

Luckygirliegirl Christina Aldan

Chapter 1 Handouts and Homework

UNIT 1 RESOURCE LIST

- Emotional intelligence 2.0 - www.talentsmart.com/products/emotional-intelligence-2.0
- True Colors test - truecolorsintl.com
- James O. Prochaska - www.semanticscholar.org/paper/In-search-of-how-people-change.-Applications-to-Prochaska-DiClemente/7d77fa8ec68f810e3dfd3b2e59a93922a9dfc4ec
- “EMOTIONAL INTELLIGENCE: A TOOL FOR SUCCESS “ International Journal of Management, IT, and Engineering - www.ijmra.us/project%20doc/2017/IJMIE_NOVEMBER2017/IJMRA-12438.pdf
- Consortium for Research on Emotional Intelligence in Organizations – www.eiconsortium.org
- Collaborative for Academic, Social, and Emotional Learning – www.casel.org

There are 4 parts of Emotional Intelligence/Emotional Quotient (EQ)

	Self	Others
Mindfulness	1. Awareness of Self	2. Awareness of Others
Empowerment	3. Management of Self	4. Relationship Management

The traits are put into 5 categories:

SELF-AWARENESS
SELF-REGULATION
MOTIVATION
EMPATHY
SOCIAL SKILLS

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26 Traits of EQ

While this is not a comprehensive list, these are the traits mentioned in the book, “Emotional Intelligence 2.0”

SELF-AWARENESS COMPETENCIES

Emotional Self-awareness

Being familiar enough with your own emotions, gut feelings and instincts to be able to label them and provide insight about you; recognizing their effects on your mind and your body.

Accurate Self-assessment

Inner awareness of your strengths, positive attributes, weaknesses, and limitations.

Personal Power

Having the self-confidence and deep inner knowledge to know that you can live the life you want; with the ability to speak your truth assertively and with confidence, but also sincerely.

SELF-MANAGEMENT COMPETENCIES

Behavioral Self-control

The ability to keep emotions and impulses under control so that they don't negatively impact you or those around you.

Integrity

Being honest and ethical and living a life that is value-driven.

Innovation & Creativity

Keeping an open mind to new ideas and looking for innovative approaches to situations and challenges.

Initiative & Bias for Action

Not sitting back and waiting for things to happen – creating new opportunities with persistence and positive action.

Achievement Drive

Ability to maintain consistently high standards in your personal and professional life – and attempting to exceed these standards with continuous learning and development.

Realistic Optimism

Expecting success rather than failure, seeing opportunities rather than threats; seeing others positively rather than as threats; expecting positive change, improvement, and success in the future.

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Resilience

Having the perseverance, diligence, and mental toughness to overcome obstacles, challenges, and setbacks.

Stress Management

Not being affected unduly by stress in pressure situations – maintaining poise and the ability to think clearly and make good decisions.

Personal Agility

Having the flexibility to anticipate and respond rapidly to changing conditions; anticipating challenges and opportunities, with a willingness to rethink past assumptions and adapt to change.

Intentionality

The ability to think and act deliberately; understanding what it takes to control your own outcomes and take responsibility for one's actions.

SOCIAL-AWARENESS COMPETENCIES

Empathy

The ability to sense other people's emotions and views; to put yourself temporarily in their place and to take their perspectives into account in your relationships.

Situational/Organizational Awareness

The ability to read social and political situations and to manage the challenges and opportunities that these situations pose.

Service Orientation

The ability to anticipate and meet the needs of others – even before your own.

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RELATIONSHIP COMPETENCIES

Communication

Being able to carefully and meaningfully listen to the other party and also send clear and convincing messages to them.

Interpersonal Effectiveness

The ability to attune yourself to other people with sensitivity and to build a rapport with, and to relate to, a diverse range of people.

Powerful Influencing Skills

Being able to convince others effectively – without manipulating them negatively.

Conflict Management

The ability to mediate and to effectively resolve disputes and conflicts.

