

Emotional Intelligence 2.0¹ - Strategies

Personal Competencies

Self-Awareness

Self-Management

(Goleman - Self-Awareness, Motivation, Self-Regulation)

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

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 Competencies

Social Awareness

Relationship Management

(Goleman - Empathy and Social Skills)

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 15-minute Tour
10. Watch EQ at 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 World Picture
17. Catch the Mood of the Room

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

¹ Travis Bradberry, Ph.D., and Jean Greaves, Ph.D., *Emotional Intelligence 2.0*, (TalentSmart®, 2009)