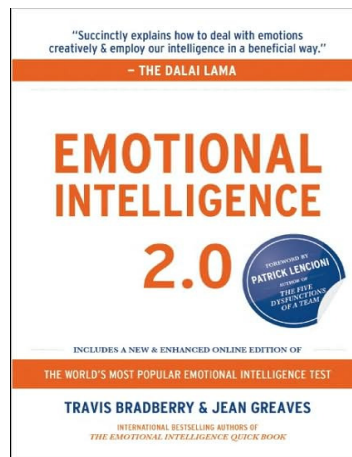


# Emotional Intelligence 2.0

The World's Most Popular Emotional Intelligence Test



**Authors:** Travis Bradberry & Jean Greaves  
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## ■ The Big Idea

In today's fast-paced world of competitive workplaces and turbulent economic conditions, each of us is searching for effective tools that can help us manage, adapt, and strike out ahead of the pack.

By now, emotional intelligence (EQ) needs little introduction – it's no secret that EQ is critical to your success. But knowing what emotional intelligence is and knowing how to use it to improve your life are two very different things.

Emotional Intelligence 2.0 delivers a step-by-step program for increasing your emotional intelligence using the four core EQ skills – self-awareness, self-management, social awareness, and relationship management – to exceed your goals and achieve your fullest potential.

Drs. Bradberry and Greaves unveil TalentSmart's revolutionary program to help people identify their EQ skills, build these skills into strengths, and enjoy consistent performance in the pursuit of important life objectives.

## **Why You Need This Book**

This book contains proven strategies from a decade-long effort to accurately measure and increase emotional intelligence. Trusted by upper-echelon leaders inside companies worldwide, these strategies will enable you to capitalize on the skills responsible for 58% of performance in all types of jobs and endeavors.

## **WHAT EMOTIONAL INTELLIGENCE LOOKS LIKE: UNDERSTANDING THE FOUR SKILLS**

To truly improve your ability in the four emotional intelligence skills, you need to better understand each skill and what it looks like in action.

### *Self Awareness*

This is your ability to accurately perceive your own emotions in the moment and understand your tendencies across situations. Self-awareness includes staying on top of your typical reactions to specific events, challenges, and people. A keen understanding of your tendencies is important; it helps you quickly make sense of your emotions. A high degree of self-awareness requires a willingness to tolerate the discomfort of focusing on feelings that may be negative.

Self-awareness is not about discovering deep, dark secrets or unconscious motivations, but, rather, it comes from developing a straightforward and honest understanding of what makes you tick. People high in self-awareness are remarkably clear in their understanding of what they do well, what motivates and satisfies them, and which people and situations push their buttons.

The need for self-awareness has never been greater. Guided by the mistaken notion that psychology deals exclusively with pathology, we assume that the only time to learn about ourselves is in the face of crisis. We tend to embrace those things with which we're comfortable, and put the blinders on the moment something makes us uncomfortable. But it's really the whole picture that serves us. The more we understand the beauty and the blemishes, the better we are able to achieve our full potential.

### *Self-Management*

Self-management is what happens when you act – or do not act. It is dependent on your self-awareness and is the second major part of personal competence.

Self-management is your ability to use your awareness of your emotions to stay flexible and direct your behavior positively. This means managing your emotional reactions to situations and people.

Some emotions create a paralyzing fear that makes your thinking so cloudy that the best course of action is nowhere to be found – assuming that there is something you should be doing. In these cases, self-management is revealed by your ability to tolerate the uncertainty as you explore your emotions and options. Once you understand and build comfort with what you are feeling, the best course of action will show itself.

### *Social Awareness*

Listening and observing are the most important elements of social awareness. To listen well and observe what's going on around us, we have to stop doing many things we like to do. We have to stop talking, stop the monologue that may be running through our minds, stop anticipating the point the other person is about to make, and stop thinking ahead to what we are going to say next.

