Improving Your Emotional Intelligence

DUMMIES



Steven J. Stein, PhD

Improving Your Emotional Intelligence

DUMMIES



Steven J. Stein, PhD

Improving Your Emotional Intelligence In A Day For Dummies®

Table of Contents

Introduction

What You Can Do In A Day
Foolish Assumptions
Icons Used in This Book

<u>Chapter 1: Assessing Your Emotional Intelligence</u>

<u>Feeling, Thinking, and Behaving Like an</u> <u>Emotionally Intelligent Person</u>

Feeling like an emotionally intelligent person
Thinking like an emotionally intelligent
person
Behaving like an emotionally intelligent
person

Recognizing an Emotionally Unintelligent Person

<u>Chapter 2: Measuring Emotional Intelligence</u>

<u>Gauging Emotional Intelligence</u> <u>Making the Case for Emotional Intelligence</u>

<u>Understanding How EQ Tests Work</u>

The EQ-i
The EQ-360
The MSCEIT

Chapter 3: Managing Your Emotions

<u>Okay, I Feel Sad, Mad, or Bad — Now What?</u>

<u>Using cognitive restructuring to improve your</u> <u>mood</u>

<u>Using methods of distraction to help you feel</u> <u>better</u>

Relaxation, meditation, and similar activities for emotional success

Becoming more mindful

Working Your Way Out of a Bad Situation

<u>Short-term approaches</u> <u>Long-term solutions</u>

Changing Your Emotions for the Better

Recognizing the importance of practice Developing a positive psychology

Chapter 4: Managing Other People's Emotions

<u>Changing How You React to Others</u>

Being aware of your gut reaction

Working through alternative responses

Managing the Emotions of Others

Identifying where other people are coming from

<u>Establishing a realistic alternative behavior</u> <u>Getting a person to want to change</u>

Encountering Obnoxious People

<u>Chapter 5: Using Empathy to Improve Your Emotional Intelligence</u>

Knowing the Difference between Empathy and Sympathy

Beginning with you, not I Knowing why the difference is important

Reading Other People's Emotions

Exploring Situations in Which Empathy Can Really

Help You

Strengthening intimate relationships
Understanding friends and relatives
Dealing with tense situations that involve
strangers

Chapter 6: Where to Go from Here

<u>Taking Your First Steps</u> <u>Visiting dummies.com</u>

More Dummies Products

Improving Your Emotional Intelligence In A Day For Dummies® by Steven J. Stein, PhD



Improving Your Emotional Intelligence In A Day For Dummies®

Published by

John Wiley & Sons Canada, Ltd.
6045 Freemont Blvd.
Mississauga, ON L5R 4J3

www.wiley.com

Copyright © 2013 by John Wiley & Sons Canada, Ltd.

No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, scanning or otherwise, except as permitted under Sections 107 or 108 of the 1976 United States Copyright Act, without the prior written permission of the Publisher. Requests to the Publisher for permission should be addressed to the Permissions Department, John Wiley & Sons, Inc., 111 River Street, Hoboken, NJ 07030, (201) 748-6011, fax (201) 748-6008, or online at http://www.wiley.com/go/permissions.

Trademarks: Wiley, the Wiley logo, For Dummies, the Dummies Man logo, A Reference for the Rest of Us!, The Dummies Way, Dummies Daily, The Fun and Easy Way, Dummies.com, Making

Everything Easier, and related trade dress are trademarks or registered trademarks of John Wiley & Sons, Inc., and/or its affiliates in the United States and other countries, and may not be used without written permission. All other trademarks are the property of their respective owners. John Wiley & Sons, Inc., is not associated with any product or vendor mentioned in this book.

Limit of Liability/Disclaimer of Warranty: The publisher and the author make no representations or warranties with respect to the accuracy or completeness of the contents of this work and specifically disclaim all warranties, including without limitation warranties of fitness for a particular purpose. No warranty may be created or extended by sales or promotional materials. The advice and strategies contained herein may not be suitable for every situation. This work is sold with the understanding that the publisher is not engaged in rendering legal, accounting, or other professional services. If professional assistance is required, the services of a competent professional person should be sought. Neither the publisher nor the author shall be liable for damages arising herefrom. The fact that an organization or Website is referred to in this work as a citation and/or a potential source of further information does not mean that the author or the publisher endorses the information the organization or Website may provide or recommendations it may make. Further, readers should be aware that Internet Websites listed in this work may have changed or disappeared between when this work was written and when it is read.

For technical support, please visit www.wiley.com/techsupport.

Wiley publishes in a variety of print and electronic formats and by print-on-demand. Some material included with standard print versions of this book may not be included in e-books or in print-on-demand. If this book refers to media such as a CD or DVD that is not included in the version you purchased, you may