

### **Training Objectives:**

1. To define emotions and Emotional Intelligence (EI)
2. To distinguish emotional intelligence from other forms of intelligences
3. To understand the essentials of emotional intelligence at work, to life and relationships
4. To raise personal awareness
5. To understand people and their personality types
6. To positively reframe our perspective of people and situations in order to operate and adapt more positively
7. To recover from negative experiences with people and situations quicker
8. To increase awareness of others and social situations
9. To enhance working and personal relationships with others
10. To build a mental mechanism of success at work, life and relationships

### **PERSONALITY TYPES**

Prospecting is like fishing..... Fishermen know different fish like different bait. Some like maggots, some like worms and grubs, and some even use hotdogs! When prospecting, remember ..... Different people like different bait! People will have different motivations for looking to join the business; your job is to find out their WHY!

#### **4 Key Personality Types**

Have you ever wondered why you seem to hit it off right away with some people/prospects... while with others it's really hard work and more like oil and water? The answer may lie in the field of psychology that tells us that we are born into one of four primary personality or temperament styles.

People Buy from People They Like! .....and feel comfortable with! Our Personality/Temperament style not only determines our behavioral traits, body language patterns and buying style, but it also influences our compatibility with other people. A person's personality is determined genetically. It has nothing to do with his or her astrology sign, birth order or childhood experiences, race or gender. This business is a people business.... The more you learn about people the more your business will grow!

Understanding People! There are many ways to label the 4 personality types, the descriptions I like best are from success coach Dani Johnson who labels them Gems. As we are all very precious. Sapphire Pearl Emerald Ruby

Find The Right Bait! What attracted you to this profession? Extra Income? Prestige, Meeting new people? Time Freedom? You should know what attracted you to law. Each of these four primary behavioural styles requires a different approach and strategy. Don't try to force your bait down the prospects throat! Most people can have a mixture of traits from the various groups, but they will have a higher % trait from their natural group.

Let's have a bit of Fun! What is your personality type? What is your Partners Gem?

**Sapphire!** Make up 15% of the population. They "just want to have fun." Extroverted - Enthusiastic – Loud- Risk Takers - Motivators- Sociable - Impulsive - Optimistic –Persuasive – Emotional – Sweet/Sour Great Networkers they are natural born promoters, see the good in people and situations, they are idea's people, they know lots of people, love having and going to parties! Get bored easily unless fun and exciting. Unorganized and are always late. They tend to be in a sales business/ promotions of some kind. They are Great Connectors and are the planet's most creative people. You tend to know them by the clothes they wear, jewellery, ties, hairstyle etc.

**How to Prospect a Sapphire.** They're playful and friendly and prefer a fast paced and enthusiastic presentation style. Use a short warm up and allow extra time in your presentation for them to talk. The Sapphire can be impulsive shoppers and are quick to make a decision. Keywords to use are exciting, fun and enthusiastic, innovative. The key to making a sale to a Sapphire is to keep them focused on the presentation and allow time for them to express their feelings. They seek social acceptance and are concerned about what other people think of them. They love recognition, praise. They ask "who" questions. Keep your presentation big picture and avoid giving them too much detail. Consider using pictures, pie charts or graphs when presenting to this style. If you have a meeting arranged with a sapphire just expect them to be late. It's the way they are wired!

**Pearl Pearls** make up 35% of the population. "They're life's helpers" They are the nurses, schoolteachers, the nurturers. In business they are Holistic Therapist, Life Coaches, Relationship Coaches They're Patient, Polite Introverted, Indecisive, Thoughtful and Sympathetic, and are motivated by a cause. They're life's hoarders. They have too much cluttered to be organised, because they find it hard to throw away thing away in Life they give from the heart. They don't have time for themselves, because they give to everybody. Their major weakness "self-esteem management.

“They are great listeners, but avoid conformation and arguments. They Sit on the Fence. They enjoy routine, and do not like change but will adapt to it. Sometimes a Pearl is really a burnt out Ruby or Sapphire

**How to Prospect a Pearl.** Pearls are big on Trust. Build Trust and Rapport. They don't want to be sold and are sensitive to conflict or sales pressure. They don't like pushy, aggressive salespeople. When you talk with a pearl become a pearl. Slow the pace. Contain your excitement. Lower the volume. Pearls see excitement as hype and they'll be turn right off. Instead, visit with them, meet them for a coffee, unlike the impatient Ruby need extra time to warm them up. Talk about their family, their kids, their vacation. They have a need to accommodate others and tend to ask "how "questions. Keywords to use when presenting to this style are family, service and harmony. Help them make a decision by giving them assurance. They dislike having to make decisions and are natural born procrastinators who love the status quos.

