

# Heart Smarts:

*Working With Your Emotional Intelligence*



## Emotional I Spy

# Emotional I Spy



- Clenching Your Jaws or Grinding Your Teeth
- HR rises
- Shaking or Trembling
- Dizziness
- Headache
- Stomach Ache
- Muscles tense



54

# How Emotional I Spy Helps



- Become more aware
- Not letting emotions build up
- Practice vulnerability
- Take control of emotional hijacking



55



## Defensive Routines

<b>Approach and Internalize</b>		<b>X</b>
I get to work earlier and stay at work later		
I continue to add new projects or take on more roles despite a realistic shortage of time or results		
I constantly remind myself of my own or others' high standards of me		
I expect everyone to perform at my high standards		
I can never say "no"		
<b>Avoid and Internalize</b>		<b>X</b>
I move further inside: my office, my projects, my thoughts/concerns		
I become detached from relationships with colleagues, friends, and family		
I communicate less than usual and only about what I feel is essential		
Only my vision and goals seem important		
I don't need input from others		
I feel that other people just get in the way		
<b>Approach and Externalize</b>		<b>X</b>
I am the only one who knows the answer		
If anyone disagrees with me I will discourage them or make them sorry for disagreeing		
My closest friends and advisors always agree with me		
I never waver on decisions		
<b>Avoid and Externalize</b>		<b>X</b>
I focus on negative aspects of situations		
I wear anger and disappointment as a badge of honor		
I criticize or become cynical with those who want things to change or have hope		
I blame my mood/circumstances on the situation or someone else		
I enjoy being with like-minded people and talking about what we think is wrong		



## Defensive Routines (cont.)

Now that you have completed the checklist on page 20, circle five check marks that indicate your primary ways of dealing with life and work when you are stressed. These are defensive routines– they help you defend yourself from your stressors and may inhibit change. The next step will help you unravel the impact of these habits.

On the following page (pp. 22), list your top five defensive routines and note whether they are linked with approaching or avoiding issues or your feelings, and whether you tend to internalize or externalize your responses. Then, write some notes about how your routines affect you, people close to you, and possibly your organization.





### Defensive Routines (cont.)

My Defensive Routines	Approach, Avoid, Internalize, Externalize	How this affects me: mind, body, spirit, emotion	How this affects my team & family	How this affects my environment



## Taking Stock

---

1. What activities do I consider of greatest worth in my life?

---

---

---

2. What activities do I consider of greatest worth in my work?

---

---

---

3. What am I currently doing in my life that I like?

---

---

---

4. What am I currently doing in my work that I like?

---

---

---

5. What am I currently doing in my life that I don't like?

---

---

---

6. What am I currently doing in my work that I don't like?

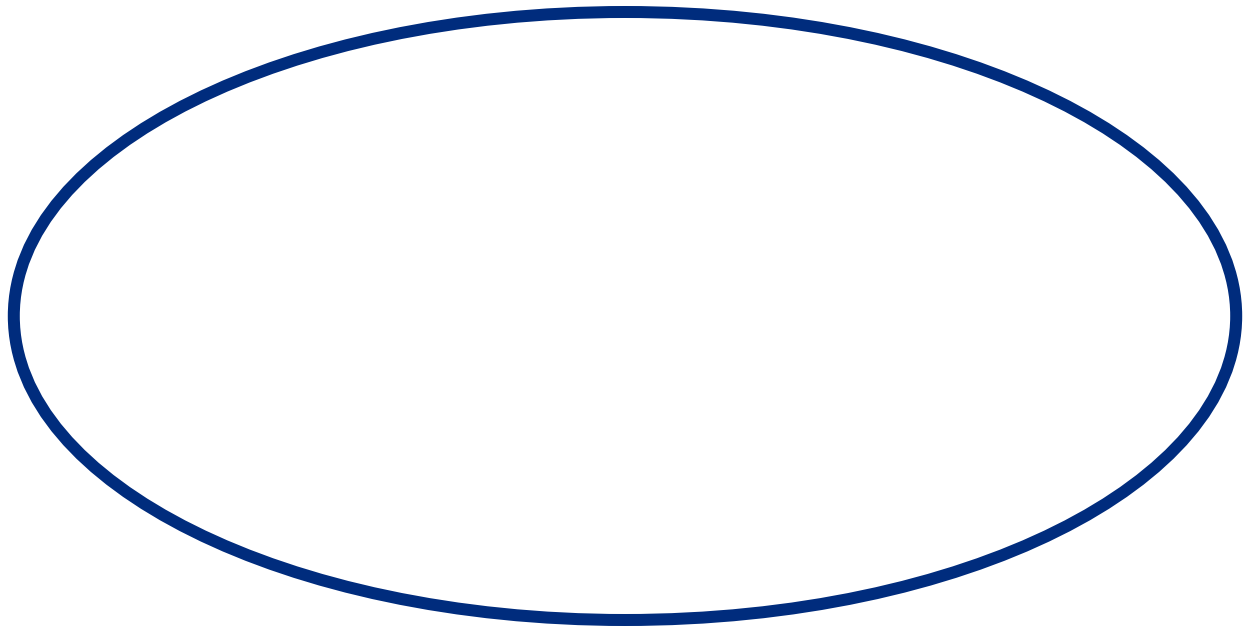
---

---

---

## Board of Directors

---



## My Emotional Intelligence Discovery

---

1. In the ideal world, what do I want my Emotional Intelligence to be? What does it look like and what am I doing that is contributing to this ideal state?

---

---

---

---

2. If I could accomplish one thing in my life related to Emotional Intelligence, what would it be?

---

---

---

---

3. My interpretation of my current Emotional Intelligence is:

---

---

---

---

4. Reviewing what I wrote for items 1-3, what things do I notice that overlap and are similar between my ideal Emotional Intelligence and my current Emotional Intelligence?

---

---

---

---

5. Reviewing what I wrote for items 1-3, what things do I notice that are different between my ideal Emotional Intelligence and my current Emotional Intelligence?

---

---

---

---



## My Emotional Intelligence Discovery (cont.)

---

6. What area of my Emotional Intelligence do I want to begin focusing on developing (circle just one)?

7. What are 3 techniques that I will begin implementing to foster my area of Emotional Intelligence that I selected in item 6?

---

---

---

8. Who do I trust and can count on to support me using the techniques?

---

---

---

9. Who can I trust to give me open, honest feedback that will foster my Emotional Intelligence?

---

---

---

10. As I use the techniques and get feedback, what do I need to see change to know my Emotional Intelligence is positively growing?

---

---

---

---