

Advanced Emotional Intelligence



and Personal Skills

Prerequisite



Before going through this course, it is highly recommended that you first go through the course titled 'Emotional Intelligence' to get a basic understanding of the following concepts:

- **What is Emotional Intelligence (EQ)?**
- **Brief History of Emotional Intelligence**
- **Benefits of Emotional Intelligence**
- **Relation between Brain and Emotions**
- **Various Competencies of Emotional Intelligence**
- **Principles of Building Your Emotional Intelligence**
- **Difference between People with High EQ and Low EQ**

Course Objective

- Describe the Role of Self-awareness in EI
- Explain How to Balance Personal and Work Life
- Explain How to become More Self-aware
- Explain How to Increase Your Self-regard Level
- Explain How to Handle Your Fears
- Explain How to Boost Your Self-esteem
- Explain What is a Power Continuum
- Explain What is Self-talk
- Explain the Steps to Self- Motivate Yourself
- Explain the Stages of the Behavior Cycle
- Explain Steps to get to Root Cause of Emotions
- Explain What is meant by 'Emotional Flooding'
- Explain the Steps for Preventing Flooding
- Explain the Types of Strokes
- List the Characteristics of Good Personal Skills

Introduction



Gowtham works as a Senior Sales Executive at XYZ. Gowtham had joined XYZ as a Trainee Sales Executive just two years ago. In two years, he surpassed everyone's expectations and performed wonderfully. He also got promoted very quickly to the position of a Senior Sales Executive.

Introduction



Normally, a trainee sales executive may take about four years to become a Senior Sales Executive.

In fact, people at XYZ believed that there is no client that Gowtham can't handle and get a sale from.

Introduction



So, how did Gowtham achieve this marvellous deed?

Let us see what makes Gowtham a star performer and a stellar salesperson?

Introduction



Some of Gowtham's colleagues asked him to share the secret of his success with them.

Gowtham being a confident and secure person was happy to help and share any information that may prove useful to them.

Introduction



Gowtham told his colleagues that earlier when he had just joined XYZ, he was a below average performer, just like most of them. After six months of joining, he was not making a good amount of sales and was also not able to meet his sales targets. He was feeling very depressed as he felt that he had reached an all-time low in his life and career.

Introduction



During this time when he was feeling depressed and moping around, Karthick, his best friend who had been living abroad came to visit him. Karthick listened carefully to Gowtham's dilemma and came to understand Gowtham's grave situation. Karthick was a life skills trainer in a reputed organization. He advised Gowtham that he should consider raising his level of emotional intelligence.

Introduction



By using Karthick's help, Gowtham realized the importance of emotional intelligence not only for his career but for every aspect of his life, for dealing not only with others but also for dealing with himself and being more aware of himself.

Introduction



After understanding about emotional intelligence, Gowtham conducted a self-analysis and accurate self assessment. This self assessment helped Gowtham understand that the primary reason of his not making good sales and not being successful in his career was his pessimistic attitude towards everything in life.

Introduction



Even before he entered into a potential client's office to meet him for making a sale, he would have negative thoughts that the client would not buy from him. This negativity was affecting even his self-confidence. He started believing that he was just not cut out for a career in sales.

Introduction



After raising his self awareness, Gowtham decided to become more optimistic and have a positive attitude towards everything. He also decided to make an effort in becoming more self-confident. These changes created wonders for Gowtham's sales career which pushed him from a poor performer to a start performer.

Introduction



Hence, you can understand that just like Gowtham, everyone can benefit from raising their emotional levels and developing their self awareness and using effective self management.

Let us learn about **Advanced Emotional Intelligence and Personal Skills** in detail.

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Role of Self-awareness in EI



What is the meaning of self-awareness in EI?

- **Self-awareness means the essential qualities of distinguishing one's feelings, emotions and being aware of one's individuality.**
- **It is the ability of a person to know oneself.**

Role of Self-awareness in EI



Now take some time to understand yourself and become more self-aware.

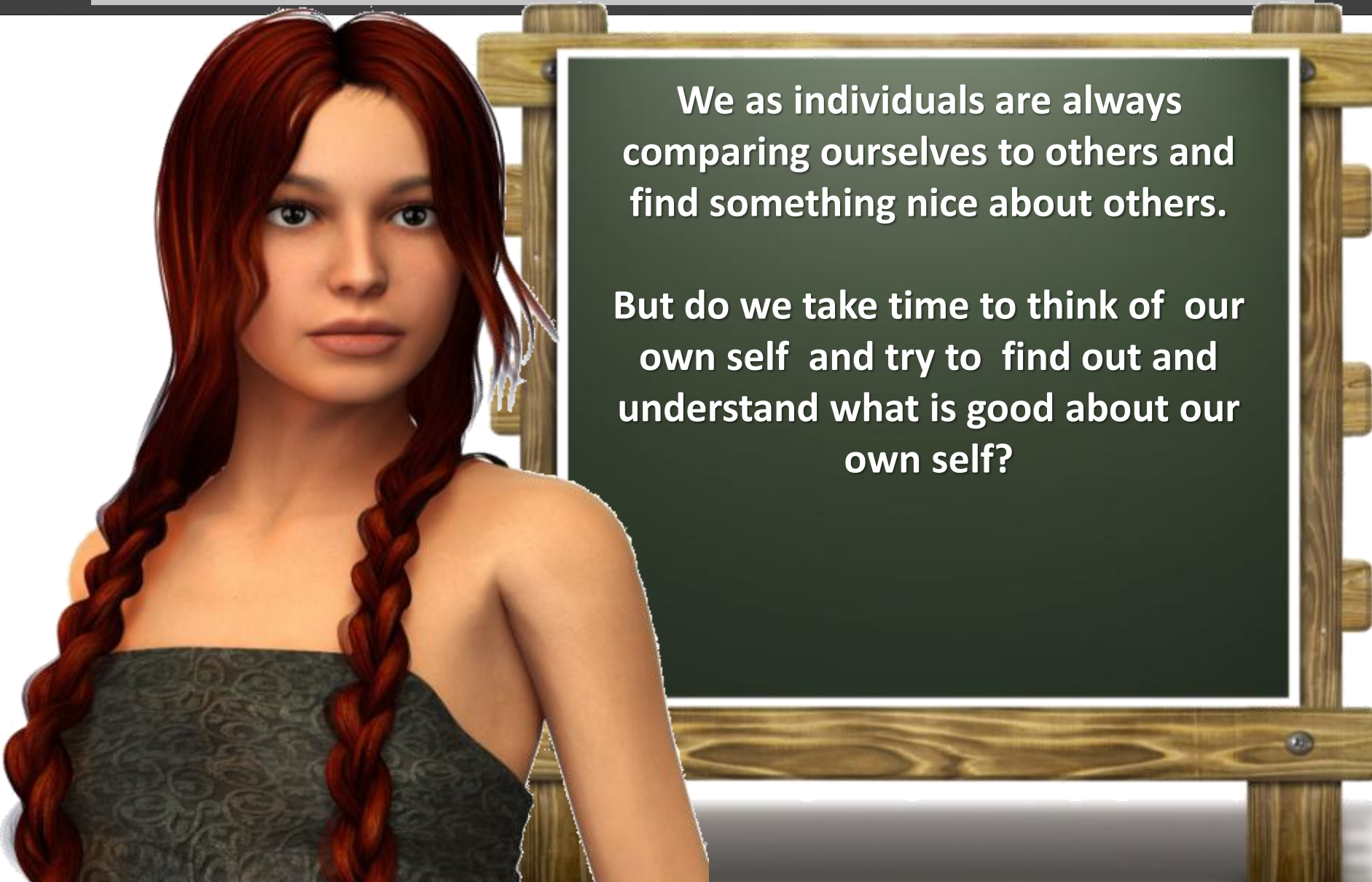
- **Have you ever spent time thinking of your own self?**

You should understand yourself first to be able to become more emotionally intelligent.

Now sit back for 2 minutes and answer these questions.

- **Who am I?**
- **Do I like myself? / Is it important to like my own self?**
- **Will others like me if I like/do not like myself?**
- **What is my self-image ?**
- **What do others think of my self-image? Is it true or false?**

Role of Self-awareness in EI

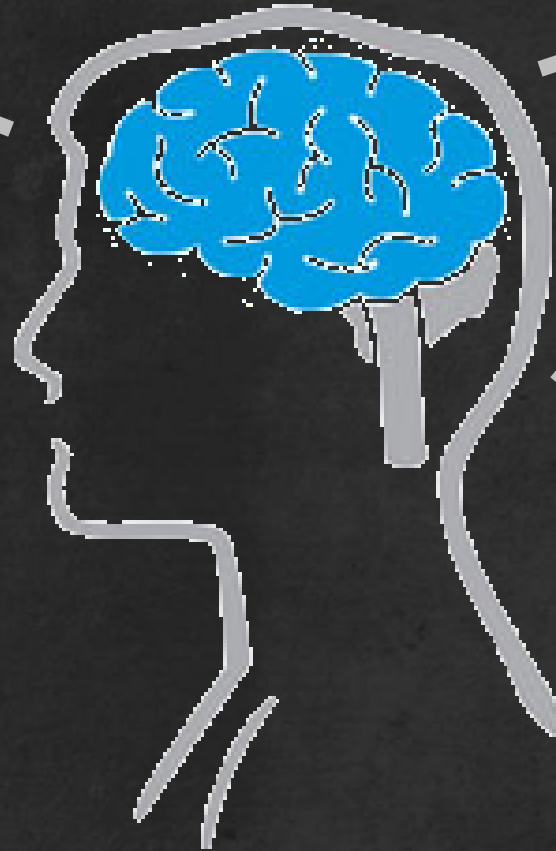


We as individuals are always comparing ourselves to others and find something nice about others.

But do we take time to think of our own self and try to find out and understand what is good about our own self?

How to Develop Your Emotional Intelligence?

Your inner voice can act as a powerful coach to help you enhance and raise your emotional intelligence levels.



Your subconscious mind is in constant dialog with yourself.

So, whenever you are awake, this inner voice speaks to you and lets you know information.

How to Develop Your Emotional Intelligence?

There are a few core components that have to be developed to enhance your emotional intelligence on personal or self-awareness levels:



Did you know?

Roll your mouse over the icon, to learn more.

Did You Know?

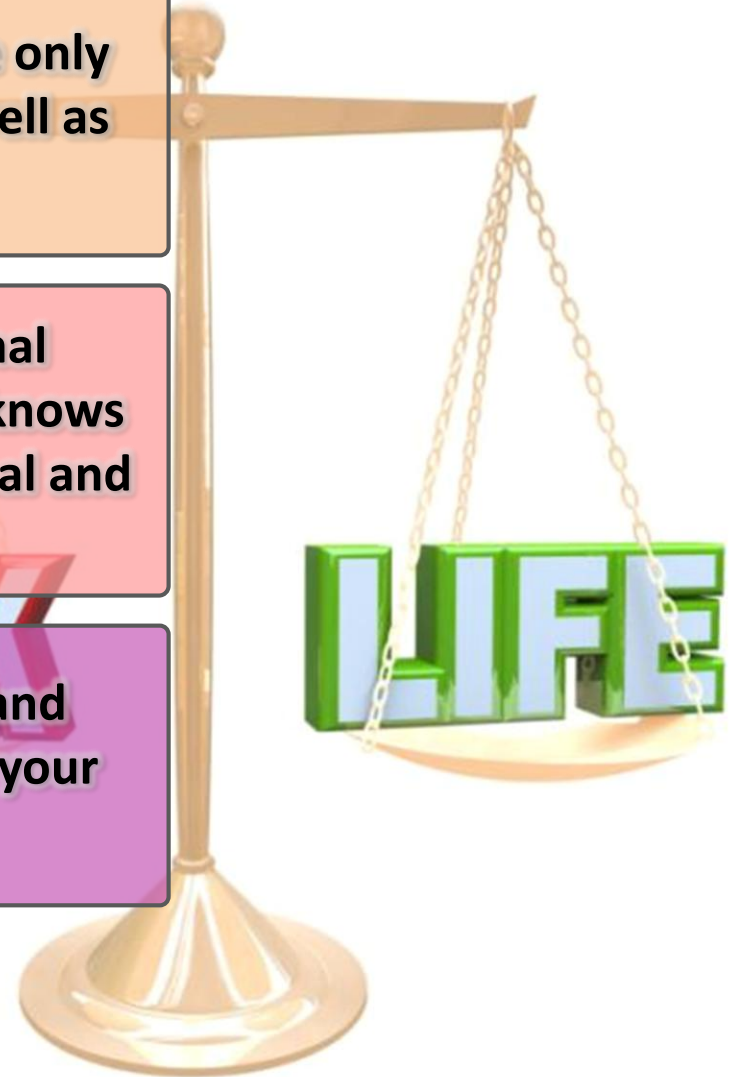
Intelligence Quotient contributes to only about 20% to success in life whereas emotional intelligence contributes to about 80% to success in life.

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How to Analyze and Balance Personal and Work Life?

- A person can be considered successful in life only when he is successful on both personal as well as professional front.
- Success on both the personal and professional fronts can be achieved only when a person knows to maintain a good balance between personal and professional life.
- In order to balance between both personal and professional fronts, you should first analyze your life.



How to Analyze and Balance Personal and Work Life?

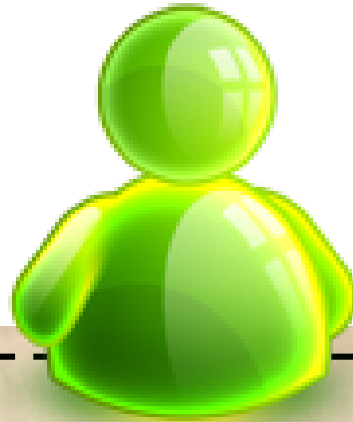
- Then list down all the work as well as personal activities.
- Next, prioritize these activities in their order of importance and complete all of them so that none of them are neglected.
- Also, when a person is balanced, people around him find him more dependable and you also have positive feelings about yourself.
- A balanced person will feel that he is better able to connect with others, has empathy for others, is able to control his impulses and can understand the emotions of other people.



Importance of Self-awareness



We have to learn about ourselves to be able to better portray ourselves to other people to handle ourselves as well as others.



Only when we know and understand ourselves will we have high self-esteem and happiness.



As a person it is important that we understand ourselves well, we need to know ourselves better.

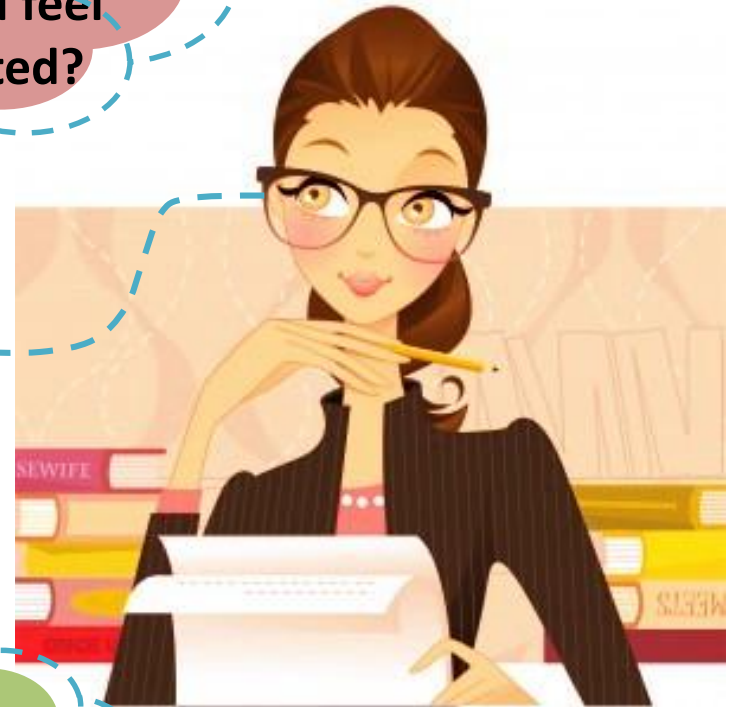
Reflection Questions for Self-Awareness

What changes must be made (by you and not by others) so that you feel more self-motivated?

What are the things you're **MOTIVATED** to do?

What are the things you **WANT** to do but are not **MOTIVATED** to do?

Why are you **MOTIVATED** to do the first, but not the last?



Did You Know?

When you are born, you do not possess any kind of social or emotional handling skills.

However, with time and effort, you learn these social and emotional skills.

How to Assess Your Self-awareness Level?

So, how can you assess which of the self-development components should you work on to enhance your EI? The following table presents a questionnaire that you can use to assess your 'self-awareness' level. Based on the score that you get at the end of answering the questionnaire, you would get to know if you have a 'low self-awareness' or 'high self-awareness'.

Note: While answering the questionnaire, try to be as honest and accurate as possible



How to Assess Your Self-awareness Level?

Questionnaire to Assess Your Self-awareness Level

Questions	Scores				
	5 pts.	4 pts.	3 pts.	2 pts.	1 pt.
I am always aware of how I am feeling					
I am aware of the negative physical symptoms caused by stress, strain etc. such as pains, tension etc.					
I consider emotions to be as important as logical thoughts					
I can identify good and bad emotions when I feel them					
I use both my intuition and logic to make decisions					
I am able to link my actions to the emotions that make me act that way					
I can differentiate between anger, happiness, sadness, rage, distress, anxiousness based on my body's reactions to these emotions					
People around me would call me an 'emotionally aware' person					
Total Score (out of 40)					

How to Assess Your Self-awareness Level?

Questionnaire to Assess Your Self-awareness Level

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	5 pts.	4 pts.	3 pts.	2 pts.	1 pt.
I am always aware of how I feel					
I am aware of the negative emotions such as stress, strain etc. such as					
I consider emotions to be a weakness					
I can identify good and bad feelings					
I use both my intuition and logic					
I am able to link my actions to the way I feel					
I can differentiate between anger, rage, distress, anxiousness and happiness					
People around me would call me an 'emotionally aware' person					
Total Score (out of 40)					

Feedback for Questionnaire:



The maximum score on this questionnaire is 40. If you score anything below 35, then you could benefit from developing your self-awareness for enhancing your emotional intelligence levels.

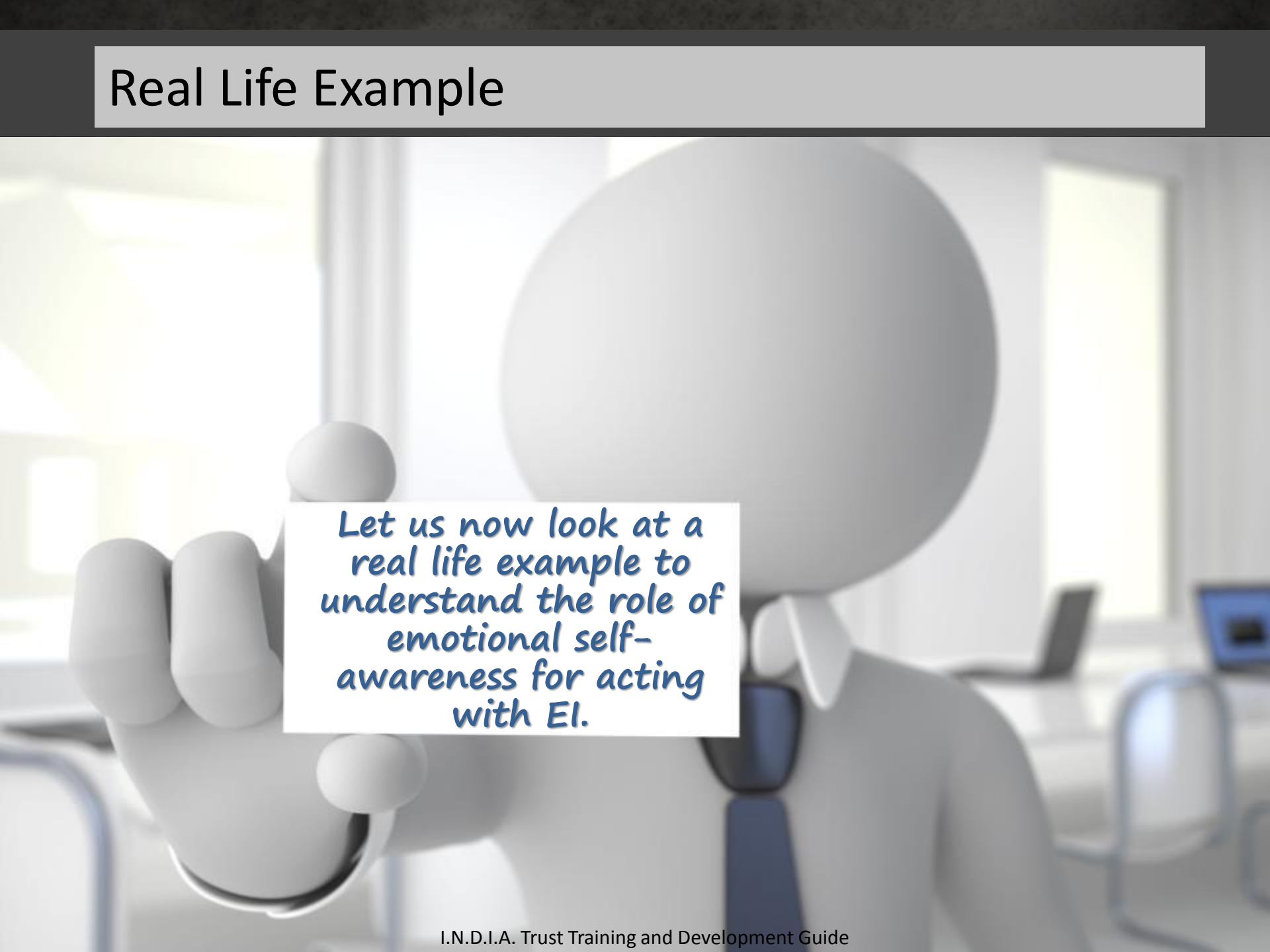
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How to become More Self-aware?

- Write down the specific emotions and behaviors that you notice for the next three weeks.
- Note down the 1-2 specific behaviors that you will change for the next three weeks.
- **Three Week Commitment:** It only takes 21 days to make a new habit!
- Share your 3 week goal(s) with someone close to you and ask them to check up on you.

Real Life Example

A 3D rendered white figure in a suit and tie, holding a white sign with blue text. The figure is positioned in the center of the frame, with its right hand holding the sign. The background is a blurred office environment with windows and desks.

Let us now look at a real life example to understand the role of emotional self-awareness for acting with EI.

