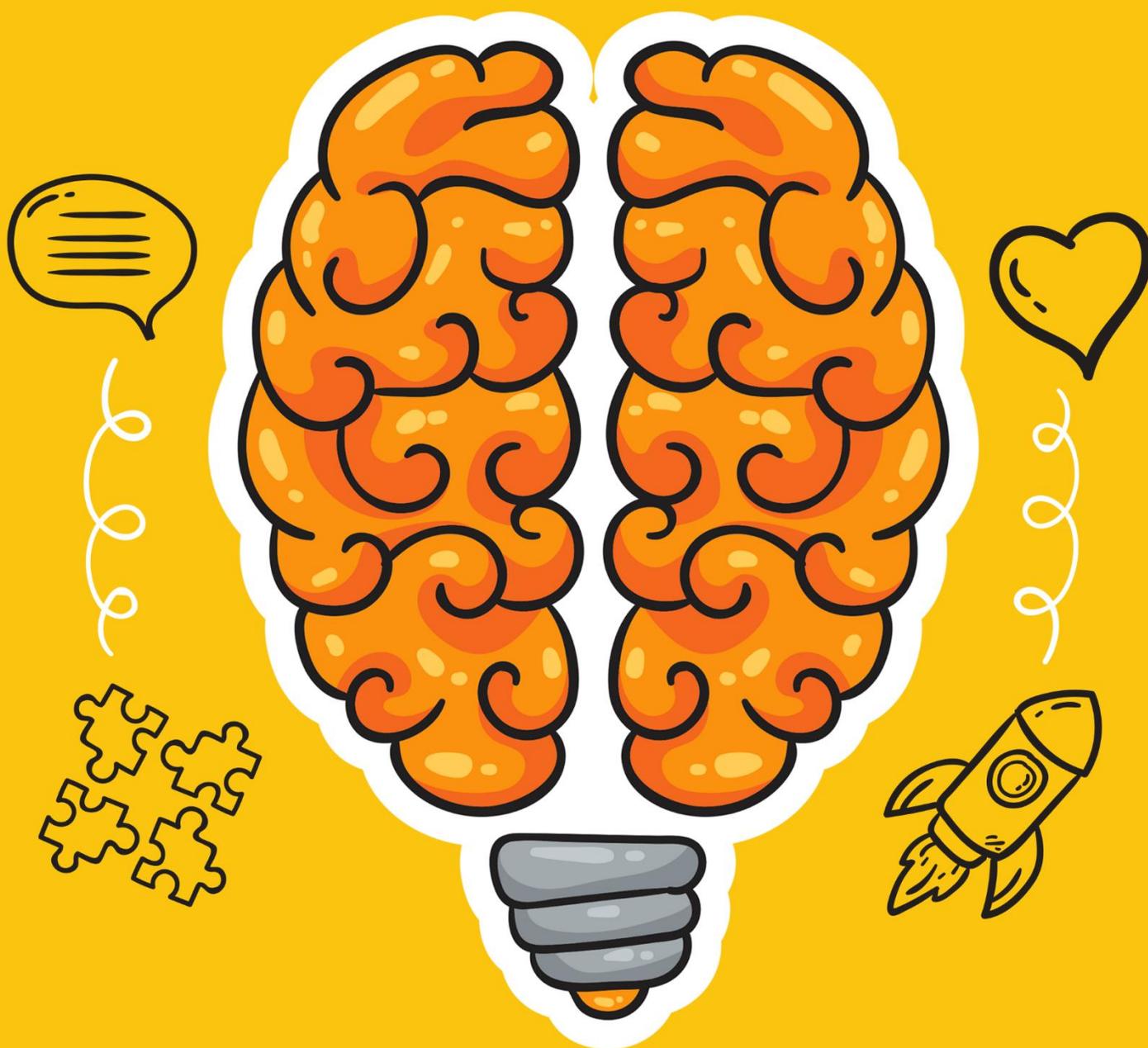


# DEVELOPING EMOTIONAL INTELLIGENCE



# Table of Contents

<b>Introduction.....</b>	<b>6</b>
<b>Chapter 1 - What is Emotional Intelligence .....</b>	<b>9</b>
Categories of Emotional Intelligence .....	10
Self-Awareness .....	10
Self-Regulation .....	11
Motivation .....	11
Empathy .....	12
Social Skills .....	13
Benefits of High Emotional Intelligence .....	14
<b>Chapter 2 – How to Identify Emotional Triggers and Strategies for Dealing with Them .....</b>	<b>19</b>
How to Identify Your Emotional Triggers .....	20
How to Deal with Emotional Triggers.....	22
<b>Chapter 3 – Why You Need to Take Responsibility and Set Personal Boundaries.....</b>	<b>25</b>
How to Take Responsibility .....	26
How to Set Your Personal Boundaries .....	28
<b>Chapter 4 – How to Raise Your Emotional Intelligence.....</b>	<b>31</b>
Key Skills of Emotional Intelligence.....	32

