

# DEVELOP YOUR PROFESSIONAL SKILLS

## THE FOUR TRIALS OF WKU

### FALL 2023



#### YOUR ASSIGNMENT:

After completing all "Four Trials of WKU," please post about your experience with The Four Trials of WKU in this Discussion Forum, and comment upon two other students' postings.

Your post should consist of five paragraphs, as follows:

1) In the first four paragraphs, describe each of the four activities you undertook, and how each one went. For each activity, how did you feel prior to doing the activity, and how did you feel after doing the activity.

2) In the fifth and concluding paragraph, set forth any suggestions you may possess, as to ways to enhance The Four Trials of WKU. And would you recommend doing "The Four Trials of WKU" in future classes?

No introductory paragraph is required. Paragraphs may be numbered, or not, as you desire. Spelling and grammar are graded, but paragraph structure nor structure of the essay is not graded.

**ALSO** - COMMENT upon a minimum of two other students' postings, with a supportive or constructive comment.

#### IF YOU MISSED DOING THE FOUR TRIALS ON THIS DATE:

Please choose a list of two activities from the list on pages 11 and 12, and post to the Discussion Board about your activities – what did you do? How did it go? Would you recommend the activity to others? **ALSO** post two comments on other students' posts.



#### What Emotional Intelligence Testing Can Tell You About a Candidate

- 1 Strategies for managing stress and job pressure
- 2 Communication skills and preferences
- 3 Work ethic and job dedication
- 4 Approach to conflict resolution
- 5 Level of maturity and responsibility
- 6 Ability to express feelings and opinions

#### EMOTIONAL INTELLIGENCE IS AN IMPORTANT FACTOR FOR HIRING AND MANAGING EMPLOYEES

**71%** of employers say they value EI over IQ in their employees

**59%** of employers would not hire someone with a high IQ but low EI

## Emotional Intelligence Domains and Competencies

Self-awareness	Self-management	Social awareness	Relationship management
Emotional self-awareness	Emotional self-control	Empathy	Influence
	Adaptability		Coach and mentor
	Achievement orientation	Organizational awareness	Conflict management
	Positive outlook		Teamwork
			Inspirational leadership

Source: More Than Sound, LLC, 2017

HBR

### *Business News Daily*

Feb. 21, 2023

#### EMOTIONAL INTELLIGENCE SKILLS: HOW TO SPOT THEM IN HIRING

By CHAD BROOKS

In today's environment, where many employers put a premium on workplace collaboration, hiring employees who can understand and control their emotions – while also identifying what makes those around them tick – is of the utmost importance.

Bill Benjamin, a partner at the Institute for Health and Human Potential, says emotional intelligence is by far the most critical hiring factor to consider.

"Provided people have the threshold experience, IQ and technical skills needed for the job, EQ either makes or derails a candidate's performance and career," he said ...

#### What is emotional intelligence?

The term "emotional intelligence" was first unveiled in a paper written by Peter Salovey and John D. Mayer. According to the Yale Center for Emotional Intelligence, Salovey and Mayer developed the theory while painting a house.

"Over fresh coats of paint, the two friends and collaborators lamented that theories of intelligence had no systematic place for emotions," according to the website. "Using each of their expertise, they articulated a theory that described a new kind of intelligence: the ability to recognize, understand, utilize, and regulate emotions effectively in everyday life."

Annie McKee, a senior fellow at the University of Pennsylvania Graduate School of Education and director of the PennCLO Executive Doctoral Program, defines emotional intelligence in the workplace as the ability to understand and manage your emotions while grasping other people's emotions and motivations. With these skills, an emotionally intelligent employee can help a team work together on shared goals.

"Whenever you put two or more people together, they need to learn how to work together, and emotional intelligence is a huge part of that," McKee said.

#### Why EQ skills are important in the workplace

When employers seek top performers, research shows that they should start by looking at emotional intelligence. Benjamin said research by Harvard University, the Institute for Health and Human Potential, and many others have determined that emotional intelligence counts for twice as much as IQ and technical skills combined in determining who will be a star performer.

#### EQ may outrank IQ.

"It's not that IQ and technical skills aren't important, but they are threshold competencies: You need a certain amount of them to do any job, and once you are over the threshold, getting more IQ and technical skills doesn't significantly improve performance," Benjamin said. "It's often said, 'IQ and technical skills get you the job, and EQ gets you the promotion,' or the corollary: 'IQ and technical skills will get you hired, and EQ will get you fired.'"