Real Life Example



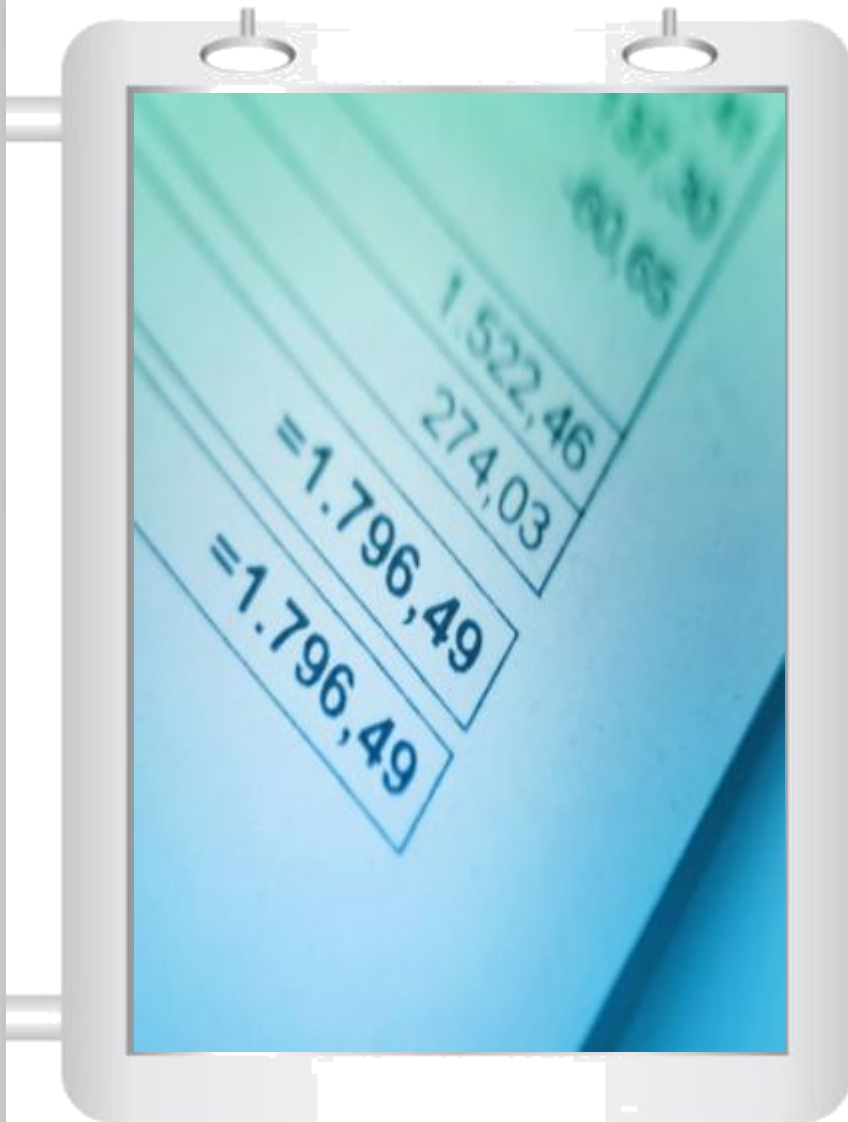
- Ram is the Head of the Logistics and Procurement division at XYZ.
- One of the key responsibilities of Ram is to carry out the negotiations for various materials that have to be procured from various vendors for his organization.

Real Life Example



- Ram realizes that he needs packaging material for his organization.
- This packaging material is used by XYZ for carefully packing all the items that they receive from their clients and which has to be transported to their respective warehouses.
- Generally, Ram used to buy his packaging material by presenting a tender to potential vendors.

Real Life Example



- Ram receives quotations from several vendors.
- However, Ram is stuck between deciding between two vendors – MG Packaging and RK Packaging Works.
- MG Packaging has quoted a price of ₹ 840 for a unit of packaging material whereas RK Packaging Works has quoted a price of ₹ 980 for a unit of packaging material.

Real Life Example



- Ram has been conducting negotiation meetings with both the vendors for some time now.
- He has to decide between one of them within a week and then place the final purchase order.

Real Life Example



- Ram notices that whenever he comes back from a meeting with **MG Packaging**, he always **feels drained and uncomfortable**.

Real Life Example



- On the other hand, whenever he comes back from a meeting with **RK Packaging Works**, he **feels positive, happy and confident**.

Real Life Example



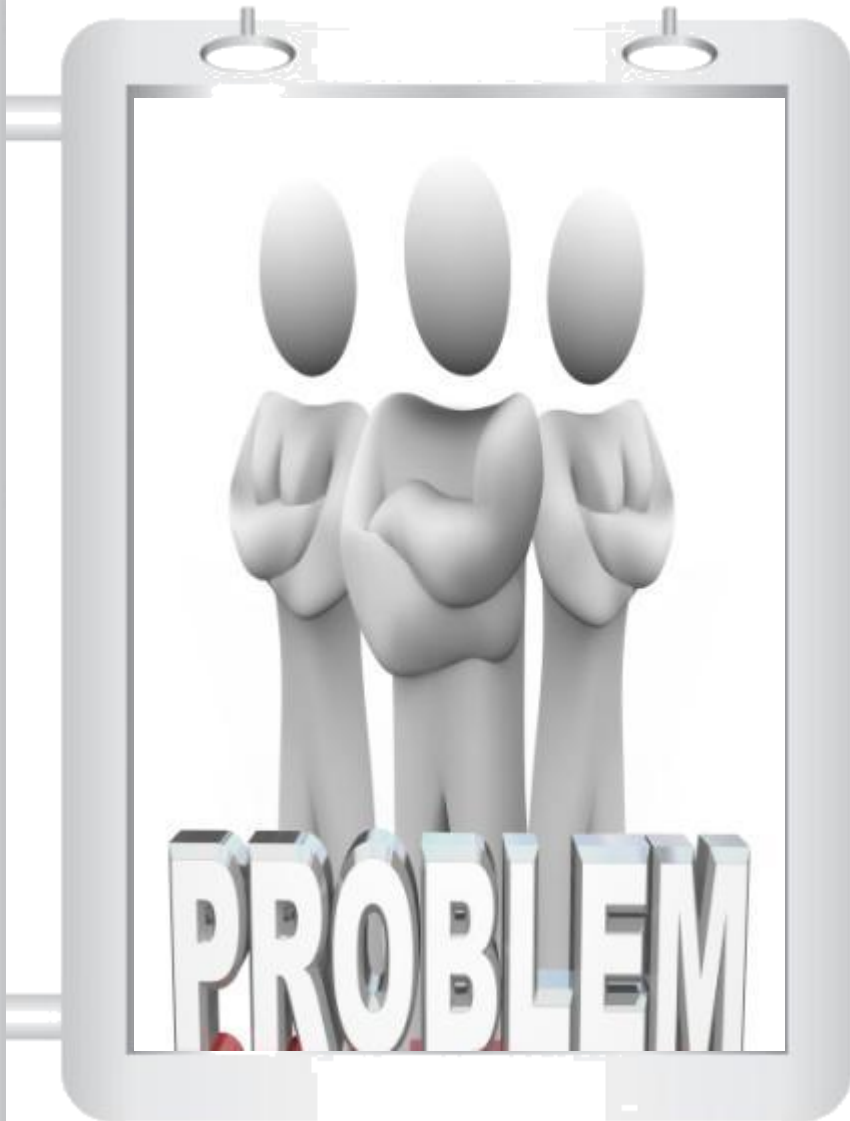
- When it comes to choosing the vendor to place the order, Ram decides to ignore his inner feelings and do the practical and rational thing.
- He thinks that any business decision has to be made with the head and not the heart.
- So, he ignores his feelings of discomfort, nervousness and uneasiness and places the order with MG Packaging who had quoted a lower price.

Real Life Example



- Even after placing the order with MG Packaging, Ram continued to feel uneasy and anxious about his decision.
- Ram learned a hard lesson that a person should never ignore their inner feelings and inner voice, when after four months; the vendor stopped supplying material and also stopped responding to Ram's emails and calls.

Real Life Example



- Finally, after much follow-up and searching, Ram tracks down the vendor.
- The vendor informs him that they will be unable to complete the order due to staffing problems.
- He also informs Ram that the vendor would refund the advance amount as well as pay any penal charges as mentioned in their purchase order.

Real Life Example



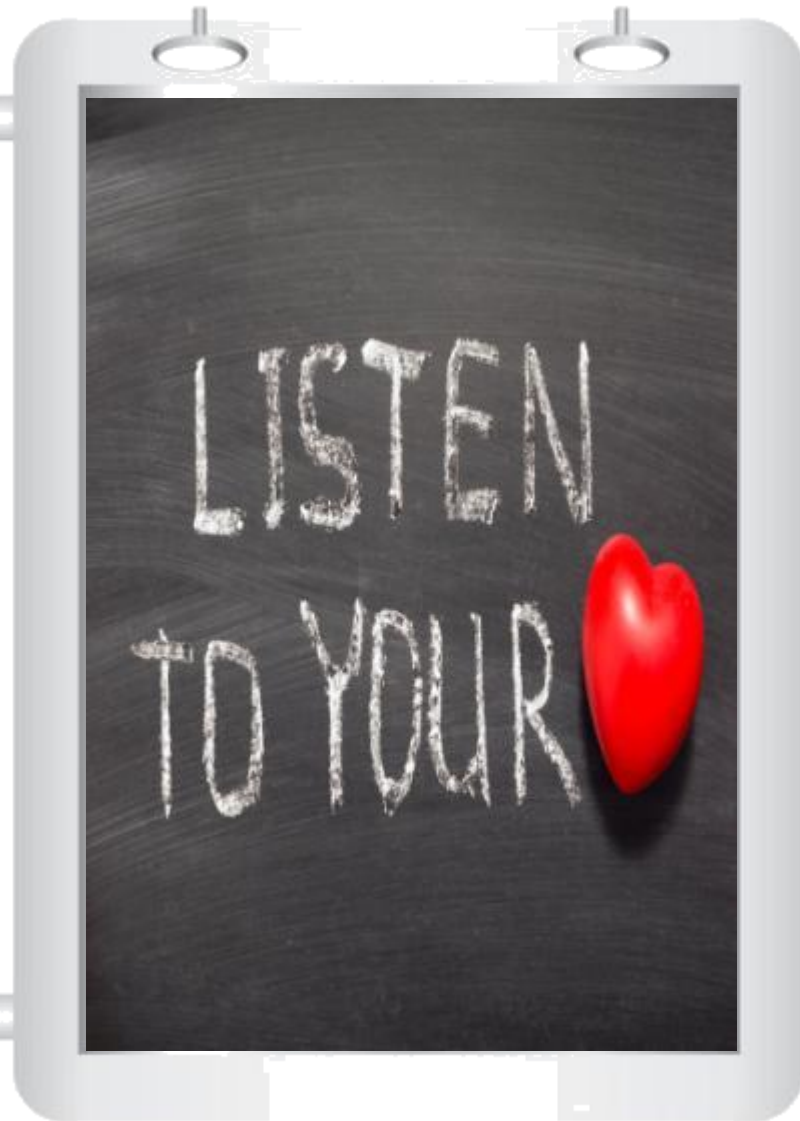
- Ram is shocked to know that his inner voice, intuition or emotional brain was guiding him in the right direction but he failed to listen to it.
- Ram knew that 'trust' is an important value and factor that should be considered while choosing a vendor.

Real Life Example



- He did not know for what reason but all the same his emotional brain did not trust MG Packaging.
- However, he used his logical brain to reach a decision and ignored his emotional self-awareness.

Real Life Example



- You should understand that self-awareness is all about being in touch with your inner feeling states and intuition.
- So, a person who wants to put his emotional intelligence to use should also learn to listen to his emotional brain.
- At the same time, only a person who has a high level of self-awareness will be able to listen to his emotional brain.

How to Assess Your Self-regard Level?



So, how can you assess which of the self-development components should you work on to enhance your EI? The following table presents a questionnaire that you can use to assess your 'self-regard' level. Based on the score that you get at the end of answering the questionnaire, you would get to know if you have a 'low self-regard' or 'high self-regard'.

Note: While answering the questionnaire, try to be as honest and accurate as possible

How to Assess Your Self-regard Level?

Questionnaire to Assess Your Self-regard Level

Questions	Scores				
	5 pts.	4 pts.	3 pts.	2 pts.	1 pt.
I have positive thoughts about myself most of the times					
I am an optimistic person					
I can say 'no' to people easily and can explain my reasons for saying 'no' honestly to them					
I equally reflect on both 'positive' and 'negative' feedback given to me					
I never blame others for my fault					
I have an assertive attitude towards handling conflicts					
I rarely criticize my physical appearance and looks					
I rarely wish I was someone else					
Total Score (out of 40)					

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Total Score (out of 40)					

Feedback for Questionnaire:



The maximum score on this questionnaire is 40. If you score anything below 35, then you could benefit from developing your self-regard for enhancing your emotional intelligence levels.

What is meant by Self-regard?

‘Self-regard’ is the belief that you are worthy of esteem or respect. Hence, a person with high self-regard would accept and value himself as a person. Such a person is happy with himself and secure about his own self. Self-regard is an important component to be emotionally intelligent. Self-regard also leads a person to good health, greater happiness and greater success because such a person does not look down upon himself or others. In fact, a person with genuine high self-regard would also have high regard for others as well.




Characteristics of Person with High Self-regard


The following are the characteristics of a person with high self-regard:




A person with high level of self-regard or self-worth would always value and accept himself for who he is.




People with high self-regard do not judge themselves or their worth by the tasks and activities that they can perform.




Such a person would consider himself worthy despite being able to or not able to do something



She would have easily admitted her limitation and weaknesses to her manager openly



She would have happily taken on the task from her manager and used it as an opportunity to develop her computer skills



Such a person is easily able to admit his weaknesses, flaws or his lack of knowledge or expertise, or if he can't do something.

Characteristics of Person with High Self-regard

The following are the characteristics of a person with high self-regard:



Such a person is open and confident in his discussions with other people




Such a person would seek the support and feedback from other people to better himself



Such a person would genuinely empathize with and accept others



Such a person will welcome constructive feedback from others



Such a person looks for and uses all kinds of opportunity for developing and learning



Such a person would seek help from his colleagues or friends when he needs it

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How to Increase Your Self-regard Level?

The various techniques that you can use to increase your self-regard level are:



1

Always be honest about your skills to yourself and others



2

Admit to your mistakes when you make them and use them as a learning opportunity



3

Ask for help whenever you are not confident about doing something



4

Try to think, feel and react appropriately in every situation to build your self-regard

How to Increase Your Self-regard Level?

The various techniques that you can use to increase your self-regard level are:



5

Always try to keep in mind and to separate what you can do from who you are



6

Always be aware of who you are or your idea of your self-esteem



7

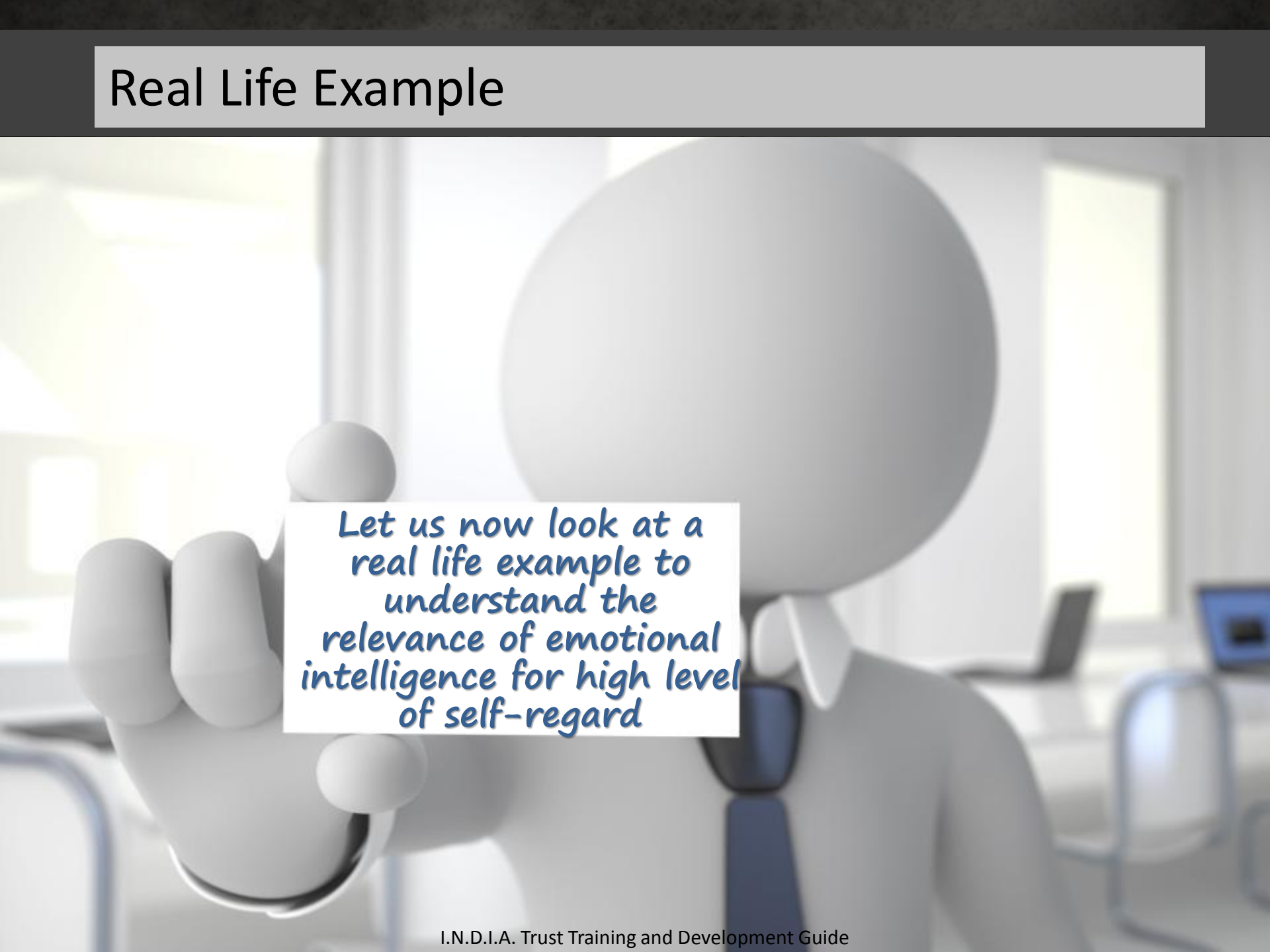
Always be aware of your capabilities or what you can do which is your idea of self-confidence



8

Keep in mind to understand and differentiate between self-esteem and self-confidence

Real Life Example

A 3D rendered character, resembling a stylized human figure, is shown from the chest up. The character is wearing a white collared shirt and a dark blue tie. The character's right hand is raised, holding a white rectangular sign with blue text. The background is a blurred office environment with windows and desks.

*Let us now look at a
real life example to
understand the
relevance of emotional
intelligence for high level
of self-regard*

Real Life Example



Sita has newly joined YYY Software . as an HR Executive.

In the first week after she joined YYY, Sita's manager Surya assigned Sita her first task.

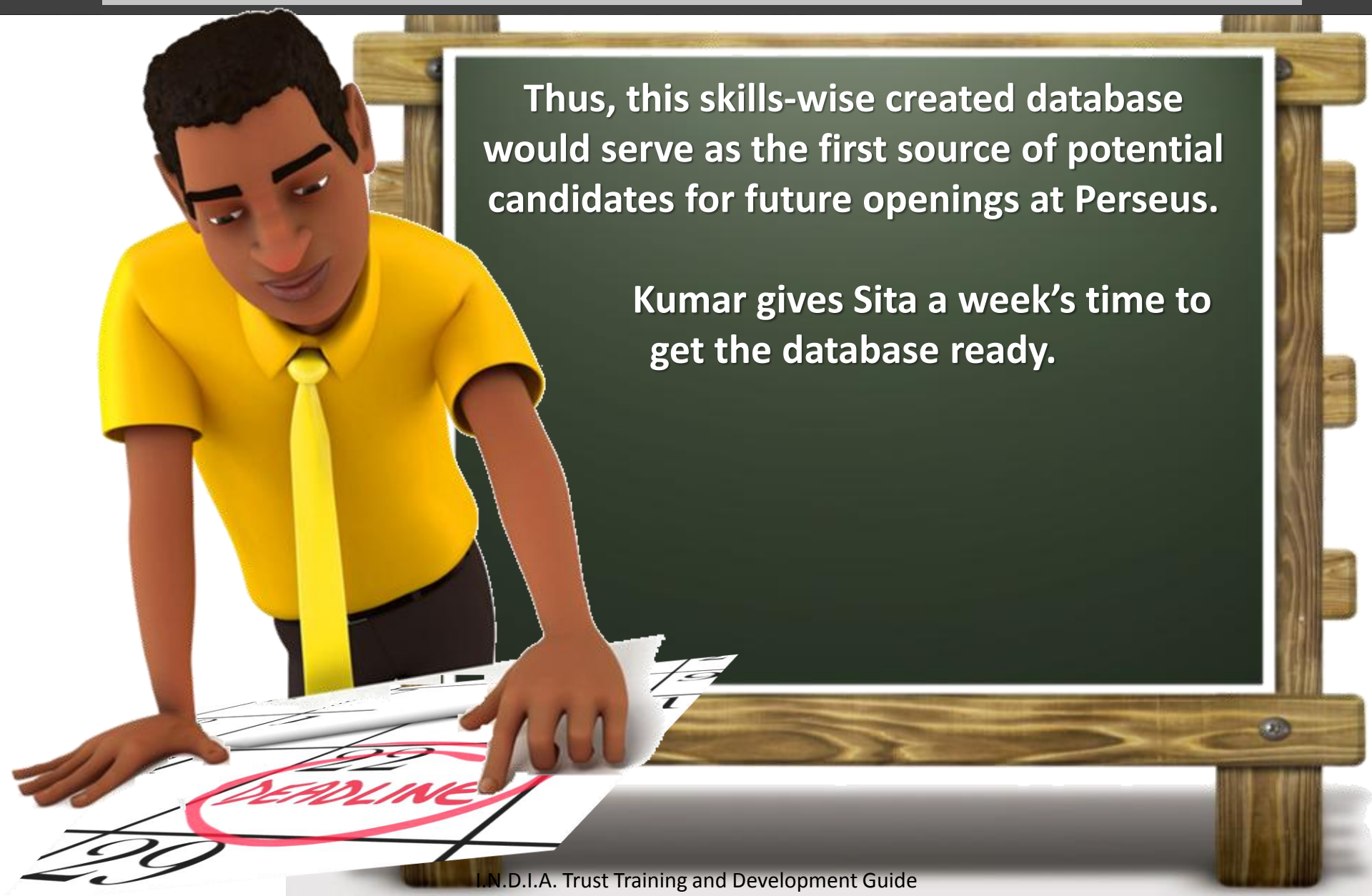
Real Life Example



Kumar asked Sita to enter the resume details of all the potential candidates and form a database segregated skills wise in Microsoft Access.

Kumar feels that if they have such a database in place, then they can use it to access and search for potential candidates for future openings in their organization without the need to directly advertise on job portals, newspapers etc.

