

**An on-line publication relating to
Maximizing your Interpersonal Skills and
putting Your Emotional Intelligence to Work!**

Article 2

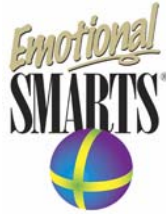
by Dr. June Donaldson, Certified Mediator and Arbitrator and President,

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Emotional SMARTS[®] is a registered trademark related to an emotional intelligence model and process that can help us be grounded, centered and focused, particularly when we face challenging or difficult times. At the outset, we need to identify, build, monitor and protect our emotional wellness as we deal with people and make decisions that could affect us for the rest of time. Many, if not all of the topics discussed in our model (and many other emotional intelligence models for that matter) you have likely heard before.

For example, at least once in our life, most of us have been told that it might be a good idea for us to take a stress management course; or to learn how to be assertive versus aggressive or non-assertive; or that we need to a better job of managing conflict in our life.

While this type of feedback might be well intended, in reality, to be grounded, centered and focused, we need to competently demonstrate a number of skills, or core



competencies, each day. It's not a matter of managing our stress on Monday and Wednesday, being assertive on Tuesday and Thursday, and dealing with conflict on Friday. Our model, that speaks about redefining personal and professional competence, proposes that there are a number of skills that we need to be skilled at and demonstrate on a daily basis in order to consistently be emotionally smart.

The following provides an overview of the actual skills discussed in our seminars, conference presentations and leadership retreats

The model refers to the A, B, C, D of being emotionally smart. The "A" relates to the AWARENESS cornerstone and there are five characteristics, or skills, that support this important area. The "B" relates to the BEHAVIOURS cornerstone and there are four skill sets in this category. The "C" relates to the CONTACT or CONNECTIONS cornerstone and there are three skill sets in this group. The last cornerstone is the "D" and it relates to the DECISION MAKING cornerstone.

Very simply, the AWARENESS cornerstone is foundational to the model because it identifies very personal skills such as emotional self-awareness and management; assertiveness (versus aggressiveness or non-assertiveness); goal setting and optimism. If, at the outset, we are not emotionally literate or able to manage our emotions appropriately, we will be challenged to behave appropriately, connect well with others; and make good decisions that stand the test of time and scrutiny.

The BEHAVIOURS cornerstone discusses the importance of self-reliance; stress management; impulse control and conflict management. Many people are significantly challenged by issues relating to impulse control (or the lack thereof) and conflict

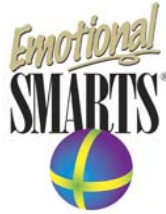


management and in the learning opportunities I facilitate, we often have powerful discussions around why these skills are as challenging as they are to many people and what can be done to make demonstrating these skills easier.

The third cornerstone relates to CONTACT or CONNECTION skills where the significance of relationship building; empathy and community care skills are discussed. We agree that most people want to associate with; live with; socialize with; and learn from people they like or respect; trust and believe to be capable. So the question in this cornerstone is if that is what we look for in others, how do we demonstrate those same skills to those people we come in contact with?

The last cornerstone is DECISION MAKING and this cornerstone is particularly sweet because often people think that emotional intelligence only has to do with affairs of the heart when in fact, people who are emotionally attuned, behaving appropriately, and connecting well with others often find making good decisions just that much easier. In the DECISION MAKING cornerstone we discuss the skills of problem identification; creativity, selecting solutions and reality testing.

At the end of the day, people who are emotionally smart do a lot of things right! They know who they are; what they are good at; and what they need assistance with. They don't try to be all things to all people. They are emotionally literate and able to be assertive about what they think, feel, and want or need or expect. They are goal oriented and optimistic (even through the difficult times). They know how to behave appropriately in a wide variety of settings and with a wide variety of culturally diverse people. They are able to demonstrate empathy and connect well with people from different walks of life. And last, they are able to make big picture, far reaching decisions that stand the test of time and scrutiny.

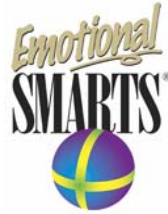


People who are emotionally smart consistently work at improving their AWARENESS, BEHAVIOURAL, CONTACT and DECISION MAKING skills. They view their improvements in these areas as positive and enlightening versus a chore they HAVE to do. The benefit to them personally and professionally is that they experience a heightened sense of self pride; a self-confidence that they are behaving appropriately with class and dignity; an appreciation that they are respected and valued by others with whom they live and work; and that they are making well thought out, solid decisions that will serve them, and those they care about, well into the future.

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 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!

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