





# Chapter Three: Understanding the Four Skills:

## Self-Awareness

---

---

---

---

---

---

---

---

---

---

## Self-Management

---

---

---

---

---

---

---

---

---

---



## Chapter 4: My EQ Action Plan:

### Part One - My Journey Begins

**Date Completed:** \_\_\_\_\_

*List your scores from the Emotional Intelligence Appraisal test below.*

|                          | Score: |
|--------------------------|--------|
| Overall EQ:              |        |
| Self-awareness:          |        |
| Self-management:         |        |
| Social Awareness:        |        |
| Relationship Management: |        |

### Pick One EQ Skill and Three Strategies

*Which of the four core emotional intelligence skills will you work on first?*

*Circle your chosen skill in the image below.*

|                  |                         |
|------------------|-------------------------|
| Self-Awareness   | Self-Management         |
| Social Awareness | Relationship Management |

*Review the strategies for the EQ skill you selected, and list up to three below that you will practice:*

---



---



---

### My EQ Mentor

*Who do you know who is gifted in your chosen EQ skill and willing to provide feedback and advice throughout your journey?*

**My EQ mentor is:** \_\_\_\_\_











## Discussion Questions:

1. How many members in the group were familiar with the term “emotional intelligence” before reading *Emotional Intelligence 2.0*?

---

---

---

---

---

2. For those who had never heard of EQ before, what’s the most important thing you discovered after reading *Emotional Intelligence 2.0*?

---

---

---

---

---

3. For those who were familiar with EQ before reading the book, what’s the most important thing you discovered?

---

---

---

---

---

## Discussion Questions:

4. Have you ever felt an emotional hijacking similar to Butch Connor's during his run-in with the shark?

---

---

---

---

---

5. What are the physical symptoms you experience with emotion? An example might be your face turns red when you're angry.

---

---

---

---

---

6. What are a few fundamental changes you might like to make now that you know change can happen at a physical level? What would you like to train your brain to do?

---

---

---

---

---

## Discussion Questions:

7. What's one experience that stands out for you in learning to recognize or manage your emotions? What about learning to recognize what other people are feeling?

---

---

---

---

---

8. In your job, how are emotions dealt with? Is there anything covered in the book that will help you in the next six months at work? How about next week?

---

---

---

---

---

9. How are EQ skills visible in current events today? Discuss politicians, celebrities, athletes, etc.

---

---

---

---

---

## Discussion Questions:

10. Can you think of any historical figures or events that were influenced by either poor management or excellent management of emotions?

---

---

---

---

---

11. Only 36% of people are able to identify their emotions accurately as they happen. Why do you suppose this is the case? How might someone get better at this?

---

---

---

---

---

## Discussion Questions:

12. Groups that decide to take the online Emotional Intelligence Appraisal test before meeting can bring their results and discuss them as follows:

- a. Without sharing specific numbers, which EQ skill score was your highest?
- b. Which EQ skill score was your lowest? Which strategies will you practice to improve this skill?

---

---

---

---

---

13. What will make practicing EQ skills most challenging for you?

---

---

---

---

---

## Discussion Questions:

14. What would you like to know from the other people in the group about how they:

- Work on being more self-aware?
- Self-manage?
- Read feelings or emotions in other people?
- Manage relationships?

---

---

---

---

---

15. Consider any facts mentioned in the book that you found fascinating and discuss them as a group, for example:

- Emotions are contagious
- Your EQ can fluctuate due to influences such as stress or hardship
- EQ skills can be learned
- EQ behaviors are susceptible to cultural influence.

---

---

---

---

---