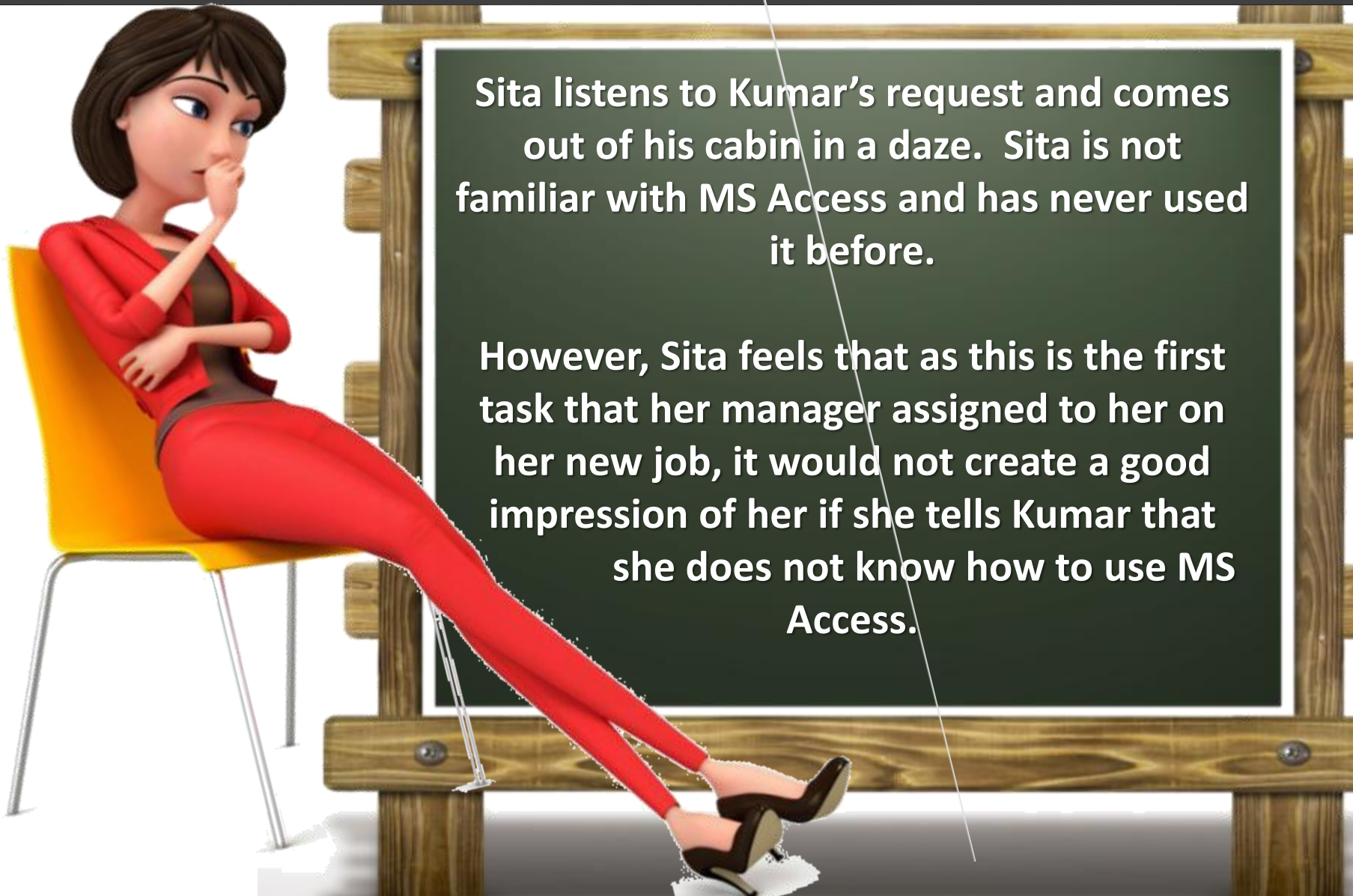
Real Life Example



Thus, this skills-wise created database would serve as the first source of potential candidates for future openings at Perseus.

Kumar gives Sita a week's time to get the database ready.

Real Life Example



Sita listens to Kumar's request and comes out of his cabin in a daze. Sita is not familiar with MS Access and has never used it before.

However, Sita feels that as this is the first task that her manager assigned to her on her new job, it would not create a good impression of her if she tells Kumar that she does not know how to use MS Access.

Real Life Example



So, Sita decides not to tell her manager about her limitation of using MS Access.

Sita decides to buy a book on MS Access and tries to learn the software herself.

Sita spends long hours at home after work to teach herself MS Access and get the database ready.

Real Life Example

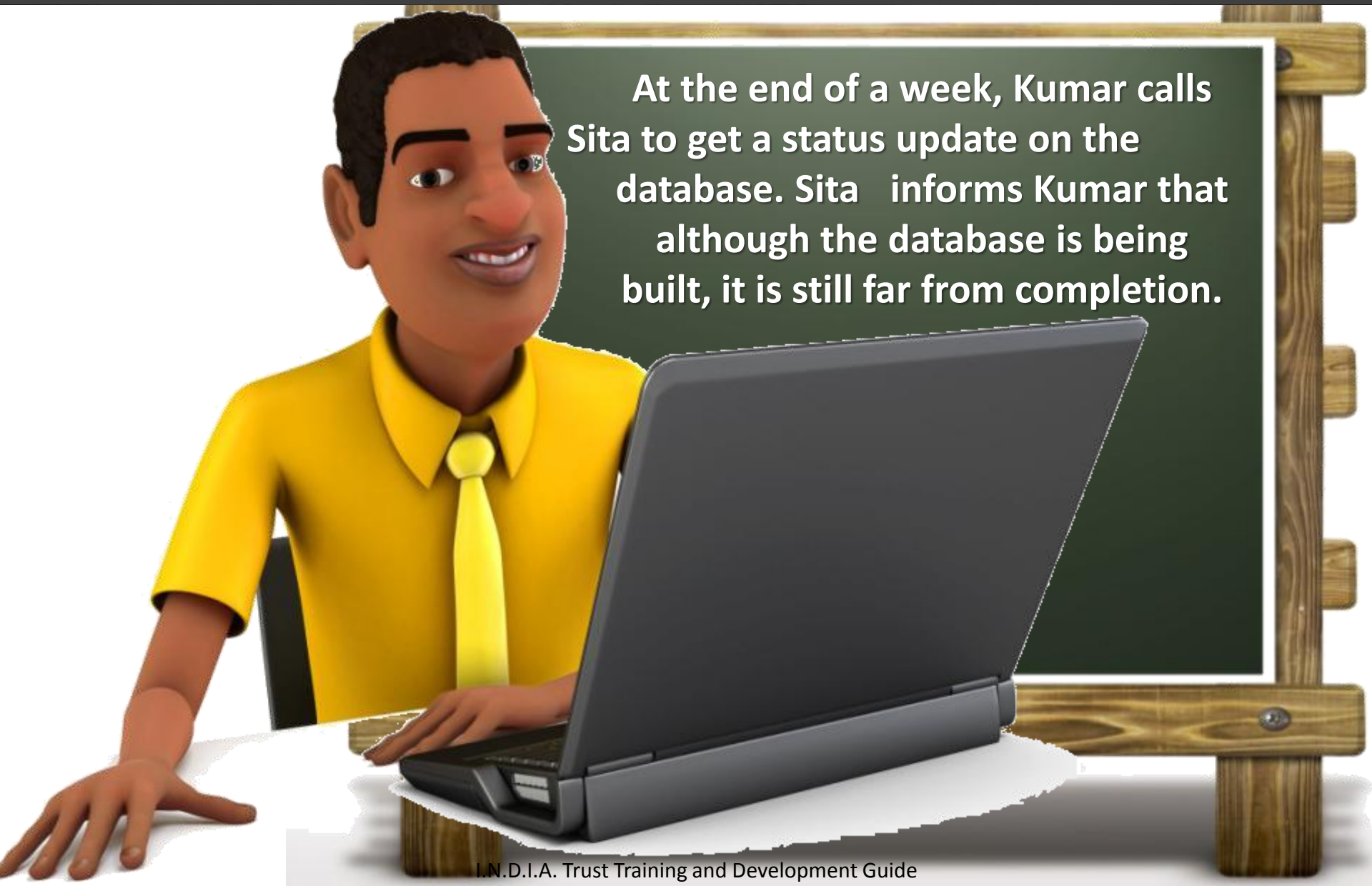


Every day for one week, Sita learns the MS Access software at home and then tries to build the database in the office.

Her unfamiliarity with the MS Access software makes her task tedious and slow.

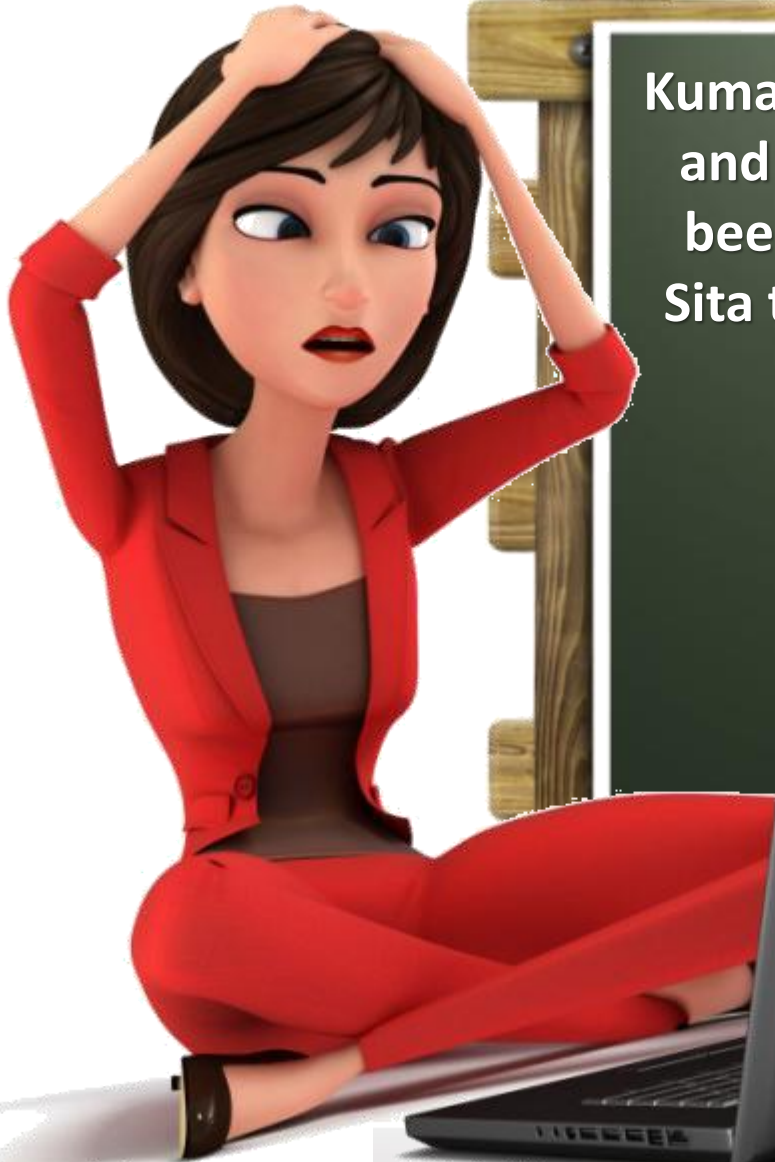
She spends long hours on simple tasks that can be done on the tool in a few minutes.

Real Life Example

A 3D rendered man with dark skin, short black hair, and a friendly expression is sitting at a white desk. He is wearing a bright yellow short-sleeved polo shirt and a matching yellow necktie. His hands are on a dark grey laptop. Behind him is a green chalkboard with a wooden frame. The text on the chalkboard is white and reads: "At the end of a week, Kumar calls Sita to get a status update on the database. Sita informs Kumar that although the database is being built, it is still far from completion."

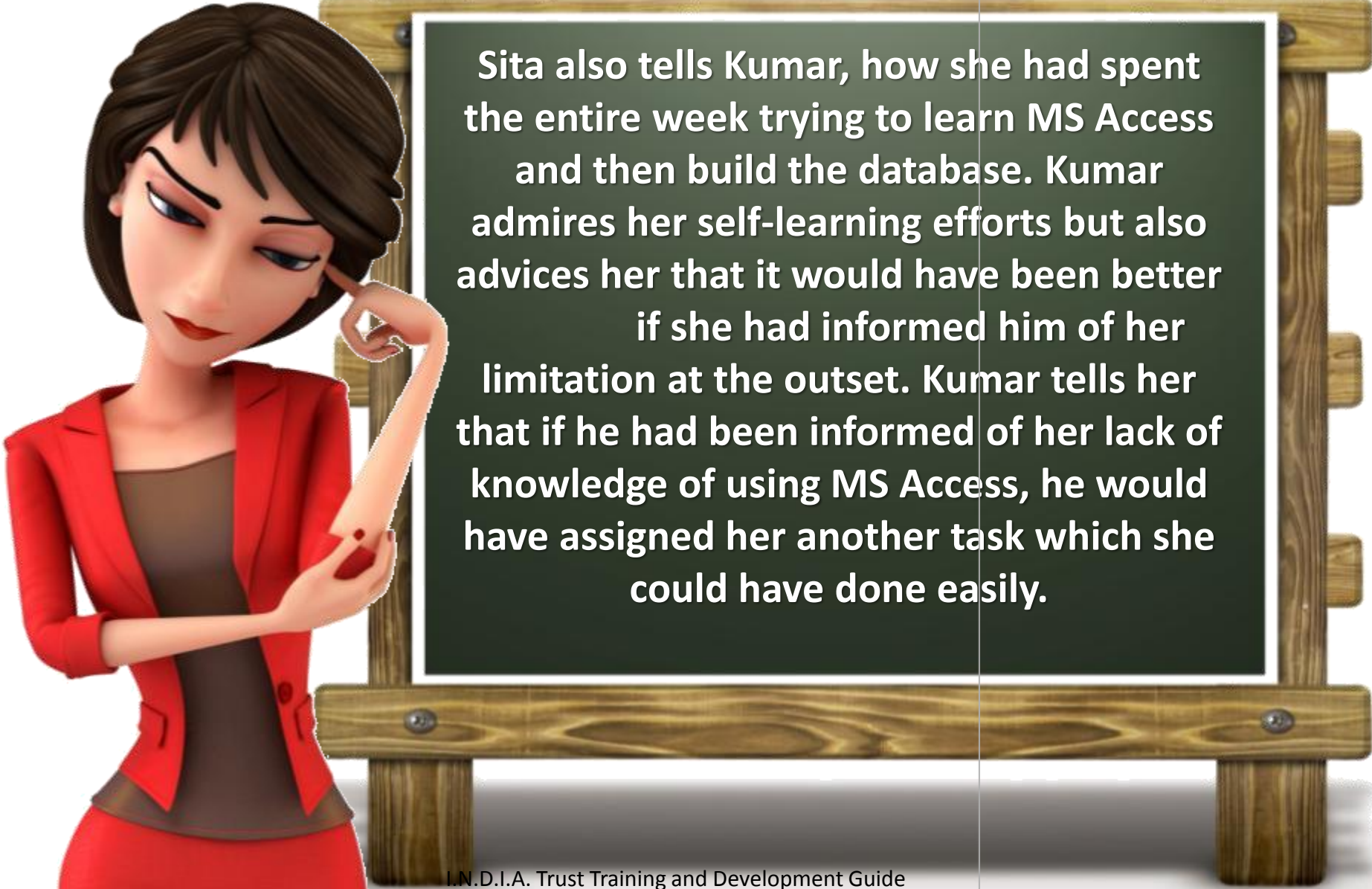
At the end of a week, Kumar calls Sita to get a status update on the database. Sita informs Kumar that although the database is being built, it is still far from completion.

Real Life Example



Kumar asks Sita the reason for such a delay and slow progress. The task should have been easily completed in a week's time. Sita then admits her lack of knowledge of using MS Access.

Real Life Example



Sita also tells Kumar, how she had spent the entire week trying to learn MS Access and then build the database. Kumar admires her self-learning efforts but also advises her that it would have been better if she had informed him of her limitation at the outset. Kumar tells her that if he had been informed of her lack of knowledge of using MS Access, he would have assigned her another task which she could have done easily.

Real Life Example



Nithish feels embarrassed that she had not informed her manager of her limitation and promises to be open and frank with him in the future. Kumar asks Nithish to complete the database at her pace.

Although Sita is not reprimanded by her manager, she feels like a failure as she had not been able to successfully complete the first task on her new job on time.

Real Life Example



So, what do you think about Sita's self-regard? What do you think Sita should have done?

Yes, Sita's main problem is not about not knowing MS Access. Her main problem is her low level of self-regard or self-worth.

Real Life Example



Generally, a person with high level of self-regard or self-worth would always value and accept himself for who he is.

Also, such a person is easily able to admit his weaknesses, flaws or his lack of knowledge or expertise, or if he can't do something.

People with high self-regard do not judge themselves or their worth by the tasks and activities that they can perform.

Real Life Example



So, Sita's main problem is her low self-regard.

If Sita had a high level of self-regard, she would have found it perfectly acceptable that she does not know how to use MS Access.

Real Life Example



If Sita had a high level of self-regard, then:

- **She would consider herself worthy despite being able to or not able to do something**
- **She would have easily admitted her limitation and weaknesses to her manager openly**
- **She would have happily taken on the task from her manager and used it as an opportunity to develop her computer skills**

Real Life Example



If Sita had a high level of self-regard, then:

- **She would have sought help from her colleagues who know how to use MS Access**
- **She would have clearly discussed the deadline with her manager and let him know that as she is using MS Access the first time, she would take a bit longer to complete the database**
- **She would seek the support and feedback from her manager to become a better and skilled employee**

Real Life Example

Hence, you can understand that a person with high level of EI would have a high self-regard which is important for a person's self-awareness.



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Different Types of Fears

The following is a list of the different types of fears that a person may have:



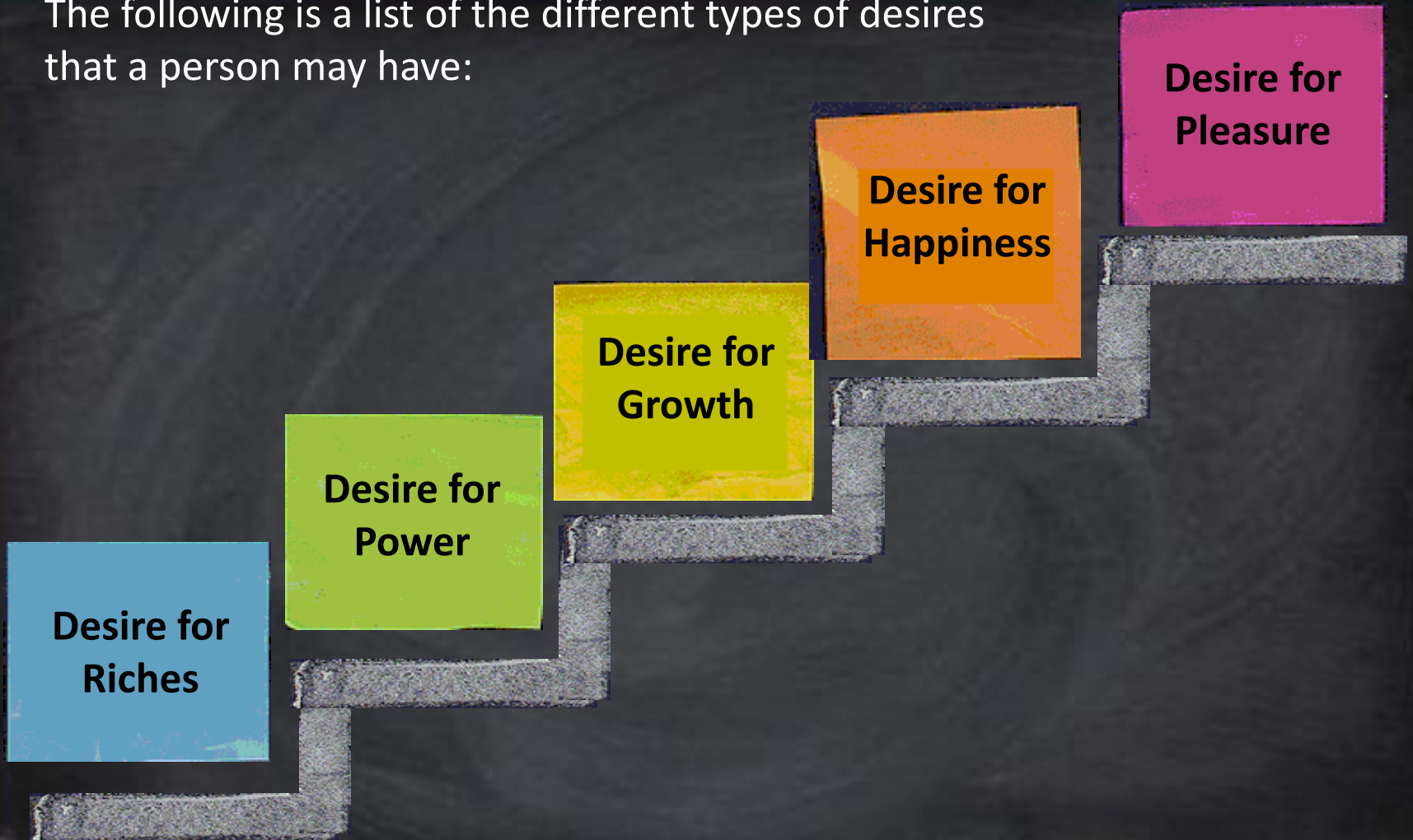
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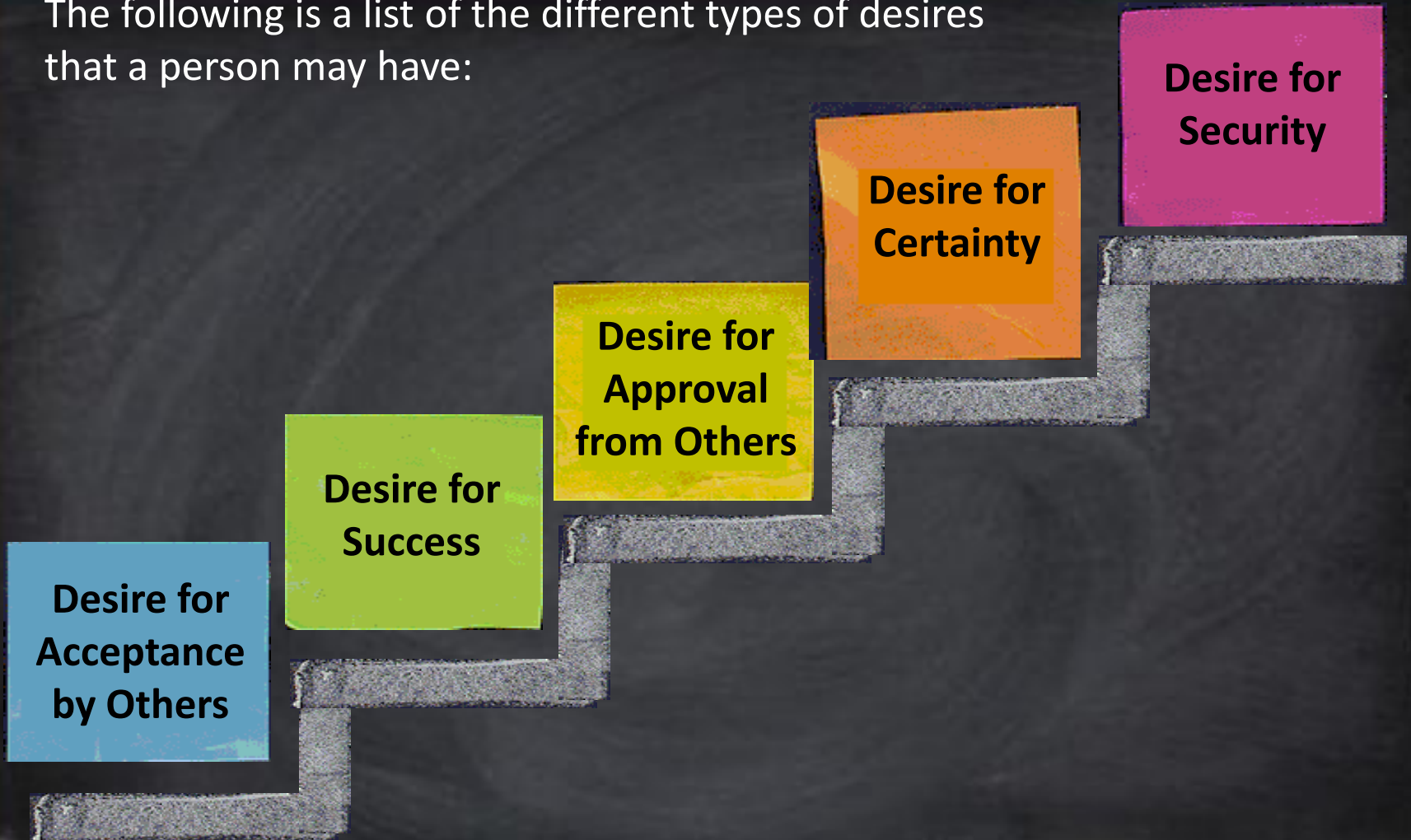
Different Types of Desires

The following is a list of the different types of desires that a person may have:



Different Types of Desires

The following is a list of the different types of desires that a person may have:



Using Reflection to Handle Fear and Desires

You can use 'reflection' or 'careful thinking process' to identify your fears and desires. These fears and desires are the things that are most crucial to you and you value in your life. When you learn to identify your fears and desires, you will be able to identify your strong reactions that based on these fears and desires. Hence, if you learn to control your fears and desires, you will in turn ultimately learn to control your strong reactions to situations that arouse feelings of fear or desire in you.



