

EMOTIONS AND BEHAVIOUR CUSTOMIZATION

EMOTIONAL INTELLIGENCE PRACTICE

[WORK BOOK]

By D Nzembe : Dalswin Life & Business Books

Email: davisonnzembe@gmail.com

Whatsap +2630775991061

Fore Word

This book is an extract from my book: Practicing Emotional Intelligence. It is designed to implore emotional intelligence in the reader through the use of real life stories and voluntary practical exercises designed to enhance emotional awareness.

Enjoy reading the book as you also gain essential life skills

Contents

1. The lack of Emotional Intelligence
 2. Emotionally Defeated Mindset
 3. Aggressive Personality
 4. Self-Awareness
 5. Self-Regulation
 6. Social Skill
 7. Daylight Demons
- About the Author

The lack of Emotional Intelligence

At the age of twelve Mary is already able to cook food and do all household chores that are normally done by mature African women. Mary takes care of her younger sister aged seven and a brother aged five. This is a child headed family which resulted from a tragedy that happened a year ago in the family. Both parents passed on a year ago.

The mother of the children was murdered by the children's father after a quarrel when the husband suspected that his wife who was in her final year at a certain teacher training college was cheating him. This led him to emotionally strike his wife with a wheel spanner in the head to death. All this happened whilst the children cried and yelled out desperately for help but helpers arrived late.

When people arrived they were surprised to see the mother of the children lying dead on the ground but the man who had killed her was nowhere near to be found. He had sneaked into the nearby bush where he was later found hanging down a huge Muchakata tree branch and dead. He had committed suicide after realizing his terrible emotional act which led to the death of his wife.

This story is not an isolated case. In Zimbabwe and worldwide there are so many similar cases which have left people wondering at the sight and thought of such disgracefully emotional episodes. In poorer countries such as in Africa child headed families are a common feature. One other atrocious common cause for these child headed families is AIDS. Also the recent outbreak of Covid 19 pandemic is already taking its toll in contributing to child headed families as it sometimes wipes the elderly guardians of the children or their parents.

Really this becomes a source of emotional torment to the children left behind and to the concerned community it becomes an eye sore that really sends wandering minds.

There are various and numerous types of emotionally traumatizing events and experiences in life which continue to rob humanity of life and happiness on a daily basis just like the case we read about above.

I am pained heavily when I think that in Zimbabwe my country, cases of people committing suicide are rising steeply, considering that nearly every day I personally hear about a suicide case, yet there are many other cases that take place and never fall on my ears. All these individuals who resort to suicide and murder are sad examples of defeated souls. Mary's father is a clear one. A defeated soul leads to succumbing to excessive emotions that are dangerous and causing a regrettable outcome.

Should you go without eating for three days after the death of your loved one because your emotions remain negatively high and forbid you from eating as all the hunger and

normal feelings are killed away? Surely no. Otherwise you become a defeated soul and the consequences are harmful.

I personally believe it is now high time that government authorities worldwide introduce Emotional Intelligence in schools at mid secondary school level as a subject of study. This is because in the long run inclusion of EI in the national syllabus would surely result in improved emotional awareness and self regulation as well as other essential soft skills which are a necessity in life. I think lives can be saved that way especially considering the bad days that humanity finds itself in today.

Studying emotional intelligence is the best choice for anyone who wants to learn to execute unbiased and professional life and business decisions. This becomes possible through the ability to perpetually maintain a positive mindset despite the odds of life through creating a fully energized resilient self in the inner person.

What I am doing in this book is to create awareness of key concepts around emotional intelligence. Sometimes I use stories and case studies to try to illustrate the concepts or consequences of lacking practical EI by analyzing a real story or case study against a particular biased emotional choice with regrettable outcome.

In this book I will not be talking about the other part of emotions known as positive emotions; which are the singing heart emotions of joy. Positive emotions are not problematic. I will concentrate on problematic ones, emotions that lead to failed lives, deaths, danger and disharmony.

Emotional intelligence levels completely vary from one person to the other. Some happen to be more resilient to emotion provoking events whilst others easily fall prey to destructive emotions. In your life you must have witnessed or experienced situations where you wondered why someone may have done the waste thing like killing oneself or killing another person when they were emotional. You may also be aware of some people who were able to sail through deeply emotional breaking moments.

