

**e bites**

[empower bites]

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## Become emotionally intelligent.

More than possessing the best cognitive skills, according to an American psychologist Daniel Goleman, it is having well-developed personal qualities such as able to listen & accept other viewpoints, integrate others' ideas, and recognize and manage their own emotions, that make one a successful leader.

Goleman studied around 200 leaders from global companies and arrived at this conclusion – that there is a direct correlation between emotional intelligence and successful leadership!

### ***What is emotional intelligence (EI)?***

Goleman described emotionally adept people as those who: “Know how to manage their own feelings well and who read and deal effectively with other people's feelings across borders and cultures.” According to Goleman, there are five competencies of EI that we should develop: self-awareness, self-regulation/management, motivation, empathy & social skills/relationship management.

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## “Become Emotionally Intelligent”

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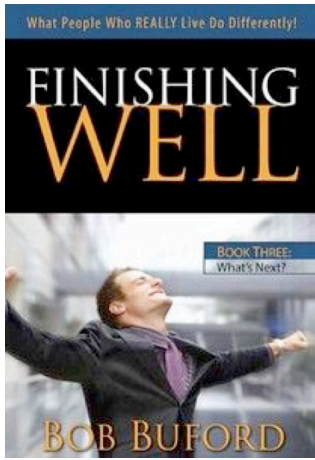
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## POWER BOOKS

*Recommended by  
Elaine Cercado*

# FINISHING WELL, Books 1 & 3 By Bob Buford

### **FINISHING WELL, Book 3: WHAT'S NEXT?**

*In this last of three installments, author Bob Buford wraps up his "conversations over lunch" with the trailblazers of our times, and learns the key to a fuller, richer second season of life.*

*I was inspired by the story of Frances Hesselbein, former head of Girl Scouts of America and volunteer in many other non-profit organizations. She said: "I have a strong belief we are called to do what we do. And when we're called, we're given the energy... You move, a door opens, and you walk through that door. In time, another door opens and you walk through that door.."*

*There is another section of the book I like entitled "The way out is always through" from Robert Frost's poem. What a simple phrase to say that in life, we need to go through the challenges to gain faith and wisdom, and to go through the changes and resistance to gain muscles.*

### **FINISHING WELL: What People Who REALLY Live Do Differently!**

*Read Bob Buford's interview with successful and distinguished individuals, find out what they are doing differently in their second halftime to really live. The book's table of contents says a lot about the book: It's about relationships & priorities (chapter 1); It's about family first (chapter 2); It's about saying no (chapter 3); It's about giving & receiving a blessing (chapter 4); It's about the power of purpose (chapter 5); It's about repositioning (chapter 6); and It's about finding (or creating) (chapter 7).*

*The book confirmed my definition of personal success and affirmed the path I've taken at the start of my second halftime. It is indeed assuring to know that I'm on the right track to finishing well.*

*Thank you to my friend,  
Lillibeth Ortiz, who gave me  
these two books as gifts!*

# BECOME EMOTIONALLY INTELLIGENT

By Elaine Cercado

*(Continued from page 1)*

## **Why is EI important?**

In today's global world, where people live as “global citizens” – moving and working beyond borders and cultures – it is EI that has become more critical to success than IQ (intelligence quotient). A person could be the brightest in his/her class or division but not necessarily get promoted into a leadership position if the person lacks some EI; compared to a person who demonstrates high EI but not necessarily the one with the highest IQ. If one develops and demonstrates high levels of performance in the five competencies listed above, they could result to outstanding performances!

## **How can one become more emotionally intelligent?**

The process I teach is simple - ALPF - which stands for assessment, learning, practice, feedback.

First is to **assess** self. This is important as it establishes areas of strengths and improvements. There are several self-assessment questionnaires available today that one may use to understand oneself better in the 5 EI competencies. Check out a web link on page 4 for one type of EI self-assessment questionnaire.

Second is **learning** to continuously improve. As the saying goes, "half of the problem is solved when you know what the problem is". When one is aware that he/she needs to improve on his/her social skills then he/she can try several things such as empathizing more, or researching about the culture and traditions of the network or group

one belongs to. When the area to improve is self-management/control, then he/she needs to take more responsibility with how he/she expresses her feelings, negative or positive.

Third is to **practice**. Good practice makes perfect. Knowing the areas of strength and improvement is the first step. Consciously doing specific steps to maintain the strengths and improve the gaps is the next important step. It's a continuous process and journey. And it is easier said than done, as one needs to go beyond his / her comfort zone and change his/ her habits. Example would be a change like empathizing more. People naturally want to think and talk about them selves first, and to be appreciated or recognized. This is one of our most deep-seated desires. Hence, to put oneself in another's pair of shoes in every situation is easier said than done.