Using Reflection to Handle Fear and Desires

You can reflect on the strong reactions that you experience in a situation by asking yourself the following questions:

How serious is the situation?

What is the best available option in this situation?

What should you do to be able to choose that best option?

Is this particular situation a real threat to you?

Are you over-reacting to the situation?

What action or behavior would be best suited in this situation?

What should you do to act or behave in a certain way in this situation?

Do you need more time to understand the situation better?

Do you need more information to understand the situation better?

How to Handle Your Worries?

Accept that failure
is a learning
opportunity

Focus on what you
can do; not on what
you can't do

Create a willingness to
learn and develop

Create a personal
vision

Develop a perspective of
opportunity

Learn to love
ambiguity

Overcoming Fear of Failure

Accept Your Fear

Realize that everyone, even highly successful people fear failure.

Expand Your Comfort Zone

Move out of your comfort zone bit by bit—taking slow, small steps that are challenging.

Rethink Failure

Failure is a part of success. It doesn't matter how many times you have failed in the past. It only matters that you are willing to try again.

Fighting Your Fears

Examine your thoughts and feelings that might be holding you back to discover ways to overcome them.

Overcoming Fear of Success




There are some people who fear success as much as they fear failure.

Such people are under constant stress of both reaching their goals and achieving them or in fear of losing the success they have already achieved.


How to Handle Your Fears?

Some people have fear of success such as:



Even if I succeed, I still won't be happy.


Re-examine your vision of success



I won't be able to live up to the expectations.

Ask yourself if you have unrealistic expectations of yourself that are undermining your determination?

I.N.D.I.A. Trust Training and Development Guide




The minute I achieve success I'll probably blow it.


Give yourself permission to try new things, be creative and make mistakes.

How to Handle Your Fears?


Some people have fear of success such as:



The more successful you are, the more people dislike you.



Everyone will think I'm stuck up.



I don't want to step all over people to get ahead.

Turn that fear around and imagine how your success might inspire others.

Build a support network of people who appreciate and love you for who you are.

True success does not require exploiting others.

Objective

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- Explain How to Balance Personal and Work Life
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- Explain What is a Power Continuum
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What is meant by Self-esteem?

'Self-esteem' is a feeling of pride in yourself. These feelings of pride may arise in you due to various components. The following are the main components that help to add and make up the self-esteem of a person:



Let us look at each in detail.

Beliefs about Ability

1

Beliefs about
Ability

ABILITY

Beliefs about Ability:

- Entity view
- Incremental view
- Developmental differences
- Effects on types of goals

Beliefs about Self-efficacy

2



Beliefs about
Self-Efficacy

BELIEVE
IN YOURSELF!

Beliefs about Self-efficacy:

- Self-efficacy, self-concept, & self-esteem
- Sources of self-efficacy
- Mastery experiences
- Vicarious experiences
- Social persuasion
- Efficacy and motivation

Beliefs about Self

3



Beliefs about Self:

- Self-determination or other-determination
- Classroom environment & self-determination
- Cognitive evaluation theory
- Learned helplessness
- Self-worth
- Mastery-oriented
- Failure-avoiding
- Failure-accepting

Emotional Intelligence and Self Esteem



- Self esteem is how you feel about yourself.
- How much you like yourself.
- Your feeling of your self worth.

Emotional Intelligence and Self Esteem



High Self-Esteem creates the confidence in a person to become more self-aware and emotionally intelligent.



You perform better both personally and professionally when you consider yourself worthy.

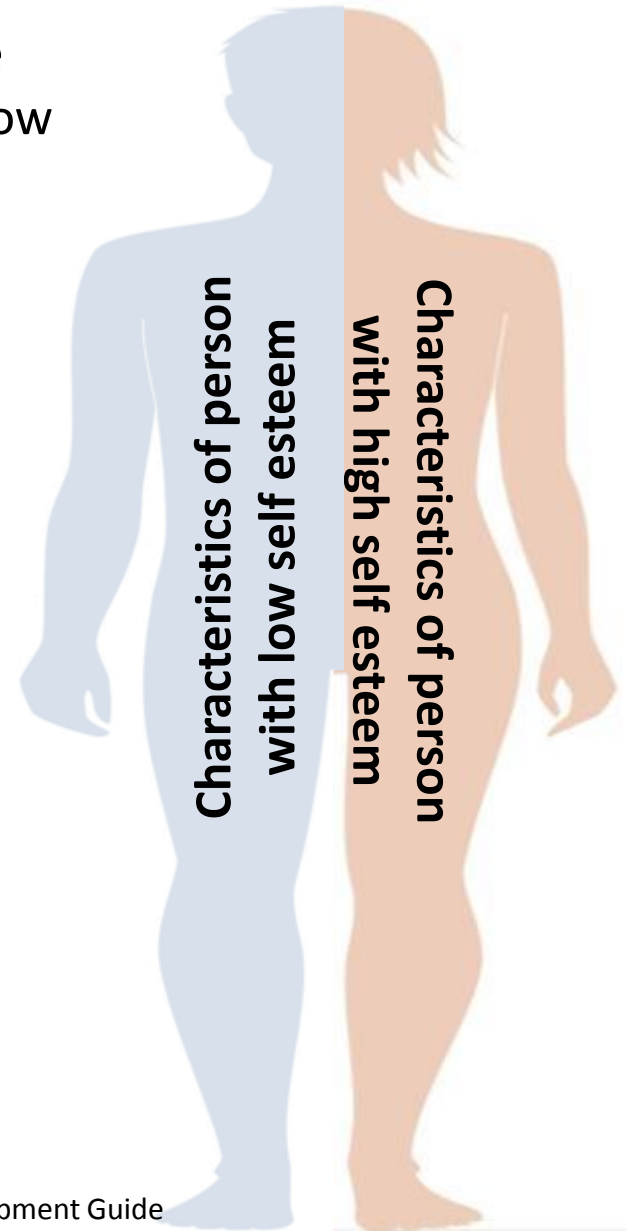
Factors Influencing Self-esteem

There are various factors influencing your self esteem, such as follows:



Characteristics of High and Low Self-esteem

There are certain specific characteristics that are portrayed by people with high self-esteem and low self-esteem.



Let's look at each in detail.

Characteristics of Person with Low Self-esteem



- **Afraid of competition and challenges**
- **Lacks initiative**
- **Pessimistic**
- **Shy**
- **Indecisive**
- **Lacks self-acceptance**
- **Blames others**
- **Low aspirations**

**Characteristics of person
with low self esteem**

Characteristics of Person with High Self-esteem



Characteristics of person
with high self esteem



- **Considers life worth living**
- **Enjoys good relationship with others**
- **Have peace within themselves**
- **Self -confident**
- **Outgoing**
- **Assume responsibility for one's life**
- **Tolerate frustrations**
- **Self-directed**

How to Boost Your Self-esteem?

Accept yourself and come to terms with aspects that you cannot change

Manage yourself with success

Accept the fact that 'No one is perfect'

Each of us is unique and has specific talents and abilities

Take responsibility to appreciate ourselves and to develop our own talents

Do not wait for approval from others

Accept yourself

Love yourself

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What is a Power Continuum?

- **The 'Power Continuum' is a table which shows the various ways of sharing power between two individuals during their interaction.**
- **It is a continuum which ranges from the extreme where the power rests with one person only to a continuous increase in the sharing of power between the two people involved in the interaction.**

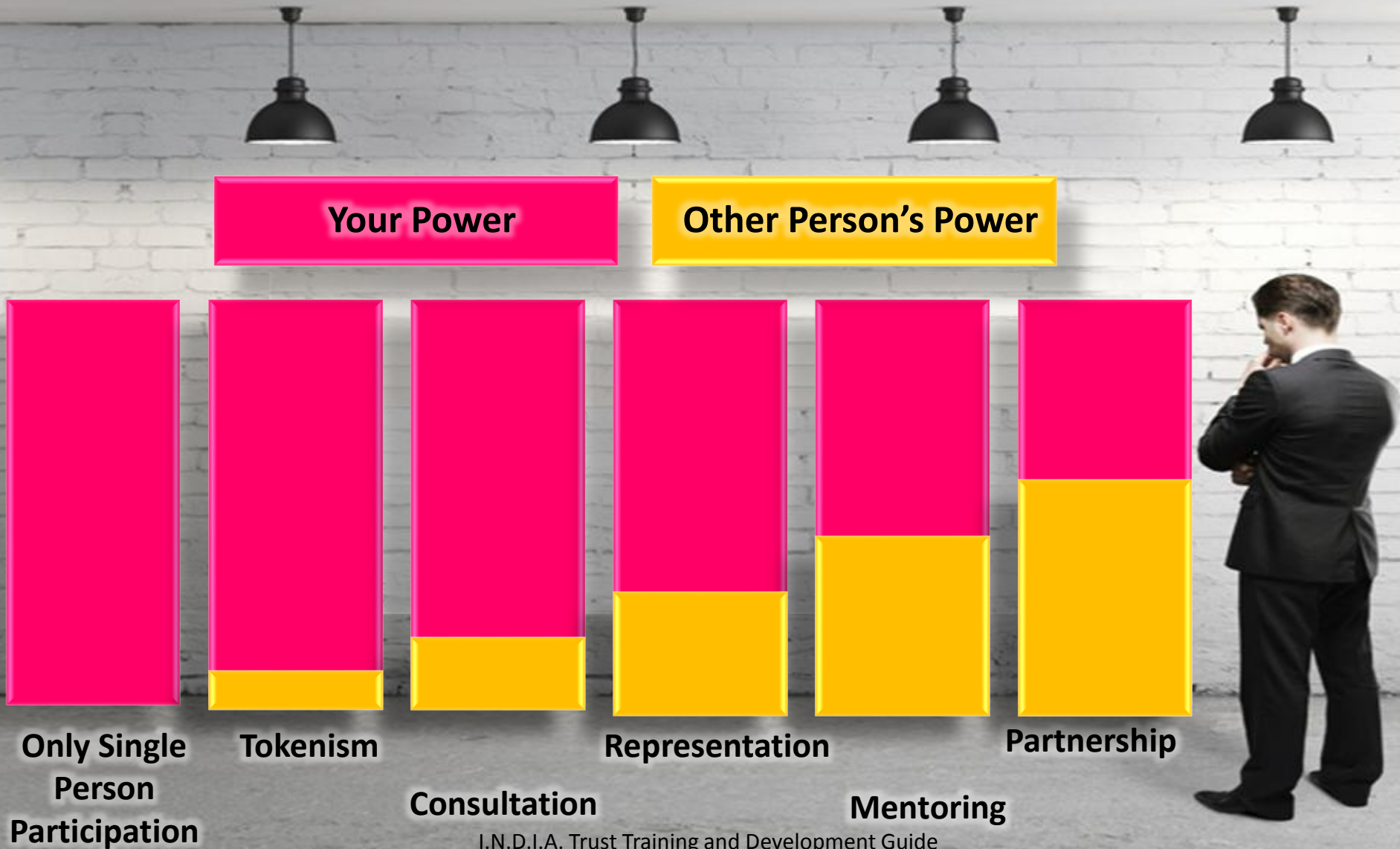


What is a Power Continuum?

- **The 'Power Continuum' can be used to understand the various ranges or ways to make decision when two or more than two people are involved in an interaction.**
- **It also shows the ways to divide power and decision-making responsibilities between two individuals or groups.**



What is a Power Continuum?



Successive Styles of Power Continuum

The following are the successive styles of the 'Power Continuum':



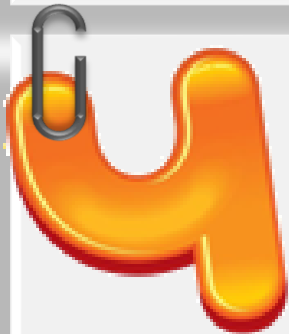
**Only Single
Person
Participation**



Tokenism



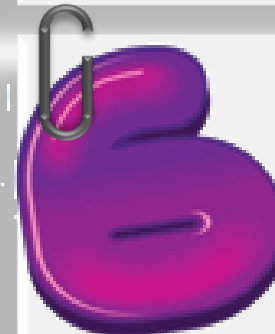
Consultation



Representation



Mentoring



Partnership

Let us look at each in detail.

Only Single Person Participation



Only Single Person Participation

- This style of sharing power rests unchallenged authority in a single individual or group.
- This would encourage an environment of ‘one-sided learning’ and a mentality of ‘us against them’.
- This style of sharing power or making decisions does not involve healthy group dynamics.

Only Single Person Participation



Only Single Person Participation

- This s
autho
 - This y
learn
 - This s
not i
- The other individual or group does not have a say or authority in decision-making, planning, implementation, or evaluation etc.**

Tokenism



Tokenism

- This style of sharing power rests power between the two individuals or groups in such a way that one individual or group is responsible for setting the agenda as well as making all the decisions.
- However, the other individual or group is given a little power by including maybe one or two individuals from the other group.

Tokenism



Tokenism

- It may not be necessary that this minority group's suggestions are seriously considered.
- This style of decision making or sharing power only shares limited power with the other group which is just for namesake.

Consultation



Consultation

- This style of sharing power rests power between the two individuals or groups in such a way that one individual or group seeks advice from the other individual or group but on terms set by the individual or group that is seeking advice.

Consultation



Consultation

- This style of sharing power rests power between the two individuals or groups in such a

This style of sharing power and decision making uses a method that chooses the 'best pick' of suggestions on certain perspectives from the other individual or group without giving them adequate power or authority.

Representation



Representation

- This style of sharing power rests power between the two individuals or groups in such a way that while the power rests with one individual or group, the other group is represented by a 'committee' comprising of a chosen few people from the group who represent their peers, with varying degrees of accountability.

Representation



Representation

- This style of sharing power rests power

This style of sharing power and decision making uses a larger representation than a minority group from the other party and does rest a certain amount of power and authority in the other group as well.

Mentoring



Mentoring

- This style of sharing power rests power between the two individuals or groups in such a way that an individual or group acts as a mentor and provides encouragement, imparts skills/values to help the other individual or group achieve success.
- This style of sharing power and decision making is mainly focused on facilitating the growth and building the capacity of the other group or individual.

Mentoring

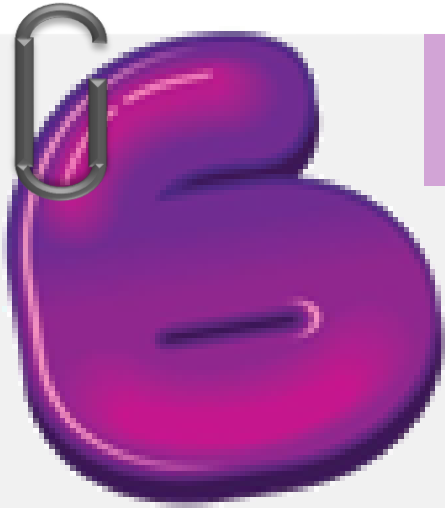


Mentoring

This is done with a view to build the other individual or group to eventually become leaders.

The power and authority is divided to a great degree between the two individuals or groups in this style as the other group is given a chance to apply practical skills, share their perspective and help in making joint decisions.

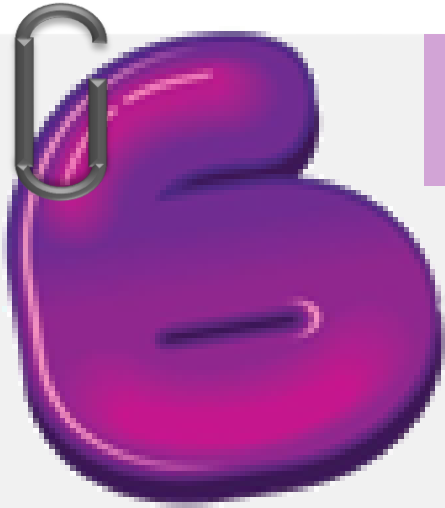
Partnership



Partnership

- This style of sharing power rests power between the two individuals or groups in such a way that both the individuals and groups will set the agenda, decide on problems or issues together, decide on activities together and share an equal and joint accountability and responsibility.
- This style of sharing power and decision making is a healthy way of power sharing and decision making especially to foster healthy group dynamics.

Partnership



Partnership

- This style of sharing power rests power

It also helps in the continuous assessment of group dynamics and helps to foster respect for partnership agreements.

- **The power is shared equally and one group is prevented from asserting too much power.**

How to Use the Power Continuum to Improve Interactions?



You can use the understanding of the 'Power Continuum' to improve your interactions with other people.

In every interaction with other people, you should try to gauge the other person's attitude, beliefs, values, etc.

Then based on your understanding of the other person, you can then decide which approach or style or power sharing is right for you and the other person.

How to Use the Power Continuum to Improve Interactions?

You should keep in mind to try and avoid the use of 'Tokenism' style as far as possible.

However, you should also be careful that every person that you interact with may not be suited for a 'partnership' style of power sharing with you.



MCQ



Q. In which of the following styles of a power continuum do two individuals or groups share an equal and joint accountability and responsibility?

- Consultation
- Tokenism
- Partnership
- Mentoring

Click on the radio button to select the correct answer!



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What is Self-talk?



‘Self-talk’ is one of the most effective methods to stay positive and to self-motivate yourself.

However, it has been found that it is one of the least used and ignored methods of self-motivation that people use. ‘Self-talk’ involves a kind of brainwashing yourself by continuously praising yourself.

What is Self-talk?

So, every single day, you reiterate to yourself and repeat to yourself your good qualities, how good a person you are, how much you will achieve, the direction that you are going in and want to go in, your overall feelings and belief about how good life is etc.

A good practice to use self-talk to stay positive and self-motivate yourself, is by preparing a positive speech about yourself.

Repeat this speech to yourself first thing in the morning, if possible, by saying out loud in front of a mirror.



What is Self-talk?



Also, at the end of each day, look back on the day and the things that you achieved throughout the day.

It could be as simple as avoiding an argument, of getting up early to exercise, or finishing a task as per deadline etc.

Now, go through your achievements of the day in your mind before going to sleep and congratulate and praise yourself for your achievements.

Positive Replacement Phrases



What are 5 negative things that you think or say about yourself on a regular basis?

Now, rewrite them as positive statements about yourself!

“I am taking control of my time.”

“I am taking control of my emotions”

“I work out of a aware mind and effort and keep myself on task!”

Automate Positive Thinking by Controlling Your Mind

Think of your brain as a computer. Research studies have shown that your brain never tries to prove you wrong! Just like a computer, your brain will simply run the program it is given.

Your mind can only pull up what you have programmed in! When you say that you can do something, your brain will help you by running the “how” program! When you say that you can’t do something, your brain can only run the “why?” program. So, choose your words wisely!



Positive Self-talk Phrases

- You **CAN DO** everything, but not all at once.
- You **CAN DO** everything, if it's important enough for you to do.
- You **CAN DO** everything, but you may not be the best at everything.
- You **CAN DO** everything, but there will be limitations.
- You **CAN DO** everything, but you'll need help.



Develop Positive Attitude through Self-talk

Look at the following quotes that help develop and stress on the relevance of always having a positive attitude.

“ A positive thought is the seed of a positive result. ”

“ If you don't like something, change it. If you can't change it, change your attitude. ”

“ If you really want to be happy, nobody can stop you. ”

“ Whether a glass is half-full or half-empty, depends on the attitude of the person looking at it. ”

“ The most significant change is a change of attitude. Right attitudes produce right actions. ”

“ There is a better way for everything. Find it. ”

“ A positive attitude is not a destination. It is a way of life. ”

“ You will only go as far as you think you can go. ”

Develop Positive Attitude through Self-talk

Look at the following quotes that help develop and stress on the relevance of always having a positive attitude.

“ The man with confidence in himself gains the confidence of others. ”

“ Difference between successful person and others is not a lack of knowledge, but a lack of will. ”

“ The positive thinker sees the invisible, feels the intangible, and achieves the impossible. ”

“ No man fails if he does his best. ”

“ The biggest mistake of all is to avoid situations in which you might make a mistake. ”

“ A positive attitude is like a magnet for positive results. ”

“ Our life is a reflection of our attitudes. ”

“ Attitude, not aptitude, determines your altitude. ”

Use Visualization for Positivity and Success

Visualization is the process of creating detailed mental pictures of the behaviors you wish to carry out. You can use imagination to create these mental pictures.

Imagination is the creative power of the mind. A secret to success is to use your imagination to see yourself as the person you want to become.



Use Visualization for Positivity and Success



While visualizing, it is imperative to focus on the positive. As you visualize, notice and dispute negative thoughts with positive affirmations.

You can use visualization to harness the power of the subconscious mind. Visualize yourself succeeding and you will succeed.

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Steps to Self- Motivate Yourself

The following are the steps a person can follow to self-motivate himself:

1

**Dare to
Dream**

2

3

4

Believe in Yourself

5

6

Unlock Your Potential

7

8

9

**Make it
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Roll your mouse over the icon, to learn more.

Dare to Dream

Believe in Yourself

Unlock Your Potential

Make it Happen

Tip!

The following are some of the skills that you should develop in yourself to become more emotionally intelligent:

- **Effective and Clear Communication**
- **Sharing with Others**
- **Active Listening**
- **Empathy for Others**
- **Self Awareness**
- **Good Decision Making Skills**
- **Regard for Others**
- **Good Problem Solving Skills**
- **Perseverance**
- **Patience**
- **Self Confidence**
- **Caring for Others**
- **Gentleness**
- **Self Motivation**
- **Self Control**



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What is a Behavior Cycle?

Behavior

A 'Behavior Cycle' is the cyclic process that is followed by every person whenever they are faced with anything that triggers an emotional reaction. When such an emotional reaction is triggered, then the person behaves as per the situation, his own beliefs and mental attitudes etc.

What is a Behavior Cycle?