<b>Chapter 5 – Essential Keys for Commanding Your Emotions .....</b>	<b>36</b>
The Emotional Triad.....	37
How to Deal with Negative Emotions.....	38
<b>Chapter 6 – How to Gain Emotional Control and Tackle Anger Management.....</b>	<b>42</b>
Understanding Anger .....	43
The Importance of Anger Management.....	43
Tips for Managing Your Anger.....	45
<b>Chapter 7 – Mastering Conflict Resolution with Emotional Intelligence .....</b>	<b>48</b>
Understanding the Cause of Conflict.....	49
How to Perceive Conflict .....	49
Conflict Resolution Skills.....	50
Conflict Resolution and Non-Verbal Communication .....	52
<b>Chapter 8 – Mastering Your Interpersonal Skills for Higher Emotional Intelligence.....</b>	<b>53</b>
Verbal Communication .....	54
Non-Verbal Communication .....	55
<b>Conclusion .....</b>	<b>57</b>

# Introduction



Over the last decade, the idea of emotional intelligence, or EQ, has become more popular throughout the world. Unfortunately, not many people understand what EQ the term is really about or 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 the 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.

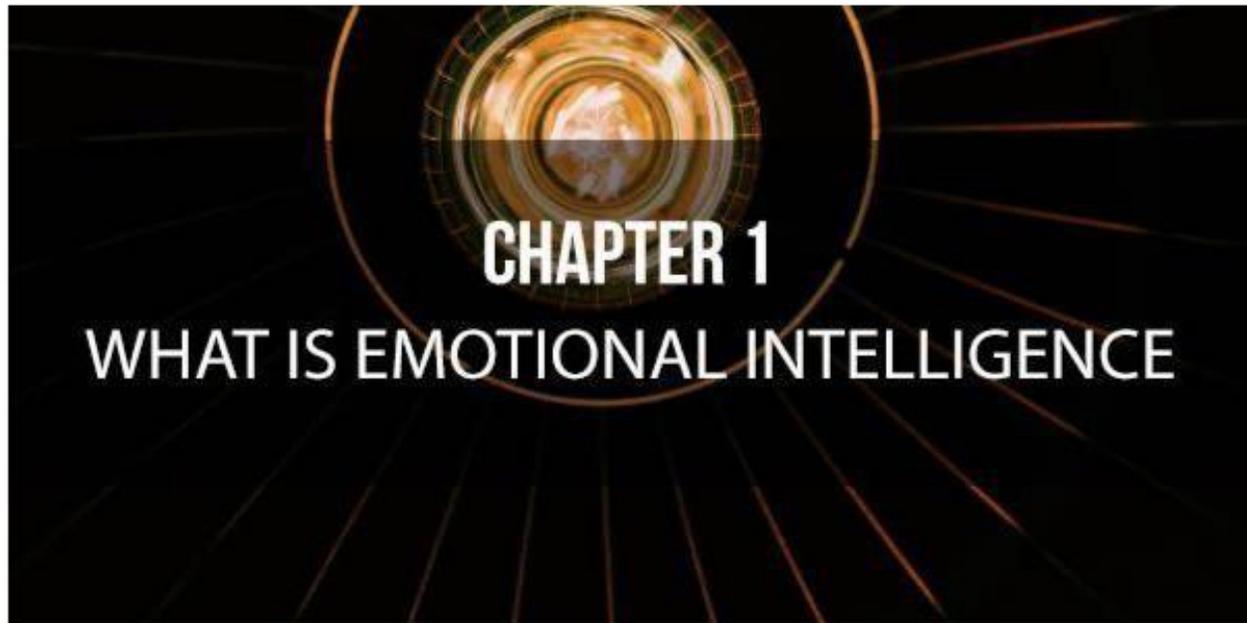
Everyone, from students to CEOs, is confronted by not only their own emotions but the emotions of everyone around them. How you manage these emotions has a significant impact on how other people perceive us, as well as our effectiveness to get things done. When you can increase your emotional intelligence, you can become better equipped to respond to stressful situations around you with a high degree of maturity. John Mayer, Peter Salovey, and Konstantin Vasily Peterides are renowned researchers that discovered people who have high emotional intelligence tend to become better leaders and are excellent in everything they set out to accomplish.