The World Economic Forum (WEF) 2020 Future of Jobs report says that emotional intelligence is one of the 10 most in-demand skills and that it will remain there through at least 2025.

"Overall, social skills – such as persuasion, emotional intelligence, and teaching others – will be in higher demand across industries than narrow technical skills, such as programming or equipment operation and control," according

to the WEF. “In essence, technical skills will need to be supplemented with strong social and collaboration skills.”

**Jobs are evolving.**

McKee believes that as more “dull and dangerous” jobs fall by the wayside in favor of artificial intelligence and machine learning, emotional intelligence will be even more critical, pointing out that the jobs that will remain will involve things that machines can’t do. These include jobs requiring complex thinking and envisioning the future – jobs that require understanding your values, emotions and thought processes.

McKee says that these jobs will also necessitate understanding how to work with people vastly different from ourselves and learning how to read people so we can guide them individually and collectively toward a common goal.

**Leaders have more impact than ever.**

While emotional intelligence is essential for all employees, McKee believes that it may be even more critical for those in charge. She said that managers and other leaders set the tone for the entire workplace; therefore, good managers must understand how their emotions can impact those around them.

“If they aren’t able to understand their own impact on people – for example, they don’t understand when they are having a bad day and when they are stressed out – [that] is contagious, literally,” McKee said. “And then other people will start to have a bad day, and before you know it, everyone is, and no one is thinking as clearly as they need to.”

...

**Job Interviews: Ask relevant questions.**

In addition to common interview questions, these are some of the interview questions Benjamin suggests that hiring managers ask:

- Can you describe a time when you were given critical feedback?
- Can you describe a time when you had to have a difficult conversation?
- Can you describe a time when there was tension or conflict on a team?
- Can you describe a time when a change was instituted that you didn’t agree with?

- Can you describe a time when you had to come up with a creative solution under pressure?
- Can you describe a time when you made a mistake?

For each question, Benjamin said, hiring managers should ask the candidate follow-up questions about the thoughts and feelings they had and the actions they took.

If someone can’t answer a question, Benjamin said, it may be a sign that they shy away from tough conversations or have trouble admitting mistakes. He said hiring managers should use the answers to gauge how much self-awareness the candidate has of their thoughts and emotions. If they have trouble describing situations, they may lack emotional awareness.

For those who can describe specific situations, Benjamin encourages hiring managers to consider whether their actions demonstrate the ability to take ownership, show personal accountability and step into pressure situations.

“While you need to ensure that people meet the minimum requirements of IQ, experience and technical skills, the bottom line is, if you aren’t hiring and developing people for emotional intelligence skills, you are not going to be competitive in the future,” Benjamin said.

<b>Personal Competence (How We Handle Ourselves)</b>	<b>Social Competence (How We Handle Relationships)</b>
<p><b>Self-awareness:</b> knowing our internal states, preferences, resources, and intuitions. Includes:</p> <ul style="list-style-type: none"> <li>• emotional awareness</li> <li>• accurate assessment of our strengths and limits</li> <li>• self-confidence</li> </ul>	<p><b>Empathy:</b> having awareness of others’ feelings, needs, and concerns. Includes:</p> <ul style="list-style-type: none"> <li>• understanding others</li> <li>• developing others</li> <li>• anticipating and meeting others’ needs</li> <li>• leveraging diversity</li> <li>• reading a group’s emotional currents and power relationships</li> </ul>
<p><b>Self-regulation:</b> managing our internal states, impulses, and resources. Includes:</p> <ul style="list-style-type: none"> <li>• self-control of disruptive impulses</li> <li>• trustworthiness</li> <li>• conscientiousness</li> <li>• adaptability to change</li> <li>• comfort with new ideas and approaches</li> </ul>	<p><b>Social skills:</b> adeptness at inducing desirable responses in others. Includes:</p> <ul style="list-style-type: none"> <li>• ability to influence others</li> <li>• clear communication</li> <li>• conflict management</li> <li>• leadership</li> <li>• ability to catalyze change</li> <li>• building bonds</li> <li>• collaboration and cooperation</li> <li>• ability to create group synergy</li> </ul>
<p><b>Motivation:</b> moving toward achievement of goals. Includes:</p> <ul style="list-style-type: none"> <li>• drive</li> <li>• commitment to a group’s or organization’s goals</li> <li>• initiative</li> <li>• optimism in spite of obstacles or setbacks</li> </ul>	<p><small>Adapted from Daniel Goleman, Working with Emotional Intelligence, pp. 26–27.</small></p>