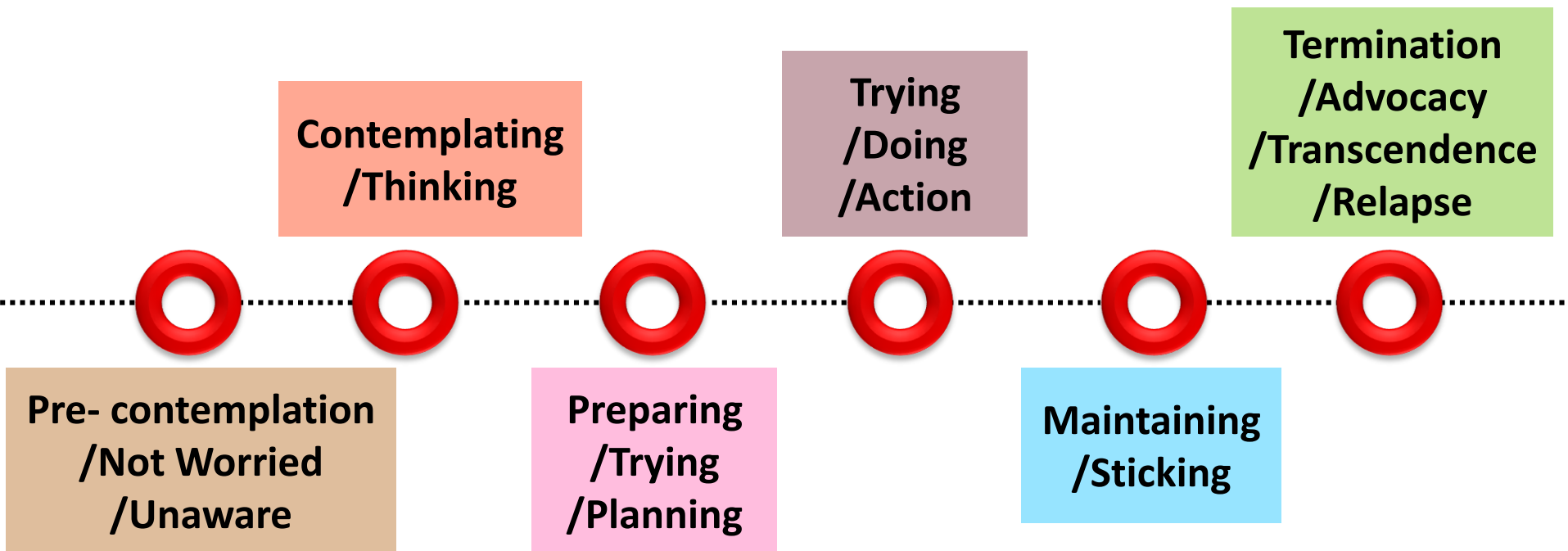


There are various stages followed by each person as a part of a complex process in accessing the situation, analyzing it, forming an emotional reaction to it and then reacting to it.

Also, there are various stages followed by a person in a complex process of trying to change his habits and behaviors and integrate changes into his life.

Stages of the Behavior Cycle

The following are the 'stages of behaviour cycle' model which followed by a person in a complex process of trying to change his habits and behaviors and integrate changes into his life:



Let us look at each in detail.

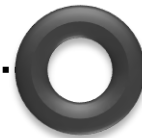
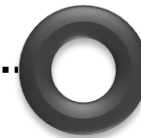
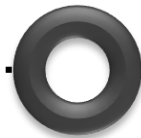
Pre- contemplation/Not Worried/Unaware



Stage 1:

Pre- contemplation/Not Worried/Unaware –

- At this first stage of the behaviour cycle, the undesirable habit has become a problem for the person.
- However, at this stage the person is not worried about the impact of this habit on his personal or professional life.



Stage #1

Stage #2

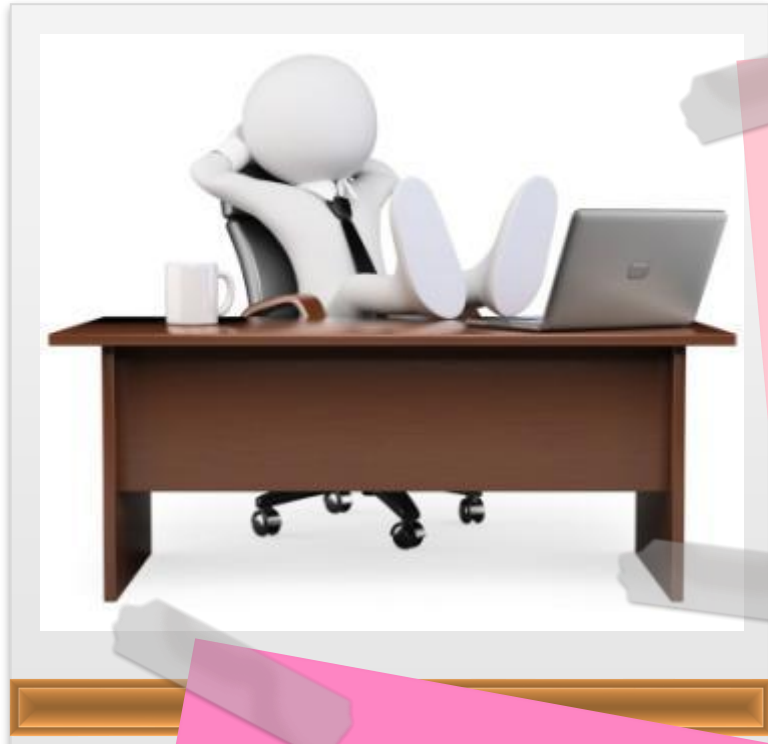
Stage #3

Stage #4

Stage #5

Stage #6

Pre- contemplation/Not Worried/Unaware



The individual just wants to continue with the bad habit or undesirable behaviour does not want to change it.

He is 'unaware' or 'not worried' about his behavior.

However, it may happen that the person's family and well-wishers are worried about him.

Pre- contemplation/Not Worried/Unaware



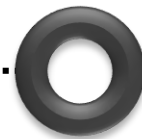
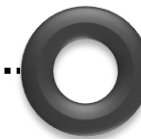
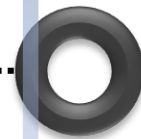
- **They want him to change and give up this habit.**
- **However, the person is not willing to listen to them and does not want to discuss this issue.**

Contemplating/Thinking



Stage 2: Contemplating/Thinking -

- At this second stage of the behaviour cycle, the person has realized that the undesirable habit is harmful and not good for him.



Stage #1

Stage #2

Stage #3

Stage #4

Stage #5

Stage #6

Contemplating/Thinking



He begins to think about his bad habit due to any event that may have acted as a trigger such as some news of the ill effects of same bad habit on a near or dear one.

The trigger helps the person to realize that there is a problem with his habit and that he should do something to make his life better.

He feels that although he would be giving up an enjoyable habit, he still would benefit by his change in behavior but feels a sense of loss at giving up his habit.

At this stage, the person starts to weigh the pros and cons of changing his behaviour and giving up the undesirable habit.

Contemplating/Thinking



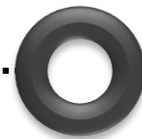
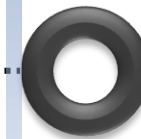
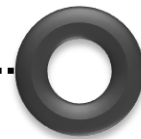
- **At this stage, the person and people like him are extremely open and listen to their family, friends and well-wishers.**
- **The person also starts to search for more options and strategies to help him make the behaviour change.**
- **At this stage, the person needs a lot of support from the people around him to help him make the behaviour change.**

Preparing/Trying/Planning



Stage 3: Preparing /Trying/Planning –

- At this third stage of the behaviour cycle, the person is now committed to make a change.



Stage #1

Stage #2

Stage #3

Stage #4

Stage #5

Stage #6

Preparing/Trying/Planning



He has realized the gravity of his situation and his bad habit.

At this stage, the person carries out certain 'pre-change' steps such as finding ways of giving up the undesirable habit.

This could be finding out rehabilitation centers, seeking medical advice, exploring the role of meditation and exercises to give up drinking etc.

Preparing/Trying/Planning

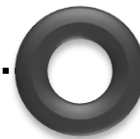
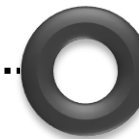
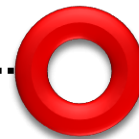
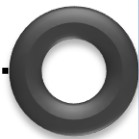
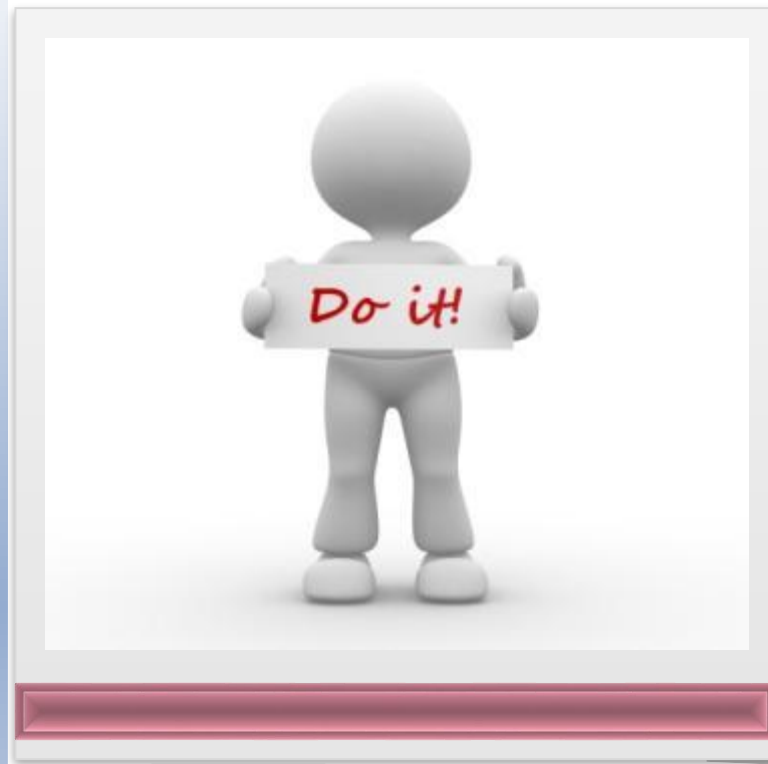


- **The person now makes concrete plans on how he can reduce and cut down his undesirable behaviour or habit.**
- **The person makes plans by discussing with and with great support of his family and friends.**
- **This is a very crucial stage in the behavior cycle as it requires great determination and grit to stick to the plans that are chalked out to completely change the undesirable behaviour.**

Trying/Doing/Action

Stage 4: Trying/Doing/Action -

- At this fourth stage of the behaviour cycle, the person has made real bold changes in overcoming his undesirable behavior or habit.
- He has started to live his new chalked out life that is free from the undesirable behavior or habit.



Stage #1

Stage #2

Stage #3

Stage #4

Stage #5

Stage #6

Trying/Doing/Action



At this stage, the person faces maximum threat of relapsing and going back to his old habits.

However, with the support and strength from his family and friends, he nudges along the path that he has chosen for himself.

The most crucial aspect of this stage is the 'willpower' of the person who is attempting a behavior change.

At this stage, the person has nearly stopped his undesirable behavior.

The person sticks to his path by using short-term goals to keep himself motivated.

Trying/Doing/Action

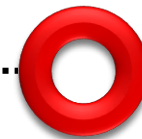
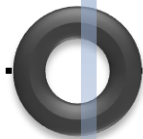


- He carries out a self-analysis to understand any remaining personal or external pressures that may push him towards the undesirable behavior again.
- He identifies these loopholes and pressures and sets about preparing himself to be determined not to go back to his old ways.
- After about six months of consistently sticking to his behavior at this stage, the person then moves from this action stage to the next maintenance stage.

Maintaining/Sticking

Stage 5: Maintaining/Sticking -

- At this fifth stage of the behaviour cycle, the person no longer faces the threat of going back to his undesirable behavior or habit.
- He is free from his bad habit and has broken out of its vicious circle.
- The person sticks well to the plan that he had made for himself.



Stage #1

Stage #2

Stage #3

Stage #4

Stage #5

Stage #6

Maintaining/Sticking



He is now able to handle and perform well both on the personal and professional front of his life.

At this stage, the person strengthens his behaviours that help him to stay away from the undesirable behavior and to prevent any relapse in the progress that he has made.

The person is now very clear about the harmful effects of the bad habit on both his professional and personal life and is obstinate on not reverting back to his old habits.

Maintaining/Sticking

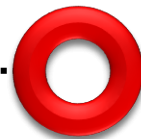
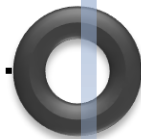


- **The risk of relapsing is very less at this stage as compared to the earlier stages.**
- **At this stage, it is crucial that the person learns to avoid personal and environmental temptations by keeping in mind the progress that he has already made and to stick to the course of change.**

Termination/Advocacy/Transcendence/Relapse

Stage 6: Termination /Advocacy/Transcendence/Relapse -

- At this last stage of the behaviour cycle, the person has completely broken free of the undesirable habit.
- He has stopped the undesirable behavior and now does not even face the problem of saying 'no' to it easily.



Stage #1

Stage #2

Stage #3

Stage #4

Stage #5

Stage #6

Termination/Advocacy/Transcendence/Relapse



This stage forms a continuing part of the previous behavior changes made.

Now, the person does not see the bad habit as a desirable behavior and knows the ill effects of going back to his old habit.

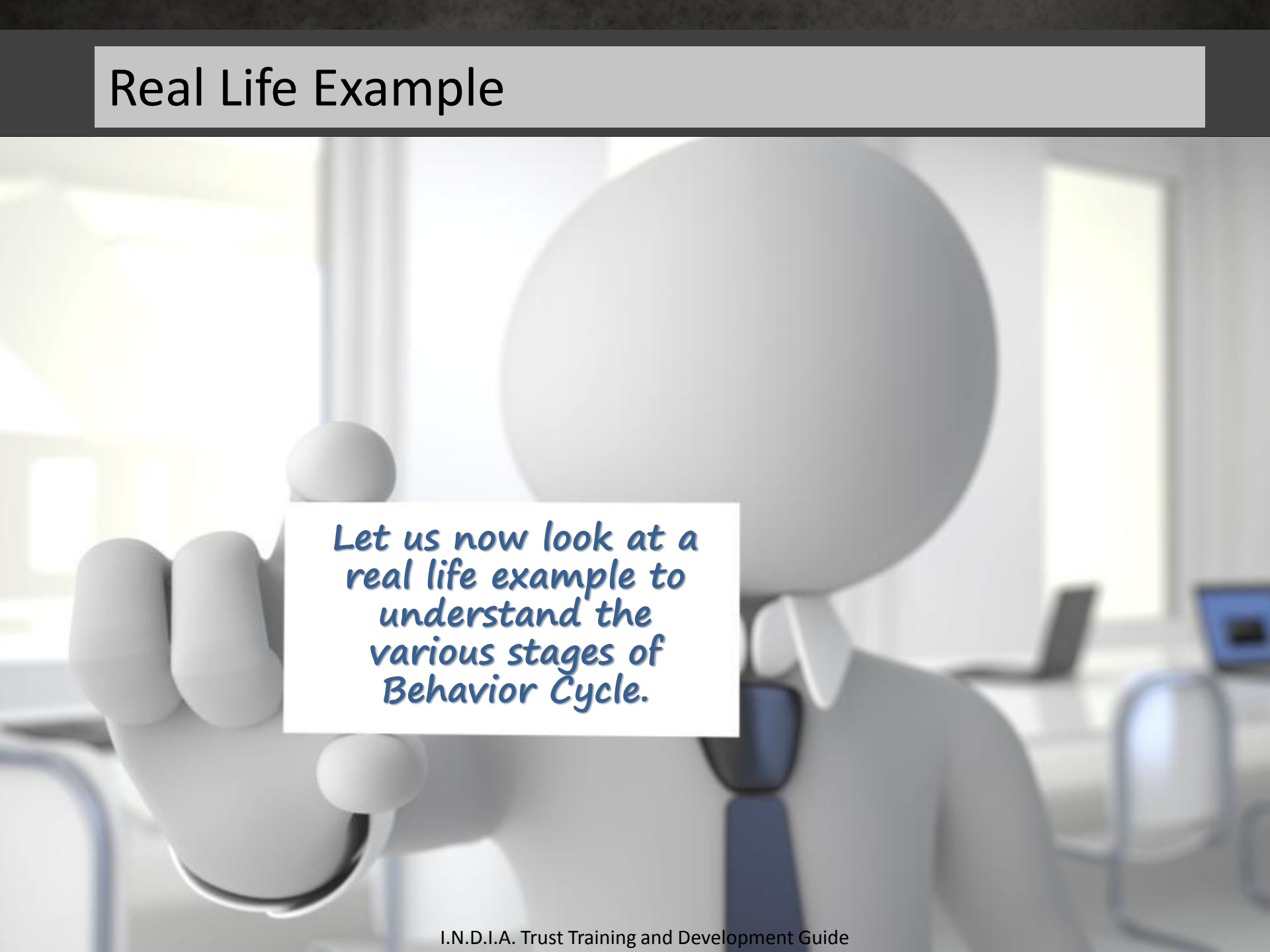
This stage is also the stage of 'advocacy' where the person as well as his family members and friends cite the person's example to advice and teach other people and help them, get out of such bad habits.

Termination/Advocacy/Transcendence/Relapse




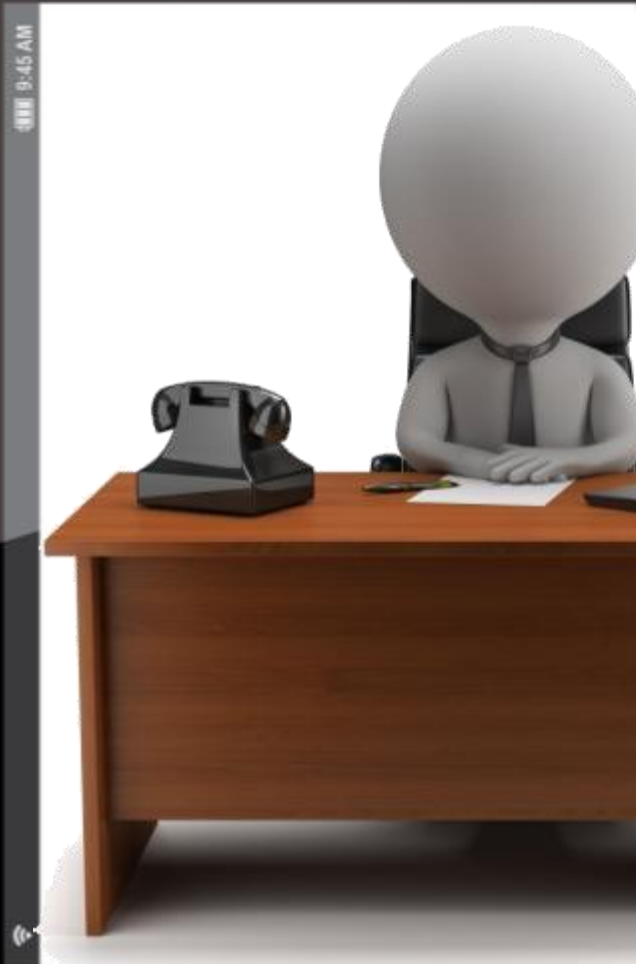
- **However, you should remember that during this stage a relapse can occur.**
- **However, such a relapse is not seen as a failure but as a chance to learn and to implement more strong coping strategies and support mechanisms.**

Real Life Example

A 3D rendered white figure in a suit and tie, holding a white sign with blue text. The background is a blurred office environment with windows and desks.

*Let us now look at a
real life example to
understand the
various stages of
Behavior Cycle.*

Real Life Example



Karthick works as a Project Manager at Keith Whitter & Co. Karthick has been highly appreciated as a dedicated and hard-working employee at Keith Whitter. However, lately Karthick professional as well as personal life is in turmoil due to Karthick habit of alcohol abuse.

Real Life Example



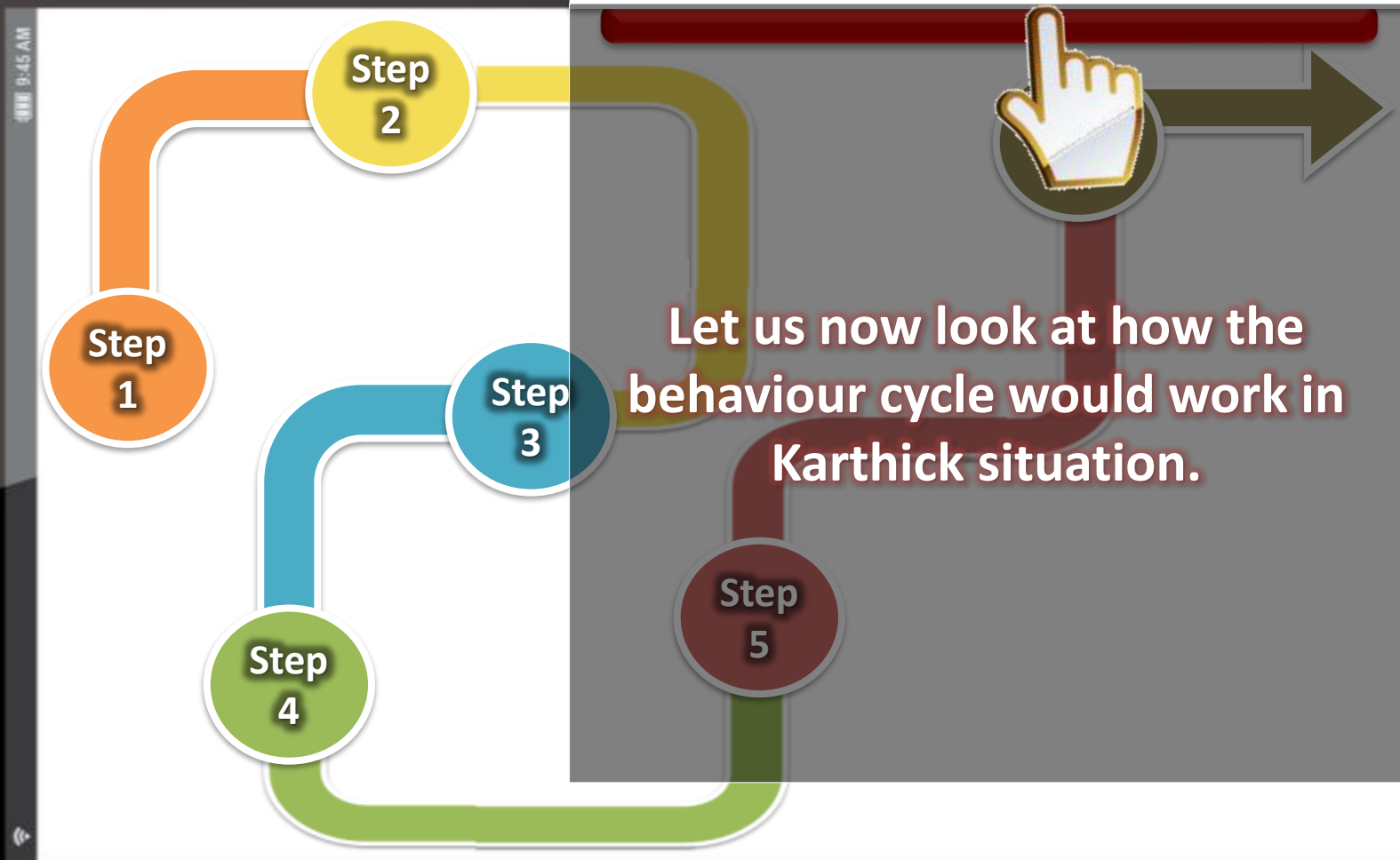
Karthick had initially started off to drink socially at parties and with friends. However, growing work pressure at office and his fights and misunderstandings with his wife, Gloria, made Karthick a habitual drinker.