**The Emerald.** The Emerald are 35% of the population. They are the Accounts, Lawyers, Engineers, IT People. Predictable , Love Systems, Persistent, Punctual, Introverted - Thoughtful - Organised - Critical - Shy - Detailed - Pessimistic - Secretive - Aloof They're the analytical people. They analyse it to death. They've missed out on great business opportunities because they analysed it too long. The Emerald can take the Sapphires idea to the next level. They believe they're the smartest people on the planet. They are very discerning and wise. With an Emerald ... In 2-3 minutes, you'll know you have an Emerald. Desk is very tidy, they asked lots of questions. They want ALL the details. You are NOT going to sell them. Don't even try. They have to sell themselves. They'll go to the web site, Then they'll go to the next website and the next link. If you have 27 links on your website, they'll go to everyone. They'll read all the testimonials, all the articles.

**How to Prospect an Emerald.** The cautious Emerald prefers a slow, detailed presentation style and warms up slowly. Speak clearly and not too fast, not too slow. Be upfront. Give them all the information. Whatever you do don't turn up late and be unprepared and ensure there's no spelling mistakes in your presentation. They are skeptical and typically research before they purchase. They want detailed information and they tend to ask "why" questions. Give them Facts and Figures. Keywords to use are quality and guarantees, Give them evidence, facts, testimonials. Their frugal nature will cause them to make certain they are not paying too much. Answer all their questions. If you call in the meantime to answer questions, they'll be abrupt. They see you as you being pushy. Let them analyse the information at THEIR pace. In a week or 2 or 3, they'll call back for more information or ready to buy they've sold themselves. Sapphires feel interrogated by Emeralds and they can go on the defensive.

**The Ruby.** The Ruby are 15% of the population. “Life’s leaders” They are the corporate CEOs, MD’s, the "get-the-job-done" people. Extroverted - Determined - Hard Working - Controlling - Practical - Self-reliant - Decisive - Insensitive - Domineering – Demanding -Impatient Their major weakness is "anger management". Under pressure they will work harder and may become ill-natured, snappy or explosive. They tend to have the biggest egos, tend to order people around and need to get the credit for things. They are well-connected. It’s worth the effort to network/prospect with them because they’ll put you in contact with powerful people. They know the movers and shakers, business owners, leaders, etc.

**How to Prospect a Ruby.** The impatient and goal-oriented Ruby prefers a quick, bottom line presentation style. They expect you to be on time and well prepared. They like it when you avoid small talk and get right down to business. Don’t bother talking to them about your family or your vacation. They don’t care. They know if you get married, you’re supposed to have kids. If you have kids, you’re supposed to go on vacation. End of story. Don’t want to talk about it. The Ruby is generally quick to make a decision. They are focused on results and ask "what" questions. Keywords to use when presenting to a Ruby are results, money, speed and control. Give them options so you don’t threaten their need for control. If a ruby goes on a path of personal development, the result can be amazing. They are often feeling put down and misunderstood.

### **Emotional Intelligence**

Many of us are aware of IQ (Intelligence Quotient). Designed to measure intellectual intelligence, it gives a score from a series of tests. Higher IQs indicate better cognitive abilities, or the ability to learn and understand. People with higher IQs are more likely to do well academically without exerting the same amount of mental effort as those with lower IQ scores.

### **Is emotional intelligence a theory?**

Leadership **is** Emotional, and Emotional intelligence theory and Leadership go hand in hand. – but first, some quotes: **Emotional Intelligence** – “is the ability to monitor one's own and other's **emotions**, to discriminate among them, and to use the information to guide one's thinking and actions” (Salovey & Mayer 1990). Mar 5, 2016

A logical assumption, therefore, is that people with higher IQs will be more successful at work and through life. This assumption has been proven incorrect – there is more to success than simply being ‘clever’.

**Emotional Intelligence** (EI or sometimes EQ – Emotional Quotient) is a more modern concept and was only fully developed in the mid-1990s, by Daniel Goleman, among others.