Inspirational Leadership

Guiding others by communicating a clear, compelling, and inspirational vision for the future.

Catalyzing Change

The ability to shape change for the benefit of those around you – leading the process of change.

Building Bonds

Nurturing relationships over a wide network of people; really connecting with others rather than merely making acquaintances.

Teamwork & Collaboration

The ability to collaborate with others and achieve shared goals rather than focusing on personal goals (though the two may cross over).

Coaching and Mentoring Others

The ability to identify potential in others and to guide their development by taking them under your wing.

Building Trust

Seeing trust as the pillar of any relationship and remaining true to this principal to build close bonds when working with others.

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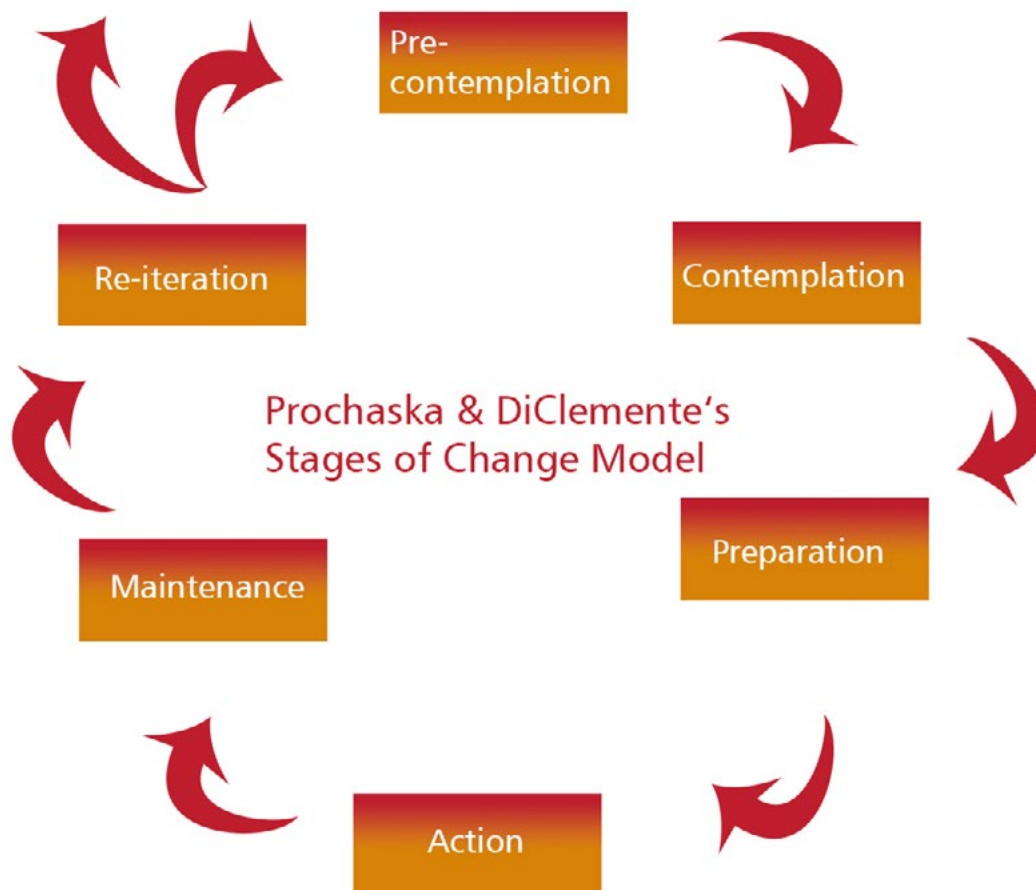
Behavioral Change

THE 5 STAGES OF CHANGE

1. Pre-contemplation (“I won’t” or “I can’t”), 2. Contemplation (“I may”), 3. Preparation (“I will”), 4. Action (“I am”), 5. Maintenance (“I still am”).

Then the final outcome is either Re-iteration or Termination.