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 tell 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.

# 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 are emotionally intelligent, you are better able to recognize your own emotional state as well as the emotional state of others. Having a clear understanding of the emotional states 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.

Compared to what we know as intelligence quotient or IQ, emotional intelligence is considered more important in attaining success and happiness in both your career and your life. Your ability to read and interpret other people's signals and respond to those signals appropriately will ultimately 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 has 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 negative emotions like anxiety, anger, and depression at bay. 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 toward a positive or negative attitude, but with motivation, you can shift how you think to more 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. Social skills also referred to as relationship management is the ability to develop interpersonal skills that can significantly boost your chances of having a successful career and life. Being a global economy with the 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, have 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, and more self-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 help you create real opportunities. Many advantages can accrue in your life as a result of having high emotional intelligence. Fortunately, the good news is that every person who is ready and willing to increase their EQ levels, if you're will put the work in and practice.

In the world, there are people who are incredibly smart, yet they aren't successful or live a fulfilled life. For example, there are people who are brilliant in academics, but when it comes to their personal relationships, they are inept. This is because while they

might have a high IQ, their emotional intelligence is low. There are many things that emotional intelligence can help you attain, including the following.

### ***Personal Effectiveness***

Emotional intelligence is regarded as a critical ingredient for your own success. It provides you with the ability to manage your affairs and those of others successfully. Emotional intelligence gives you the tools and strategies that can make you more aware of yourself and teach you how to manage your emotions, both the positive and the negative, which increases your personal effectiveness.

### ***Thinking Skills***

What makes an issue challenging to solve might not be due to its complexity, but rather the perspective that you have. 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 understand better 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 with others, and communicate more effectively with others will all 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 conducive 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 because stress can end up weakening your physical skills, lowering your immune system, and ultimately decrease 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 conflict. 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 conflict, it becomes easy to solve such situations or even prevent them from also 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.

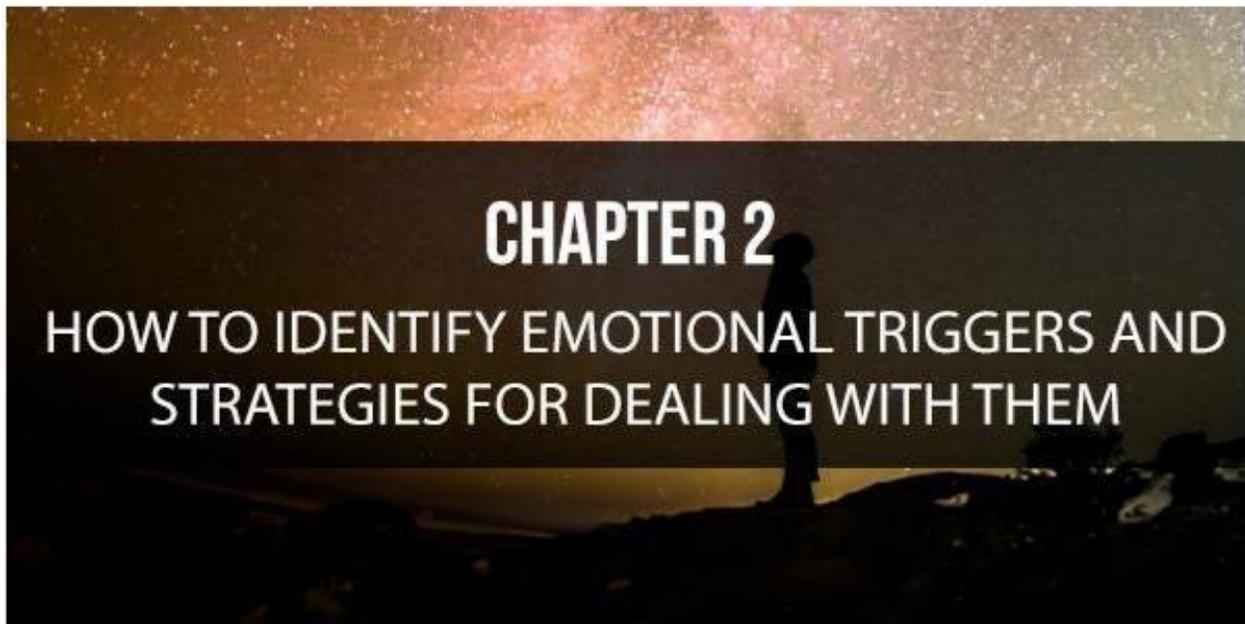
## ***Success***

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 Emotional Triggers and Strategies for Dealing Them



Emotional triggers are the thoughts, feelings, and events that can evoke an automatic response. The use of the word trigger is crucial because the reaction occurs automatically without self-control. While these reactions might seem involuntary, in reality, like everything else we do, the response is 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.