That being the case, learning EI highly increases emotional awareness and gives a better understanding of yourself and others leading to good behavior choice. Self assessment brings awareness about your strengths and weaknesses and provides the basis for taking the necessary step to correct, avoid or improve a particular habit in order to achieve the type of personalities you desire.

Emotionally Defeated Mindset

Mrs Torai arrived at her home gate at 1900hrs one evening. She stopped her car and rang the electric gate bell for attention but no one came out of the house to open the gate. She rang again after a minute but still no one came out to open the gate. She started to talk to herself emotionally against her house maid suspecting that she was doing something evil in the house and was ignoring the bell intentionally. Although she had the keys for the gate she did not get out opening it. Instead, emotions started building up fast in her and after about 5 minutes of quietness she impatiently made a loud and long car hooting. The maid then came out of the house running towards the gate and opened the gate widely and waited by the side to allow her madam boss to drive in. She wondered only to see her boss's face steadily looking at her with wide opened eyes and she wondered what could be wrong. She had not heard any ringing bell because she was cleaning the bathroom which had been messed by one of the toddlers she was taking care of.

Let us hear a part of their conversation bellow

Maid: Good evening madam.

Mrs Torai: No-o-o, nonsense! What the hell are you trying to show me! Where are you coming from? What were you doing in my house so that you locked me out?

Maid: Sorry mam if I delayed, but when I heard the hooting I immediately came running.

Mrs Torai: No! You certainly ignored the bell several times because you knew I was coming and at the gate. You did it deliberately. But get it right now, I cannot continue to tolerate this nonsense. I know you are rude and quite often you pay deaf ears to me. Now I am fed up.

Mrs Torai immediately drove in from outside the gate and stopped the car, came out quickly and walked fast to close the gate herself. Meanwhile Tandy the maid stood

desperately watching and felt torn in herself so that tears started breaking down as her madam boss drove off to the house leaving her behind.

The traits that are lacking and leading to disharmony in the case above and many other similar situations

Positive mind set-After ringing the bell two times without response Mrs Torai became emotional and started to think the maid was deliberately ignoring her. She thought Tandy the maid was doing something evil in the house. A positive mindset is resilient to emotional thinking and hence it will not allow emotional speech and expressions that hurt others. A positive mind set strives to maintain self joy by living in the awareness and respect of human equality. Learn to train your mind for positive feelings; Learning about a positive mind set: send email: davisonnzembe@gmail.com.

Empathy-When Mrs Torai suspected that the maid heard the bell ringing and deliberately ignored, she had gone too far with a judging personality allowing the mind to think anyhow against the maid. We are not supposed to allow our minds to think negatively about anyone, instead we should learn to feel like how they feel so that we get a true picture of their situation. By doing that we are spiritually being equal with them (human equality). Though we may think we are better off financially or intellectually well off than them, we are never more special in life than them.

Emotional awareness-Mrs Torai became emotional and failed to control herself and expressed herself negatively because of suspicion. She was carried away by her feelings and displayed an evil attitude. If people are not aware of their feelings and where such feelings can lead them to, they are in danger of being carried away by emotions and ending up in tragedy only to realize when it's too late.

Human equality-By closing the gate on her own and leaving the maid behind her in a distressful state Mrs Torai was displaying her position and authority to the maid so that the maid should have nothing but to feel "why is this happening to me". It is an act of barbarism to try to show off authority and power to an already vulnerable person and it shows lack of humanism.

Rapid acceptance-Mrs Torai ; The episode above started by Mrs Torai ringing the bell without response, the whole story ended in a sad note when the maid was crying in desperation and her madam boss driving off emotionally. This was because there was no rapid acceptance to the current situation. This means quickly accepting the current situation without hurting yourself or another person. By fast acceptance Mrs Torai would have quickly taught her mind that the delay by the maid was not deliberate and intentional. A quick click in her mind that it was not deliberate would have helped to start the healing process in the self and this would have lessened the situational dangers of this episode.

