotional response.

## **Social Stressors**

Social stressors can come from the interactions that you have with other members of society. They can include public speaking, dating, parties, and peer pressure in the workplace. Just like emotional stressors, social stressors are individualized.



## **Change Stressors**

Change stressors are generally environmental changes that force us to move out of our comfort zone. These stressors can include moving to a new location, starting a new job, getting married, having children, and others.

## **Work Stressors**

Work stressors are ones that occur in the workplace, which is typically full of pressure. These stressors can include an unpredictable boss, endless tasks, and tight deadlines.

In addition to the above stressors, there are other categories of triggers that can affect your emotional intelligence. These can include things like decision-making, diseases, physical pains, phobia, and environmental influences. After looking through the stressors listed above, you can start to determine the main stressors that you deal with daily in your life. It is possible to find that some of your stressors fall into more than one category.

## **Ways to Deal with Emotional Triggers**

Once you've determined the stressors in your life, you need to figure out how to deal with them one at a time. Here are some of the common strategies that people use to deal with emotional triggers.

### *Elimination*

Some of the emotional triggers that you experience can be eliminated from your life for good. For example, if a particular community doesn't give you the peace of mind that you need, you can decide to move to a new area and start a new life. This way, you will have eliminated the social stressors entirely from your life. In stresses you encounter in the workplace then you can either ask for a transfer or look for another job. However, some of the stressors can't be easily eliminated, while eliminating other stressors could end up causing significant losses in your life. To deal with these stressors, you'll need to work to resolve them using some of the other strategies.



### *Reducing the Stressors' Strength*

This is a good strategy because it enables you to co-exist with others while minimizing the impact of the stressors. For example, if loud music from your neighbor is keeping you from concentrating on your tasks, you might want to consider investing in a pair of

earplugs. If you feel that your morning trip to work is a stressor, because you have to drive for more than two hours, you could reconsider using public transportation or carpooling with others from your work.



### *Coping*

It is said that if you can't beat them, join them. For a majority of the stressors, you may just have to learn how to live with them, because eliminating them from your life could end up being counter-productive. You need to come up with coping techniques that will allow you to clear your mind and stay calm, even when you

find yourself under pressure. The sooner you can master these techniques, the better you will become, and some of the stressors will no longer be as threatening as they used to.



### *Talking to a Friend*

If you have a trusted friend, one of the best ways to deal with stressors is to approach him/her and communicate your feelings. This way, you can get encouragement, fresh ideas, and the support you need to help you overcome your emotional triggers. You need

to consider the feedback you receive carefully because it comes from an independent perspective. If you can't find a person to open up to, you can also join a support group where people who are facing similar challenges will meet and talk with each other. These kinds of networks have life coaches who have experience in dealing with issues around emotional triggers.



## *Stay Positive*

Some of the emotional triggers can have a severe impact because of our perspectives. If you are determined to stay positive, it is unlikely that emotional triggers will take their toll. You may encounter situations in your life that have the potential to trigger your emotions; however, because of your focus on positivity, these situations might not succeed in turning your world upside down.

As part of living a positive life, you should try as much as possible to fight off any tendencies of anxiety. Instead of focusing on the uncertainties of the future or the troubles of the past, you can choose to stay in the present and make good the opportunities that present themselves.

While each person is emotionally sensitive to different degrees, learning how you can manage those emotions and their triggers can make a difference in our lives.

## **Chapter 3 –Take Responsibility for Our Actions and Set Limitations**

I know you may have heard an old adage that says—we are the captains of our fates. I for one believe in this philosophy because it takes away the blaming game and encourages me to take accountability for any defects in my life. What I commonly hear is some people blaming it on their genes, their environment, the socio-economic level, or even on their parents. Look, they may have some contribution to what you are today, but the bottomline is you - direct your own future. You can't simply put the blame on something or someone else.





