## CONTENTS

Introduction .................................................................................................................. 1

**PART 1: UNDERSTANDING EMOTIONS** ........................................................................ 5

- Knowing why we have emotions ........................................................................ 6
- Understanding the aspects of emotions ................................................................. 8
- Understanding the positive intent of emotions .................................................... 10
- Understanding how emotions are related ............................................................. 12
- Tuning into your intuition ..................................................................................... 14
- Understanding non-verbal communication ......................................................... 16
- Finding the words for emotions ......................................................................... 18
- Owning your feelings ......................................................................................... 20
- Meeting emotional needs .................................................................................... 22
- Recognising beliefs and expectations about emotions ........................................ 24
- Understanding emotional triggers ..................................................................... 26

**PART 2: MANAGING EMOTIONS** ........................................................................... 29

- Having confident body language ......................................................................... 30
- Dialling down heightened emotions .................................................................. 32
- Managing stress .................................................................................................. 34
- Managing disappointment .................................................................................... 36
- Managing regret and remorse ............................................................................... 38
- Forgiving ............................................................................................................. 40
- Managing jealousy ............................................................................................... 42
- Managing envy .................................................................................................... 44
Managing blame 46
Managing sadness 48
Managing embarrassment 50
Managing loneliness 52
Managing worry and anxiety 54
Managing anger 56
Managing guilt 58
Managing emotional eating and drinking 60
Managing criticism 62

PART 3: DEVELOPING YOUR EMOTIONAL INTELLIGENCE 65
Practising positive thinking 66
Managing change 68
Having courage 70
Keeping an open mind: Being curious 72
Developing patience 74
Developing willpower 76
Making decisions 78
Accepting 80
Establishing boundaries and limits 82
Asserting what you want 84
Building confidence 86
Acting 'as if' 88

PART 4: DEVELOPING YOUR SOCIAL INTELLIGENCE 91
Listening for feelings 92
Empathising 94
Managing someone's disappointment 96
Being kind and considerate 98
Managing someone else's anger 100
Motivating and inspiring 102
Making compromises 104
Delegating 106
Understanding and managing group dynamics 108
Shutting someone up. Nicely. 110
Managing the silent treatment 112
Giving criticism 114

About the Author 116
More Quotes 117
Useful Websites 118