Rapid acceptance -Maid -The maid should have taught her mind that her madam boss had her right to express her anger in the way she did even though it was founded on suspicion that she ignored the ringing bell twice. If the maid had that rapid acceptance then she would not be so distressful. Acceptance is a good weapon to fight a grudging mentality and allow letting go of the tormenting past. However it may not be easy to have **fast acceptance** because it requires good **emotional intelligence** skills for self awareness and self management.

Resilience –Mrs Torai at the gate rings the bell twice with no response until she loudly hoots her car. The un responded to first attempt bell, the time up to the second attempt and still with no one coming to open the gate and, up to the loud hooting, were all **emotions brewing** moments for Mrs Torai because she highly lacked a good level of emotional resilience capacity. Resilience is the ability to withstand destructive forces and feeling and be able to get on with life undisturbed.

Baptism in Christ- The story of Mrs Torai and the maid is one of common experiences in life. Being common in society as it may, the story takes any sympathetic person to task considering that at the end of the event there was no joy between the two and instead the maid was left behind crying desperately and hurt. The main pillar of life awareness that helps to grow all life skills such as emotional intelligence, empathy, acceptance, resilience and other such life satisfaction skills is the **Bible**-and being baptized in **Jesus Christ**. Life and spiritual intelligence is new life that is simply got from being baptized in Jesus Christ. If you hate or hurt anyone you actually hate and hurting

life not only the other person's life, but your own life in turn as you are also setting yourself life traps physically and spiritually. Doing evil to someone will always haunt you spiritually (Love your neighbor as you love yourself -Bible quote) **more about new life in Jesus Christ: [send email:](mailto:davisonnzembe@gmail.com)**

davisonnzembe@gmail.com

Exercise/take home

1. How often have you sometimes thought that someone is deliberately ignoring you, your call or your presence intentionally?
2. And what do you usually feel?
3. What do you usually do?

Here are some answers that I got from some people I asked those questions.

On question number 1, most people said **most often or many times**.

On question number 2, most people said they feel disgusted, irritated or angry.

On question number 3, most people said they shout out in anger and giving an emotional hey! Or hey! With a shake OR some rough push if the person is close to them.

On average the majority of the people sampled for the above exercise showed that they sometimes think that as they called someone even by phone or talk to someone who appears not to listen or respond to them or who does not show awareness of their presence, they think that that person is deliberately ignoring them intentionally.

What about yourself? What is your take on these questions?

Emotional intelligence-A good example of a person with a high level of emotional intelligence is that from the above questions her responses might be as follows:

On question number 1- not at any one moment have I ever thought that someone is ignoring me or my call because I cannot judge that the other person is deliberately not responding and is intentionally ignoring me or my call.

On question number 2- I feel as usual and undisturbed with the hope of trying later without any grudge.

On question number 3- I allow myself to accept positively that the person was committed with other things and plan to try later again maintaining a positive mindset.

Do you see how different this person is with the majority? This is no common person.

Aggressive Personality

Read the case of Tom and Jack below and let's analyze and compare their levels of emotional awareness while at the same time noting thump ups and thump downs for both of them as we also listen to our inner person testifying the areas we need to work on in our own life experience. That is one way we learn self awareness and self regulation which are key skills in EI.

Varying emotional levels for Tom and Jack

Two men are walking down the street on a wet day, it has just rained and the road is just wet and muddy. They are going to a friend's wedding ceremony just four hundred meters away. Suddenly a speeding car approaching from behind hoots loudly for them to move away from the road but as they checkout for a better place off the road to jump on to, the speeding car passes by in high speed and splashes muddy water from the road side and equally mud smearing on the two men's shoes, pairs of trousers and jackets as they jostle further off the road for safety.

One of the men known as Jackson bursts in anger, picks a stone and runs after the car shouting strongly to the driver who is now slowing down and stopping about a hundred meters away."Look! Look what you have done. You are crazy and very stupid. Look! You have seriously messed us. Remove this dirt quickly before I smash you now" Jackson cries with anger as he approaches the car owner. "Stop that Jack!" Shouts Tom; Jack's friend who is with him. Tom repeats politely "Jack, you never know why this man was in such speed. Just let him go and we as well go back and put on clean clothes. Though we are delayed we still go and enjoy the wedding ceremony peacefully."