## **How to Identify Your Emotional Triggers**

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 fears, along with personality traits like suspiciousness, pessimism, and perfectionism. These kinds of stressors often distort your thinking or perceptions that you have toward others.

### ***Family Stressors***

This category of stressors includes financial problems, relationship problems, empty-nest syndrome, and coping with unruly adolescents. All of these issues 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, and parties. Just like emotional stressors, social stressors are individualized.

### ***Change Stressors***

Change stressors are ones that originate from necessary changes that happen in your life. 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 these above stressors, there are other categories of triggers that can affect your emotional intelligence. These can include things like the decision, disease, physical, phobic, pain, and environmental. 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.

## **How 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 desire, 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. For the workplace, you can either ask for a transfer or look for another job. However, some of the stressors can't be easily eliminated and eliminating some of the stressors could end up causing significant loss 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

might think about 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 be clearheaded and 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 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 them and communicate your feelings to them. 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 meet and talk with each other. These kinds of networks have life coaches who have experience in dealing with issues around emotional triggers.

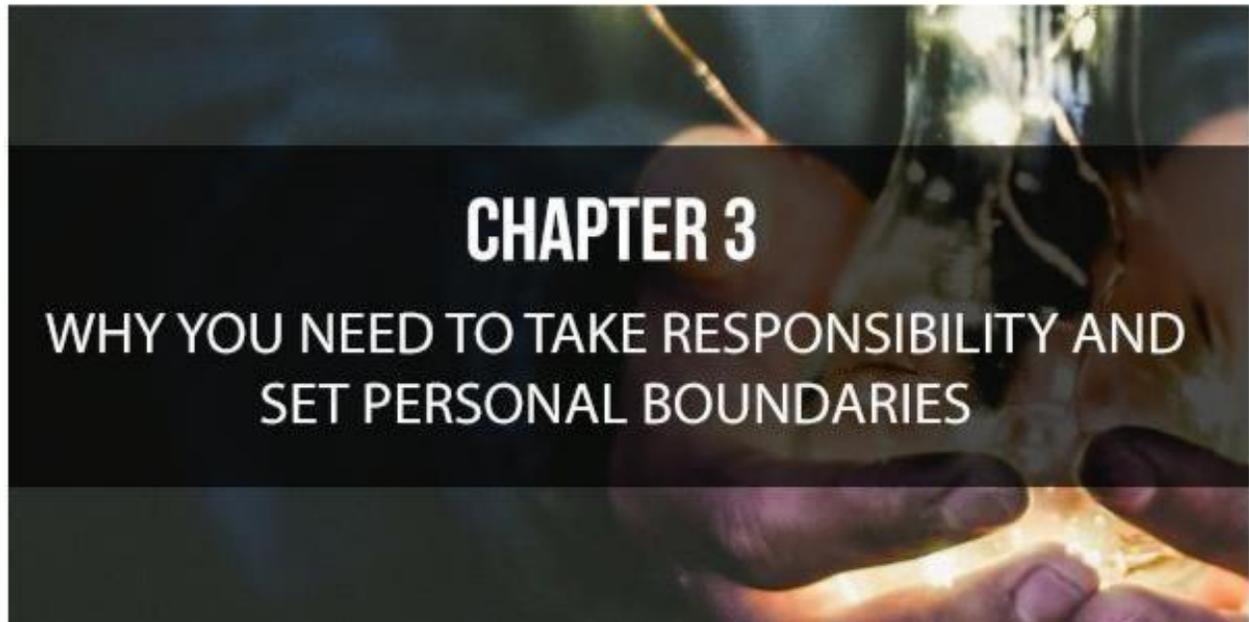
## ***Stay Positive***

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 of the opportunities that present themselves.

While each person is emotionally sensitive to a certain degree, learning how you can manage those emotions and those triggers causing them is what makes each of us different.

## Chapter 3 – Why You Need to Take Responsibility and Set Personal Boundaries



Whatever has happened to you in your life, the bottom line is that you are ultimately responsible. If you are looking for happiness and success in your personal and professional life, you must embrace this principle. When things go wrong in your life, there is always a temptation to blame others for your misfortunes, but that won't help you find happiness in your life.