## THE FOUR TRIALS OF WKU

### THE FIRST TRIAL:

#### Interview other students ON YOUR TEAM

##### and find out:

(15 MINUTES)

Name

Hometown

Activities, Sports, Clubs, Organizations

Personal Interests, Activities

*"The best thing about WKU is ..."*

*"My 'perfect day' would be ..."*

*"If I had one day to live, I would ..."*

*"One thing that others don't know about me is ..."*

**HOW TO CONNECT WITH EACH OTHER  
GROUP CHAT? EMAIL EXCHANGE?**

## **TRIAL TWO:**

### **SMILE, GREET AND WALK TALL**



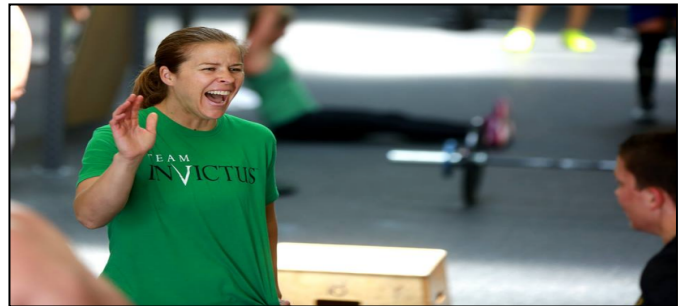
**Smile at all times while walking IN TEAMS toward DSU, 1<sup>st</sup> Floor, by the Big Red statue.**

- Smiling makes you feel good, makes others feel better about you, and sets others at ease.
- Recent research reveals that a “toothy grin” makes you easily detectable in a crowd of people. This should come as no surprise to those who smile a lot. A smile not only enables you to be noticed, but also builds positive feelings in the observer.
- "Smiling is infectious, you catch it like the flu. When someone smiled at me today, I started smiling too." - Karen McLendon-Laumann
- Smiling is indeed important in our everyday life, both in our personal lives as well as within the workplace. Dale Carnegie notes, "The expression one wears on one's face is far more important than the clothes one wears on one's back."
- A smile is one of the most obvious and effective methods of non-verbal communication. It is one of the first things someone will notice about you. A smile, both physically as well as subconsciously, transmits the message, "I'm glad you're here and that I'm happy to see you."
- Smiling has implications, both in our personal as well as our business relationships. Smiling overcomes barriers and opens doors for people. A sincere smile is a message of goodwill and is considered a sign of hospitality and confidence when dealing with a friend or a business associate.



#### **Greet others you pass by.**

- *Why?* The importance of greeting others shouldn't be overlooked. The skill of greeting others well extends to all our social relationships – be they at home, at college, or in the business environment. Making the people around you feel good by giving them a warm greeting every time you see them builds stronger, friendlier relationships.
- Whether at school, with friends, or in business, greeting people is an everyday occurrence and is an important skill to master.



#### **Walk tall – swiftly and with good posture – i.e., with a sense of purpose.**

- It's pretty clear that how you carry yourself affects how others think about you. Would you have confidence in a person that stumbled around and walked very slowly? No! Show your confidence by walking with a purpose. When you walk purposefully, you convey confidence and energy.
- Whether you are walking down the hall or across the room, decide where you want to go and walk there with purpose! Keep a tall posture with your head high, your shoulders back and your stomach tucked in. Pick up the pace; there is no need to slow down - you know where you are going! Stand tall.
- Walk tall. **Ooze confidence** - at all times.

## **TRIAL THREE: PUBLICLY SPEAKING ...** **and WE SUPPORT EACH OTHER !!!**

Public speaking can be intimidating for many, whether it be in a group of a few, in front of a class, or in speeches before hundreds or thousands of people. Nearly everyone is apprehensive when they publicly speak.

Yet, with practice, the apprehension fades. Again, by undertaking an activity that scares you, you gain confidence and undertaking the activity again becomes less stressful.

