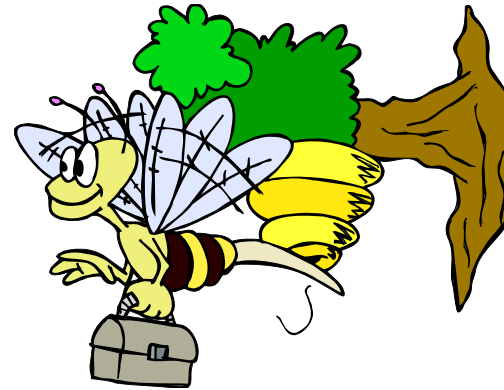




Presents

**The Power of EQ—
How to tap into it,
Part 3**

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www.arlenetaylor.org
Brain References
thebrain@arlenetaylor.org**

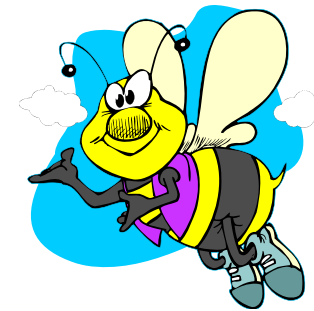


High EQ Is Essential

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EQ does not show up in IQ tests and yet your level matters more than anything else in determining your overall success in life both personally and professionally

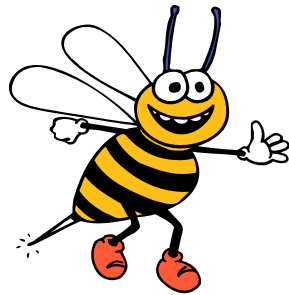
There can be a HUGE difference between behaviors in individuals with low EQ versus high EQ



Characteristics of High vs Low

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↑
EQ



Satisfied
Aware
Balanced
Peaceful
High self-esteem
Happy (even appreciative)

Frustrated
Unaware
Unstable
Restless
Low self-worth
Unhappy (even depressed)

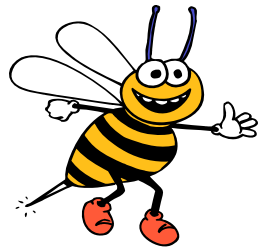
↓
EQ



Characteristics, Cont'd

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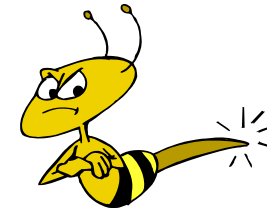
↑
EQ



Motivated
Contented
Connected
Calm
Interdependent
Energetic
Perceive
success

Dejected
Angry
Lonely
Stressed
Dependent
Tired
Perceive
failure

↓
EQ



Helps Minimize Conflict

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**Conflict happens everywhere —
and it is expensive**



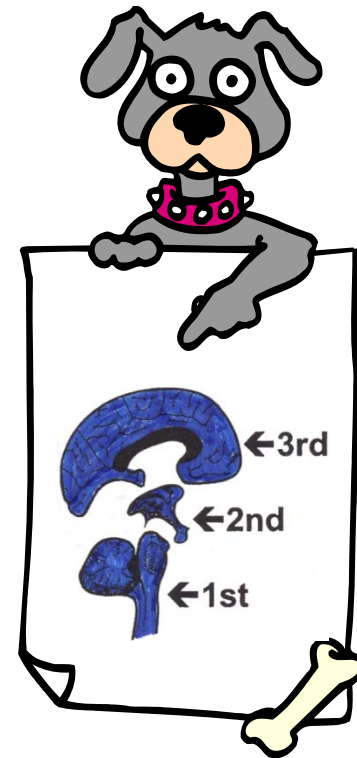
- **Home: contributes to illness, stress, violence, addictions, divorce, murder . . .**
- **Churches: decreases spirituality, burns out teachers and ministers, triggers misunderstandings . . .**
- **Workplace: managers spend 18% of their time managing employee conflicts**
—US State News; August 19, 2006

Brain Layers - Review

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The pre-frontal areas are believed to help moderate emotional expression

Emotional signals appear to be interpreted into feelings in the frontal lobes of the 3rd brain layer



Emotions to Feelings

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Your brain creates feelings based on its explanation or interpretation of what your emotions mean

To change the way you feel, change the way you think

Feelings always follow thoughts—behaviors always follow thoughts



Marshmallows – Take Two

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Questions arose over time:

Did the children who deferred gratification and obtained the second marshmallow do so because of self control or because of learned strategic reasoning?



**2012 University of Rochester, NY:
experiment used marshmallows along
with a reliability pre-test**

Reliability Pre-Test – 2 Groups

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- **Group 1 experienced a broken promise before the marshmallow test was conducted (unreliable tester)**
- **Group 2 received a fulfilled promise before their marshmallow test (reliable tester)**



“You can decorate your cup with one sticker and broken crayons or wait a few minutes until I can return with new crayons and lots of stickers” (Wait was 2.5 minutes)

Tester Reliability

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- **Group 1 – Tester returned in 2-5 minutes and said, “Sorry, but I made a mistake. We don’t have any other art supplies after all. Just use these instead.”**
- **Group 2 – Tester returned with a rotating tray featuring a large assortment of art supplies, as promised.**

After a break, the groups were given the marshmallow test...