If anything, it will ultimately worsen the situation and will end up sinking you into further irresponsibility. Taking responsibility for your actions, choices, and direction in life will be the most powerful and intelligent way that you can 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 are 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 Responsibility**

One of the most critical 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 consequence of your actions, you will still need to go through them and face the consequences 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 Placing Blame on Others***

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.

### ***Seriously Consider Feedback***

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 that 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 you 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.

### ***Plan 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 putting a plan in place on 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 on.

## ***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.

## **How to Set Your Personal Boundaries**

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 up these boundaries. Setting personal boundaries, both emotional and physical, is a process that will take some time, so you need to have patience.

## ***Consider What Your Boundaries Are***

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 even might 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***

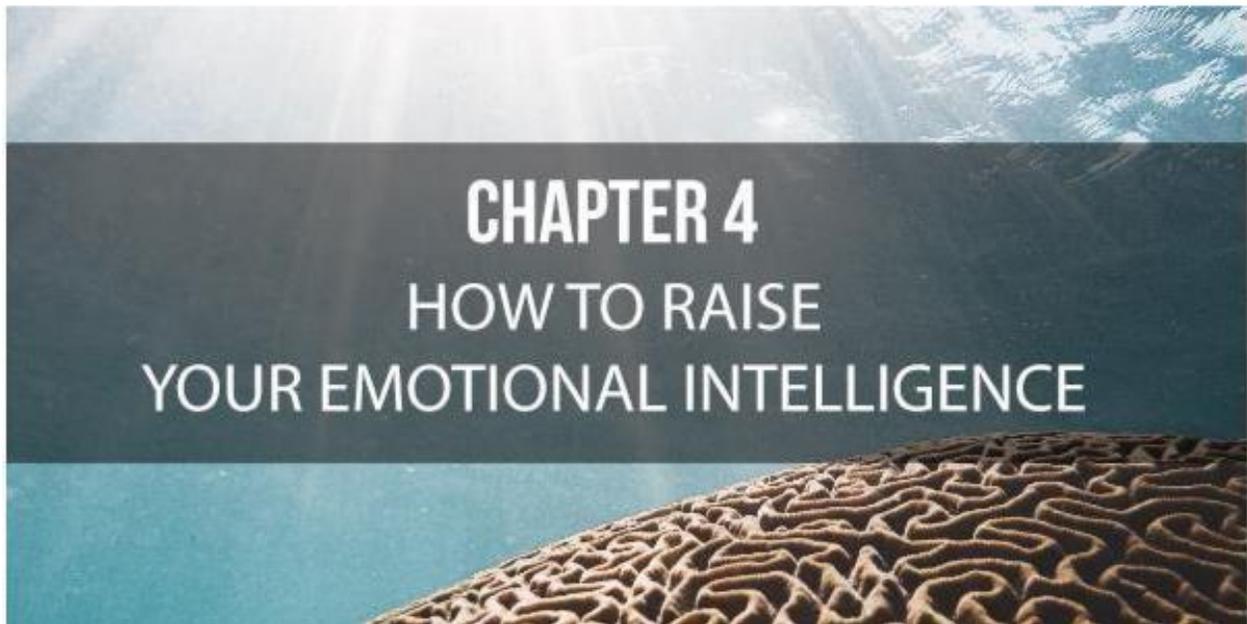
If you are to create and maintain your personal boundaries successfully, you need to hold tight to your ideals and value system and not back off of them for even a second. The moment

that 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 Raise Your Emotional Intelligence



The information that passes into your brain has to first pass through your senses. Whenever this information is emotional or overwhelmingly stressful, your natural instincts take over, and our capacity to act is limited. To make good decisions when you are confronted with these kinds of situations, you need to learn how to balance your emotions deliberately.

Emotion is also linked strongly to your memory. 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



If you want to improve your emotional intelligence and your ability to make decisions, then you need to understand your emotions fully and how to manage them in any situation. To enable you to do this, you need to be able to develop critical skills for managing and controlling your stress levels. These skills can be learned by anyone who is willing to apply the knowledge they've gained into their lives.

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 for how 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 well when faced with a stressful event. The following steps can help you to develop solid stress-busting skills.

### ***Be Aware of Your Physical Response***

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 might become angry or agitated when faced with a stressful situation, others will become withdrawn and depressed. If you are one who tends to become angry, you will respond well to stress-relieving events because they will quiet 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 are soothing or that 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 can help you relax.