I used to be *deathly afraid* of being called upon in class, during college. Yet now I can give a speech before hundreds, and even thousands, of people, and not possess anxiety. How did this change occur? Simply by DOING IT – and by doing it, I expanded my comfort zone.

**Each student will, in front of the class (and anyone else around): “SHOUT OUT” (SAY LOUDLY) one of the following success tips.**

**Try not to duplicate what other students have already shouted.**

**SUPPORT EACH OTHER !!!**

**SHOUT “HOO RAH” AFTER  
EACH SHOUT OUT !!!**

**Here are POSSIBLE quotes for you to use.**  
**YOU MAY ALSO USE YOUR**  
**VERY OWN QUOTE OR TIP.**

When you see something that you fear - run toward it as fast as you can - because life is beautiful on the other side.”

**“9 hours, 15 minutes. Need I say more?”**

“Career happiness involves doing what you love. Career success is excelling at doing what you love.”

**“Just do it. Do it, do it, do it. Just do it NOW.”**

**“Have confidence in you, and everything you do!”**

“Until you spread your wings, you will have no idea how far you can fly.”

**“I AM SPARTACUS!”**

“Self-control is like a muscle; it gets stronger the more you exercise self-control.”

“I walk around like everything’s fine, but deep down, inside my shoe, my sock is sliding off.”

**“Don’t take life too seriously. You will never get out of it alive.”**

“One of the truest tests of integrity is its blunt refusal to be compromised.”

“The best thing about the future is that it comes one day at a time.”

**“Be who you are and say what you feel, because those who mind don’t matter and those who matter don’t mind.”**

“Don’t ever promise more than you can deliver, but always deliver more than you promise.”

**“To wish you were someone else is to waste the person you are.”**

“If you don’t have time to do it right, when will you have time to do it over?”

**“A day without sunshine is like ... you know ... night.” – Steve Martin**

**“OOZE CONFIDENCE”**

“Integrity is doing the right thing, even if nobody is watching.”

**“The first and best victory is to conquer self.”**

“Stop lying down with dogs (or you’ll get up with fleas).”

“Follow your passions, believe in karma, and you won’t have to chase your dreams, they will come to you.”

“Every time you smile at someone, it is an action of love, a gift to that person, a beautiful thing.”

“The person who says something is impossible should not interrupt the person who is doing it.”

“You are braver than you believe, and stronger than you seem, and smarter than you think.”

““We do not need magic to transform our world. We carry all of the power we need inside ourselves already.”

“We do not need magic to transform our world. We carry all of the power we need inside ourselves already.”

“A day without sunshine is like, you know, night.” – Steve Martin

“Be a first rate version of yourself, not a second rate version of someone else.”

“Your worth consists in what you are and not in what you have.”

“You already have every characteristic necessary for success if you recognize, claim, develop and use them”

**“There is no failure except in no longer trying.”**

“Life is either a daring adventure, or it is nothing.”

**“I LOVE ALL OF YOU VERY MUCH.”**

“Most of the important things in the world have been accomplished by people who have kept on trying when there seemed to be no hope at all.”

**“The surest sign that intelligent life exists elsewhere in the universe is that it has never tried to contact us.”**

“Success is 99% attitude and 1% aptitude.”

**“I don’t suffer from insanity; I enjoy every minute of it.”**

**“I’ve missed more than 9,000 shots in my career. I’ve lost almost 300 games. 26 times I’ve been trusted to take the game winning shot and missed. I’ve failed over and over and over again in my life. And that is why I succeed.” - MJ**

“You measure the size of the accomplishment by the obstacles you had to overcome to reach your goals.”

“Common sense is like deodorant. The people who need it most never use it.”

**“Most progress is made by the uncommon man.”**

**“We have nothing to fear but fear itself.”**

“Remember that everyone you meet is afraid of something, loves something, and has lost something.”

“There is one word that describes people that don’t like me: Irrelevant.”

“Don’t be so busy changing the world to forget that one smile can change mine.”

**“My favorite machine at the gym is the vending machine.”**

“I am the architect of my life; I build its foundation and choose its contents.”

**“I am a successful student.”**

"Happiness is having a large, loving, caring, close-knit family in another city."

**"I always arrive late for classes, but I make up for it by leaving early."**

"I will allow myself enough sleep each night to fully rest, so that I may learn without drowsiness the next day."

"Today, I am brimming with energy and overflowing with joy."