Whatever has happened in your life, you are responsible for your own happiness. If you want to have a fulfilling and satisfying life, then you must embrace this principle. When things go wrong in your life, there is always a temptation to blame others for your misfortunes, but it's counterproductive and won't bring you any happiness.

If anything, it will ultimately worsen the situation and end up sinking you into further irresponsibility. Taking responsibility for your actions, choices, and directions in life, will be the most powerful and intelligent way to deal with the issues you face in life. The moment you stop taking responsibility, the perspective you have in life will shift, and more often than not, you will start to see yourself as a failure because you've allowed yourself to blame others for your problems.

When you take complete responsibility for your life and experience control and joy despite the circumstances, you will be able to make better decisions and choices because you completely understand that you, and only you, are responsible for the outcome of your choices.

Even when events happen that aren't within your control, you have the power to determine how you will react to those events. You can either make a disaster out of a situation or use the challenges in your life as a ladder to reach a higher level.



## **How to Take Accountability for Your Own Actions**

One of the most crucial components that you need to accept is that you are in charge of your life, and no one else. It doesn't matter how hard you try and convince the people around you that the events currently happening in your life aren't the consequences of your actions - you will still need to go through them and face them as they come. If you want to be able to remain in control and handle the situations you face with resolve and determination, you will need to do the following:

### *Stop Blaming Others for Your Misfortune*

Whether you are by yourself or in a group with others, you need to listen to yourself as you talk. Work to eliminate blame and excuses in your speech. The more you continue to play the blame speech in your mind, the more likely you will try to shift responsibility to others.

## *Consider the Feedback You Receive*

There are two different types of feedback—constructive ones, and those that are inspired by insecurity. Thus, it's important to discern which criticisms are meant to help you or to throw off your game.

There will be times when you won't be able to hear your voice as you speak with other people. This is why accepting feedback from others is critical to your emotional intelligence. Some of the people you talk to might be observant and honest enough to tell you about your habit of shifting blame to others.



If you take this kind of feedback seriously, it can help to change yourself and your perception of life. It is almost natural for us to dissent to feedback that doesn't favor them. The more you reject other people's observations, the more likely you will continue with your irresponsible tendencies to your own detriment.

### *Plot the Course of Your Life*

Your life consists of the sum total of all the plans, decisions, and courses of action that you take on a daily basis. By planning how you want your life to run, you can successfully take control of your future and eliminate the temptation of blaming others for things that you are responsible for. Your plan should be broken down into achievable goals that you can measure your progress.

### *Recognizing Your Choices*

You have an overall choice on how you are going to respond in any given situation. This is irrespective of the severity of the circumstances. It is possible to be locked away in prison and still maintain your mental sanity. You have the option to focus on something more positive than the situation you are currently in.



This will help you free your emotions and to a more significant extent, your entire being.

### *Setting Your Personal Limits*

When you can start to understand what personal boundaries are and what defines healthy and unhealthy boundaries, it is vital that you know how to set them up for yourself. Setting personal boundaries, both emotional and physical, is a process that will take some time, so you need to have patience.

It is almost impossible for you to create and enforce personal boundaries if you don't know what they are. Take some time to consider the things that make you uncomfortable. Establish the extent to which other people can come into your life and the things they should do as they approach you. This will help you to draw clear lines that will help you to define your personal boundaries.

### *Verbalize Your Needs*

Don't be afraid to let those around you know about the things that you need in your life. For example, if you are bothered by the noise that someone is making, you need to have the courage to clearly tell them that you want silence and that they need to step back or go somewhere else. This will send them a signal that will inform them that they are intruding on your personal space.

### *Put Consequences in Place*

Just like with any boundary violation, whether physical or emotional, there needs to be a consequence that follows it. Individuals can be experimental in that they can make a minor infraction to see whether there are any consequences. If no repercussions come up, they will continue to invade your personal

boundaries, and they might even try to establish a new code of behavior when they are dealing with you. You need to deliberately put consequences in place, such as discontinuing the conversation, leaving the area, or refusing to answer, to help ward off those who are looking to cross your personal boundaries.