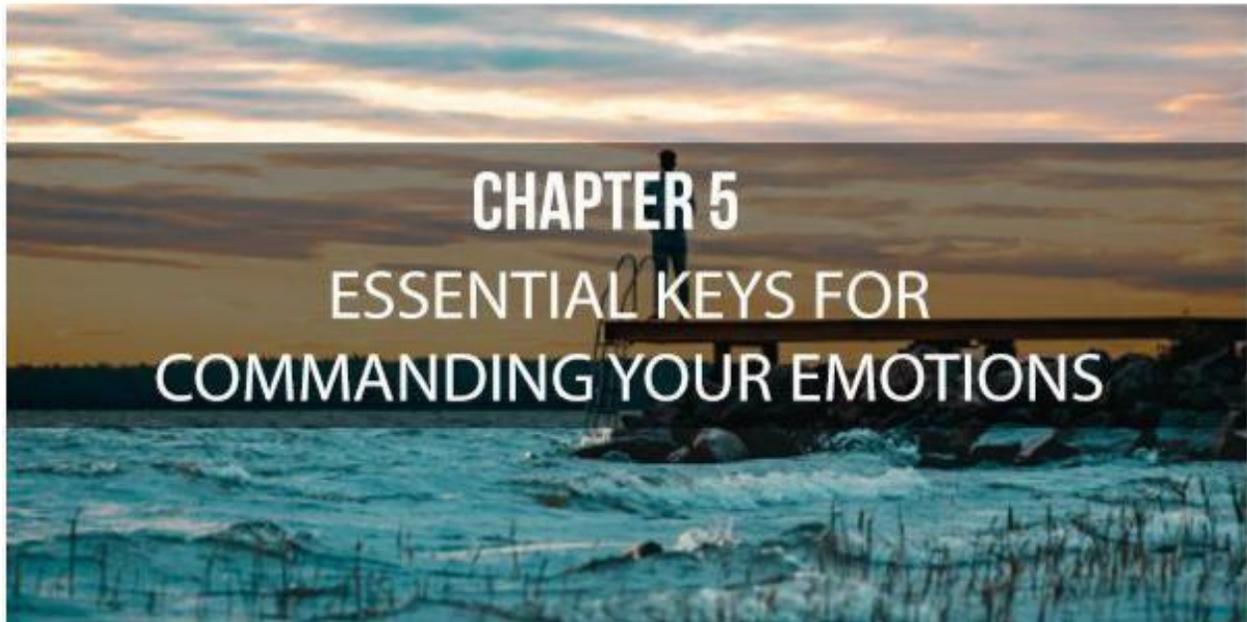
### ***Emotional Awareness***

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 developmental process, improving your emotional knowledge needs to be a gradual process, starting 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 Keys for Commanding 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 that 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 attract love into their life, will go the extra mile to shed off unwanted pounds.

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

## **The Emotional Triad**

No matter the situation that you might find yourself in, there are three main factors that will determine your feelings about the situation. Psychologists refer to these factors as the Emotional Triad, and they include the following:

### ***Your Physiology***

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 people 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***

Along with how you use your body, what you focus on will also determine how you feel. If you want to feel happy, you need to focus your attention on things that make you happy. By recalling more joyful moments in your past, you can create a platform and an opportunity to be happy today. When you remove 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.

### ***Your Language***

The words that you use 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 encourage positive emotions. There are four ways in which you can deal with your negative emotions.

### ***Avoidance***

Avoidance 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 food, or drugs, to ward off negative emotions, which is just another form of avoidance.

### ***Denial***

Denial is the process of disassociating yourself from the 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 those negative emotions and will continue to intensify them until you pay attention to the negative emotions.