**"Starbucks says they are going to start putting religious quotes on cups.**

**The very first one will say, 'Jesus! This cup is expensive!'"**

"My body is healthy; my mind is brilliant; my soul is tranquil."

"I will exercise my body each day, in ways that I enjoy."

"I am superior to negative thoughts and low actions."

"I forgive those who have harmed me in my past and peacefully detach from them."

"A river of compassion washes away my anger and replaces it with love."

**"I can resist everything ... except temptation."**

**"I possess the qualities needed to be extremely successful."**

"Creative energy surges through me and leads me to new and brilliant ideas."

**"Never let your best friends get lonely ... keep disturbing them."**

"Happiness is my choice. I base my happiness on my own accomplishments and the blessings I've been given."

"My ability to conquer my challenges is limitless; my potential to succeed is infinite."

**"One tequila, two tequila, three tequila, floor."**

"Everything I encounter is a lesson and teaches me something."

"Today and every day, my thirst for learning is alive and well in me!"

**"I can learn anything."**

"Maybe if we till people the brain is an app, they'll start using it."

**"My study habits improve daily."**

"I choose to take charge of my education, for I know that the more I learn, the more I will achieve."

**"To those of you who received honours, awards and distinctions, I say well done. And to the C students, I say you, too, can be president of the United States."**

"A great student lives within me; today that student shows up by preparing for each class and actively participating in class."

"Today I invest in myself, through learning and scholarship, so that tomorrow I can make a difference."

**"I choose to grow each day and become an even better person."**

"I am courageous and I stand up for myself."

**"Sometimes I will leap before I look and take chances."**

**"To err is human; to admit it, superhuman."**

"Today, I abandon my old habits and take up new, more positive ones."

"Many people look up to me and recognize my worth; I am admired."

**"My life is just beginning."**

**"I chose to never, ever, give up!"**

"First say to yourself what you would be; and then do what you have to do." Epictetus (C. 55 – C. 135) Greek Stoic Philosopher

**"Every man is the architect of his own future."** Sallust (86 -35 BC) Roman Historian

**"Remember, today is the tomorrow you worried about yesterday."**

"They can do all because they think they can." Virgil (70-9 BC) – Roman Poet

**"Where fear is . . . happiness is not."** Seneca (4BC – AD65)

"Practice yourself for heaven's sake, in little things; and thence proceed to greater." Epictetus (C. 55 – C. 135)

**"Never, never, never, never give up."** Winston Churchill (1874-1965)

"I am not concerned that you have fallen -- I am concerned that you arise." Abraham Lincoln (1809-1865) Politician. President of the United States.

"If you set your goals ridiculously high and it's a failure, you will fail above everyone else's success." James Cameron

"Things work out best for those who make the best of how things work out." John Wooden

"If you are not willing to risk the usual, you will have to settle for the ordinary." Jim Rohn

**"Stop chasing the money and start chasing the passion."** Tony Hsieh

**"All our dreams can come true if we have the courage to pursue them."** Walt Disney

"If you are willing to do more than you are paid to do, eventually you will be paid to do more than you do." Anonymous

**"Success is walking from failure to failure with no loss of enthusiasm."** Winston Churchill

"Whenever you see a successful person, you only see the public glories, never the private sacrifices to reach them." Vaibhav Shah

**"Opportunities don't happen. You create them."** Chris Grosser

"Try not to become a person of success, but rather try to become a person of value." Albert Einstein

**"I drink to make other people more interesting."**

"Great minds discuss ideas; average minds discuss events; small minds discuss people." Eleanor Roosevelt

**"The best revenge is massive success."** Frank Sinatra

**"I have not failed. I've just found 10,000 ways that won't work."** Thomas Edison

**"No one can make you feel inferior without your consent."** Eleanor Roosevelt

"The whole secret of a successful life is to find out what is one's destiny to do, and then do it." Henry Ford

**"If you're going through hell, keep going."** Winston Churchill

"What seems to us as bitter trials are often blessings in disguise." Oscar Wilde

**"Do not take life too seriously. You will never get out of it alive."**

"The distance between insanity and genius is measured only by success." Bruce Feirstein

**"I used to jog but the ice cubes kept falling out of my glass."**

**"Don't be afraid to give up the good to go for the great."**

**"Live as if you were to die tomorrow. Learn as if you were to live forever."** Mahatma Gandhi

"Twenty years from now you will be more disappointed by the things that you didn't do than by the ones you did do." Mark Twain

"I like long walks, especially when they are taken by people who annoy me."

