



## The Personal Coach BULLETIN

balance through partnership

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February 2008

COACHING POINT

### EMOTIONAL INTELLIGENCE

Emotional Intelligence is the number one predictor of professional success and personal excellence.

Our emotions are the primary source of human energy, aspiration and drive, activating our innermost feelings and purpose in life, and transforming them from things we think about, to values we live. The key factor is the way that we interpret our circumstances, based on our prior experiences and belief system, to either respond **reactively** like a stimulus-response machine with an emotion that is outside of our control and may be inappropriate and self-defeating, or to respond **proactively** with self-determined responsibility - and freedom of choice.

Only part of our success in life can be attributed to intellect. Other qualities: trust, integrity, authenticity, creativity, honesty, presence and resilience, are at least as important. These 'other intelligences' are collectively described as Emotional Intelligence.

The good news is that EQ can be learned or developed; it's not something you're stuck with. We can develop in ways that can improve our relationships, our workplaces, our parenting and our classrooms. Our temperaments may be determined by neurochemistry and long-established patterns of behavior, our genetic and cultural programming, but we **can** recover control. We could turn society on its ear if we learned to recognize our emotions and control our reactions; if we combined our thinking with our feeling; if we learned to channel our flow of feelings into creative expression, an expression of love.

Emotional intelligence plays an integral role in defining character and determining both our individual and group destinies. It involves the ability to monitor one's own and others' emotions, to discriminate among them, and to use the information to guide one's thinking and actions. In short, to embrace the power of emotions intelligently. It involves abilities that may be categorized into four domains:

**Self-Awareness:** Observing an emotion as it happens; realizing the prior ideas and conceptions that underly an emotional response; being open to intuitive insights; emotional honesty - a developed sense of integrity and authenticity.

**Self-Management:** Facing up to fears and anxieties, anger, sadness and discontent and expressing that energy constructively, whilst retaining spontaneity.

**Social Awareness:** Sensitivity to others' feelings and concerns and willingness to respect their perspective; valuing the differences in how people feel about things; the capacity to trust and be trusted, to forgive and be forgiven.

**Relationship Management:** Managing emotions in others through communication based on empathy and understanding, to build mutual trust; social skills, including constructive handling of disagreements and the ability to create and sustain friendships; leadership effectiveness.

Finally, remember that emotions sometimes hurt; you've got to learn to lean into the discomfort!

Would you like more professional success and personal excellence? Drop me a line, I can coach you there.

- James Ladd



James Ladd, Coach

### ACHIEVE BALANCE THROUGH STRATEGIC COACHING:

#### One on One

One on one support to achieve balance.

#### Group Sessions

Workshops and seminars for the Workplace.

#### Speaking Engagements

Luncheons, Dinners, In-office Meetings

#### Self- Study

Personal study guides to heighten self-awareness and take action through goal setting for positive change.

If you are interested in investigating the possibility of having your own personal coach, please contact me for a one hour exploratory session at no charge!  
[jamesladd@mts.net](mailto:jamesladd@mts.net)  
or 782-1362

### Next Month's Topic:

**Life is Difficult**  
*One of the Greatest Truths*