## ***Learning and Using Your Negative Emotions***

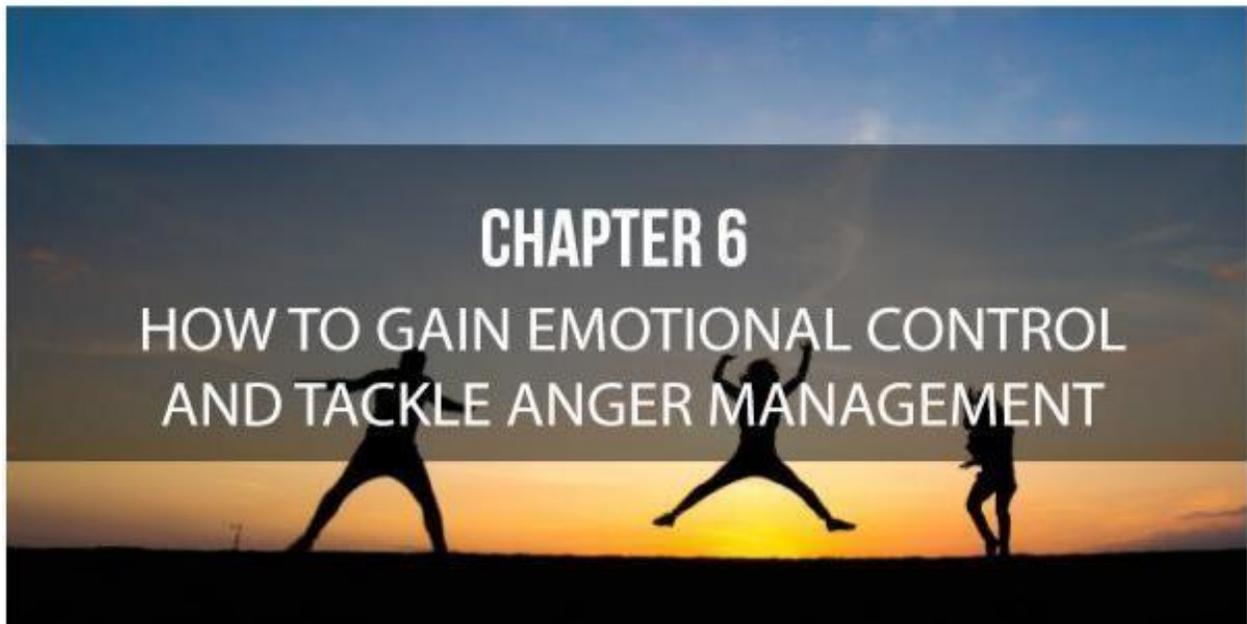


Learning from your negative emotions and using them to your advantage is one of the methods used to deal with negative emotions. First, you need to come to the understanding that all your emotions, both negative and positive, are there to serve you. Your daily emotions are a guideline, a support system, 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 Tackle Anger Management



If you find that you are frequently engaging in arguments or fights with those around you, it could be a result of anger. Anger is a normal and healthy emotion; however, when it reaches chronic levels, it can end up spiraling out of control. 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 healthy 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 the art of 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 aren'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 crowd 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 and care about, ruining relationships and

friendships. When you are always angry, very few people will lose their trust of you.

## **Tips for Managing Your Anger**

Understanding why it is so important to manage your anger and how to avoid letting it spiral out of control, you need to focus on how 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 made you angry usually stem from things that you learned when you are a small 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 connect to certain

events that make them angry. Knee-jerk responses are evidence

that the temper that is being expressed is nothing more than a cover-up for other feelings and needs.

### ***Beware of Anger Triggers and 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 body, and the angrier you get, the more chances your body is going to go 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 Effective Ways to Cool Down***

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.

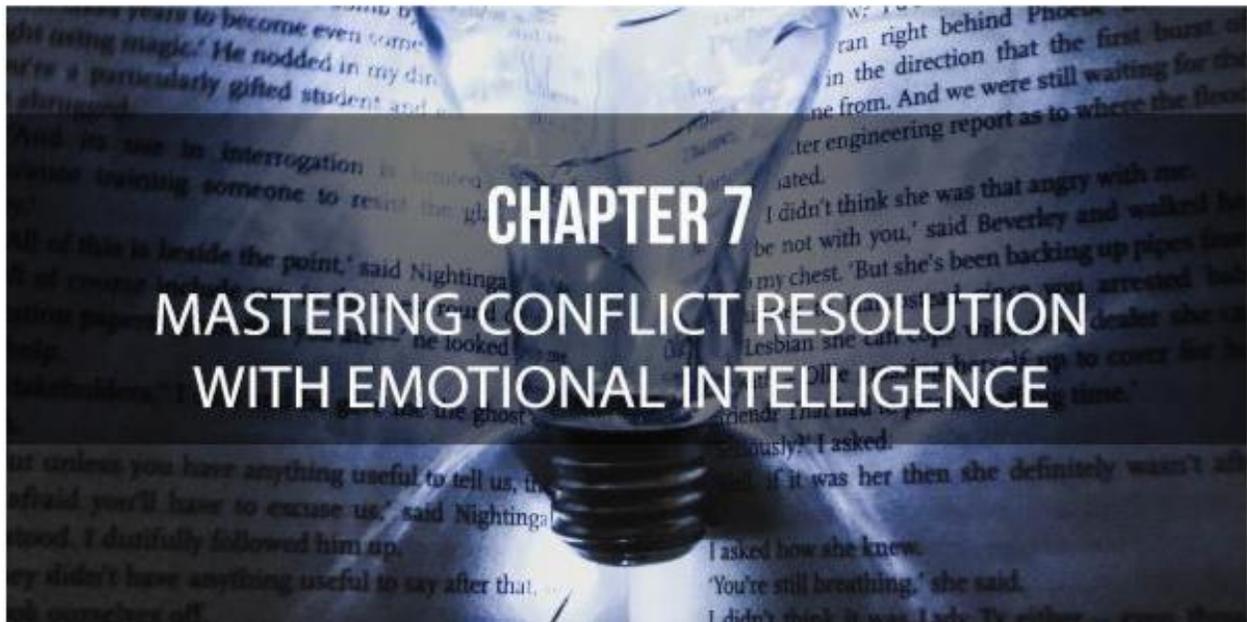
- Exercising helps to release pent up energy and can help you approach a situation with a cooler head.
- Take advantage of all your senses to help you calm down.
- Massage and stretch areas of tension can help your body relax and ease tension.
- Remove yourself from the situation to help you release tension and give you 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 – Mastering Conflict Resolution with Emotional Intelligence



