

THE JORDAN HARBINGER SHOW

Worksheet for Daniel Goleman | A Logical Look at Emotional Intelligence (Episode 232)

If you've ever heard the term *emotional intelligence* or *EQ*, you'll want to listen in on this fascinating conversation with Daniel Goleman — one of the most revolutionary thinkers in the field of human performance and behavior and author of *The New York Times Best Seller Emotional Intelligence: Why It Can Matter More Than IQ*.

[In this episode](#) we talk about how our people skills matter perhaps even more than our other cognitive abilities and can be an even greater predictor of success, how the subconscious mind picks up on emotional cues and some blind people can still see them, how technology is affecting the way human beings connect in the modern world (for better and for worse), how emotions become contagious, why people act like jerks on the Internet, and much more.

THE JORDAN HARBINGER SHOW

What *Is* Emotional Intelligence?

“Emotional intelligence” is a phrase you probably hear so often these days that you’re sure you have a grasp of what it means. But in case you don’t, here’s the crash course: Researchers Peter Salovey and John Mayer applied the term as “the ability to perceive and express emotion, assimilate emotion in thought, understand and reason with emotion, and regulate emotion in the self and others” in a paper they published in 1990. Daniel adopted it for the title of his bestselling 2006 book *Emotional Intelligence: Why It Can Matter More Than IQ*, and he’s been evangelizing the concept as something that should be taught in schools ever since. He believes — and studies have shown — that if we’re able to educate ourselves and improve our emotional intelligence, temperament is not destiny. Even naturally anxious or shy people can train their brains to overcome these tendencies.

“These are learned and learnable skills,” says Daniel. “You can learn to be more empathic. You can learn to manage your upsets better.”

There are a number of free or cheap online resources for testing your own emotional intelligence. Whether or not you choose to assess it right now, jot down how you believe you could best improve yourself by developing your emotional intelligence beyond its current boundaries in self-awareness, self-regulation, social skills, empathy, and motivation.

THE JORDAN HARBINGER SHOW

Face to Screen to Face

Studies have shown that the more frequently toddlers watch TV or use electronic devices, the less they get along with others at school. So what might this say about those of us — from preteens to adults — who choose to interact with people and the world at large mostly through our smartphones and computer screens? While Daniel believes social media isn't without its merits ("[It] allows us to stay in touch with people that we would be out of touch with," he says), we didn't evolve to communicate this way and should be cautious of its overuse.

"The way the social brain is designed is for face-to-face interaction in person," says Daniel. "And **the way people learn** — from birth on — how to be a decent human being is by being engaged with other people. Today's children never knew a time when they couldn't pick up a device and lose themselves — get absorbed in something that's happening in real time."

Challenge for the week ahead: Are you in the habit of communicating with even your closest friends, family, and colleagues through text messages, tweets, Facebook comments, and other technological interfaces? Try having a face-to-face meeting — maybe a coffee break or lunch — with at least one person. More if possible. How do you rate the quality of this interaction? Note how it made you feel about this person and your relationship with them in comparison to your usual methods of communication.


THE JORDAN HARBINGER SHOW

Building Cognitive Control

“A study in New Zealand assessed kids between ages four and eight and tracked them down in their 30s,” says Daniel. “They found that **cognitive control in childhood** predicted your financial success [and] your health better than IQ in childhood and better than the wealth of the family you grew up in.”

Daniel points to the famous **marshmallow test** as an assessment of cognitive control — can a kid sitting in front of one marshmallow resist eating it if, by waiting, they’ll get two?

In order to promote cognitive control in our own kids (and even ourselves), Daniel says: “What you do is you say, ‘Finish your homework before you get your Xbox out.’ You delay gratification and then reinforce it.” How might you delay gratification and reinforce it in you and your family’s daily routines?

A large, empty rectangular box with a thin black border, intended for the user to write their response to the prompt above.

THE JORDAN HARBINGER SHOW

Triangulating The Dark Triad

In contrast to cognitive empathy, emotional empathy, and empathic concern that someone with healthy emotional intelligence might normally experience, there are others who dwell instead in a dark triad of machiavellianism, psychopathy, and narcissism. People who exist here lack purpose, empathy, and ethics because they only care about themselves.

There are many ways to sense if you're dealing with someone living in the dark triad, but one of the most common is the *kiss up, kick down* pattern. In the workplace, this is when someone — say a middle manager, for instance — is very charming to the people above them in the hierarchy because it helps them get promotions, but cold and uncaring — or downright hostile — to those below them because they see no advantage to empathizing with people who can't help them get ahead.

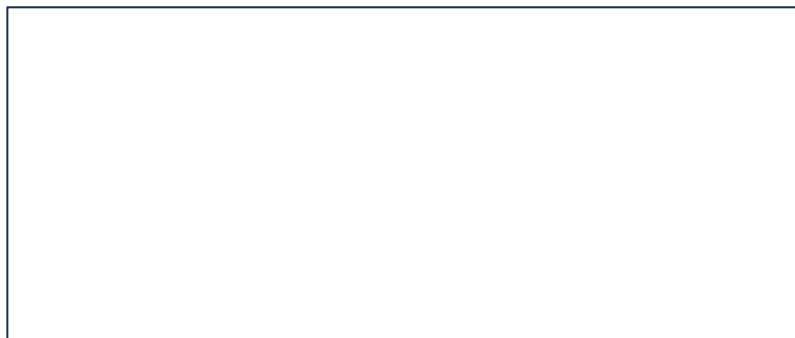
In what ways have you seen *kiss up, kick down* demonstrated in your own life? Have you ever been guilty of demonstrating it yourself? If so, remember: emotional intelligence is a learnable skill, so make an effort to empathize with people at every level of a hierarchy rather than hating yourself because you picked up bad behaviors along the way.

THE JORDAN HARBINGER SHOW

Don't Put Down. Put Up.

“These three 12-year-old boys are going to gym class,” says Daniel. “The kid in front is this pudgy kid, not very athletic. The other two are jocks, and the jocks are making fun of the pudgy kid. One of them says in a very sarcastic tone of voice, dripping with disgust: ‘Ugh. So you think you’re going to play soccer?’ The pudgy kid stops, takes a breath, turns around — this could easily turn into a fight — and he says, ‘Yeah, I’m going to try to play soccer, but I’m not nearly as good as you are. What I’m good at is art. Show me anything; I can draw it really well. Someday, I’d like to be as good as you are at soccer.’ And at that, that kid who was just putting down comes up, puts his arm around him, says, ‘Oh, yeah, I’ll show you a thing or two.’ That was called a *put up*. That kid learned it in social-emotional learning as a strategy for handling a tense situation.”

Think back to a time when someone putting you down might have been defused by understanding the strategy of the *put up*. How might the outcome have been different if you had employed this tactic? Going forward, **try to keep the *put up* in mind as a way to disarm tense situations or even boost morale when you or someone else is feeling low.**



Full show notes and resources for this episode [can be found here](#).

THE JORDAN HARBINGER SHOW

About



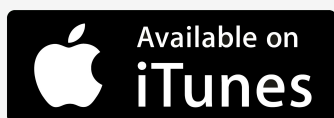
Join us as we get deep into the untapped wisdom of the world's top performers — from legendary creators to intelligence operatives, iconoclastic writers to visionary change-makers.

We deconstruct the playbooks of the most successful people on earth — and learn new strategies, perspectives, and insights you can't find anywhere else. Then, take these valuable insights into your own life and live what you listen.

THE JORDAN HARBINGER SHOW

support@jordanharbinger.com

THE JORDAN HARBINGER SHOW



Share This With
Your Friends!



Share This