

The Language of Emotions

By Granville D'Souza

Emotional Intelligence is processing your thoughts with feelings to make optimal decisions. This may be the factor which helps differentiate an average performer from an outstanding one.

People who are skilled at EQ are aware of their thoughts and feelings as well as that of others. In addition, they know how to manage these thoughts and feelings as well as that of others. Defined as a type of social intelligence, they use the information they have about themselves and others and make appropriate thought through decisions.

Someone with high EQ is self aware, they are cognizant of what causes themselves and others to have emotional reactions and how they could turn such situations around and manage them effectively. In being self-directed, they are usually on top of their own personal challenges that befall them by using emotionally savvy skills and a magnetism that can win people over easily. They are able to diffuse difficult situations and create opportunities that build confidence and loyalty in others. Traits specific to individuals with high EQ levels include high degrees of optimism, open-mindedness, awareness of self and others, empathy, and an ability to use emotions effectively. These individuals tend to be outgoing, conscious of how mood affects them and others.

They are open to new ideas and skilled at turning disagreements into win-win propositions.

Below are 6 qualities which one could master to enhance productivity at work.

1. Emotional Literacy

Understanding the language of emotions and how to tune in to them and other peoples' emotional states. This nurtures sensitivity and an understanding that all emotions serve a purpose whether it makes you feel uncomfortable or not. How you choose to respond to your emotions is what determines your state and physiology. Ignorance about this results in snowballing of problems and eventually causing them to get out of hand.

2. Self-awareness

Being your own radar and observing yourself is probably one of the least likely habits for one to start practicing especially if one does not recognize that by doing so, one could surface aspects that stop people from reaching a higher potential. We help people recognize the mask they are wearing and why they wear it. We literally have them see who they are showing up as and examine how much needs to be adjusted for better results. Do they portray who they really want to portray or are they portraying what their defence mechanisms are revealing which is something that helps and hinders.

3. Optimism

Optimism can be learned and one way to do it is to use Optimistic Language. Well known psychologist Albert Ellis talks about how words influences our feelings and hence our being. For example just saying “Maybe” and “I’ll try” gives one a reason to give 50% effort as opposed to “Just do it” and “I will”.

4. Navigate Emotions

Is about using your emotions to your advantage. Aristotle said that, “Getting angry is easy but getting angry at the right time, place, period and for the right reason is difficult”. How can we capitalize on learning from anger and frustration, sadness, disappointment in their day to day work? How can the fuel that exists during such incidents pave the way for wisdom in a particular incident? If we stay with an emotion long enough, we will understand the root of such feelings and this allows us the opportunity to obtain the wisdom that is otherwise not available if we escaped from the pain of holding on to it. By the same token, some hold on to it too long and do nothing. This is even more destructive.

5. Intrinsic Motivation

How do you marshal the pillars in your life – basically your values? Are you aligned with your strongest values or are you ignoring them? If you are doing the latter, then stress builds as you are not living or experiencing passion, excitement and being in the zone hence creating dissonance and loss of energy.

6. Finding Purpose

Finding purpose in our vocation. When the “Why” or Purpose/Mission of an employee is clear, energy and direction blitzes past most obstacles. Passion is at its highest and people find every way to make things work for themselves and others. So, organizations need to learn how to help their stuff while addressing their values and guiding pillars.

Knowing the language of emotions, will make us better communicators and enhance productivity at work.



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