



EMOTIONAL INTELLIGENCE 2.0

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Overview

Your Emotional Intelligence (your “EQ”) is crucial to successfully navigate this world. This book describes specific techniques to be more aware of your own emotions, and ways to improve your EQ. There is an online EQ test the authors have created, which should be taken before and after reading the material in order to determine whether your EQ has increased. The techniques described include breathing better, learning social rules, and being aware of emotions in movies.

“Emotional intelligence is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships.”

Chapter 1. The Journey

In intense situations, reason and emotion are at war. The *limbic system*, which controls emotions, receives signals and reacts before the reason-oriented *frontal lobe* takes control. Your emotions and reason should work together, not against each other.

“The daily challenge of dealing effectively with emotions is critical to the human condition because our brains are hard-wired to give emotions the upper hand.”

Many assume that cognitive intelligence (IQ) matters more than emotional intelligence (EQ) when it comes to success, but studies have shown the opposite:

“People with the highest level of intelligence (IQ) outperform those with average IQs just 20% of the time, while people with average IQs outperform those with high IQs 70% of the time.”

You cannot suppress your emotions, but you can channel them to yield positive results. But first, you must understand them. To start, take the online test at talentsmart.com/test to see where you already excel and what aspects need improvement. Once you do, read this summary (or [the book](#)) and retake the test.

Chapter 2. The Big Picture

While some acknowledge EQ as important, there is still a global deficit of it. EQ is more complex than IQ, as emotions have many forms. Happiness can be “joy” or “contentment.” Fear can be “anxiety” or “dread.” One situation where EQ is necessary is during emotional hijackings, moments where emotions prevent rational thought. Hijackings are caused by *trigger events*. For example, a woman may experience a hijacking when a waiter resembles her abusive ex, making her panic and leave the restaurant.

Since schools consider IQ more important, EQ is often absent in situations. However, your emotions always respond first in situations. You cannot control this response, but you can control its effects. Ultimately, EQ determines success because it cultivates skills like anger management, stress tolerance, or accountability.

“The link between EQ and earnings is so direct that every point increase in EQ adds \$1,300 to an annual salary.”

Chapter 3. What Emotional Intelligence Looks Like: Understanding the Four Skills

“To truly improve your ability in the four emotional intelligence skills, you need to better understand each skill and what it looks like in action.”

EQ consists of 2 competencies and 2 sub-competencies:

1. **Personal competence** concerns understanding one’s own emotions.
 - a. **Self-management** is the ability to control one’s emotions and use them productively. Participants with high self-management are patient listeners, and “handle stressful and confrontational situations well.” Colleagues with low scores “respond too quickly and sharply, emotions take over their behavior.”

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