## **BENEFITS OF HIGHER EMOTIONAL INTELLIGENCE**

People with higher emotional intelligence find it easier to form and maintain interpersonal relationships and to *'fit in'* to group situations.

People with higher emotional intelligence are also better at understanding their own psychological state, which can include managing stress effectively and being less likely to suffer from depression.

### **What are the basic principles of emotional intelligence?**

There is no correlation between IQ and EI scores.

In other words, academic aptitude (IQ) has no connection with how people understand and deal with their emotions and the emotions of others (EI). This makes perfect sense: we've all met very clever people who nonetheless had no idea about how to deal with people, and the reverse.

Some people have high IQs and low emotional intelligence and vice versa, while some people score highly on both and some do not.

### **What are the benefits of emotional intelligence?**

Emotional Intelligence (EQ) is the ability to identify, use, understand, and manage emotions in an effective and positive way. A high EQ helps individuals to communicate better, reduce their anxiety and stress, defuse conflicts, improve relationships, empathize with others, and effectively overcome life's challenges.

### **How can emotional intelligence be developed in people?**

Connecting With Other People

- Be open-minded and agreeable. Openness and being agreeable go hand-in-hand when it comes to emotional intelligence
- Improve your empathy skills
- Read people's body language
- See the effect you have on others
- Practice being emotionally honest

IQ and emotional intelligence attempt to measure different forms of human intelligence; along with personality, these measures make up an individual's psyche. **Emotional intelligence** is the one part of the human psyche that we can develop and improve by learning and practicing new skills.

### Elements of Emotional Intelligence

Daniel Goleman divided Emotional Intelligence into 'Personal' and 'Social' competences, which broadly split between personal and interpersonal skills on Skills You Need. Within each of these sections are a range of skills which are the elements of emotional intelligence.

Personal Skills or Competences	Social Skills or Competences
<i>How we manage ourselves</i>	<i>How we handle relationships with others</i>
<p><b>Self-awareness</b>            Emotional awareness            Accurate self-assessment            Self-confidence  <b>Self-regulation</b>            Self-control            Trustworthiness            Conscientiousness            Adaptability            Innovation  <b>Motivation</b>            Achievement drive            Commitment            Initiative            Optimism</p>	<p><b>Empathy</b>            Understanding others            Developing others            Service orientation            Leveraging diversity            Political awareness  <b>Social Skills</b>            Influence            Communication            Conflict management            Leadership            Change catalyst            Building bonds            Collaboration and cooperation            Team capabilities</p>

Based on 'Working with Emotional Intelligence' Daniel Goleman.

## **Personal Skills or Competences**

There are three areas of personal skills or competences in emotional intelligence.

### **1. Self-awareness**

#### **Self-awareness encompasses:**

*Emotional awareness*

*Accurate self-assessment*

*Self-confidence*

Self-awareness is the skill of being aware of and understanding your emotions as they occur and as they evolve. It is wrong to think of emotions as either positive or negative. Instead, you should think of them as appropriate or inappropriate.

For example, anger is usually associated with being a negative emotion. However, it can be a completely reasonable and appropriate emotion in certain circumstances – emotional intelligence allows us to recognise our anger and understand why this emotion has occurred.

Effective self-assessment of feelings and emotions will help to improve your confidence and self-esteem.

### **2. Self-regulation or Self-management**

#### **Self-regulation includes:**

*Self-control*

*Trustworthiness*

*Conscientiousness*

*Adaptability*

*Innovation*

Having learned to be aware of your emotions, the skill of self-regulation relates to managing them appropriately and proportionately.

Self-management skills relate to the emotions you are feeling at any given time or in any given circumstance and how well you manage them. Self-control is a fundamental part of this, but other aspects relate to what you then do: whether you behave in a way which is recognised as ‘good’ or ‘virtuous’ or not.

### **Motivation**

The final personal skills aspect of emotional intelligence is Motivation.

Self-motivation includes our personal drive to improve and achieve, commitment to our goals, initiative, or readiness to act on opportunities, and optimism and resilience.

Self-motivation and personal time management are key skills in this area. Do not make unreasonable demands on yourself, learn to be assertive rather than just saying, ‘Yes’ to the demands of others.

### **3. Social or Interpersonal Skills or Competences**

Interpersonal skills are the skills we use to interact with other people. They enable us to communicate appropriately and build stronger, more meaningful relationships. Emotional intelligence includes how we understand others and their emotions, and our actions and behaviours towards them.