Analysis of emotions

Tom and Jack were friends and both were equally messed in dirty and muddy water by the speeding car whilst they were both well smart and clothed for a wedding ceremony.

Jack's emotions rose up quickly in anger, he picked a stone and followed the car running and shouting. Jack was demanding to be cleaned of the dirt caused by the driver when he speeded past and splashed mud and dirty water on them. He wanted the driver to clean them quickly or else he would do anything he felt could quench his anger.

Tom, though as well messed in mud and dirty water just like Jack, instead called after Jack to cool him down and he spoke politely these sweet and comforting words "Jack, you never know why this man was in such speed. Just let him go and we as well go

back and put on clean clothes, though delayed, we still go and enjoy the wedding ceremony peacefully.”

The emotional temperament of the two men

Between these two guys there is great difference in terms of their emotional temperaments. Tom, though equally disappointed is able to maintain the positive self and does not allow emotions to tear him apart and do the regrettable thing. At the same time Jack immediately felt irritated and became furiously violent. It looks as if Jack has no time to waste and allow for rationale wits to take lead; actually he acted like a robot that has no wits of rationality.

The question is why Jack reacted so acutely furious yet both Tom and Jack experienced the same disgusting experience but Tom reacted mindfully and positively politely.

The answer to this question is not just literally simple. Rather the issue has to do with the extent to which the inner self of each individual has emotional awareness and resilience stamina. Without emotional sensitization or awareness of the inner person everyone is bound to react anyhow against any situation. The ability to control the self and remain positive and not bend according to the emotional forces is called **resilience** and I call it deep emotional intelligence because such soft skills do not come easily.

Resilience is a product of a number of soft skills. Such soft skills include the following among others: **emotional awareness, self awareness, others awareness, life awareness, self compassion and acceptance**. We will talk more about soft skills and resilience in some sections that follow. Mean while we wanted to explore on the make-up of emotional intelligence and what it means by analyzing Tom and Jack’s incident whilst it is still fresh in our minds. If the incident is no longer clear in your mind please just go back and re-read it so that the analysis we are just about to do gets very clear so you can benefit.

We can **note** a number of practically possible outcomes from Tom and Jack’s incident at that very moment it occurred.

Consider the following possible scenarios:

- a) Jack being so angry could throw stones at the car or a fight could breakout with the owner.
- b) Injury and hospitalization after a fight.
- c) Arrest by police for public fighting and damage of someone’s property

d (The driver comes out pleading for forgiveness and explaining the car had just come out of the garage and had failing breaks and a troublesome number three gear.

e(The man coming out of the car and pleading for forgiveness works for the same company with Jack and is his senior manager.

Meanwhile I will not discuss the five scenarios together with you, but I will leave that to you for your take home exercise. As you discuss this or think about it on your own or with friends I believe something important about emotional control before speaking or doing anything will come out concerning each scenario.

In summary the school behind this incident is that it is good to practice emotional resilience through the following:

-Maintaining a positive mindset- keeping the awareness that you will never allow negative emotions to push you for a revengeful or hurting response in retaliation to words, feelings, thoughts or action good or bad.(This requires some commitment of the self)

-Learn self control- minding before taking action. Know your weakness and **note** them as areas for improvement so when emotions begin to rise, the self sends a signal reminding that you can mess up and so you become careful.

For example if Jack had previously taken note of his weakness in emotions as an area of life needing change, he would have not taken so long to realize he was getting to the extremes of emotions. Infect the moment he bent down to pick up a stone and ran after the car a voice from the inner self should have spoken out loudly to warn him. The soft voice would have reminded that he had an emotional weakness and should instead right away exercise control over emotions and stop the action. With that awareness he would not have continued picking the stone and running after the car shouting to the driver until his friend Tom rebuked him. I am sure the voice spoke because it always speaks. The problem is that the voice tends to be spiritual and is so soft and cannot easily be heard under emotionally noisy circumstances like in the case of Jack. One way to elevate the hearing of the voice is through emotional awareness.

-Emotional control- emotionally mature people have many ways of controlling excessive emotions and some such skills include physically moving away from the hotspot or avoiding looking at or thinking about the situation for a moment. Other tools are investing in empathy and compassion.