### *Stand Your Ground*

If you are to create and maintain your personal boundaries successfully, you need to hold tight to your ideals and value system and not back off of them for even a second. The moment you make a mistake and compromise your stand, other people will be quick to swoop in and violate your boundaries.

Emotional intelligence is reflected in how you take responsibility and define your personal space. A person that has a definite value system and a set of easily identifiable boundaries is considered to be more responsible and emotionally intelligent.



## **Chapter 4 – How to Improve Your Emotional Intelligence**

The signals that are sent to your central nervous system have to first pass through your senses. Whenever these signals induce too much emotion or are overwhelmingly stressful, the body's normal response is to trigger our innate instinct which is the fight-or-flight response. When it's stimulated, the brain sends false signals that whatever we go through, we can't combat it. Yet again, we have to bear in mind that we have complete control over this response.

To make better decisions in life, especially when confronted with high-stress situations, you need to learn how to balance your emotions deliberately.

Our emotions are also associated to how well our memory functions properly. If you learn to stay connected to the rational and emotional part of your brain, you will be able to expand your range of choices when responding to new events. In addition, integrating emotional memory into the decision-making process will help to prevent you from repeating past mistakes.

## Key Skills of Emotional Intelligence

As we repeatedly emphasize, improving your emotional intelligence also enhances your ability to make better decisions. As we all know, such a trait is critical later in your personal life, which includes the living conditions of your family and how you treat other people.

To enable you to do this, you need to be able to develop critical skills for managing your stress levels. Anyone can learn such skills to apply the knowledge they've gained through experience.



To change your behavior permanently to enable you to withstand pressure, you will need to learn how to overcome stress by maintaining emotional awareness and composure.

## **Rapid Stress Reduction**

Stress is a part of our daily lives, but when it comes at overwhelming levels, it can end up subduing the mind, as well as the body. Stress can also hinder you from communicating clearly and ultimately interferes with our ability to read a situation accurately.

For you to remain focused, balanced, and in control, you need to learn different techniques to calm yourself down regardless of the level of stress that you are currently facing in your life. Stress-busting is one of the methods that you can use to cope when faced with a stressful situation. The following steps can help you to develop solid stress-busting skills:

## **Be Conscious How Your Body Responds to a Trigger**

If you want to learn to control your emotions and reduce the impact that stress has on your life, then you need to know how you physically respond to stressful events. Carefully analyze how your body feels when you are under pressure because this will help you to learn how to regulate tension when stress occurs.

People have very different reactions to stress. While some become angry or agitated, others become withdrawn and depressed. If you tend to become angry, you will respond well to stress-relieving events because they will calm you down. However, if you tend to become depressed when faced with stress, pursuing activities that are stimulating will be the best thing that you can do.

## **Analyze the Stress-Busting Tactics that Work for You**

One of the best ways to quickly reduce stress levels is through the engagement of your senses. Everyone has their own way of responding to each of these sensory inputs, and the secret is in finding things that soothe or energize you. For example, if you are

a visual person, you can surround yourself with images that are uplifting to help you fight off stress. On the other hand, if you respond better to sound, you can find a favorite piece of music that help you relax.

## **Emotional Awareness**

The ability to connect to your emotions is a critical part of understanding yourself. Having emotional awareness also helps you to become calm and focused, even in stressful situations. Too many people today are disconnected from their emotions because of adverse childhood experiences that taught them to shut their feelings out when faced with stressful situations.

Unfortunately, while we can deny, distort, or numb our feelings, we can't eliminate them. Whether we acknowledge our emotions or not, they still exist. When you are emotionally unaware, your ability to fully understand your needs is hindered, which will only put you at a higher risk of becoming overwhelmed in threatening situations. For you to achieve emotional intelligence, you need to reconnect with your emotions and learn to accept them.