"I used to want the words 'She tried' on my tombstone. Now I want 'She did it.'" Katherine Dunham

"Really it comes down to your philosophy. Do you want to play it safe and be good or do you want to take a chance and be great?" Jimmy J

**"My bed is a magical place where I suddenly remember everything I forgot to do."**

**"The best thing about the future is that it comes one day at a time."** – Abraham Lincoln

**TRIAL FOUR (ON YOUR OWN):**  
**MEET SOMEONE NEW AND INTERVIEW THEM.**

In surveys of groups, the second most common fear is “meeting someone new.” About 40% to 50% of us suffer from anxiety in doing this. *If we only knew that many other persons also possess this anxiety, we would likely be less hesitant to introduce ourselves to others!*



Overcoming this anxiety is all about “expanding your comfort zone.” As you do an activity over and over that you find somewhat stressful, you get used to it – and what was once stressful becomes far less so.

College is a great place to expand your comfort zone. *Why?* There are very few implications. Most of the persons you meet on campus you will not see again after you graduate.

What’s the worst that can happen if you approach someone? Rejection. And if this happens – *so what!* That person (or group) that rejected me is no longer part of YOUR universe. MOVE ON. There are hundreds, if not thousands, of persons on this campus who will appreciate you for who you are.

Sadly, many in college use the “safety” of their smart phones, as a “retreat” from engaging with others. Yet, in the world of business – being able to meet someone new, and to form a relationship, is an essential skill.

**SO, HERE IS THE ASSIGNMENT: IN THE DOWNING STUDENT UNION – OR ANYWHERE ELSE ON THE WKU CAMPUS, GO UP TO SOMEONE WHO YOU DO NOT KNOW. SEE REVERSE FOR POSSIBLE QUESTIONS ... YOU NEED NOT ASK ALL OF THESE QUESTIONS, BUT PLEASE ENGAGE IN A MEANINGFUL CONVERSATION.**

**life is what  
happens  
when you  
put your  
phone down.**



## POSSIBLE QUESTIONS

(YOU DON'T HAVE TO ASK ALL OF THEM)

- Major or occupation?
- Are you happy with your current major (or job)?
- What do you like most about WKU?
- What has been your best experience at WKU?
- If you could do one thing before you died, what would it be?
- What are you thankful for at this very moment?
- What one thing would you like to change about yourself?
- What is your favorite sport, hobby or activity?
- Do you enjoy expressing yourself?
- Have you, this semester, just stopped what you were doing and breathed in and out for several seconds or longer?
- Who are you grateful for, at this moment?
- Did you enjoy being randomly interviewed?
- If you were called upon to interview someone at random, how would you feel about it?



# 17 SIMPLE EXERCISES TO MASTER EMOTIONAL INTELLIGENCE

## DOMAIN 1: EXERCISES FOR SELF-AWARENESS

### 1. *Why do you do the things that you do?*

Consciously monitor the things that you're doing and start asking yourself why are you doing them. Is it for you, for someone else, what's the purpose, is this the most important thing you need to be doing right now?

Make a list of everything you do in a day and write down why you do it. This will help you identify what's most important and whether you are spending your time with it. It'll help you learn to focus and better know yourself.

### 2. *Visit your values*

In line with the above, if you notice that you're doing things for the wrong reasons and especially when these things take up the most of your time, something is definitely not going right as it's outside of your beliefs.

Again, list your values and deep beliefs and then compare those with recent situations list that you already have from exercise one. Where are the discrepancies and why? This will too help you to focus.

### 3. *Reflect on how you feel right now*

To get to know what you feel, you need to take the time to understand and reflect on it. We barely ever do that.

An easy way to do it is to write it down by naming the emotion, if not at the very moment, at least later by trying to bring it back. So is it anger, joy, sadness, agitation etc.? Here's a full list you can use.

To get this to the next level, try to describe the emotion by using a metaphor.

### 4. *Make a list of your daily emotions*

Building up on the above that focuses on the now, it's useful to take a bit more time and reflect on what you've felt during the day in order to get to know yourself better.

So in the evening, have an emotions journal and break each page into two columns: the left one is for your emotions where you list them by the hour, the right one is for the context that surrounded that emotion.