Real Life Example



Karthick started to drink daily to ease his stress and feel relieved. However, soon things got out of control and Karthick lost interest in his work. He started ignoring his professional and personal life. He started to drink throughout the day and remained absent from work for many days continuously.

Real Life Example



Real Life Example

Step 1

Pre- con
/Not
/Un



Step 1-
Pre- contemplation/Not
Worried/Unaware:

At this first stage of the behaviour cycle, the habit of alcohol consumption has become a problem for Dan. Karthick has become a habituated drinker; however he is not worried about the impact of this habit on his personal or professional life.

Real Life Example

Karthick just wants to consume alcohol and keep this habit. He is 'unaware' or 'not worried' about his behavior.

Karthick family and well-wishers are worried about him. They want him to change and give up this habit.

However, Karthick does not want to listen to them and is not willing to discuss this issue.

Real Life Example

Contemplating/Thinking

1



Step 2- Contemplating/Thinking:

6

At this second stage of the behaviour cycle, Karthick has realized that the habit of alcohol consumption is harmful and not good for him. Karthick began to think about his bad habit when he heard about one of his friends dying of liver failure.

Real Life Example

Karthick friend too used to consume large quantities of alcohol which had caused his liver to fail. The friend's death acted as a trigger and made Karthick realize that there is a problem with his habit and that he should do something to make his life better. At this stage, Karthick starts to weigh the pros and cons of changing his behaviour and giving up the habit of consuming alcohol. He feels that although he would be giving up an enjoyable habit, he still would benefit by his change in behavior but feels a sense of loss at giving up his habit.

Real Life Example

At this stage, Karthick and people like him are extremely open and listen to their family, friends and well-wishers. Karthick also started to search for more options and strategies to help him make the behaviour change.

At this stage, Karthick needs a lot of support from the people around him to help him make the behaviour change.



Real Life Example

Preparing
/Trying
/Planning

1



Step 3-
Preparing/Trying/Planning:

At this third stage of the behaviour cycle, Karthick is now committed to make a change. He has realized the gravity of his situation and his bad habit. At this stage, Karthick carries out certain 'pre-change' steps such as finding ways of giving up the habit of drinking.

Real Life Example

This could be finding out rehabilitation centers, seeking medical advice, exploring the role of meditation and exercises to give up drinking etc.

Karthick now makes concrete plans on how he can reduce and cut down his alcohol consumption, reduce the quantity of alcohol intake with each drink, try lighter drinks, try distracting hobbies and activities to help keep his mind away from alcohol. Karthick makes plans by discussing with and with great support of his family and friends.

Real Life Example

This is a very crucial stage in the behavior cycle as it requires great determination and grit to stick to the plans that are chalked out to completely change the undesirable behaviour.

PERFORMANCE

Real Life Example

Trying
/Doing
/Action



Step 4-
Doing/Action:

At this fourth stage of the behaviour cycle, Karthick has made real bold changes in his habit of consuming alcohol. He has started to live his new chalked out life that is free from alcohol. At this stage, Karthick faces the maximum threat of relapsing and going back to his old habits.

Real Life Example

However, with the support and strength from his family and friends, he nudges along the path that he has chosen for himself.

The most crucial aspect of this stage is the 'willpower' of the person such as Karthick who is attempting a behavior change. Karthick sticks to his path by using short-term goals to keep himself motivated. At this stage, Karthick has nearly stopped drinking alcohol.

Real Life Example

He carries out a self-analysis to understand any remaining personal or external pressures that may push him towards alcohol again. He identifies these loopholes and pressures and sets about preparing himself to be determined not to go back to his old ways. After about six months of consistently sticking to his behavior at this stage, Karthick then moves from this action stage to the next maintenance stage.



Real Life Example

Step
1



Step 5-
Maintaining/Sticking:


At this fifth stage of the behaviour cycle, Karthick no longer faces the threat of alcohol abuse. He is free from his bad habit and has broken out of its vicious circle. Karthick sticks well to the plan that he had made for himself.

Real Life Example

He is now able to handle and perform well both on the personal and professional front of his life.

At this stage, Karthick strengthens his behaviours that help him to stay away from alcohol and to prevent any relapse in the progress that he has made. Karthick is now very clear about the harmful effects of alcohol consumption on both his professional and personal life and is obstinate on not reverting back to his old habits.

Real Life Example



The risk of relapsing is very less at this stage as compared to the earlier stages. At this stage, it is crucial that Karthick learns to avoid personal and environmental temptations by keeping in mind the progress that he has already made and to stick to the course of change.

Real Life Example

Step
1



Step 6-
Termination/Advocacy
/Transcendence/Relapse:

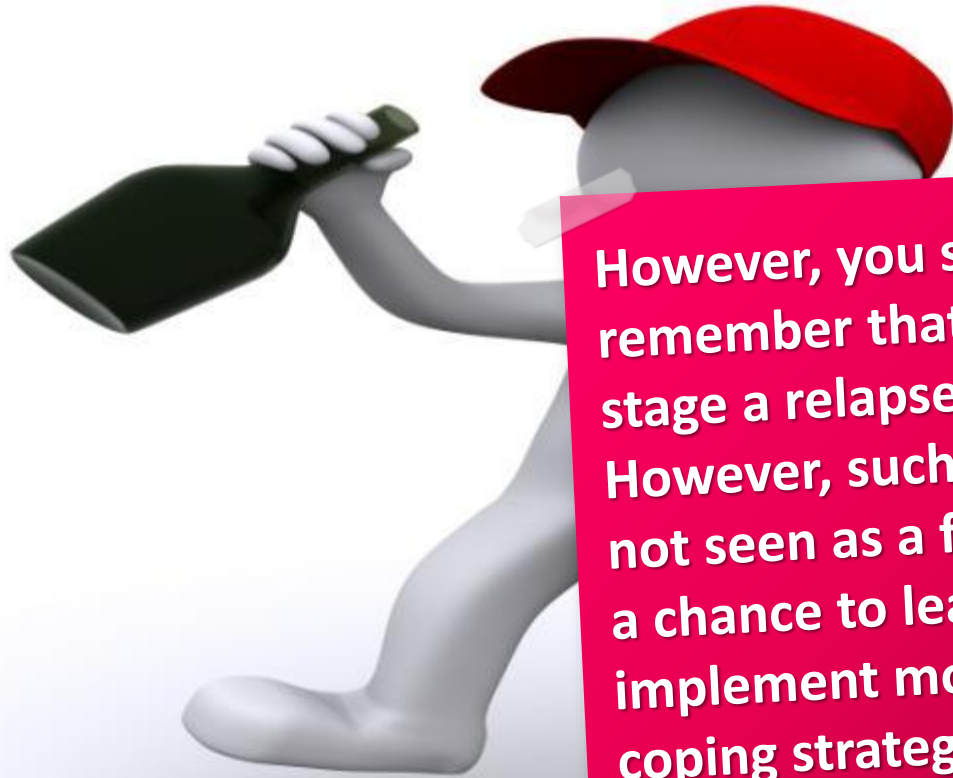
At this last stage of the behaviour cycle, Karthick has completely broken free of the habit of drinking. He has stopped drinking alcohol and now does not even face the problem of saying 'no' to alcohol easily.

Real Life Example

This stage forms a continuing part of the previous behavior changes made. Now, Karthick does not see drinking alcohol as a desirable behavior and knows the ill effects of going back to his old habit.

This stage is also the stage of 'advocacy' where Karthick as well as his family members and friends cite Karthick example to advice and teach other people and help them, get out of such bad habits.

Real Life Example



However, you should remember that during this stage a relapse can occur. However, such a relapse is not seen as a failure but as a chance to learn and to implement more strong coping strategies and support mechanisms.

Real Life Example



Hence, you can see how the behavior cycle is followed for the change of behavior in Karthick situation. However, you should bear in mind that any behavior change or behavior may not always follow all the stages of the behavior cycle. As per the individual, some stages can be missed while others may be repeated.

MCQ



Q. Which of the following is the first step of the behavior cycle?

- Preparing
- Relapse
- Maintaining
- Pre- contemplation

Click on the radio button to select the correct answer!



Negative Emotions and their Reactions

Repressed:

Sarcasm, passive aggressive behavior, forgetting, physical symptoms or accidents

Indirect:

Disappointed, guilty, depressed, hopeless

Direct:

Annoyed, irritated, fed up, exasperated

Objective

- Describe the Role of Self-awareness in EI
- Explain How to Balance Personal and Work Life
- Explain How to become More Self-aware
- Explain How to Increase Your Self-regard Level
- Explain How to Handle Your Fears
- Explain How to Boost Your Self-esteem
- Explain What is a Power Continuum
- Explain What is Self-talk
- Explain the Steps to Self- Motivate Yourself
- Explain the Stages of the Behavior Cycle
- Explain Steps to get to Root Cause of Emotions
- Explain What is meant by 'Emotional Flooding'
- Explain the Steps for Preventing Flooding
- Explain the Types of Strokes
- List the Characteristics of Good Personal Skills

Steps to get to the Root Cause of Emotions

- **It is important that in order to understand yourself better and to increase your self-awareness, you should learn to identify the root cause of all your emotions.**
- **So, whether you are happy, sad, distressed, anxious, elated etc., you should always know where these emotions are stemming from.**
- **When you understand the root cause of your emotions, you will know what makes you happy, sad, angry, depressed etc. By becoming more self-aware, you will then be able to control these emotions by keeping a check on the triggers that cause these emotions.**



Steps to get to the Root Cause of Emotions

The following are the steps to reach the root cause of each emotion:



Identify Each Specific Emotion

Tag Your Emotions

Be Alert to Each Emotion in Real-time

Identify the Triggers to Each Emotion

Identify the Root Cause of Each Emotion

Let's look at each in detail.

Identify Each Specific Emotion

Identify Each Specific Emotion

- You should learn to identify each specific type of emotion that you feel.
- To begin this, you can keep a fixed schedule where you take time out from your busy day and try to identify the various emotions that you felt through the day.
- A good time to analyze yourself and think about the emotions that you felt through the day is in the early morning, after lunch at work, or before going to sleep at night.



Identify Each Specific Emotion

To start with you will have to learn to identify the various emotions by using these scheduled time slots.

However, with practice and time, you will learn to identify each strong emotion as and when you feel it.

Initially, you may find it hard to become aware of each of your emotions.

However, with time and practice, you will learn to identify and differentiate between each specific type of emotion.

Identify Each Specific Emotion

You can try to identify each emotion in the following way:

- **Sit very still and quietly**
- **If possible, close your eyes while trying to introspect your emotions**
- **Then, ask yourself various questions to zero down on each specific emotion that you felt through the day**
- **Try and answer each question as clearly and honestly, as possible**
- **Some of the questions that you may ask yourself are:**
 - How am I feeling today?
 - What am I feeling right now?
 - What was the strongest emotion that I felt today?
 - How long have I been feeling the same emotion?
 - How does this emotion manifest itself in my body? Example: When I feel this emotion, do I clench my teeth, tighten my fists, feel tired, have a headache etc.

Tag Your Emotions

Tag Your Emotions

- The next important step in finding the root cause of your emotions is to 'tag your emotions'
- So, you should learn to label each of your emotions.
- When you 'label' or 'tag' your emotion, you will be able to differentiate between each of them in terms of the kind of feelings you felt, the intensity of the feelings, time span of the emotion, the kind of behaviour you display for that particular emotion etc.



Tag Your Emotions

For example, you may label an emotion as 'anger' and another one 'rage'.

You could keep a personal differentiator between these two for yourself while labelling these emotions.

So, when you feel 'anger' the intensity of your feelings is low, you do not yell or shout, the feelings subside faster etc.

On the other hand, when you feel 'rage', the intensity of your feelings is very high, you tend to yell or shout loudly, the feelings subside very slowly and you take a longer time to cool down etc.

Be Alert to Each Emotion in Real-time

Be Alert to Each Emotion in Real-time

- Now, after you have learned to 'tag your emotions', you should learn to become aware of them in 'real-time'.
- This means that you have to become aware of each of your emotions in the present, as they happen.
- You can do this by practice and learning to be alert and to be present in the moment.



Be Alert to Each Emotion in Real-time

THINK

BE ALERT

So, every time you feel an emotion, become alert and carefully observe and understand your emotions.

Try to gauge what your emotions are telling you.

When you learn to listen to your emotions in 'real-time', you become more adept at reaching the root cause of your emotions and in becoming more self-aware.

Identify the Triggers to Each Emotion

Identify the Triggers to Each Emotion

- Now, after you have learned to become alert to each emotion in 'real-time', next you should learn to identify the trigger that caused the emotion.
- So, the 'trigger' of that particular emotion will help you understand what started that particular emotion.
- You should keep in mind that not all emotions will be negative.



Identify the Triggers to Each Emotion

A close-up photograph of a computer keyboard. The central focus is a large, bright red key with the word "triggers" printed in black lowercase letters. To the left of this key is a white "space" key. Above it are white keys labeled "Scr", "Scroll Lock", and "Pause". Below the red key is a white "Page" key. The lighting is bright, creating soft shadows between the keys.

triggers

You should learn to identify the trigger to both negative and positive emotions.

This will help you to decrease your negative emotions in future and help you increase your positive emotions in future.

Identify the Triggers to Each Emotion

The following are some of the questions that you could ask yourself to identify the trigger to a particular emotion:

- When did this particular emotion or feeling first start?
- What was I doing/feeling before I felt this emotion?
- What happened when the feeling started?
- Did the intensity of the emotion change over a period of time? How?
- What was my behaviour during the emotion?
- What changes occurred in my body due to this emotion?

Identify the Root Cause of Each Emotion

Identify the Root Cause of Each Emotion

- Now, the final step is getting to the 'root cause' of the emotion.
- In order to get to the root of the emotion, you should drill down deep and look at the complete emotional story.
- Many times, the emotion may only be the tip of the iceberg and there may be many other emotions and feelings hidden underneath.



Identify the Root Cause of Each Emotion

Identify the Root Cause of Each Emotion

- Now, the final step is to identify the 'root cause' of the emotion.
- In order to identify the root cause of an emotion, you need to look at the story behind the emotion.
- Many times, the tip of the iceberg is just the tip of the iceberg, and many other hidden causes are lurking underneath.

So, try and find all the possible causes that led you to feeling that particular emotion.

Then identify the various 'roots' that may have caused the emotion.

Next, identify the primary root that causes that particular emotion.

Hence, it is important that you learn to look beyond the emotion in detail and identify not only the primary but also the secondary root causes of the same emotion.

Where ?

When ?

Why ?

Identify the Root Cause of Each Emotion

What ?

Where ?

When ?

Why ?

It is crucial that you find all possible roots and then reach the primary root cause of that emotion or else, you may just identify the symptom and not the root cause of that emotion.

You should remember that sometimes you may feel more than one emotion at a time.

You should learn to identify, acknowledge and then find the root cause of each emotion in order one after the other.

Objective

- Describe the Role of Self-awareness in EI
- Explain How to Balance Personal and Work Life
- Explain How to become More Self-aware
- Explain How to Increase Your Self-regard Level
- Explain How to Handle Your Fears
- Explain How to Boost Your Self-esteem
- Explain What is a Power Continuum
- Explain What is Self-talk
- Explain the Steps to Self- Motivate Yourself
- Explain the Stages of the Behavior Cycle
- Explain Steps to get to Root Cause of Emotions
- Explain What is meant by 'Emotional Flooding'
- Explain the Steps for Preventing Flooding
- Explain the Types of Strokes
- List the Characteristics of Good Personal Skills

What is meant by 'Emotional Flooding'?

'Emotional Flooding' is also known as 'Flooding', 'Emotional High-Jacking', 'Emotional Abreactions' or 'Emotional Intensity'.

'Emotional Flooding' means the purging of emotional tensions when deeply suppressed emotions come up and out from within.

'Flooding' is an intense emotional release system which when happens is so powerful that it can completely stop the person's brain or mind from being coherent.



What is meant by 'Emotional Flooding'?



During the process of 'flooding', the person's emotional brain as well as his body gets completely hijacked, such that the person freezes and spirals down into the intense emotion(s).

The best way to deal with 'emotional flooding' is to work through them as and when they occur.

However, it is crucial for person's health and inner peace of mind that he learn to ultimately let them go of such intense deep seated emotions.

How to Prevent 'Flooding'?

There are several techniques known as 'Emotional Freedom Techniques (EFT)' that you can use to prevent and cope with 'emotional flooding' or 'flooding', such as follows:

1

- You should first of all remove and do away with your own fears to flooding.

2

- You should consider 'flooding' as a wonderful opportunity of healing yourself of your past and pain.

3

- You should always breathe deeply whenever you experience 'flooding'. The breath helps to do away with many of the human fears, anxieties, helps to calm, gives inner sense of peace etc.

How to Prevent 'Flooding'?

4

- You will choose to offer resistance to sticking to your past and to resist going over the same hurtful feelings and emotions again and again.

5

- You will accept that you need to move on and give up on your hurtful feelings and emotions in order to avoid the 'flooding' to take place again and again.

6

- You should deliberately choose that this time when you experience 'flooding' for any of your issues, you will choose to remain calm and composed and let the 'flooding' happen naturally without forcing it.

How to Prevent 'Flooding'?

7

- You must remain calm and composed when the 'flooding' occurs and avoid being shocked by the intensity of your emotions.

8

- You should consider the process of 'flooding' to be a 'gift' that will help you to release all the pent up emotions and hurt inside you which will do you harm if they are not freed.

9

- You will accept that it is fine if you display your emotions publicly in front of others. Emotions are a part of being human and that there is nothing to be ashamed of in being emotional in front of others.

Symptoms of Emotional Flooding

The following are some of the symptoms of 'emotional flooding'

Increase in pulse rate to over 80 beats per minute for men and 90 beats per minute for women

It becomes difficult to breathe easily

The breath comes out in shallow, rapid, short breaths

There is a tight clenching feeling in the stomach

The facial expressions are tightened as the jaw and chin muscles contract

Symptoms of Emotional Flooding

The following are some of the symptoms of 'emotional flooding'

The tongue is kept on top touching the top of the mouth

The closing of eyes or blinking becomes slow and deliberate

Sometimes you may flutter your eyes more

The arms are placed with hands on hips and elbows extending outward

The body is kept turned away and the hips swivel

Symptoms of Emotional Flooding

The following are some of the symptoms of 'emotional flooding'

You feel no sense of humor

You may bite the inside of your cheek

You may touch your face and lips often

You may stutter while speaking

You do not feel any kind of empathy towards others

Symptoms of Emotional Flooding

The following are some of the symptoms of 'emotional flooding'

You may feel a lot of sympathy towards yourself

You find extremely difficult to think coherently

You feel a strong desire to fight, freeze or run

You do not have the vision to find any alternative solutions

Problem solving becomes extremely difficult

How to Handle Your Reactions?

The following are some tips which will help you understand your emotions and help you in dealing with your reactions and to avoid over-reacting:



Consider Your Image

Consider Other's Views

Do Not Hold a Grudge

Be Forgiving

That is Life

Find an Acceptable Outlet

Know Your Limits

How to Handle Your Reactions?

The following are some tips which will help you understand your emotions and help you in dealing with your reactions and to avoid over-reacting:



Calm down

Show mutual respect

Name the problem

Find solutions

Choose the best solution

Congratulate yourself

Review the solution that was picked

Objective

- Describe the Role of Self-awareness in EI
- Explain How to Balance Personal and Work Life
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Steps for Preventing Flooding

The following are the steps for preventing flooding and to control your emotions and reactions during flooding:

1

2

3

4

5

6

7

8

9

10

11

12

Let us now look at each in detail.

Step 1: Maintain a “Flooding Log”

1

Step 1: Maintain a “Flooding Log”

- Use a ‘Flooding Log’ to monitor what triggers your emotional flooding and the frequency of your flooding responses.
- When you know what makes you emotional, you will be in a much better position to develop strategies to contain it or channel it effectively.



Step 2: Acknowledge you have problem managing emotions

2

Step 2: Acknowledge that you have a problem managing emotions

- It is an observed truth that you cannot change what you don't acknowledge.
- So it is important to identify and accept that emotions is a roadblock to your living a healthy and peaceful life.



Step 3: Use your support network

3

Step 3: Use your support network

- If emotional flooding is a problem, let the important people in your life know about the changes you are trying to make.
- They can be a source of motivation and their support will help you when you lapse into old behavior patterns.



Step 4: Use Emotional Freedom Techniques to interrupt flooding

4

Step 4: Use Emotional Freedom Techniques to interrupt the flooding

- Use Emotional Freedom Techniques to interrupt the flooding such as follows:
 - Pause
 - Take deep breaths
 - Tell yourself you can handle the situation
 - Stop the extreme emotional thoughts



Step 5: Use empathy

5

Step 5: Use empathy

- If another person is the source of your emotional flooding, try to see the situation from his or her perspective.
- Remind yourself to be objective and realize that everyone makes mistakes and it is through mistakes that people learn how to improve.



Step 6: Laugh at yourself

6

Step 6: Laugh at yourself

- Humor is often the best medicine. Learn to laugh at yourself and not take everything so seriously.
- The next time you feel tempted to delve into your past and become emotional, think about how silly you would look and see the humor in your inappropriate expressions of flooding.



Step 7: Relax

7

Step 7: Relax

- Emotional flooding makes people let the little things bother them.
- If you learn to calm down you will realize that there is no need to get uptight and you will have fewer flooding episodes.



Step 8: Build Trust

8

Step 8: Build Trust

- Emotional flooding can make you cynical.
- You start to believe that others are going to do something on purpose to frustrate you .
- If you can build trust in people you will be less likely to become emotional with them when something does go wrong and more likely to attribute the problem to something other than a malicious intent.



Step 9: Listen

9

Step 9: Listen

- Miscommunication contributes to frustrating and mistrusting situations.
- The better you listen to what a person is saying, the better you will be able to find a resolution that does not involve a flooding response.



Step 10: Be Assertive

10

Step 10: Be Assertive

- Be assertive NOT aggressive. When you are feeling emotional, it is often difficult to express yourself properly.
- You are too caught up in the negative emotion to put together solid arguments or appropriate responses.
- If you learn to assert yourself and let other people know your expectations, boundaries, issues, and so on, you will have much more interpersonal success.



Step 11: Live positively

11

Step 11: Live positively

- Life is short and it is much better spent positively than negatively.
- Realize that if you spend all your time getting emotional, you will miss out on the many joys and surprises that life has to offer.