You can learn and develop your emotional awareness at any time. Just like with any other developmental processes—improving your emotional knowledge takes time and progressive, which usually starts with stress management, and then moving on to learning how to reconnect with your stronger emotions. This can help you change the way you experience emotions and how you ultimately respond to them.

# **Chapter 5 – Essential Factors in Understanding How to Manage Your Emotions**

When you can learn to master your emotions, you can ultimately master your life. It is vital that you understand the reasons why you do the things you do because of an inner drive to change the way you feel. For example, if you want to make more money, lose weight, or buy new clothes, you are doing this because of the feeling you get when you accomplish your goals. People who believe that losing weight will help them to become more confident, and ultimately usher love into their lives, will go the extra mile to shed off unwanted pounds.

Emotions are an essential part of our lives. Rather than putting them off and hiding them, you need to acknowledge them and realize the truth that lies within them.



## **The Three Factors Affecting Emotions**

No matter what situation you might find yourself in, there are three basic factors that affect your overall feelings about a certain situation. Psychologists refer to these factors as the Emotional Triad, and they include the following:



## *Your Physiology and Physical Portrayal*

Every single emotion that you experience in your life is first felt in your body. For example, if you want to feel more confident, then you need to be grounded, principled, and courageous in your speech. On the other hand, if you're going to feel more passion in your life, then you should start talking and moving more rapidly.

For those who want to feel depressed, simply have to frown, breathe shallowly, slump over, and stare at the ground. The bottom line is that the manner in which you use your body will end up changing how you feel. Emotion is created by motion.

## *What You Focus On Becomes Your Reality*

This term was popularly termed by the great psychologist, William James. He explained that if you want to be confident, imagine and act as if you already have what you want, and eventually you'll have it. It's popularly believed that our thoughts lead to behavior, but in reality, it works both ways. For example, if you want to feel happy then act like you are indeed happy by learning to appreciate the things around you, then list the traits a happy person has, physically, and act as if you already possess those character traits.

Alongside how you use your body, what you focus on will also determine how you feel. It's not a mystery that everybody wants to be happy, but most treat it like it's rare and only given to selected people. By recalling more joyful moments in your past, you can create a platform and an opportunity to be happy today. When you push aside all the good things and experiences in your life and focus on the negative, you will most certainly end up feeling depressed. In life, both good things and bad things are available, and it is up to you to decide what you want to focus on.



## *The language you use daily*

It may be subtle but the words you use continuously have an impact on how you feel. Have you heard of the term “self-fulfilling prophecy”? It was a term used repeatedly by Norman Vincent Peale in many of his books. The concept of this idea is to imagine who you are and constantly self-talk about it, and eventually you’ll become what you think who you are.

The words that you use every day have the ability to change the way you feel. If you begin making statements like, “I’m exhausted,” or “I’m so bored,” the chances are that you will feel tired or bored. Every single word that you speak has an emotional state attached to it. Some words that you use are disempowering, while others are encouraging and uplifting. By exercising care over your vocabulary, statements, metaphors, and phrases, you can control and command your emotions.



The reality of the Emotional Triad is that happiness is a choice, and the same goes for anger, depression, and frustration. There isn't anyone who can make you feel angry or happy, but rather, it depends on how you interpret every situation that you face in your life.

## How to Deal with Negative Emotions

Both negative and positive emotions are a part of our lives and can't simply be wished away. However, you can decide to deal with these emotions so that you can effectively suppress the negative ones and highlight positive emotions. There are four ways in which you can deal with your negative emotions:

### *Avoidance*

Avoidance may have a negative connotation, but this isn't entirely true in some aspects of our mental development. For example, in cases of negative and intrusive thoughts, you can simply evade them by acknowledging their presence but not reacting to them.

It simply means keeping away from situations that have the potential to trigger negative emotions. For example, you might avoid approaching strangers or taking risks because you fear rejection or failure. It is incredibly common for people to turn to self-medication, like alcohol, or drugs, to ward off negative emotions, which is just another, albeit more detrimental, form of avoidance.

