

SIX SECONDS OF EMOTIONAL INTELLIGENCE

Our model for learning and teaching EQ is “Know Yourself,” “Choose Yourself,” and “Give Yourself.”

- **Know Yourself** is increasing self-awareness. It is based on understanding how you function.
- **Choose Yourself** is building self-management. It focuses on consciously directing your thoughts, feelings, and actions.
- **Give Yourself** is using self-direction and self-actualization. It has to do with using emotional intelligence to increase wisdom and to create a compassionate, healthy world.

We have identified eight key skills, or fundamentals, of emotional intelligence. They are divided into the three parts of the model. Like all kinds of intelligence, there are developmental aspects to this learning (as we get older, our abilities become more sophisticated and complex) and our ability to use this intelligence varies situation to situation, day to day.

KNOW YOURSELF

ENHANCE EMOTIONAL LITERACY

Feelings are a complex aspect of every person. While research has identified eight “core” feelings (fear, joy, acceptance, anger, sorrow, disgust, surprise, anticipation), we each experience dozens, even hundreds, of variations each day. These emotions blend and merge, and frequently they conflict. This EQ fundamental helps us sort out all of those feelings, name them, and begin to understand their causes and effects. It also helps us understand how emotions function in our brains & bodies, and the interaction of thought, feeling, and action.

RECOGNIZE PATTERNS

The human brain follows patterns, or neural pathways. Stimulus leads to response, and over time, the response becomes nearly automatic. The pathway becomes a road, the road a highway, and the highway a super expressway -- until it requires extraordinary measures to interrupt the established habit. The patterns include thinking, feeling, and behavior in a continuous cycle. At a young age, we learn lessons of how to cope, how to get our needs met, how to protect ourselves. These strategies reinforce one another, and we develop a complex structure of beliefs to support the validity of the behaviors. Often this system of patterns serves us well, and at other times it leads us to unconsciously create the opposite of what we really want.

TO PRACTICE EQ...

KNOW YOURSELF

- Enhance Emotional Literacy
- Recognize Patterns

CHOOSE YOURSELF

- Apply Consequential Thinking
- Navigate Emotions
- Engage Intrinsic Motivation
- Exercise Optimism

GIVE YOURSELF

- Increase Empathy
- Pursue Noble Goals

CHOOSE YOURSELF

APPLY CONSEQUENTIAL THINKING

This “habit of mind” stems from a clear understanding of the consequences of our choices and the ability to imagine the cause and effect relationships. This process allows us to be as impulsive as we truly want to be, but it also allows us to limit impulsivity when the consequences are undesirable and/or painful. Consequential thinking is key to "delaying gratification" and to changing the established patterns we've identified. It is a process of evaluating and rechoosing our thoughts, feelings, and actions.

We each make countless decisions each hour. What should I eat for lunch? What clothes should I wear today? Which book should I read? Which person should I ask? In part, we make those decisions unconsciously based on our patterns and habits. In part, we make those decisions based on our personal priorities. In turn, the decisions shape us. So to create integrity, we will look at the consequences of the small actions as well as the large ones, and align our actions with our intentions.

NAVIGATE EMOTIONS

People are often told to control their emotions, to suppress feelings like anger, joy, or fear, and cut them off from the decision-making process. This old paradigm suggests that emotions make us less effective; nothing could be farther from reality. Feelings provide insight, energy, and are the real basis for almost every decision. Instead of disconnecting our emotions, we need to slow down our reactions so that we have time to make the most creative, insightful, and powerful decisions. Particularly when dealing with conflict or crisis, we need to control the process and apply carefully practiced strategies that lead to solutions that are informed by the fused powers of heart and mind.

When we become skilled at sensing, labeling, and using our own emotions, we are able to harness them as a source of information and motivation. Emotions are energy – the challenge is to refine and utilize that energy – to carefully choose how we will use that power.

ENGAGE INTRINSIC MOTIVATION

“Motivation” comes from the Latin meaning, “to move.” In essence, we take action because it feels rewarding to do so. The challenge is manage and sustain our energy levels and ensure that we are able to persevere through the challenges. To do so, we’ve got to tap into the part of ourselves that has a longer-view and find the reward within ourselves. Otherwise, we are dependent on validation from others and can easily be swayed from our true intentions. As we learn to get the validation we need from inside we create inner strength and the power to continuously grow.

EXERCISE OPTIMISM

Optimism validates our long-term motivation because it allows us see the future as positive and worthwhile. Optimism is the vehicle to see beyond the present and anticipate the future. It is closely tied to resiliency and to perseverance, which are two skills that most affect our ability to function despite the difficulties of day-to-day life. Optimism means recognizing that we each

have the power to make change – that we make a difference – and that though our efforts our world can improve. Our perceptions of the future create the present, so we don't even need to wait for that brighter future: Optimistic thinking immediately enhances our lives.

GIVE YOURSELF

INCREASE EMPATHY

Empathy is the ability to recognize and respond to other people's emotions. We actually experience for ourselves the emotions of others; it hurts us to hurt others or to see them hurt. It is motivating, then, not only to do what makes us feel good, but also what makes others feel good. Thus, empathy is the force that makes the golden rule true. Some parts of empathy are instinctive. Infants will reach out and touch others in distress; in maternity wards, one infant's tears will lead to a room full of crying babies. This mimicry is the first step towards forming empathy. Unfortunately, this unconscious or instinctive behavior does not automatically lead to conscious empathy. Instead, these flickering flames must be carefully banked and fueled through role-modeling, reinforcement, and practice. Once people develop empathy on a conscious level, it becomes self-reinforcing because it answers a deep-seated need to build sustaining relationships with others.

PURSUE NOBLE GOALS

Noble goals activate all of the other elements of EQ. Through our missions, our callings, and our acts of human kindness, the commitment to emotional intelligence gains relevance and power for improving the world today and tomorrow. Just as our personal priorities shape our daily choices, our noble goals shape our long-term choices. They give us a sense of direction, they give us a spar to hold in the storm, and they are the compass for our soul. A noble goal provides a measure for your daily actions and invites your best self to step forward.

All the "inside" aspects of emotional intelligence change your attitudes, perceptions, and beliefs. They shape your own life; they help you become the person you want to be. Your noble goals touch the future.