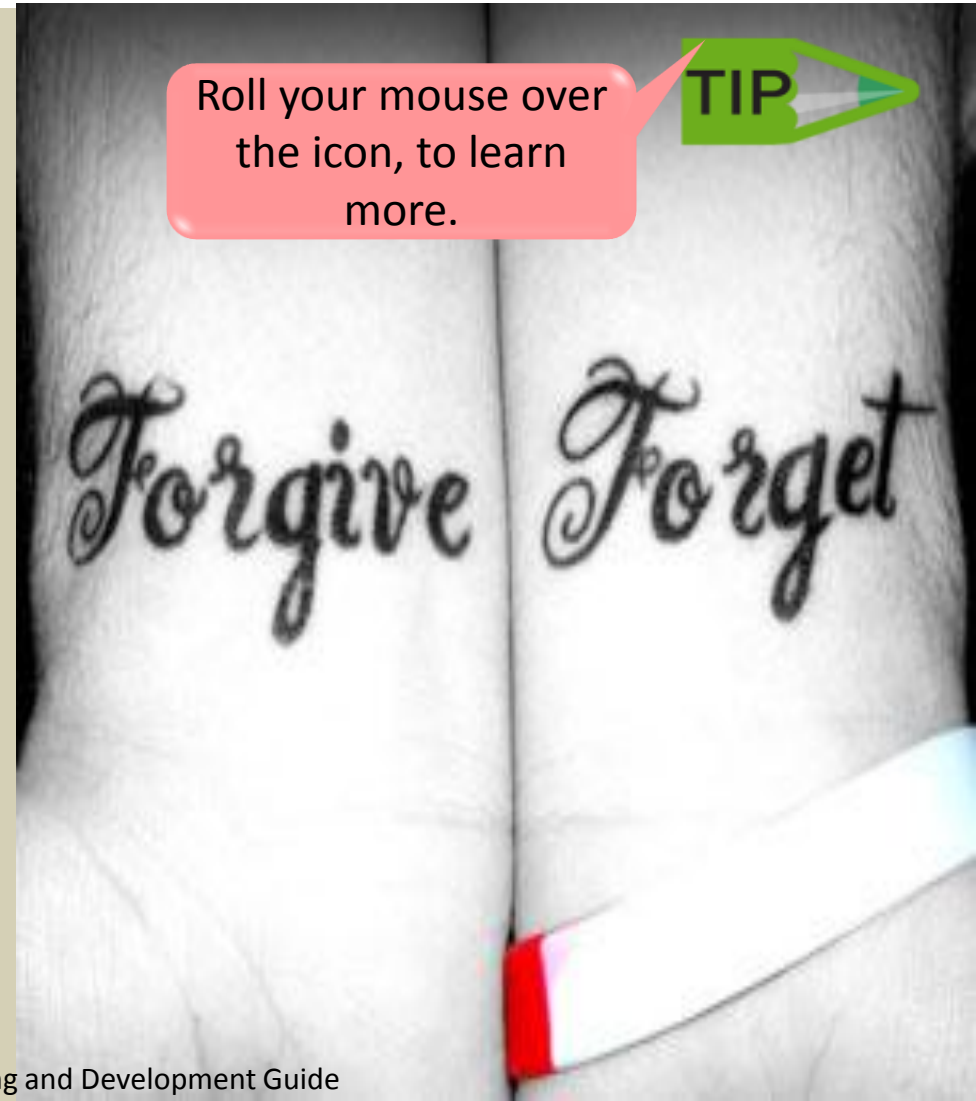


Step 12: Forgive and Forget

12

Step 12: Forgive and Forget

- To ensure that the changes you are making go much deeper than the surface, you need to forgive the people in your life that have hurt you and forget the issues you had with them.
- It is not easy letting go of past hurts and resentments but the only way to move past your flooding episodes is to let go of these feelings and start fresh.



Roll your mouse over the icon, to learn more.



Tip!



- **Being emotionally intelligent does not mean that you should become more emotional.**
- **Being emotionally intelligent means that you should be more aware of, able to identify and handle your emotions and being smart about your emotions.**

Objective

- Describe the Role of Self-awareness in EI
- Explain How to Balance Personal and Work Life
- Explain How to become More Self-aware
- Explain How to Increase Your Self-regard Level
- Explain How to Handle Your Fears
- Explain How to Boost Your Self-esteem
- Explain What is a Power Continuum
- Explain What is Self-talk
- Explain the Steps to Self- Motivate Yourself
- Explain the Stages of the Behavior Cycle
- Explain Steps to get to Root Cause of Emotions
- Explain What is meant by 'Emotional Flooding'
- Explain the Steps for Preventing Flooding
- Explain the Types of Strokes
- List the Characteristics of Good Personal Skills

What are Strokes?

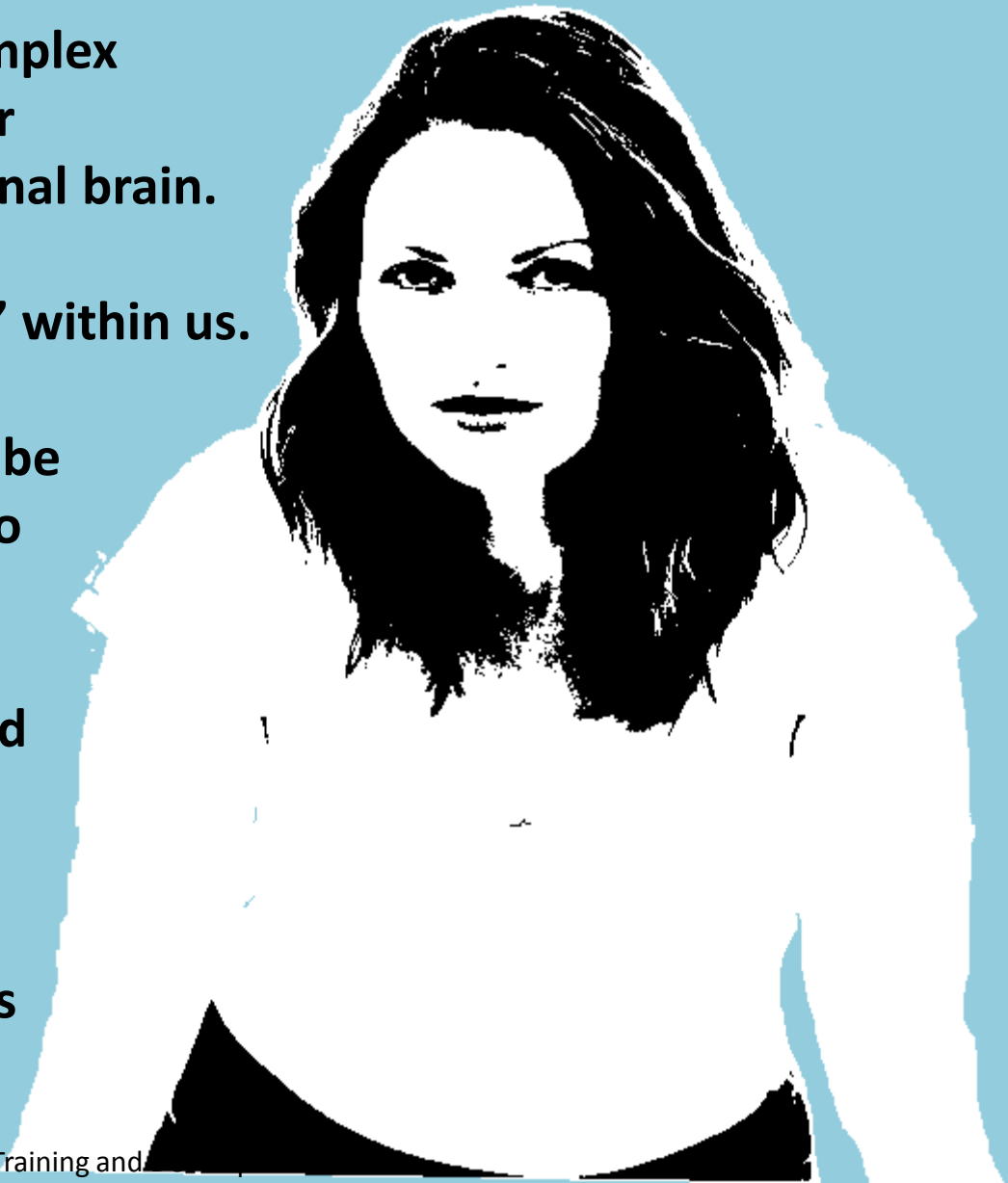
‘Self-regard’ is composed of a complex mixture of attitudes that lie in our subconscious mind or the emotional brain.

It acts like our own personal ‘lion’ within us.

Now, just like an animal needs to be fed, similarly, your self-regard also needs to be fed.

Also, when you feed the right food to your lion regularly, it remains healthy.

Similarly, your self-regard remains healthy when it is given the right positive feedback.



What are Strokes?



On the other hand, receiving negative feedback will act like unhealthy food and weaken your self-regard.

Psychologists have termed these units of feedback that you receive from others as 'strokes'.

Therefore, positive feedback is crucial for our self-regard to develop and remain healthy.

Also, when you receive regular negative feedback or negative strokes from others your self-regard level reduces.

Types of Strokes



There are four types of strokes that you can receive from others as well as yourself if you listen to your inner voice.

You can assign a 'score' to each of the strokes based on the impact that they can have on your self-regard.

Such as score of '+10' is 'highly positive impact on self-regard' whereas a score of '-10' is 'highly negative impact on self-regard'.

Also, a score of '+1' is 'less positive impact on self-regard' whereas a score of '-1' is 'less negative impact on self-regard'.

Types of Strokes

The four types of strokes are:

Positive Conditional

- Positive feedback on your actions
- Eg: 'Your report was excellent because...'
- +1

Negative Conditional

- Negative feedback on your actions
- Eg: 'Your presentation would have been better if...'
- +1

Positive Unconditional

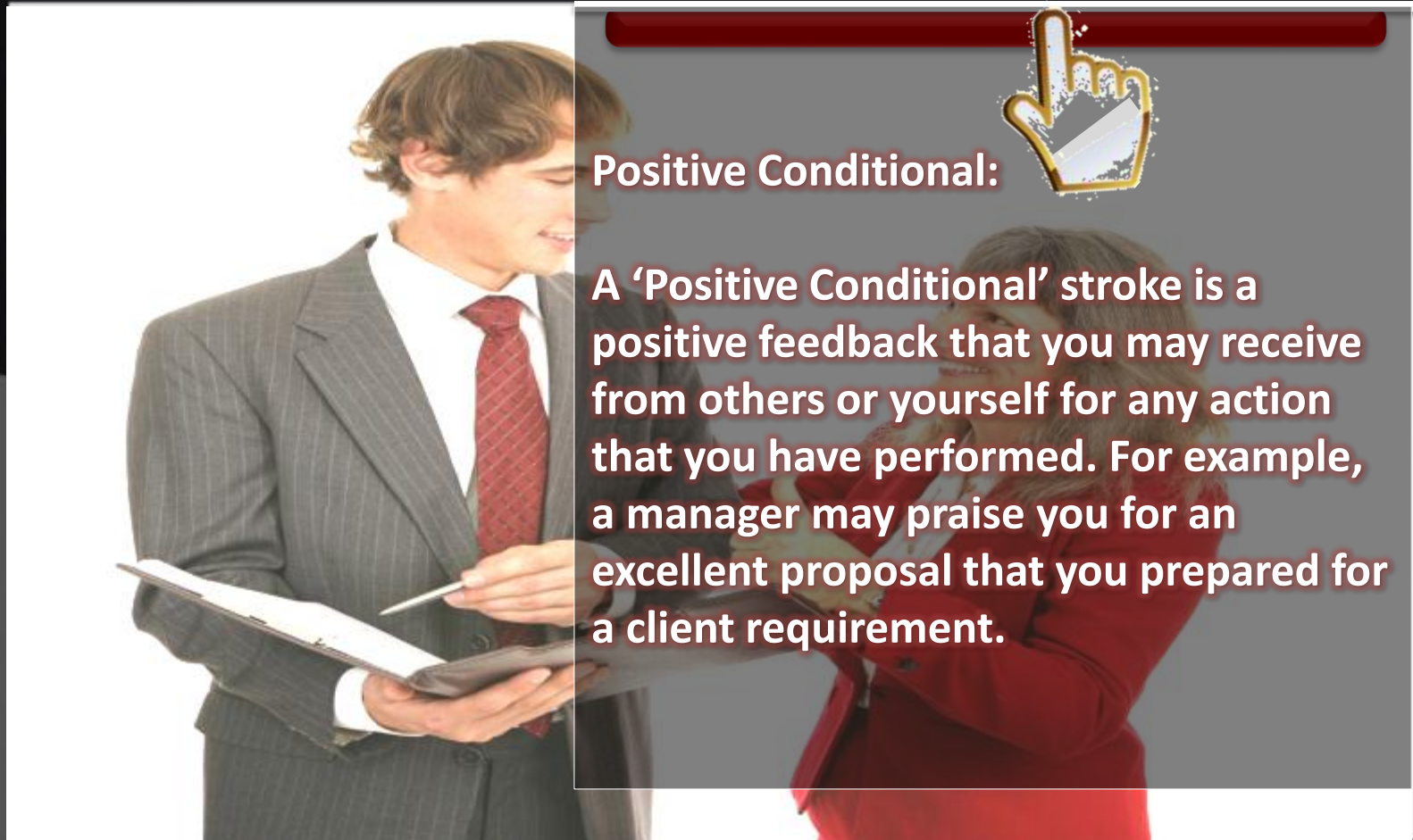
- Positive feedback on who you are as a person
- Eg: 'I love your energy and enthusiasm'
- +10

Negative Unconditional

- A criticism of who you are as a person
- Eg: 'You are stupid'
- -10

Let us look at each in detail.

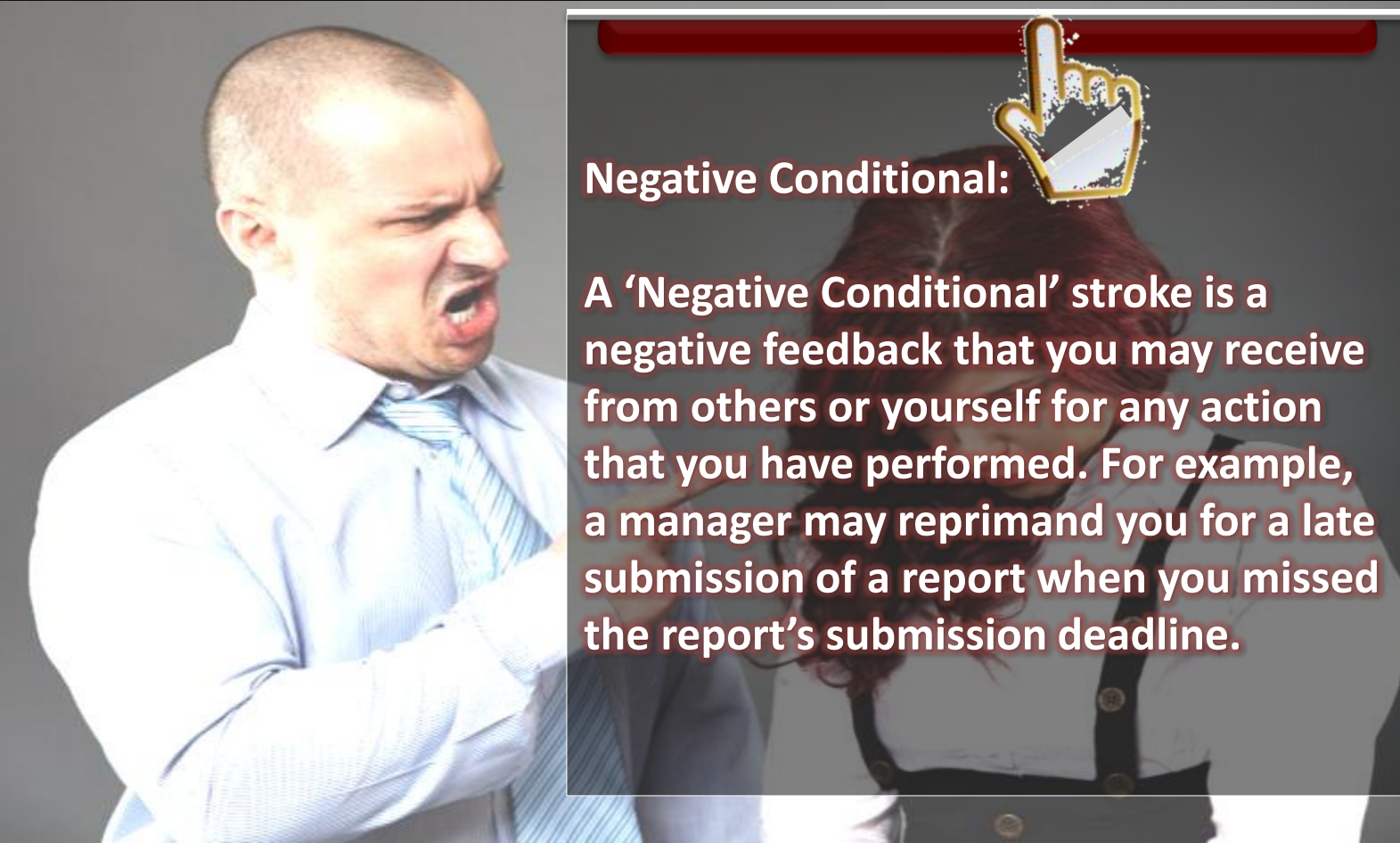
Positive Conditional




Positive Conditional:

A 'Positive Conditional' stroke is a positive feedback that you may receive from others or yourself for any action that you have performed. For example, a manager may praise you for an excellent proposal that you prepared for a client requirement.

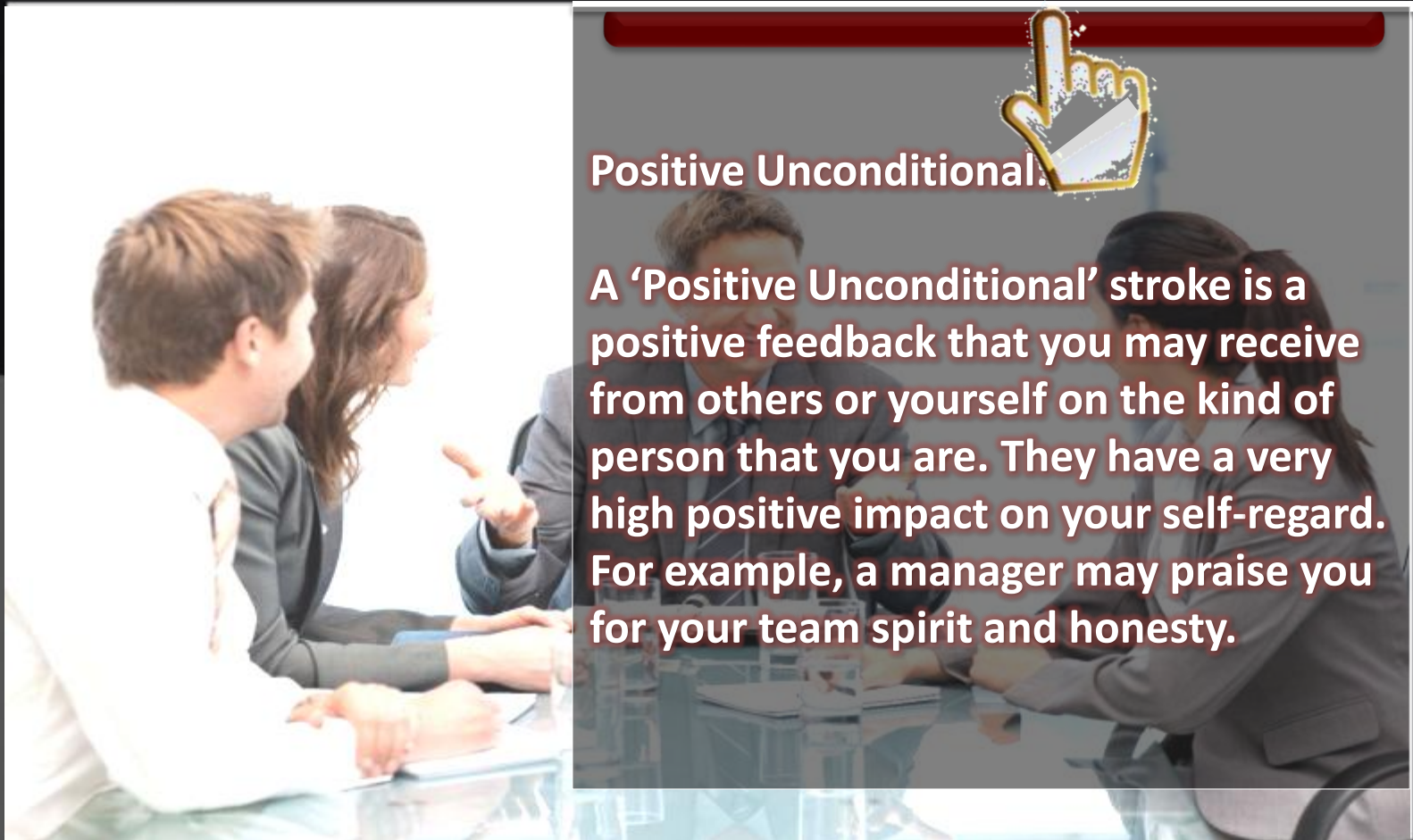
Negative Conditional

A photograph of a man in a white shirt and blue tie shouting at a woman in a white shirt and black vest. The man's mouth is open in a shout, and his expression is one of anger or frustration. The woman is looking down, appearing to be the recipient of the negative feedback.

Negative Conditional: 

A 'Negative Conditional' stroke is a negative feedback that you may receive from others or yourself for any action that you have performed. For example, a manager may reprimand you for a late submission of a report when you missed the report's submission deadline.

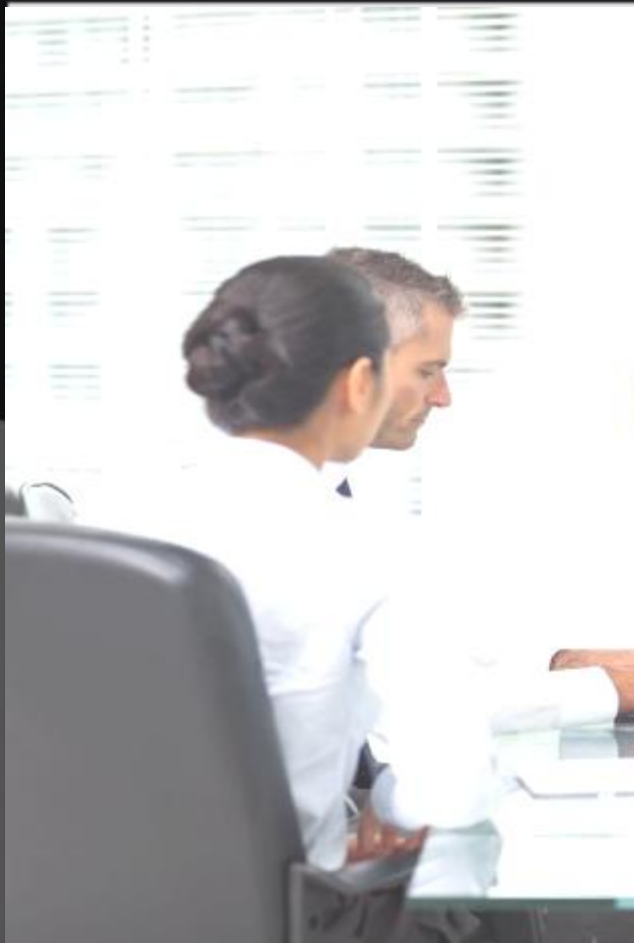
Positive Unconditional



Positive Unconditional.

A 'Positive Unconditional' stroke is a positive feedback that you may receive from others or yourself on the kind of person that you are. They have a very high positive impact on your self-regard. For example, a manager may praise you for your team spirit and honesty.