**There are two key aspects.**

#### **1. Empathy**

Empathy is an awareness of the needs and feelings of others both individually and in groups, and being able to see things from the point of view of others.

Empathy helps us to develop a stronger understanding of other people's situations. It includes understanding others, developing others, having a service orientation, leveraging diversity, and political awareness.

Empathy can often be difficult to achieve. Learn to listen effectively to both the verbal and non-verbal messages of others, including body movements, gestures and physical signs of emotion. Use questions to find out more about other people and what they are feeling, and feedback to clarify that you have correctly understood their feelings. Acknowledge and respect the feelings of others even if you disagree, and avoid making comments or statements that are judgemental, belittling, rejecting or undermining.

#### **2. Social Skills**

Social skills encompasses a wide range of relationship and interpersonal skills. These range from leadership through to influencing and persuading, and managing conflict, as well as working in a team.

The term '*social skills*' covers a wide variety of skills and competencies, many of which are rooted in self-esteem and personal confidence. By developing your social skills, being easy to talk to, being a good listener, being sharing and trustworthy, you also become more charismatic and attractive to others.

This in turn improves self-esteem and confidence which makes it easier for positive personal dialogue and a greater understanding and acceptance of your own emotions.

**There are five key elements EI:**

Self-awareness.

Self-regulation.

Motivation.

Empathy.

Social skills.

## **What are the qualities of emotional intelligence?**

This usually involves: emotional **awareness**, which includes the ability to identify your own emotions as well as those of others; the ability to harness emotions and apply them to tasks such as problem solving; the ability to manage your emotions, such as being able to **calm** down when you're **upset**

## **Here are 10 Ways to Enhance Your Emotional Intelligence:**

1. Listen to your body. A knot in your stomach while driving to work may be a clue that your job is a source of stress. An excitement of the heart when you pick up a girl you have just started to date may be a clue that this could be “the real thing.” Listening to these sensations and the underlying feelings that they signal will allow you to process with your powers of reason.
2. Don't interrupt or change the subject. If feelings are uncomfortable, we may want to avoid them by interrupting or distracting ourselves. Sit down at least twice a day and ask, “How am I feeling?” It may take a little time for the feelings to arise. Allow yourself that small space of time, uninterrupted.
3. Don't judge or edit your feelings too quickly. Try not to dismiss your feelings before you have a chance to think them through. Healthy emotions often rise and fall in a wave, rising, peaking, and fading naturally. Your aim should be not to cut off the wave before it peaks.
4. See if you can find connections between your feelings and other times you have felt the same way. When a difficult feeling arises, ask yourself, “When have I felt this feeling before?” Doing this may help you to realize if your current emotional state is reflective of the current situation, or of another time in your past.
5. Connect your feelings with your thoughts. When you feel something that strikes you as out of the ordinary, it is always useful to ask, “What do I think about that?” Often times, one of our feelings will contradict others. That's normal. Listening to your feelings is like listening to all the witnesses in a court case. Only by admitting all the evidence will you be able to reach the best verdict.
6. If you don't know how you're feeling, ask someone else. People seldom realize that others are able to judge how they are feeling. Ask someone who knows you (and whom you trust) how you are coming across. You may find the answer both surprising and illuminating.

7. Tune in to your unconscious feelings. How can you become more aware of your unconscious feelings? Try free association. While in a relaxed state, allow your thoughts to roam freely and watch where they go. Analyze your dreams. Keep a notebook and pen at the side of your bed and jot down your dreams as soon as you wake up. Pay special attention to dreams that repeat or are charged with powerful emotion.
8. Ask yourself: How do I feel today? Start by rating your overall sense of well-being on a scale of 0 and 100 and write the scores down in a daily log book. If your feelings seem extreme one day, take a minute or two to think about any ideas or associations that seem to be connected with the feeling.
9. Write thoughts and feelings down. Research has shown that writing down your thoughts and feelings can help profoundly. A simple exercise like this could take only a few hours per week.
10. Know when enough is enough. There comes a time to stop looking inward; learn when it's time to shift your focus outward. Studies have shown that encouraging people to dwell upon negative feelings can amplify these feelings. Emotional intelligence involves not only the ability to look within, but also to be present in the world around you.

***Reference:***

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