Once you've listed all emotions, start to compare and analyse them. What's the ratio of positive vs negative emotions? Which emotions dominate and what causes them? What are their triggers?

This will allow you to see where emotions come from exactly in order to work on changing their triggers and reducing negative emotions by stopping them from arising. Pretty powerful huh?

## DOMAIN 2: EXERCISES FOR SELF-MANAGEMENT

### 5. *Breathe*

This is a big one because in our daily super busy lives we just don't take enough breaths.

Especially when you are under stress, just take a step back, close your eyes and breathe for a few moments. Feel the breaths, fully experience this. This will allow you to monitor yourself and not react right away in certain situations but rather let yourself go for a bit and once you are in a calm state, you can think straight.

### 6. *Count to 10 when in stressful situations*

Adding onto the above, when under stress not only take a step back and breathe but count to ten slowly. The best way to do it is to take a slow breath and say "one" as you exhale and then do this until you reach 10.

Another trick here is to take a sip of water before you act or say something to avoid snapping or calming yourself down.

### 7. *Reframe*

Each individual perceives things differently. What's good or bad for me may not be so for you.

Changing our points of view, especially when stressed out or angry can be a powerful tool to manage your emotions better in the moment.

There are two different types of reframes that you can do in such situations, maybe even when you are doing the above exercise with counting to ten:

Context reframe: ask yourself, in what other situation would this event or behaviour be positive, e.g. when someone is too stubborn, wouldn't this be a great skill in tough times when you can't do it on your own?

Content reframe: ask yourself, what can be another positive meaning of this situation or behaviour, e.g. you just missed the bus, what are the pros?

The idea here is that your mind has a choice how to perceive reality and you can train it to serve you best.

### 8. *Set aside time for problem-solving*

By being constantly busy with yet another to-do on the never ending list of things we need to take care of, we rarely spend time actually thinking about and through things, really thinking.

If we want to solve problems and be creative, the best thing to do is to dedicate the time for that too in addition to the time we spend GSD-ing - a totally HubSpotty word for getting shit done.

An easy way to do this is to dedicate 15 minutes a day, yes, only 15 minutes, block them in your calendar and just take a walk to reflect and think. That's it.

You'll get to know your mind and thinking better this way and you'll be able to manage situations in a manner that you are aware of and you want to.

### **9. Fix up the bed hygiene**

I'm so guilty of this - I'd have my laptop with me in bed, my phone there, my kindle, my tablet, generally a lot of gadgets to keep me busy.

But we need to learn that we need to switch off from those devices regularly and make the bedroom a forbidden place for them. Ideally, you'd want to switch off the laptop or TV two hours before going to bed because their light is like sunlight keeping you awake and making it more difficult to fall asleep. And as we know, we need a proper amount of sleep in order to function well, both physically and mentally.

### **DOMAIN 3: EXERCISES FOR SOCIAL AWARENESS**

#### **10. Really live in the moment**

We are terrible at this! We try to multi-task all the time in order to manage all of our to-dos that we usually impose on ourselves.

So here's an example list to follow:

When in a meeting, be in that meeting only: observe people, listen to what they say, shut your email or slack down and stop doing a hundred other things.

When eating, just eat, don't reply to emails at the same time or check your social messages etc. (the only exception here is when you are with other people - yes, do speak with them then).

When you are on the phone with someone, just be on the phone with that someone, don't do email with other people, chat with other people, research things, unpack things, whatever.

When having a dinner/lunch/coffee with other people, just do that and focus on the conversation you are having, stop checking your phone.

In whatever situation, just be present, don't think about the past or the future, fully experience what is happening now.

All of this is going to allow you to simply live a better life knowing and understanding other people and experiencing the moment to the fullest.

#### **11. Tour around for 15 minutes**

We get stuck with our own worlds so much that we fail to notice what happens around us. And we can actually learn so much from it.

So when you are at the office, observe the behaviour around you: when do people walk around and go to speak to others and who do they talk to; what are their moods; how are their desks arranged; what are individuals feeling; what is the group mood overall; what do you see and hear? Do this once a day for 15 minutes.

This is not stalking; this is learning about the people around you.

### **12. Go people-watching**

Similar to the above, when you go out for a brunch, a walk, or any other situation outside among people and you are alone, just observe their interactions, emotions and moods, how and what they eat or do, how they make eye contact, their facial expressions, their body language etc.