James Prochaska’s Trans-theoretical Model (TTM) of Health Behavior Change



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When we cycle through the various stages of changing how we view the world, there are both Cognitive Processes and Behavioral Processes that influence our outcomes. These processes can influence our outcomes at every stage of change.

COGNITIVE PROCESSES - USE CAGES AT ALL THE STAGES!

CAGES

Consider How Others May Respond - Consider how your behavior affects others. What behaviors are you modeling for your children to learn?

Alignment (Internal and External) - Align your core values with the new behaviors you are learning. When our internal and external values are aligned, we behave with integrity.

Gather information - Discover the benefits of the new behavior.

Emotions - Imprint the feelings into your nervous system and embody the emotions.

Support Social Groups - Connect with people in groups outside of your close family and friends who share your core values.

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BEHAVIORAL PROCESSES - SSSTAMP OUT UNWANTED BEHAVIORS!

SSSTAMP

Substitution - We can substitute an unwanted behavior with a new behavior as a process for change. For example, a smoker might substitute a cigarette for a toothpick or a lollipop.

Success Triggers - Anchor into specific cues that will serve as reminders to help you stay on track. For example, one of my besties used the color red as a trigger for their success. Whenever they saw the color red, they thought about how grateful they were to have quit smoking. They are still smoke-free nearly 20 years later!

Self-reflection - Examine your life so you can change behaviors by regularly assessing one's actions, thoughts, and feelings to gain insight into behaviors and their underlying motivations.

Tribe - Picture this: It's 2012 and I'm bummed because my consultancy isn't sealing the deals I hoped for. Enter Jessica Oliver-Watkins, a close friend and a top-notch salesperson. Rather than nodding along to my complaints, Jessica tells me to team up with folks strong in the areas where I struggle. Essentially advising me to build my tribe with intention. So, I was intentional about connecting with collaborators and community partners who not only cheered on my growth but also shared tools, skills, and their networks, which fueled my success.

Assess - Set personal key performance indicators (KPI's) that will help you measure your own personal growth success. Tracking progress KPI's such as work absences, lateness, conflicts, or panic attacks will inspire you to modify behaviors.

Making a Commitment - Commit to a behavior with a contract or hire an accountability coach to help you modify the behavior until it becomes effortless.

Positive Reinforcement - Whenever you interrupt a pattern or shift your behavior, reward yourself to improve your chances of maintaining the new behavior.