Negative Unconditional



Negative Unconditional



A 'Negative Unconditional stroke' is a negative feedback that you may receive from others or yourself on the kind of person that you are. For example, a manager may criticize you by saying that you are stupid. You should remember that negative unconditional strokes are always unacceptable. They have a very high negative impact on your self-regard and are most of the times implied by non-verbal communication.

How to Seek and Give Support?



How to Seek and Give Support?

It is important to learn to seek and give support to others to be able to have good relations with others and handle your reactions to them:

- Seeking and giving support to others helps in building synergy; that is to attain a combined result which is much more than individual result.
- A person can face challenges better while working together
- An individual need not possess all the skills so by getting support from others, he can perform better and work in harmony
- Seeking and giving support helps to divide the work and responsibilities among members, hence it reduces pressure on the individual



MCQ



Q. A _____ stroke is a positive feedback that you receive from others on the kind of person that you are.

- Positive Conditional
- Negative Conditional
- Positive Unconditional
- Negative Unconditional

Click on the radio button to select the correct answer!



What can You Learn from Successful People?



Build your willpower muscle!
(when you find yourself wanting to give in
or give up, don't)

Seize the moment to
act on your goals.

Set goals, and be as specific
as possible.

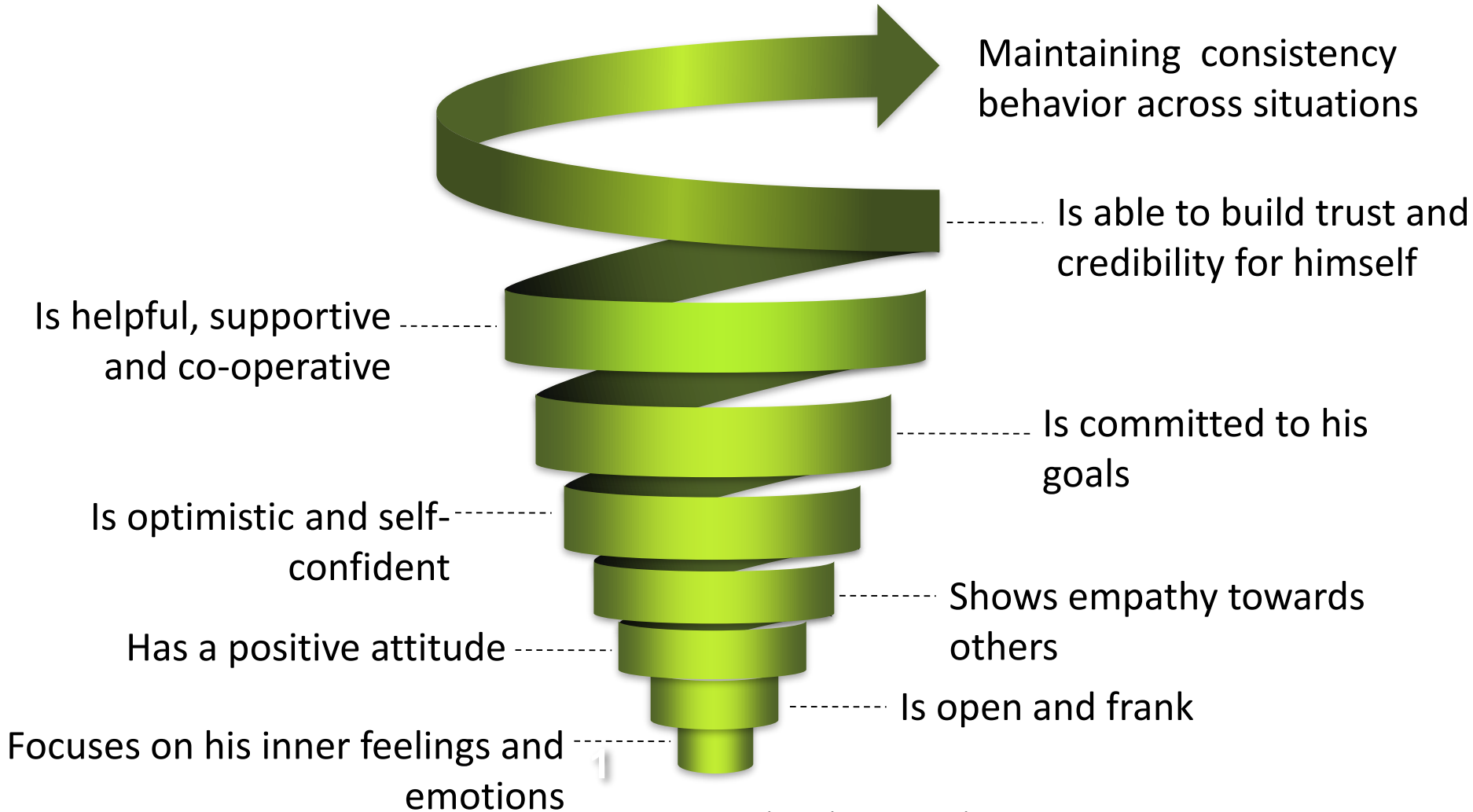
Have grit!
(the willingness to
commit to long-term
goals, and to persist in
the face of difficulty)

Objective

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Characteristics of Good Personal Skills

The following are some of the characteristics of a person with good personal skills:



MCQ




Q. Which of the following is NOT a core component that is required to enhance your emotional intelligence?

- High Self-regard
- High Regard for Others
- High Self-awareness
- High Logical Skills

Click on the radio button to select the correct answer!




Factors for Success in Achieving High EI




High self-esteem
and Self-regard




Positive mentality
and Optimism




Good rapport and
self-regard with
everyone




Adaptability and
flexibility




Ability to handle
fears



Ability to handle
Emotions and
reactions



High Level of Self-
motivation




Awareness of self,
relationship with others

Practice

*Let us now practice all
that you have learned
about Advanced
Emotional Intelligence
and Personal Skills.*

Practice

An ASUS PDA phone with a QWERTY keyboard and a screen displaying a home screen with various icons and the time 12:14 PM.

Observe yourself and note down your observations for a week.

Analyze yourself and try to evaluate yourself on the following:

- Self-awareness
 - Self-confidence
 - Self-regard
 - Self-motivation
-
- How can you increase the level of your self-awareness?
 - How can you increase the level of your self-regard?

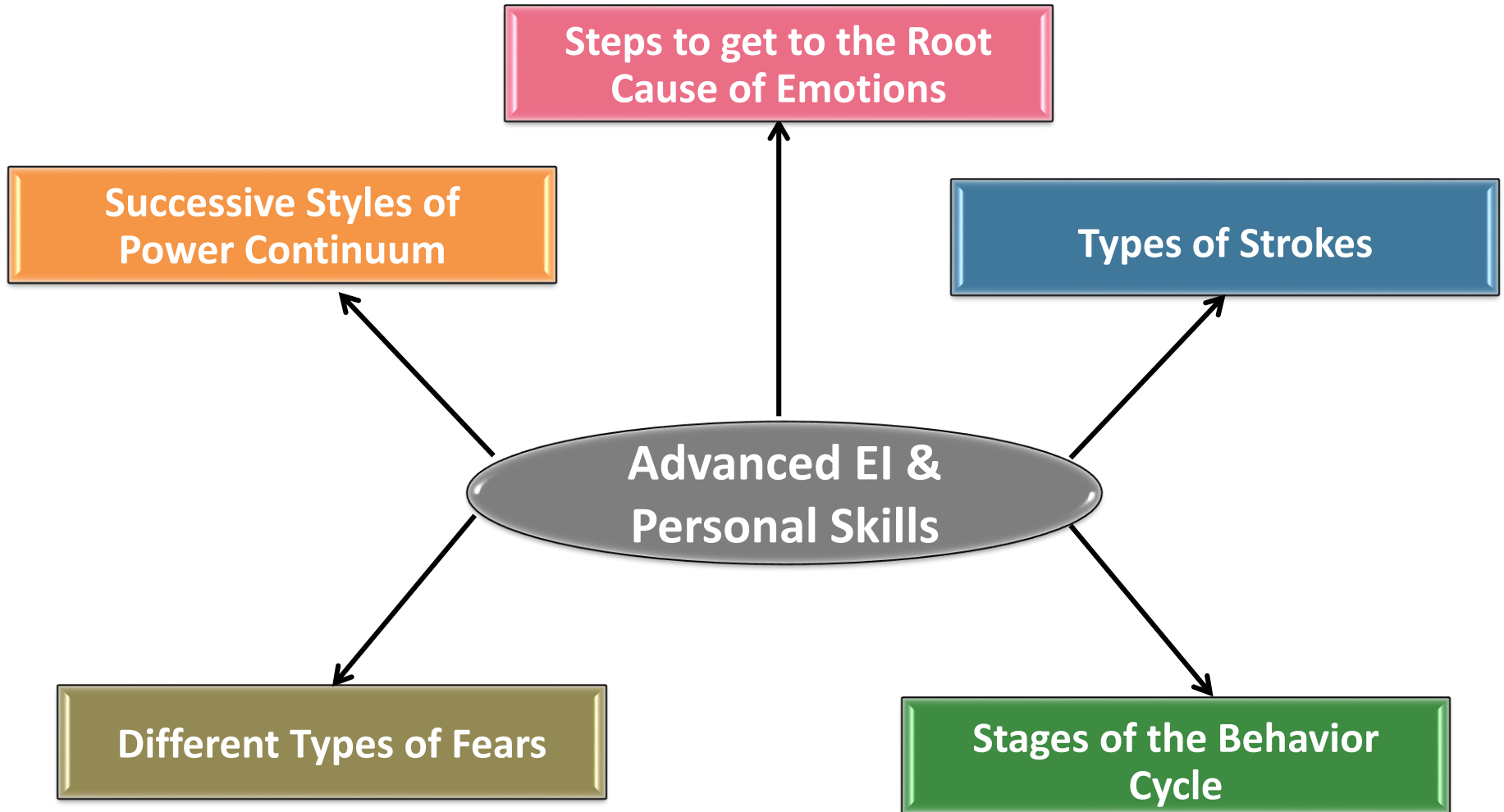
Case Study

Sankar works as a Project Manager at XYZ.

He has always been a pessimist and does not have a high level of self-regard for himself.

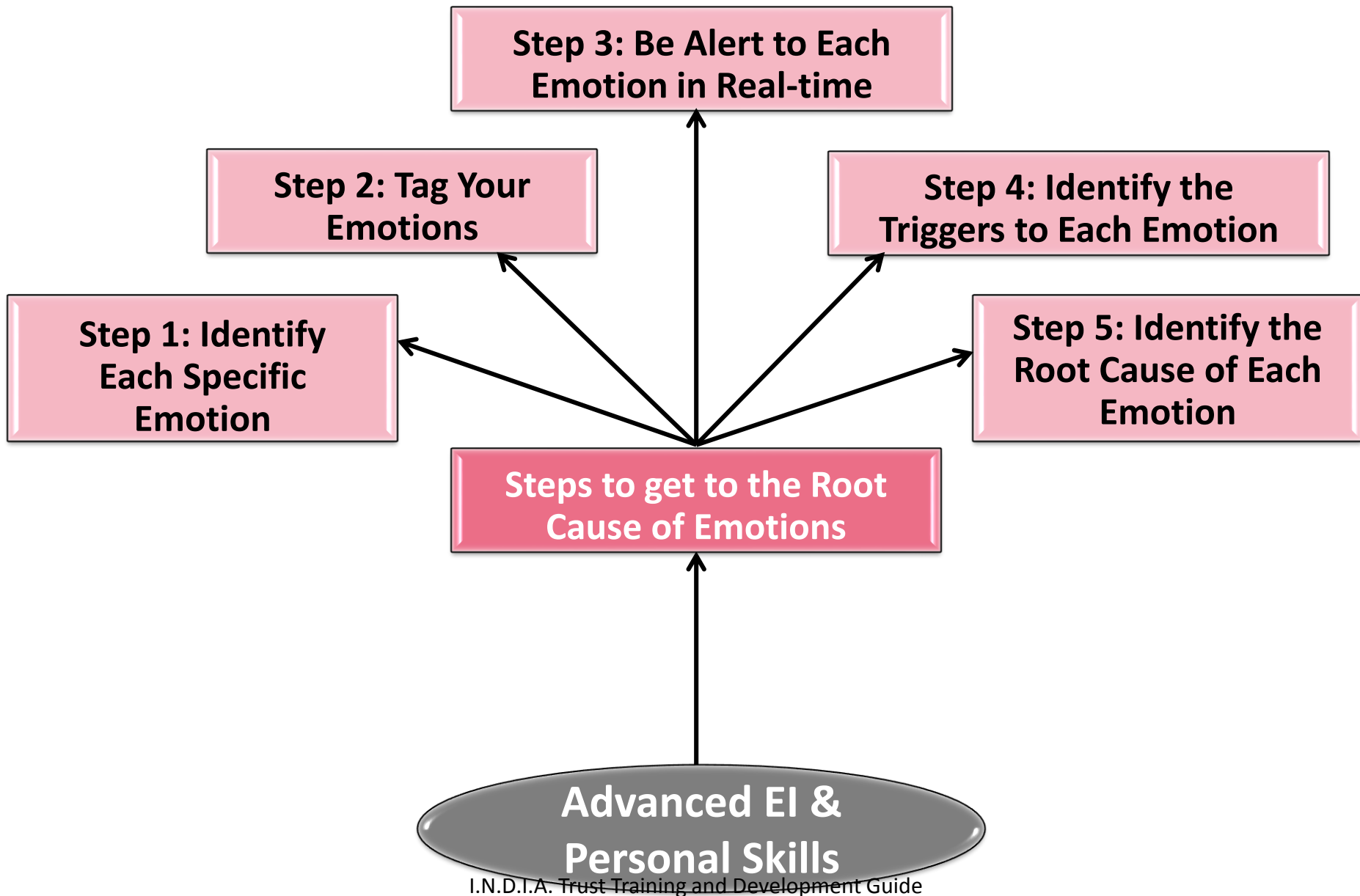
- 1. How can Sankar become more optimistic?**
- 2. How can Sankar increase his level of self-regard?**

Summary

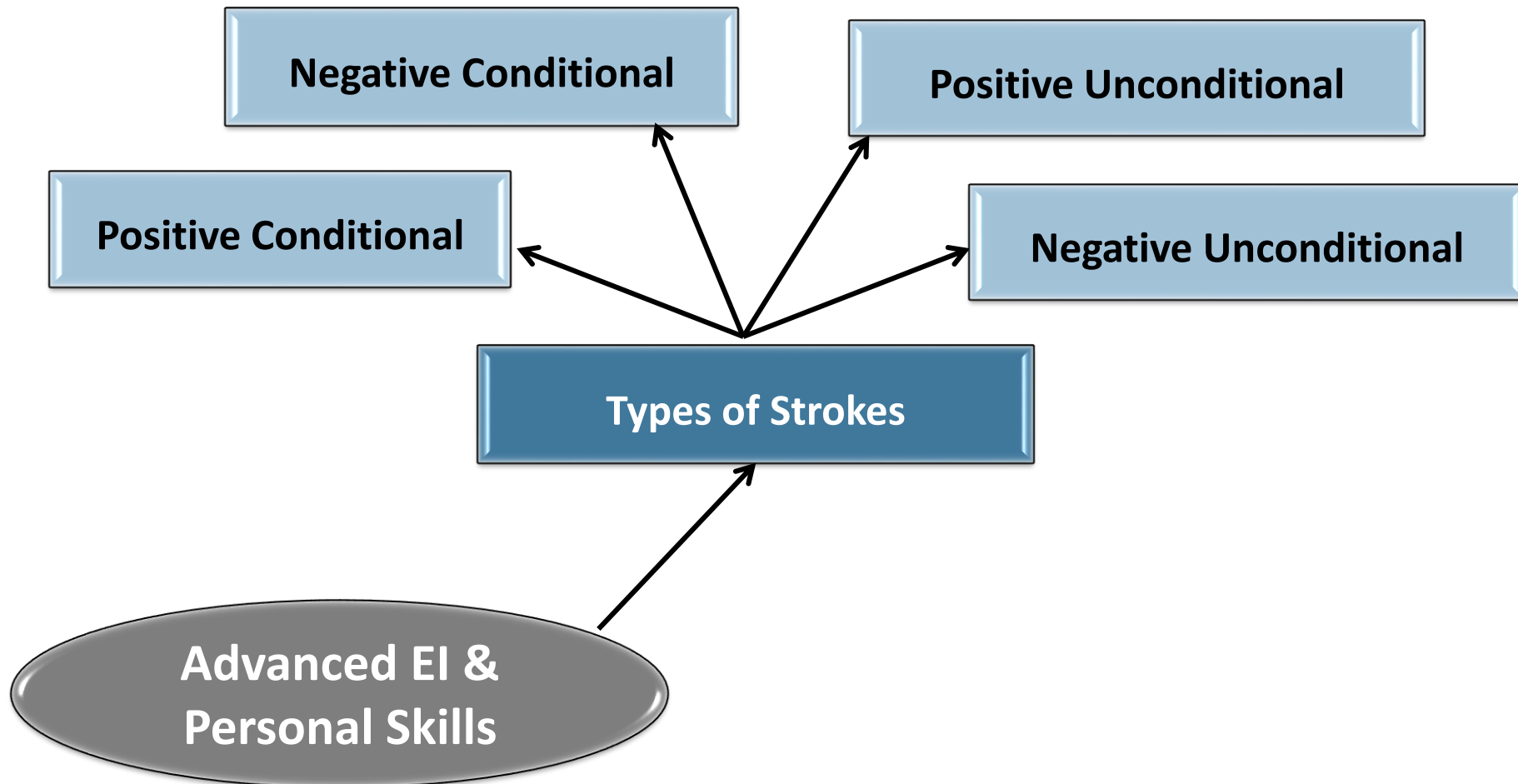


Let's look at each in detail.

Summary



Summary



Summary

Advanced EI &
Personal Skills

Stages of the Behavior
Cycle

Pre- contemplation
/Not Worried
/Unaware

Contemplating
/Thinking

Preparing /Trying
/Planning

Trying /Doing /Action

Termination
/Advocacy
/Transcendence
/Relapse

Maintaining
/Sticking

Summary

Advanced EI & Personal Skills

Different Types of Fears

Fear of Rejection

Fear of Losing Control

Fear of Being Alone

Fear of Offending Others

Fear of Losing One's Job

Fear of Being Disliked by Others

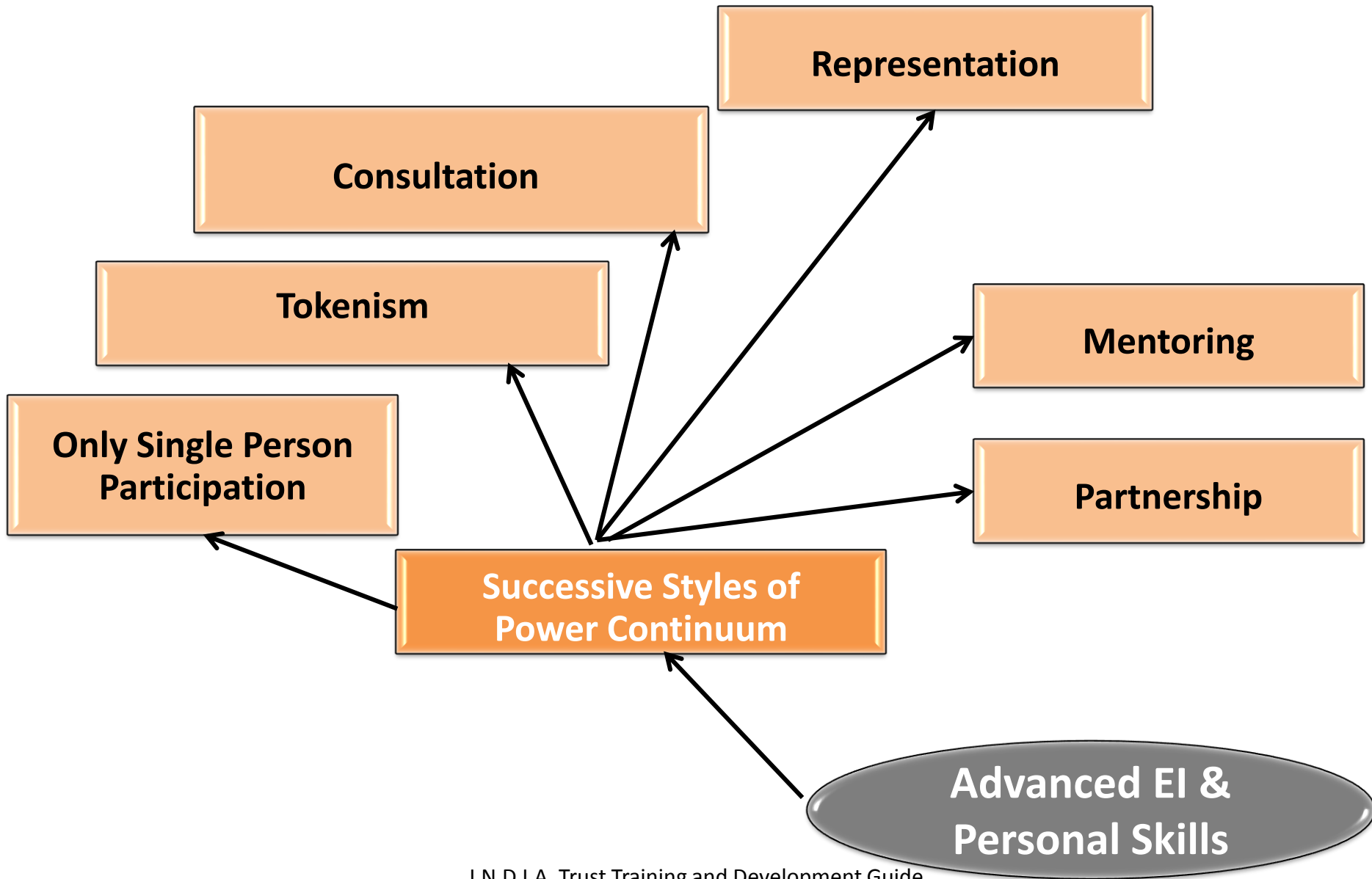
Fear of Death

Fear of Uncertainty

Fear of Pain

Fear of Failure

Summary



Glossary

Click each alphabet to learn more.



Glossary

Click each alphabet to learn more.

- **Continuum** – Continuum is a continuous non-spatial whole or extent or succession in which no part or portion is distinct or distinguishable from adjacent parts
- **Cycle** – Cycle is an interval during which a recurring sequence of events occurs

C

E

P

R

S

Glossary

Click each alphabet to learn more.

- **Emotion** – Emotion is any strong feeling
- **Empathy** – Empathy means understanding and entering into another's feelings

C

E

P

R

S

Glossary

Click each alphabet to learn more.

- **Partnership** – Partnership is a cooperative relationship between people or groups who agree to share responsibility for achieving some specific goal
- **Positive** – Positive means characterized by or displaying affirmation or acceptance or certainty etc.

C

E

P

R

S

Glossary

Click each alphabet to learn more.

- **Representation –**
Representation is the act of representing such as standing in for someone or some group and speaking with authority on their behalf
- **Root Cause –** Root Cause is the place where something begins or where something springs into being

C

E

P

R

S

Glossary

Click each alphabet to learn more.

- **Scale** – Scale is a relative magnitude showed by an ordered reference standard
- **Stress** – Stress is a state of mental or emotional strain

C

E

P

R

S

You have Successfully Completed the Module on
Advanced Emotional Intelligence
and Personal Skills!

Congratulations