

25 TIPS ON...

BOOSTING YOUR EQ IN THE WORKPLACE

1 NEVER STOP LEARNING

The great news is that your EQ (unlike your IQ) isn't fixed; it can be learned and developed over time. Prioritize your self-development by honing your EQ skills on a daily basis.

2 UNDERSTAND WHAT REALLY MAKES YOU TICK

Self-knowledge is one of the key building blocks of EQ, so hold up a mirror, be objective and write down your strengths and areas for development.

3 RECOGNIZE HOW YOU IMPACT OTHERS

Use your self-knowledge to identify your own communication style and how it affects other people.

4 MAKE A CONNECTION

Harness your social skills to help you find common ground when you meet someone for the first time.

5 PUT YOURSELF IN OTHER PEOPLE'S SHOES

Draw on your empathy – not to be confused with sympathy – to help you understand the other person's perspective.

6 ASK CLEVER QUESTIONS

Be curious about other people and ask clever questions to help you uncover their motivations and needs.

7 LISTEN WITH EMPATHY

Hearing is involuntary, listening is a skill – so make sure you actively listen to other people to gain a clear understanding of their point of view.

8 READ THE OTHER PERSON'S BODY LANGUAGE

Only 7% of communication is down to the words we use, so don't forget to 'read' nonverbal cues such as the other person's body language and tone of voice.

9 BE PRESENT IN THE MOMENT

This is often easier said than done but remember to stay focused on the other person – try not to let your attention wander.

10 BE OPEN AND HONEST

Be straightforward when you communicate with others in order to build trust over the longer term.

11 BUILD RAPPORT

Everyone brings something of value to the table, so treat everyone you meet as an equal and expect to be treated on an equal footing in return.

12 BELIEVE IN YOURSELF

Adopt a winning mindset. Don't be afraid to assert yourself and put across your point of view.

13 BOOST YOUR SELF-CONFIDENCE

Write down a list of your key skills and achievements. This will help you value who you are and what you bring to the table.

14 MOVE OUT OF YOUR COMFORT ZONE

Remember what doesn't challenge you doesn't change you – be brave and move into your stretch zone.



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15 BACK YOURSELF

Don't default to others – have the courage of your convictions, draw on your self-reliance and stand your ground.

16 MANAGE YOUR EMOTIONS

Whenever possible, try to draw on your self-control to keep your feelings in check so that you can respond rather than react to other people.

17 BE TRUE TO YOURSELF

I always remind my clients that you need to stay true to who you really are if you want to find fulfillment in the workplace.

18 FOLLOW YOUR PASSION

Do the things that make you happy, whether it's meeting a friend for a drink after work or heading to the gym – only then will you achieve the work life balance you crave.

19 HAVE A GLASS HALF FULL ATTITUDE

Always focus on the positives in life – remember pessimists see the difficulty in every opportunity and optimists see the opportunity in every difficulty.

20 DRAW ON YOUR RESILIENCE

Bounce-back from setbacks by taking the learnings from the situation and moving on.

21 TAKE CHANGE IN YOUR STRIDE

Adaptability is crucial if you want to stand out from the competition so keep up to date with all the latest developments and try to view change as exciting not scary.

22 REMEMBER FEEDBACK IS A GIFT

Adopt a principle of plan, do, review – and reap the rewards of increased EQ levels and improved performance at work.

23 DON'T BE AFRAID TO ASK FOR HELP

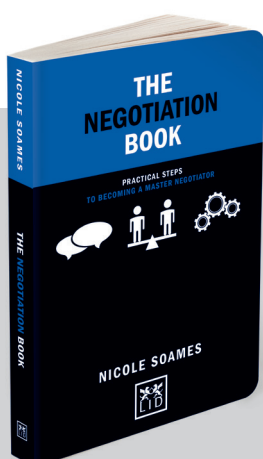
You don't have to develop your EQ skills by yourself – ask for support from a coach, mentor or trusted friend.

24 BE MINDFUL

Use mindfulness techniques to help you reconnect with your feelings and emotions so that you can take practical steps to lower your stress levels.

25 PRACTICE MAKES PERFECT

These so-called soft skills are often the most difficult to master – so remember to put in their hours. After all, it takes 10,000 hours of deliberate practice to become world class in any field.



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