## *Denial*

Denial is the process of disassociating yourself from negative emotions you're feeling by using statements like, "It wasn't that bad." While you may think that it is perfectly alright for you to go into denial about your negative emotions, the approach, unfortunately, will increase them and continue to intensify them until you pay them your due attention.

## **How to Leverage Negative Emotions to Your Advantage**

Learning from your negative emotions and using them to your advantage is one of the methods used to deal with them. First, you need to come to the understanding that all your emotions, both negative and positive, are there to serve you. Your daily emotions are a guideline, a support system, or a call to action. They tell you that the activity that you are participating in either works or it doesn't.

The thing that you need to remember is that you are the origin of all of your emotions and that you and you alone create them. You don't need a particular reason to feel a certain way, but rather, it is all your choice.

The power to command your emotions lies within you. Every emotion comes from you, and you are the only one who is suited to not only handle them but subdue them as well. With continued practice, you can take advantage of your emotions and have them work for you rather than against you.

## **Chapter 6 – How to Gain Emotional Control and Control Your Temper**

Anger is a normal and human emotion. However, it is abnormal if it becomes frequent and adversely affects the people around you and those you encounter. Having uncontrolled anger can bring about severe consequences in your life, your state of mind, your health, and your emotional intelligence.

Getting insights into anger management tools and the reason behind your anger can help you learn how to keep your temper in check.

### **Understanding Anger**

Anger, as an emotion, is neither good nor bad. It is a normal emotion and human to display when you have been mistreated or wronged. While the feeling of anger isn't a problem, what you do with that anger makes a ton of difference. It has the potential to not only harm you but other people as well.



Many people think that when they have a hot temper, their ability to control their anger is at its lowest point. However, we have more control over our anger than we think. You can learn how to express your emotions freely without hurting other people. When you can accomplish this, you will feel much better, and your needs will be met faster.

Mastering anger management isn't an easy task, but the more that you can practice it, the higher the likelihood of it becoming much easier. Anger management affects your goal achievement, your relationships, and your level of satisfaction with your life.

## **The Importance of Anger Management**

Many people think that they have the right to vent their anger, and that those around them are overly-sensitive. However, anger is incredibly damaging to your relationships, and will impair your judgment. Emotional outbursts have always gotten in the way of success and will always have a negative impact on how others perceive you. When your anger spirals out of control, it can even hurt your physical health.

Always operating at high levels of stress and tension isn't good for your health. Scientific research has shown that having chronic anger can make you more vulnerable to heart diseases, high cholesterol, diabetes, a weakened immune system, high blood pressure, and insomnia.

When you are angry, you tend to consume vast amounts of mental energy, which has the potential to cloud your thoughts. This, in turn, can make it increasingly difficult to concentrate, see the big picture, and enjoy your life. Stress, depression, and other mental conditions are typical for people who experience frequent anger.

Having out of control anger can also affect how successful you are in your career. Even though creative differences, constructive criticism, and heated debates are healthy, continually lashing out can end up alienating your supervisors, colleagues, and clients further and can ultimately lead to an erosion of respect, and a bad reputation will follow you.

Anger can also be so dangerous that it can cause scars in people that you relate to and care about, ruining relationships and friendships. When you are always angry, very few people will maintain their trust in you.

## **How to Manage Anger When it Hits**

To understand why it is so important to manage your anger and how to avoid letting it spiral out of control, you need to focus on different strategies that will help you manage your anger.

Here are a few useful and practical tips to help you get your anger under control:

### **Understand the Cause of Your Anger**

Nothing happens to us without cause. There has to be an underlying issue that makes you struggle with your anger. Most of the problems that make you angry usually stem from things that you learned when you were a child. For example, if you grew up in a violent house, you might have picked up the idea that anger is supposed to be used as a tool of expression to get everything your way. High levels of stress and traumatic events could also be some of the underlying factors that make you susceptible to anger.