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.

## **Understanding 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 to Perceive Conflict**

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.

## **Conflict 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 remove 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.

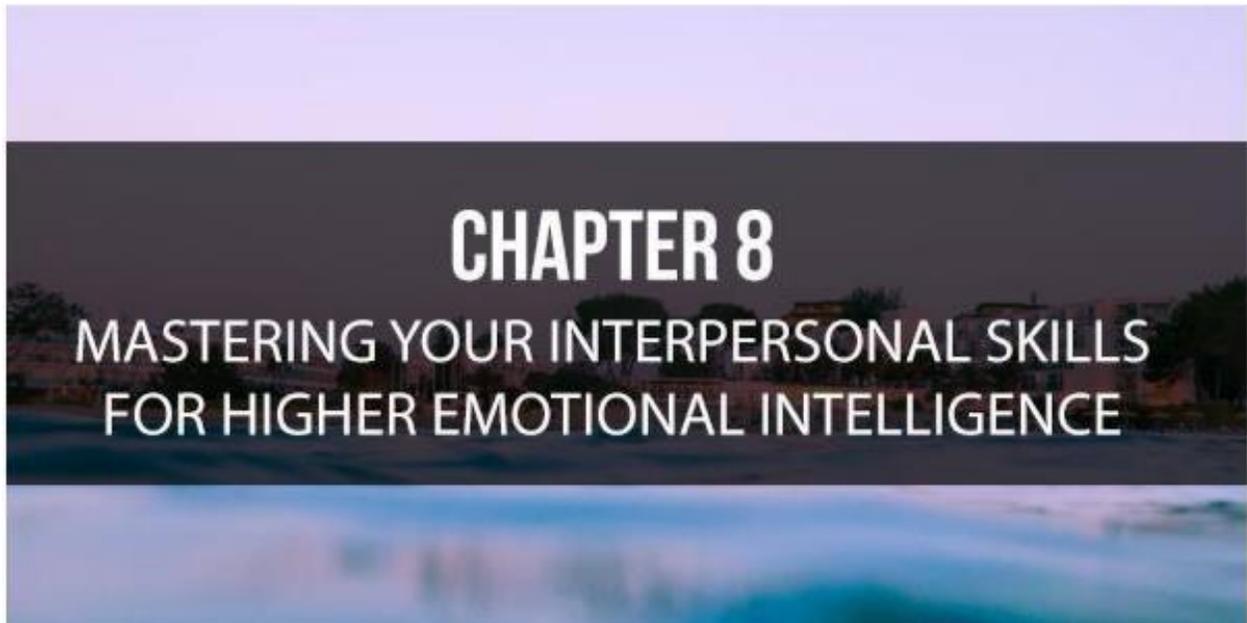
Understanding your feelings might seem like a simple process, but many people ignore strong emotions like anger, sadness, and fear. Your connection to these feelings will determine how you ultimately handle conflict. If you are afraid of strong emotions, then your ability to resolve differences in a 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 deep 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 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 – Mastering Your Interpersonal Skills for Higher Emotional Intelligence



Interpersonal skills are an excellent asset for anyone who is looking to improve their emotional intelligence and growth in their career. It is what distinguishes great people from ordinary individuals. People who have excellent interpersonal skills are treated as being more emotionally intelligent and more friendly to be around. It is entirely possible to use these soft skills and use them 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 pathway is clear. 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.

### **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 make communication breakdown and the parties to 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, dissect the challenge to understand it fully, examine the options, and coming up with the 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 response and communicate better with those around you. When you have higher emotional intelligence, you will ultimately find success in both your personal and professional life.