It takes practice to really watch people as you interact with them and get a good sense of what they are thinking and feeling. To be socially aware, you have to spot and understand people's emotions while you're right there in the middle of it – a contributing, yet astutely aware, member of the interaction.

### *Relationship Management*

Relationship management is your ability to use your own emotions and those of others to manage interactions successfully. This ensures clear communication and effective handling of conflict.

Relationship management is also the bond you build with others over time. People who manage relationships well are able to see the benefit of connecting with many different people, even those they are not fond of.

Solid relationships are something that should be sought and cherished. They are the result of how you understand people, how you treat them, and the history you share together.

## **SELF-AWARENESS STRATEGIES**

These strategies will help you create positive changes in your life. The strategies are straightforward and packed full of insights and examples that will help your self-awareness grow.

1. Quit treating your feelings as Good or Bad
2. Observe the ripple effect from your emotions
3. Lean into your discomfort
4. Feel your emotions physically
5. Know who and what pushes your buttons
6. Watch yourself like a hawk
7. Keep a journal about your emotions
8. Don't be fooled by a bad mood
9. Don't be fooled by a good mood, either
10. Stop and ask yourself why you do the things you do
11. Visit your values
12. Check yourself
13. Spot your emotions in books, movies, and music
14. Seek feedback
15. Get to know yourself under stress

## **SELF-MANAGEMENT STRATEGIES**

As you master each of the strategies and incorporate them into your daily routine, you will develop an increased capacity to respond effectively to your emotions. Of course no matter how skilled you become in managing your emotions there are always going to be situations that push your buttons. Your life won't morph into a

fairy tale devoid of obstacles, but you will equip yourself with everything you need to take the wheel and drive.

1. Breathe right
2. Create an emotion vs. reason list
3. Make your goals public
4. Count to ten
5. Sleep on it
6. Talk to a skilled self-manager
7. Smile and laugh more
8. Set aside some time in your day for problem solving
9. Take control of your self-talk
10. Visualize yourself succeeding
11. Clean up your sleep hygiene
12. Focus your attention on your freedoms, rather than your limitations
13. Stay synchronized
14. Speak to someone who is not emotionally invested in your problem
15. Learn a valuable lesson from everyone you encounter
16. Put a mental recharge into your schedule
17. Accept that change is just around the corner

## **SOCIAL AWARENESS STRATEGIES**

These strategies will help you tackle the obstacles that get in your way and provide you with a helping hand when the going gets tough. You can only attend to so much, so it's critical to pick up on the right signals. These proven social awareness strategies will help you do just that.

1. Greet people by name
2. Watch body language
3. Make timing everything
4. Develop a back-pocket question
5. Don't take notes at meetings
6. Plan ahead for social gatherings
7. Clear away the clutter
8. Live in the moment
9. Go on a 150minute tour
10. Watch EQ at the Movies
11. Practice the art of listening
12. Go people watching
13. Understand the rules of the culture game
14. Test for accuracy
15. Step into their shoes
16. Seek the whole picture
17. Catch the mood of the room

## **RELATIONSHIP MANAGEMENT STRATEGIES**

In the end, no man is an island; relationships are an essential and fulfilling part of life. Since you are half of any relationship, you have half of the responsibility of deepening these connections. These strategies will help you work on what's critical to making relationships work.

1. Be open and be curious

2. Enhance your natural communication style
3. Avoid giving mixed signals
4. Remember the little things that pack a punch
5. Take feedback well
6. Build trust
7. Have an “Open-door” policy
8. Only get mad on purpose
9. Don’t avoid the inevitable
10. Acknowledge the other person’s feelings
11. Complement the person’s emotions or situation
12. When you care, show it
13. Explain your decisions, don’t just make them
14. Make your feedback direct and constructive
15. Align your intention with your impact
16. Offer a “Fix-it” statement during a broken conversation
17. Tackle a tough conversation

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