Marshmallow Test Results

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Group 1 unreliable tester: only 1 out of the 14 children (7.1%) waited the full 15 min

Group 2 reliable tester: 9 out of the 14 children (64.3%) waited the full 15 minutes

Bottom line: Young children are sensitive to uncertainty about future rewards (e.g., *Better take it now 'cause this may be it vs I can wait 'cause I trust it'll really happen*)



2012 Test Conclusions

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Performance on delay-of-gratification tasks can be strongly influenced by an implicit rational decision-making process based on the child's perception of environment reliability—which is at least comparable in influence to their capacity for self-control

Strategic reasoning plus self-control, may have a causal relationship to outcomes later in life



Reliability and You

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Evaluate the reliability of your childhood and adult environments

Unreliable? Reparent yourself, hone your super-ego, become reliable, and learn to trust and affirm your own reliability

Reliable? Keep raising your EQ (the sky is the limit) to help you defer gratification as needed to accomplish your life goals

Understand No One Gets it All

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**You will need to give up
something to get something**

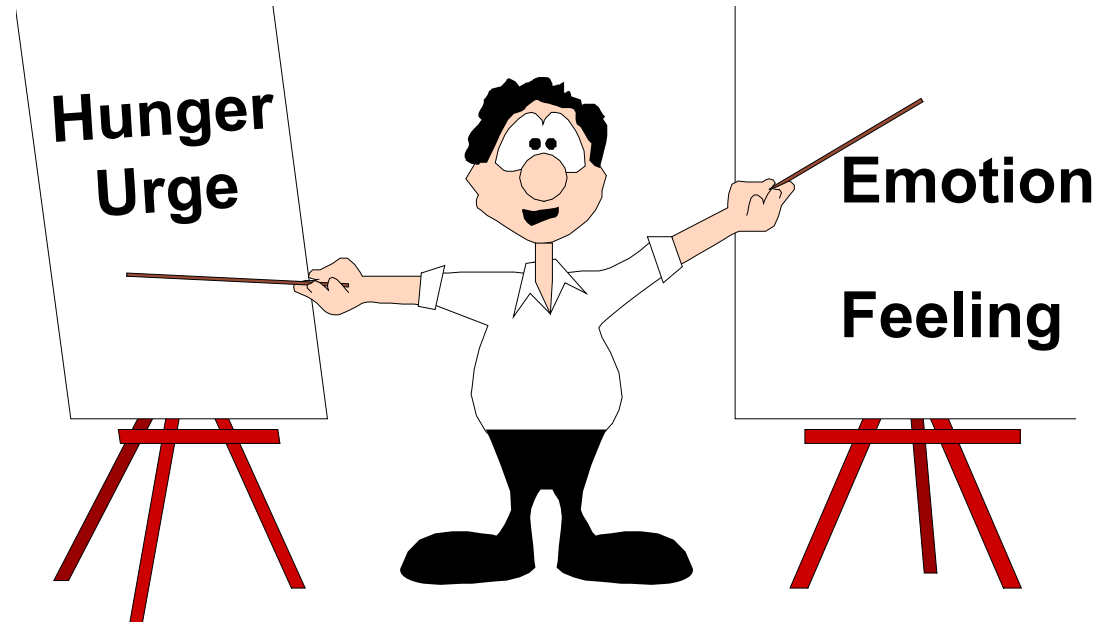


**Children were told there was a
link between behaviors and outcomes
(*making a list and checking it twice,
finding out who was naughty or nice . . .*)**

**Be clear about what you want and about
what you must do (and give up) to get it**

Emotions, Feelings, and Urges

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***Really hungry for some chicken* is not an emotion or a feeling (an urge—may be triggered by physiological hunger, emotions, or feelings)**

Cascade Sequence Summary

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**An internal or external stimulus
triggers an emotion**



**Brain tries to make sense of bodily changes
resulting from the emotion—and its
interpretation creates thoughts and *feelings***

**You become aware of a thought (I feel . . . I
think) and either hang onto it or change it**

Your Perception

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When you understand that your feelings are connected to what you think about an event and not by the event itself, you can gain a measure of perspective and control

You *can* change your thoughts and a change in thoughts often radically alters your feelings and your behaviors—because feelings and actions follow thoughts



Become Skilled Thru Practice

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Use different words for *feelings* to help differentiate them from emotional signals:

- Anger surfaced – I feel *mad*
- Fear surfaced – I feel *scared*
- Sadness surfaced – I feel *bad-sad*
- Joy surfaced – I feel *glad*
- Euphoria surfaced – I feel *wow!*



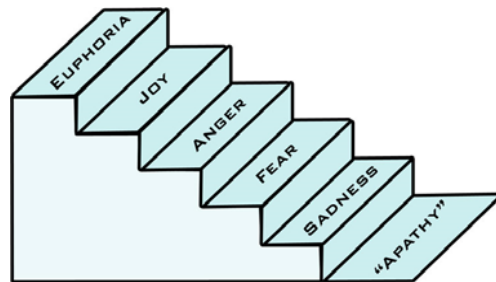
Read my article: *If a Child Can . . .*

Motivators

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**Surprise and disgust are motivators
(enhance the response to the emotion)**