Some people use anger to cover up their feelings of insecurity, vulnerability, embarrassment, shame, and hurt. This means that

these people aren't truly angry, but rather connected to certain events that make them angry. Knee-jerk responses are evidence that the temper being expressed is nothing more than a cover-up for other feelings and needs.

## **Be Aware of Anger Triggers and Early Warning Signs**

Every single buildup of an anger explosion is characterized by warning signs. Some of these signs are physical in nature and are manifested through your body. Anger fuels the fight-or-flight system in your mind, and the angrier you get, the more likely your body is going into overdrive. The moment you take some time to study the warning signs of your body, you can start to manage your temper before it gets out of control.

It is incredibly easy to point the finger at others and blame them for the circumstances around you while forgetting that the real cause of your anger is you and how you respond to stressful situations. It has very little to do with the actions of others.

## **Learn How to Cope**

There are several different techniques that you can use to help you cool down and keep your anger under control. Some of the methods include:

- Taking deep breaths and slowly breathing from your abdomen.
- Exercising to release pent up energy.
- Taking advantage of all your senses to help calm down.
- Massaging and stretching areas of tension to help your body relax and ease tension.
- Removing yourself from the situation to help release tension and give the space you need to reconsider your response.

## **Seek Professional Help**

If you haven't been able to manage your anger on your own, you should seek professional help. There are therapies, programs, and classes that are specifically for people who have issues with anger management. Many other people suffer from the same problems, and together, you can help each other overcome them.

## Chapter 7 – How to Resolve Conflicts

Every relationship has its ups and downs, and conflict is an essential component. Learning how to handle conflict rather than wishing it away is a crucial aspect of emotional intelligence. When conflict is mismanaged, the chances are high that you will cause significant harm to your relationships. However, when you learn how to handle conflict in a positive and respectful manner properly, you can create opportunities for strengthening relationship bonds. Learning how to resolve disputes is vital for improving your emotional intelligence and keeping both your professional and personal relationships strong.



## **Determine the Cause of Conflict**

Conflict can arise because of both large and small differences between people. When people disagree over motivations, ideas, values, perceptions, or desires, they are bound to enter into conflict. A conflict can be fueled by small differences, but at the center of the conflict, there is usually a more deep-seated personal need. Those needs can be anything from safety to respect and everything in between.

## **How Conflict Should be Perceived**

People perceive conflict differently. Some people will do everything they can to avoid conflict because of the painful memories that are associated with them. If you previously had unhealthy relationships, your perception of conflict could be that it all ends up in disagreements. When you have conflict in relationships, it is often viewed as being demoralizing, humiliating, dangerous, and even something to be feared. In the event that you had a childhood experience that left you feeling powerless or out of control, conflict may be traumatizing for you.

If you view conflict as being dangerous, most likely your prophecy will be self-fulfilled. If you enter into a conflict while feeling threatened, it can become more challenging to handle the conflict in a healthy manner. There is a high chance that you will either blow up in anger or completely shut down.

## **How to Master Resolution Skills**

If you want to resolve a conflict successfully, then you need to start practicing two core skills. The first is the ability to reduce stress quickly, and the second is the ability to become comfortable with your emotions so that you can react in a constructive way during arguments or perceived attacks.

## **Quick Stress Relief**

If you want to stay balanced and focused despite the challenges in your life, then you need to improve your ability to manage and relieve stress. The moment that you fail to stay centered and in control, chances are high that you will become overwhelmed in situations of conflict, which will affect the quality of your response.



If you often feel tense or tight in your body, then stress is a significant problem in your life.

## **Emotional Awareness**

Emotional awareness helps you understand yourself and others better. If you don't know how you feel, you won't be able to resolve the conflicts in your life amicably. Conflict resolution calls for effective communication.

Understanding your feelings might seem like a simple process, but many people ignore strong emotions like anger, sadness, and fear. Your connection to these feelings will determine how you ultimately handle conflict. If you are afraid of strong emotions, then your ability to resolve differences in a dispute will be impaired.