A friend once told me that when he retires he'd like to just sit on a bench all day and observe people. I thought this was an admirable dream.

This will help you develop your empathy skills and how to read and understand people better.

#### **13. Develop a back-pocket question**

We all fall into awkward situations when we meet someone new and we have to have a conversation. It's easy at the beginning of the encounter but you not always click with everyone so eventually you'll face those weird silent moments.

An easy trick when the conversation starts to drop is to just ask "What do you think about \_\_\_\_\_?"

That opens up the other person to share their opinion and it's an open ended question so the answer won't be two words.

Ideally, avoid politics or religion as these topics might lead to conflicts.

### **DOMAIN 4: EXERCISES FOR RELATIONSHIP MANAGEMENT**

#### **14. Remember the little things**

We often forget that the small things matter heavily because they build up with time.

So say "thank you", "please" and "I'm sorry", don't shy away from this or forget to express gratitude, it's important for building relationships with others.

Also, say other people's names more often during the day. I once read that a person's name is one of their most important "attributes" and we love hearing our names. It's nice so just do it.

#### **15. When you care, show it**

That's another one we are guilty of because we assume that people know, we assume that people can read our thoughts and moods. Well, they can't.

So when you feel someone close or when someone is doing great work, show it and say it with small gestures to express your feelings and gratitude. For example, little gifts like cards or treats or messages and pictures. People will remember.

#### **16. Explain your decisions, don't just make them**

This one is big especially in the corporate world. Leadership just decides something and expects everyone to be bought by it. It's not that easy.

It's not just about making a decision and expecting everyone to run with it, but about explaining the why behind the decision.

That's even more relevant when the decision itself involves a change that needs to happen or is already happening. People won't just accept things, they need to hear what the options

were, why and how a particular option was chosen and how it will affect everyone.

This is also applied in your personal life with your partner, children or friends.

### 17. Tackle tough conversations

No one likes confrontations or critical discussions but they are inevitable if we want to make progress.

There's an easy formula to tackle such situations:

First, start with an agreement - what's the shared ground?

Then ask the person to share their side or point of view.

Resist speaking up, listen fully to understand the other person, don't go on the defensive right away.

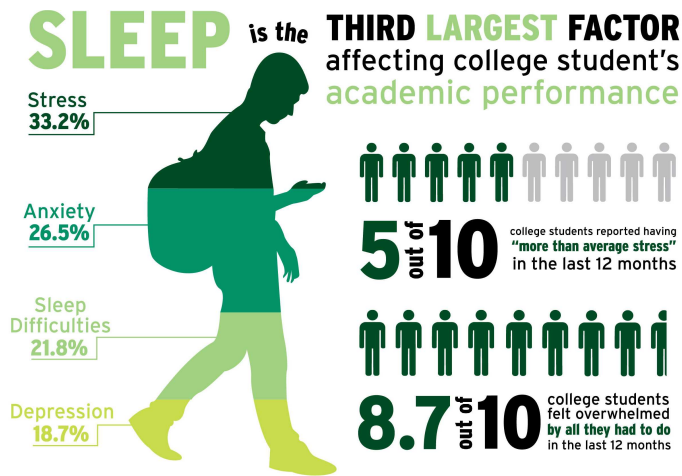
Now help the other person understand your side - describe discomfort, thoughts, ideas, reasons etc.

Move the conversation forward by finding common ground again based on what you've learned about each other's views.

Keep in touch after this conversation and check in on progress made that you agreed upon together.

Because it's inclusive, this is a much more productive way to have a difficult conversation than just throwing words without listening and keeping to your own agenda only.

Thank you. – Bear



When is the last time you called (or, even better, spoke to in person) either a family member or friend and thanked them for their support?

### IMPORTANCE OF SMILE

CAREERCLIFF.COM



1. Smiling can make you look younger
2. Smiling can make you look thinner
3. Smiling elevates your mood and creates a sense of well-being
4. Smiling induces more pleasure in the brain more than chocolate
5. Even a forced smile can lead to a mood boost
6. Smiles can predict fulfillment in marriage
7. Smiling makes you seem courteous, likable, and competent
8. The span of a person's smile can predict lifespan
9. Smiling is contagious

Sources: psychologytoday.com

Did you know that persons who smile at work often get promoted much faster?