

But How Can I USE Emotional Intelligence?

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**But How Can I USE Emotional Intelligence?**

**By Susan Dunn**

**But How Can I USE Emotional Intelligence? by Susan Dunn, MA, Emotional Intelligence**

**Coach**

I'm sure you're hearing the term Emotional Intelligence. It's being talked about a lot these days. For most people there's an immediate "click". We recognize it as the missing piece!

It's like that cartoon of the girl saying, "Oh, I knew I forgot something. My career!" Well, in this case, we become aware that someone, somewhere along the line forgot to tell us how to be smart about our emotions. At least in words we could understand!

But then again are you or are you not "smart" about your emotions? You see we don't even know how to assess how we are with our emotions. It simply hasn't been talked about it ways that makes sense and would allow us to use the information we receive.

If someone says, "You're too reactive," what does that mean? In relation to what or to whom? And aren't they usually talking more about themselves? Usually they mean "You're more reactive than I am" or "You're more reactive than I'd like you to be." They may be the kind of person who could have a firecracker go off next to them and not "react," but what does that mean in relation to their ability to function and relate? Not much!

And then the next day you'll have a pounding headache, or have been up all night with the baby, and fail to respond immediately to a comment someone makes and they'll say, "Why don't you respond? You just sit there."

One standard would certainly be how well things are going for you at work and at home, because our EQ is more important to our happiness, success and health than our IQ.

**POSITIVE FEEDBACK LOOP**

## But How Can I USE Emotional Intelligence?

The people I've worked with in Emotional Intelligence take to it immediately. There are immediate applications to their life they try, and the results are positive, so there's an excellent and immediate feedback loop that keeps you motivated and improving.

One of the best things about it is that you learn the tools, and then the applications are all around you. No matter what situation you're in, or what circumstance, increasing your Emotional Intelligence skills will help. You'll become more aware of what's going on around you - the things you couldn't quite "grasp" before. You'll also become far more knowledgeable about what's going on with other people, and isn't that always the most difficult thing to figure out?

### COMPETENCY EXAMPLE

Here's is an example. One of the Emotional Intelligence competencies is emotional expression. It's important to understand that 90% or more of any person's emotional expression takes place

nonverbally. That means - ta da - you need to increase your skills in being able to notice and INTERPRET nonverbal behavior. This means the expression on the person's face, how they sit, how they walk, their tone of voice, their silences, and other important "cues" as to how they're feeling.

Why is this important? They may be telling you how they think, but how they feel is what's going to influence what action they take, whether they buy the product, whether they hire you, or whether they marry you.

### AT-WORK APPLICATION

If you are charged with motivating others, you must be able to communicate well, and you must be able to read their nonverbal communication. Motivation is a feelings thing, not a thinking thing. If you can connect with what's important to the person you're dealing with, or connect everyone to an idea or mission they can feel strongly about, you will have your motivation.

At the same time, you need to be able to read the level of the "buy in" from the other person. They may say they're going to do the project, call the person, raise the annual fund 100%, buy your product, or give you a promotion "some day," but, since 90% of most communication is nonverbal ...wouldn't it be better if you have studied Emotional Intelligence?

### AT-HOME APPLICATION

Our work is important to us, but our home is where we live. If your relationships at home aren't going well, nothing at work will matter. And the sad thing is, most of the time if you aren't get along at one place, you aren't at the other. Why? Because we don't leave "ourselves" behind when we leave for work in the morning.

This is not to say the applications are the same - because an intimate relationship is different from a work relationship, but only in some areas. Increasing your intimacy and parenting skills is part of emotional intelligence. Couples who communicate better have better marriages, and one of the best

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things you can give your children is knowledge of Emotional Intelligence and good modeling of emotionally intelligent behavior.

### MULTICULTURAL APPLICATION

Walk in any office today, or any family gathering, and you are going to have people from different cultures, yes? This means you can no longer predict how people are going to behave. In one culture, you show up on the hour. In another culture, you show up 15 minutes late. In still another, it's an hour late. These cultural differences affect our daily lives more all the time, and strong Emotional Intelligence skills are required in order to manage them.

### BEING IN THE KNOW

As more people learn about Emotional Intelligence, it's going to be important that you stay in the loop. Get in early. It's the emotionally intelligent thing to do!

### HOW TO LEARN EQ?

One of the most important things to understand about Emotional Intelligence is that, unlike some other

life skills, it can't be learned ONLY by reading. There are Internet courses you can take, and books and ebooks you can read, but you need to work with someone such as a certified Emotional Intelligence coach who can guide the learning process.

It's difficult to change something you can't see clearly - and we don't see ourselves as others see us!

Yes, time usually brings improvements in the area of Emotional Intelligence, but you can greatly accelerate the learning curve, with great benefits to your life.

### HOW TO BEGIN?

Taking an EQ assessment is a logical starting point – <http://inyurl.com/z94t> . Don't be surprised to see that you're better at some competencies than others. The ones you are lower in can be raised, because EQ can be learned!

©Susan Dunn, MA, The EQ Coach, <http://www.susandunn.cc> . I offer coaching, distance learning, and ebooks around emotional intelligence for your continued personal and professional development. Transition, career and relationship coaching. [Mailto:sdunn@susandunn.cc](mailto:sdunn@susandunn.cc) for FREE ezine.

## **Is It Possible to Have Too Much Emotional Intelligence?**

**By Susan Dunn**

**Is It Possible to Have Too Much Emotional Intelligence? by Susan Dunn, M.A., The EQ Coach**

## But How Can I USE Emotional Intelligence?

Someone emailed me recently, "Do you think it's possible to have too much emotional intelligence going on? To the point that perhaps logic takes a backseat?"

Good question. The fact is, we need both IQ and EQ. You can't have "too much" emotional intelligence, but that doesn't mean at the expense of logic.

It's time to use logic, for instance, when figuring out a budget, or making a timeline for a project. Then there's a time to use emotional intelligence – using leadership skills, for instance, to get those people to make that timeline and project happen.

Emotional intelligence means using all your faculties, including logic and reason, to bring about results that are favorable. It means having the flexibility and creativity to see alternatives.

Say you're presented with a highly-charged emotional situation, for instance. You're furious with your partner and would like to hit him. Your EQ would tell you to manage that emotion, to stop and think. Your "thinking brain" would then consider the possible consequences of your act — seriously hurting him, going to jail, harming the relationship irreparably, feeling shame and guilt afterwards, and other things that are not in your best interest. At the same time, you could use your empathy to try and see things from their point of view.

There are times when logic does need to take a back seat, for instance when we need to use our hearts in managing a misbehaving toddler. Logic and reason aren't of much use with a two year old. They also aren't of much use in figuring out the big questions in life, like why bad things happen to good people.

Emotional intelligence means managing emotions so you can take action in the best interest of all concerned. This also requires using your thinking brain!

To learn more about emotional intelligence, go here: <http://www.susandunn.cc/EQ.htm>

Susan Dunn, The EQ Coach, offers personal life coaching, transitions, career, relationships, emotional intelligence. Visit her on the web at [www.susandunn.cc](http://www.susandunn.cc) and <mailto:sdunn@susandunn.cc> .

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