People must avoid judging- eg to say “he is drunk that why he is speeding like that” (how do you know he is drunk. Are there no other causes of similar behavior besides drunkenness?)

Self Awareness

Perfect business and social awareness is only possible if one is in clear understanding of **own** weaknesses and strengths. Therefore before in this section let me talk once again about another important business aspect called **self awareness**. Self-awareness is about clearly knowing and admitting your weaknesses and strengths.

For example I have seen bottle store owners who take stock beer from the shop and enjoy drinking with friends without paying for it or recording. Some business owners enjoy employ only workers of opposite sex so that they can have easy love mates near them. Others also do not pay workers reasonable pay packages or have a tendency of paying workers late or piece meal. All these business owners are likely to find their business in a sorry state or shutdown some day if they fail to realize their weaknesses on time. Say no to such behavior.

Once you get aware of yourself as well as the bad behavior you exhibit and you admit that it is bad and you don't want it you can then start to work away the bad behavior. So it is important to assess your behavior completely in line with your business and taking note in a diary everything you think is bad behavior towards your business and start working it away. One of the best ways of habits assessment is to ask your spouse, family or other people you trust to comment about your behavior.

Tools to increase self-awareness

Mindful thinking

This is thinking specifically about yourself, behavior and how you react to various situations in life. You can find a quiet place where you sit down and think mindfully about yourself. Meditate on your general feelings, how you react, talk, relate to other people or behave, noting challenges and successes.. eg it takes me a long time to regain my status when I am irritated or I think problems over and over again without giving fast solutions.

Reflection and comparisons

Always have regular moments when you look at how you are working or operating currently. Think of the way you exhibit yourself and interact in the social and business scene. What type of a person can you say you are? Are there any testimonies you can give about the things that happened because of your behavior either bad or good. Take note of your weaknesses and strength in your diary which you will use to improve yourself

Self-assessment

Here you are actually taking self-assessment against your relationship with the business or the social environment. Do you have good operational value to the business in terms of the day to day life of the business? For example if you are a man and you employ women workers because you want favor from them then you might be a threat to the business. Again what business input do you have in the business everyday eg checking out on the daily business score card for daily activities?

In my thirties, during my early years of adulthood I was not pleased with giving my wife my pay slip because I did not want her to know how much I earned. I worked for a very nice chemical manufacturing company. The reason was that I would always want to use about two thirds of the salary secretly for personal joy and only one third I gave to my wife for household chores. It was then very impossible to spend a month without borrowing and life would be difficult with not enough savings to buy property. After over twelve years there was still no development in life as I compared myself with others of my age with same occupation. I realized I was living a miserable life without a home of my own but renting in other people's properties. I sat down and took a mindful meditation about my life noting down my weakness and strengths. I called on my wife to add to my list and she added greatly noting that I was selfish with my earning since she never knew how much I earned. I put a change plan on paper and my wife assisting me I took a stride to change the way I lived and started learning how to live a caring and purposeful life and the plan was successful.

Self awareness is the best tool for change and success.

Today I never keep money to myself because I am not good at keeping the money safe but my wife is best safe keeper and project advisor.

Those with high level of EI are able to understand the physical, mental and social impact that negative emotions have on their bodies, minds, relationships and the ability to pursue and achieve goals.

Literally emotional intelligence relates to how well individuals identify and manage their own emotions and react to the emotions of others. Its understanding how those emotions shape your thoughts and actions so that you can have greater control over your behavior and develop the skills to manage yourself more effectively. A detailed definition and interpretation of EI(Emotional Intelligence) is given in chapter three of this book. Meanwhile let us be involved with those characters or attitudes in a person that are the products of emotional intelligence.

What Emotional Intelligence helps to achieve

Mutual respect-Whether rich or poor, subordinate or leader, young or old, a person must be equally respected for being human and for the spirituality aspect. This is clearly defined in my Book entitled **Life Awareness Principles**

Effective communication – Emotional awareness guards against negative minds and helps to avoid judging others. It helps avoid the use of non-positive language and signals. The ability to recode an idea before taking action.

