

**An on-line publication relating to a powerful
emotional intelligence interpersonal skills concept**

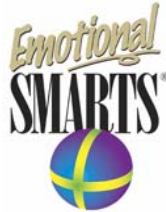
Article 1

by Dr. June Donaldson, Certified Mediator and Arbitrator and President,

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What does the trademark of Emotional SMARTS[®] mean? How does it relate to the concept of “emotional intelligence”? How does it affect me? And ... if I like what I read in this article how do I learn more about it?

Let’s start by setting the stage: Emotional SMARTS[®] relates to an interpersonal skills concept that is “de-academicized” to be easy to understand, internalize and apply. It is a model and process that can help us achieve the best results possible for our time, money, energy, resources and talent as we live the life we live. In being as emotionally smart as possible we need to know how to be grounded, centered and focused in all that we do. This skill becomes particularly important when life does a “run-away” on us and we face issues such as workplace challenges; legal battles; career upheavals; elder, child or partner care worries; financial issues; or personal health or wellness concerns.

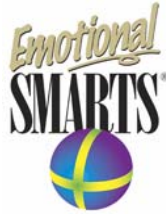


Most of us don't give our emotional wellness a second thought when life is nice and normal and people are pleasant and predictable, however, when we face tough times (and we all have our turn at tough times) if we don't know how to be emotionally smart we run the risk of being overwhelmed by the issues coming at us. What that happens, we can lose our self-confidence, future focus, effectiveness and buoyancy.

Carried on long enough, we can spiral into becoming discouraged, despondent or depressed. In this state we will often do things; say things; and behave in a manner that is not in our best interests over the long term.

In the many seminars, conference presentations and leadership retreats I have facilitated, I have been struck by the number of people who appear to be struggling with their emotional intelligence. They appear to be fearful, frustrated and fatigued at what is happening to them and around them. Many are fearful at not knowing what is around the next corner; what they should expect; or what the new "normal" is. Others are frustrated at thinking that they no longer have a "voice" in their workplace, or perhaps even in their home and family life. Their frustration increases as they wonder if what they are doing, and how they are doing it, really matters at the end of the day. In addition to the above, there is the fatigue factor where many people are simply tired out. They are emotionally, mentally, physically and spiritually exhausted and in this state feeling grounded, centered and focused is near impossible.

In my corporate life, with organizations such as IBM Canada Ltd, and in various management, sales, training and development leadership roles; and since studying emotional intelligence as part of my Doctoral degree and dissertation, I have worked internationally with leading edge organizations to integrate the interpersonal skills related to Emotional SMARTS® with employee work, home and personal issues.



My model and process identifies a number of skills and competencies important to our psychological and emotional well being. While none of the skills identified in the model are new (as most, if not all, of them have been discussed for centuries ...) the way they are discussed often gives people a new perspective and additional insight as to their importance.

In addition ideas are explored as to how one can improve their interpersonal skills and related emotional intelligence on a daily basis so that a greater sense of control, calm and clarity can be enjoyed by those who put these important skills into action.

At the end of the day, when we are knowledgeable and skilled at consistently demonstrating these emotional intelligence competencies, linked to the Emotional SMARTS® trademark, we can find ourselves better able to deal with challenging events, people and times.

The Author: Dr. June Donaldson is an expert in the area of emotional intelligence with her work and trademark of "Emotional SMARTS®" being distributed internationally. She is a Certified Mediator and Arbitrator having taken her training through the Alberta Arbitration and Mediation Society. Dr. June receives outstanding reviews on her work and over the years has received many recognitions and Board appointments. Most recently she participated in the Prime Minister of Canada's Task Force on Women Entrepreneurs in Canada and is she is currently a member of the International Women's Forum (IWF).

If you would like to learn more about our broad range of educational tools and topical seminars, conference presentations, and leadership retreats, please contact us at 403 – 287 2244 or www.emotionalsmarts.com in Calgary, Alberta, Canada. Thank you!