Lastly, is to get **feedback** from people one interacts with and trusts. An honest feedback should lead to a new round of ALPF.

Becoming emotionally intelligent is a dynamic process, as one continuously meets new and challenging situations in this constantly changing world. But when a person is able to master emotional intelligence, he/she can certainly drive outstanding performances at work, enhance quality of relationships in both personal and professional lives, and ultimately, live a more satisfying and peaceful life.

## POWER NOTES

*"...When a person is able to master emotional intelligence, he/she can certainly drive outstanding performances at work, enhance quality of relationships in both personal and professional lives, and ultimately, live a more satisfying and peaceful life."*

## SELF-ASSESSMENT of 5 EMOTIONAL INTELLIGENCE

There are five EI competencies according to Daniel Goleman, as follows:

- **SELF-AWARENESS.** This is the ability to recognize what you are feeling, understanding your habitual emotional responses to events, and recognizing how your emotions affect your behavior and performance. When you are self-aware, you see yourself as others see you, and have a good sense of your own abilities and current limitations.
- **SELF-MANAGEMENT or SELF-CONTROL.** This is the ability to stay focused and think clearly even when experiencing powerful emotions. Being able to manage your own emotional state is essential for taking responsibility for your actions and can save you from hasty decisions that you later regret.
- **MOTIVATION.** This is the ability to use your deepest emotions to move and guide you towards your goals. This ability enables you to take initiative and to persevere in the face of obstacles and setbacks.
- **EMPATHY.** This is the ability to sense, understand and responds to what other

people are feeling. Self-awareness is an essential underpinning of empathy. If you are not aware of your own emotions, you will not be able to read the emotions of others.

- **RELATIONSHIP MANAGEMENT /SOCIAL SKILLS.** This is the ability to manage, influence and inspire emotions in others. Being able to handle emotions in relationships and being able to influence and inspire others are essential foundation skills for successful teamwork and leadership.

To download a free "The Practical EQ Emotional Intelligence Self-Assessment" by Coaching Leaders Ltd., click link or copy & paste into your web browser:

<https://files.me.com/ecercado/mhm5mg>

**Email info@powerinu.com.sg for this template.**

**POWER TOOLS**

## EMPOWER MENTORING PROGRAMS

### W@W (Women at Work)

- Ideal for new / experienced professional women, or working moms, or women who are shifting careers
- Focus is on finding passion & mission, balancing, and empowering self & others

### YP@W (Young Professionals at Work)

- Ideal for new / young professional men & women
- Focus is on career development, networking, time management, stress management and emotional intelligence

### M@W (Managers at Work)

- Ideal for experienced professional men & women who are managing teams, individuals, businesses or projects
- Focus is on developing / managing self, others, work situations and business

Program options & schedule

- One-to-one or small group mentoring over three to five sessions, depending on agreed focus
- Ideally, one session every week; one session lasts about two hours

For more details, download

<https://files.me.com/ecercado/ogdGp9>

To inquire or to book a session, email [depowerinu@me.com](mailto:depowerinu@me.com), subject: EMPOWER Mentoring, or call +65 6271 0208.

**Email [info@powerinu.com.sg](mailto:info@powerinu.com.sg) for this template.**

*“Anyone can become angry – that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way – this is not easy.”*

Aristotle

*“It is with the heart that one sees rightly; what is essential is invisible to the eye.”*

Antoine de Saint-Exupery, The Little Prince

## EVENTS

May 2011. Professional Talks Series 1:

### Empower Your Network

Check out:

[http://www.depowerinu.com/depowerinu/EMPOWER\\_Seminar\\_Series1.html](http://www.depowerinu.com/depowerinu/EMPOWER_Seminar_Series1.html)

August 2011. Professional Talks Series 2:

### Empower Your EI & Relationships

Check out:

[http://www.depowerinu.com/depowerinu/EMPOWER\\_Seminar\\_Series2.html](http://www.depowerinu.com/depowerinu/EMPOWER_Seminar_Series2.html)

Coming soon! **Professional Talks Series 3 in**

**November 2011.** Email [depowerinu@me.com](mailto:depowerinu@me.com) for details. **Email [info@powerinu.com.sg](mailto:info@powerinu.com.sg) for this template.**

## OTHER BITS

Download past e-bites [empower bites] issues

November 2010, Issue 1:

<https://files.me.com/ecercado/e124xh>

February 2011, Issue 2:

<https://files.me.com/ecercado/wlprul>

Starting this issue, e-bites will be a quarterly newsletter.

## **e bites** [empower bites]

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