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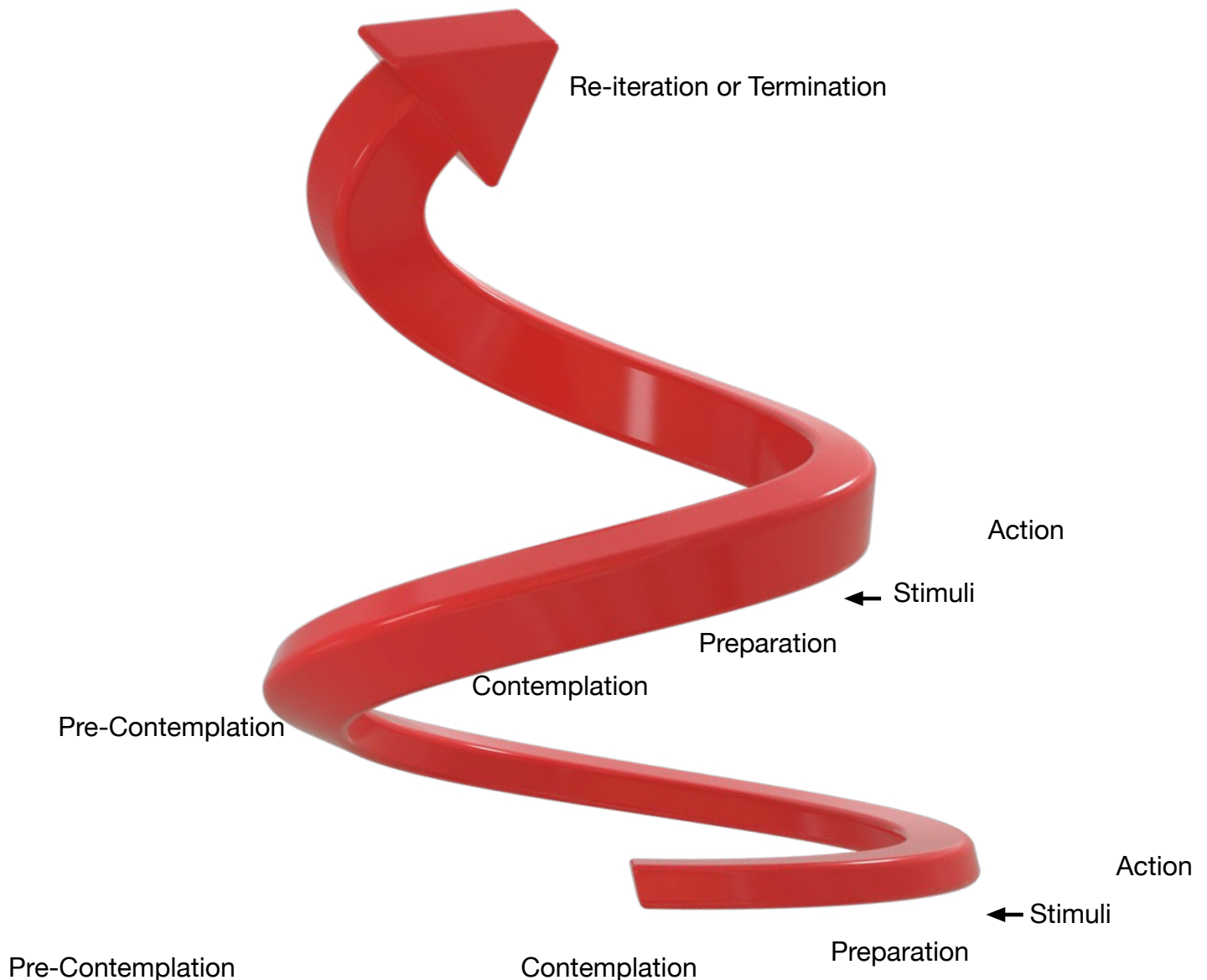
Identify two areas in your life where you aim to enhance self-awareness. Consider instances where colleagues may have given feedback highlighting certain work patterns that create challenges for the rest of the team. Perhaps you notice yourself withdrawing in crowded social settings, and maintaining awareness of this tendency is important. It could also be face-to-face interactions where self-awareness poses a challenge. Choose two specific areas where you typically exhibit less awareness and write 2-3 sentences about why it's important to bring more self-awareness to each area.

Describe one specific circumstance that regularly occurs in your life which results in a negative outcome for you. What happens just before the conflict? What feelings arise for you? If you brought more self-awareness to the situation, how might the results be different?

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Referring to Prochaska and DiClemente's Stages of Change Model, it is easy to think that change happens in a repeating cycle. But that's not how change happens. The Stages of Change happen in an upward spiral as stimuli enter your nervous system and your brain signals your body to respond with an appropriate action. What stimuli can you expose yourself to today that will trigger your nervous system into taking positive action?



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CONGRATULATIONS ON COMPLETING UNIT 1!

HERE ARE MORE WAYS TO IMPROVE YOUR EMOTIONAL INTELLIGENCE SKILLS.

- [Hire me](#) to keynote your next conference, in-house event, or quarterly meeting.
- Visit LuckyAndLeslie.com/webinar-registration to improve communication skills with their monthly virtual “Engaged Leadership Practicum.”
- Check out our non-profit, AveryBurtonFoundation.org, to book Mental Health First Aid training.
- Buy my “Mastering Resilience” book on [Amazon](#) and [Kindle](#).
- [Hire me](#) to facilitate a leadership workshop.

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