## **Conflict Resolution and Non-Verbal Communication**

When you are in the midst of conflict, the most critical information is exchanged non-verbally. When people become angry, the words they use rarely convey the deeper issues of their heart.

To connect with your feelings, you need to learn to listen to what is being said, as well as what is being felt. This kind of listening can

inform you, strengthen you, and make it a bit easier for other people to hear you.

When you are in the midst of a conflict, you need to pay close attention to the non-verbal communication that is expressed by the other person. This can help you figure out what they are really saying, which in turn allows you to respond in a manner that helps build trust and get to the root of the problem. Emotionally intelligent people have a better chance of success in resolving conflicts because they can put themselves in the shoes of the other party.

# **Chapter 8 – How to Improve Your Social Skills**

Interpersonal skills are excellent assets for anyone who is looking to improve their emotional intelligence and grow in their career. It is what distinguishes great individuals from ordinary people. Those who have excellent interpersonal skills are treated as being more emotionally intelligent and friendlier to be around. It is entirely possible to use these soft skills and to improve the way you communicate with others.

Here are the top interpersonal skills that you need to have if you want to improve your emotional intelligence:

## **Verbal Communication**

Verbal communication is the most used form of self-expression. We react to situations around us and communicate our emotions through the words that we speak. If you want others to understand you, then you need to ensure that your verbal communication is clear and effective.

One of the easiest ways that you can develop clarity is by speaking more thoughtfully. The more thoughtful you become, the more measured your responses will be, and people will respect you for that.

## **Non-Verbal Communication**

Non-verbal communication is often underestimated and underrated. It has a tremendous impact on your emotional intelligence because it reinforces what you are expressing verbally. It is possible to convey an emotion or respond to a conversation without saying a single word. Your body language says something about your feelings. The way you position yourself in a room, your gestures, your voice, and your posture reveal your attitude to the people around you.

Here are some non-verbal methods of communication:

### *Listening*

Listening is a vital personal skill that enables you to interpret and respond to conversations. When your listening skills are not sufficient, messages can be easily misunderstood, which can result

in communication breakdowns and people become frustrated. Considering that excellent listening skills can enhance your productivity, boost customer satisfaction, and increase the sharing of relevant information, it is crucial that you make a substantial effort to learn this skill.

### *Questioning*

In today's day and age, questioning has become a lost art despite it being a useful technique that helps to build listening skills.

Contrary to what many believe, questioning isn't just a tool for obtaining information, but an excellent way to initiate conversation.

Questioning demonstrates that you have an interest in the subject being discussed. Asking smart questions indicates that you know how to approach problems to get the answers that you need.

### *Problem Solving*

Life is nothing more than a chain of problems that require solutions. The speed that you solve the problem isn't as important as how you solve it. In problem-solving, there is no plan that guarantees that

you will succeed. The critical component of problem-solving involves being able to identify the problem, dissecting the challenge to fully understanding it, examining the options, and then, coming up with a strategy for solving the problem.

### *Social Awareness*

Being in tune with the emotions and needs of others is an essential skill for emotional intelligence. Social awareness makes us embrace and appreciate the success of others. It also helps you identify opportunities. Being able to respond appropriately to a social situation is a clear demonstration that you are operating on a higher level of emotional intelligence.

## **Conclusion**

Many people confuse emotional intelligence and intelligence quotient. When you can learn how to command your emotions, you will be able to exercise greater control over your life and ultimately unlock opportunities that would have otherwise remained hidden. High emotional intelligence is something that everyone should be working hard to obtain. This means that you shouldn't be discouraged and sidetracked, but rather, you need to continue to press on and aggressively pursue your emotional goals.

Emotional intelligence teaches and trains you how to better relate with the people around you. With the pace at which the world is quickly becoming a global village, it is more important now that you learn how to listen and interpret the information that you are gathering from those around you. By doing this, you can learn how to structure your responses and communicate better with people. When you have higher emotional intelligence, you will ultimately find success in both your personal and professional lives.