Good and unbiased decisions- No egoistic perceptions and influence. A positive mindset is the platform for best thought resulting into the best decision ever.

Lasting relationships- Based on love, trust and empathy.

Trust worthiness- Truth and fairness are key characteristics. No judgmental opinions .

Setting goals-Life awareness is another key dimension of EI. The awareness to achieve goals, be it life goals or business goals..Anyone who lives life without any form of aimed achievement is likely to live an unbalanced life.

Patience- Ability to wait for the rightful time and opportunity freely. EI teaches to think before acting. E.g. if you are angered and your emotions push you to respond instantly just allow a few seconds before you speak by counting from 1 to 10 then give your response. I am sure you will notice the difference.

Empathy-This is one of the greatest social EI soft skills that gives EI its strength. It is the source of respect and love in the organization and in the general society.

Effective understanding-A positive mindset is not a mind under pressure and is therefore free to think in and outside the box with ease. This means the ability to understand or overcome the self critic and the negative self talk.

Three Broad levels of emotional intelligence

1 The Self Level – At this level the awareness concern is centered on knowledge and understanding of own personality and behavior as well as zest control. There are two broad areas of study here.

a) Self awareness: Knowing who you are in terms of feelings and wits. What are your spiritual qualities that make you who you are?

b)Self management: Self assessment and awareness of areas of weaknesses and strengths and ability to search and use available tools, such soft skills like **acceptance** to manage emotions.

2. The Social Level- This level is about the others, knowing and understanding them, their emotions, their behaviors and their personalities. The areas covered are:

a) Social awareness: -Whilst you may like green colour more than any other colour, someone may hate green colour more than any other colour. Awareness and acceptance of varying social groups' or individual feelings, preferences is key to understanding the values of other people.

b) Social skills-At most how can you be an asset to everyone, one answer is be empathic, another answer is good leadership qualities, yet another is be trustworthy.

3. Organizational Level-This is a level that requires **awareness** of the organizational hierarchies, their authorities and at the same time understanding of caliber of the people who hold those places and their functional roles. Eg a manager's approach to the emotions displayed by his subordinates may be different to the way she handles an emotional situation displayed by any board member of the organization. The areas are:

a)Organizational awareness- Understanding the organizational behavior of the particular organization and its organizational culture.

b) Higher level interaction- Social mixing and sharing with senior management and the ability to display a reasonable personality among them. When you take alcohol together with them be mindful of self awareness principles so that when you reach the monkey stage you are aware that the next stage will be the lion stage and sadly the last one being the pig stage. So you give them a goodbye at the early monkey stage and you leave behind a good mark.

c) Lower level interaction- Social mixing and sharing with the awareness to put yourself at the same level with them who are lower level staff members. This will earn you great respect.

Awareness Table

Awareness simply means to take cognizance of the feelings, presence, occurrence or existence of something and the subsequent preparedness thereto.

Emotional intelligence dimensions between supervisor and subordinate.

Dimensions measure out of ten (10) points against each individual.

Dimension	Subordinate	Supervisor
Empathy	8	3
Listening	7	4
Self Confidence	6	5
Social awareness	7	4
Relationship management	7	5
Self awareness	6	5
Self management	7	4

The leader- worker relationship from the above data is down sided on the leader's side which may mean that such a leader is likely to see this worker as a threat because they are likely to clash on daily basis.

Take for example supervisor A and worker B representing the above scenario **(Table)**.

Leader enters in to the factory where worker B works together with other workers. As the supervisor enters the factory, worker B is not at his work place where he is supposed to be operating a sealing machine. Instead worker B is at another co-worker's workplace appearing to be emphasizing a point and pointing to the products that the co-worker had produced. The supervisor gets upset and calls worker B angrily to his office where he quickly orders worker B to leave the factory and quickly effects a suspension order for the worker and announces as warning to the other workers that B has been suspended for a week for loitering and interfering with other people doing their work and thereby hindering their proper performance of duty.

The supervisor says that this is the second time that she has noticed worker B doing this. Meanwhile a suspension letter is prepared and given to worker B whilst human resources department is urgently convening a disciplinary committee to hear and decide

on worker B's fate, i.e. Should he be called back to work or remain suspended or even be discharged in terms of the code of conduct of the organization.