**Surprise can surface in combination with
any core emotion**



**Disgust often surfaces
in combination with a
protective emotion:
anger, fear, or sadness**

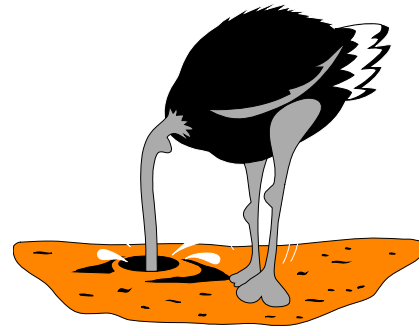
Interrupters

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Shame and guilt are learned reactions that serve as interrupters to behaviors

Healthy shame's response: *Oops, I made a mistake—I can learn and choose a more functional behavior*

False shame's response: *What a putz! I am so inadequate and pathetic!*



Interrupters, Cont'd

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Healthy guilt (contrition) signifies recognition and remorse for a mistake, acceptance of responsibility for your part, along with reparation (embrace this)

False guilt is a sense that you yourself are a mistake, rather than that you simply made a mistake because you are human (dump this perspective)

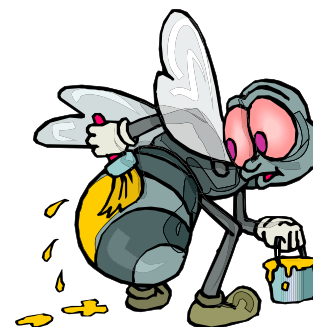


Examples of EQ Questions

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**Since EQ does not show up in IQ tests –
researchers are developing EQ tests**

**The examples that follow
represent the type of
questions being considered
to create an EQ Assessment
for employment applicants . . .**



Use them as “food for thought . . .”

1: Highest EQ Behavior?

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When your idea is rejected, you:

- 1. Feel totally put down and tell others how unfair this was**
- 2. Analyze reasons for the defeat**
- 3. Figure winning and losing are all part of the game**
- 4. Wait for the next opportunity to beat your opponents**

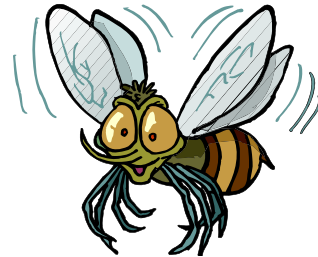


2: Highest EQ Behavior?

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Explain your current life in one sentence:

- 1. Okay – life is a 50:50 mixed experience**
- 2. Successful – a contented person who has what could make you happy**
- 3. Comfortable – but basically just a puppet in life**
- 4. Uncomfortable – a person who deserves better but can't get it**



3: Highest EQ Behavior?

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When a hearing-impaired person in your group misunderstands a phrase, you:

- 1. Laugh with the others**
- 2. Ignore the incident**
- 3. Repeat the phrase so the person gets it**
- 4. Help the person and comment about the need to speak louder**



4: Highest EQ Behavior?

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When you hear from a third party that someone made a negative comment about you or a friend of yours, you:

- 1. Ignore it**
- 2. Retaliate or try to defend yourself**
- 3. Think about something else and be ready to state your viewpoint calmly if the subject comes up**
- 4. Feel hurt or sad and lose sleep over it**



5: Highest EQ Behavior?

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When newcomers with different opinions attend your group, you:

- 1. Ignore them and hope they go away**
- 2. Criticize them to others**
- 3. Accept them “as is” and set your own boundaries as needed**
- 4. Tell them to change in order to be accepted**



6: Highest EQ Behavior?

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When co-workers comment you are not smart since you don't know the lingo, you:

- 1. Ignore them**
- 2. Ask them to keep their opinions to themselves**
- 3. Transfer to another department**
- 4. Evaluate their comments, accept the challenge, and learn the lingo**



7: Highest EQ Behavior?

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After involuntary transfer to a project with a new boss in a remote area (albeit with a pay hike and promotion possibility), you:

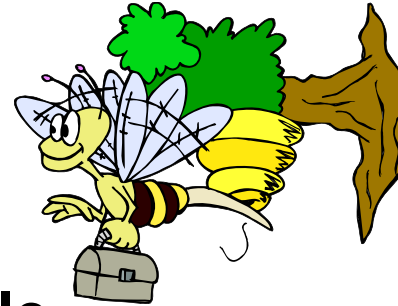
- 1. Mark time waiting for a promotion**
- 2. Enjoy the challenge and pay raise**
- 3. Complain or whine and ask “Why me?”**
- 4. Jump the gun and think of resigning and looking for a new job**



School of Life

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Emotional Intelligence is a required course for success in every aspect of life—and a *next* class is always available



However, the homework is challenging, and exams are often tough to pass, so many drop out . . .

You can do it and help others raise their level of EQ by watching you role-model

The End...