My Observation

This supervisor displayed low emotional intelligence and therefore lacks essential leadership skills because she never allowed the worker to explain his side. She was quick to punish even with an aggravating circumstantial act of suspension.

Organizations that have supervisors and managers who do not have good levels of EI are at risk of losing business to more competitive organizations. It may not be instant and there may appear to be no physical signs for such a scenario but that could happen in the long to medium term.

Rushing to punishment is one characteristic of people who lack emotional intelligence.

Take home

What are some of the outcomes that you think are a result of poor leadership caused by lack of a good level of EI in the leader. Consider even social settings like churches or homes.

Discuss and share with others.

Blockers to Self awareness

Pride- A character that is full of pride thinks of itself as above all others. The mind behind is "I am better than all of them." A pride character therefore learns less about behavior change. Pride characters are easy prone to emotional disasters such as suicide or heart disease among others because they usually feel special (superiority complex) and do not feel free to share their experiences with others.

Selfishness-Self-fulfillment attitude will not allow a free and social mind that reflects on self and others with empathic motive. Self awareness is not thinking about self enriching motives rather it is about looking at the self and the factors that affect self gratitude, satisfaction and the environment. ie how best can I present myself in order to fit in a certain environment.

Boastfulness- Like pride, a boastful character feels that it is greater than all others and thinks therefore there is nothing to be mindful about concerning the self.

Stress-Unless taught about it most people in stressful situations are not able to engage in self introspection behavior aimed at taking note of how some of their feelings develop

and what they may result in. Most of them spent a lot of time in self condemnation attitude like , “why me”.

Anxiety-Anxiety may lead to blinkers in the mind. The anxious mind gets busy with worries about a situation and lacks capacity to self reflect and observe sober avenues (Mind awareness)

What awareness is and how it works

Awareness is consciousness, and consciousness comes when the brain relates an event, feeling or situation to previous experiences of similar situations or events. For example there are schemas in the brain which are like archives where everything we; see, hear, touch or feel, taste, smell, is patterned and stored for future use in life. So if ; for example you see a large elephant with curled black horns in Hwange National Parks that image is stored in the schemas in your brain and if you go to Pretoria ,South Africa and you see another elephant , the sight signals will be sent in to the brain to be used and automatically the schema pattern will produce an alert signal that you once saw an elephant like this previously and it was friendly. So this time you see this similar elephant and if you were not harmed by the first elephant the schemas recorded an un harmful elephant so this time through experience the record in the brain tells you that such an elephant may not be harmful.

However such schematization is the common cause of negative emotions in many cases such as fear. In the late eighties I worked at a chemical manufacturing company called Trinidad Industries which had several factories manufacturing different products such as adhesives , sealants , electric sockets , plug tops and toilet seats. These factories were managed by one production manager who was a manager of five factory supervisors for these production factories. Let me say that I know very well that the manager used **fear** as tact for achievement of high level targets of production. Now the bad part of schematization if it is not guarded by proper emotional awareness is that it can cause harm or danger to life. The rational section of the brain works by relating events to past experience in order to decide what to do, for example everyone knows from experience that snake bites kill if untreated properly so most of us jolt into a flight mode whenever we suddenly encounter or see a snake near us. Sometimes we even find ourselves changing our usual route in the rural areas because it passes between rocks where a large spider is thought to be staying because we always fear and think that we can be attacked even though the creature may have left the hiding place two weeks ago.

If left unmanaged the fear can lead to even more bad behavior or harmful experiences in marriages, families at work or in society.

Self Regulation

When we think of organizations we find that there are laid down policies and regulations that govern the organization. The purpose of putting down policies and regulations is to help people maintain awareness of the **dos and don'ts** of an organization. Sadly whilst it is easy to make a policy such as [to employ personnel qualified with the requisite qualification against a proper job and personnel specification], it is not always easy to measure the individual's emotional posture and self management capability against successful performance.

My real life work experience in the early 90s

One day while I was still working for Trinidad Industries some years ago on this other day my wife was admitted into hospital because she was pregnant and I hired a private car to take her to the hospital early in the morning before I went to work. I was working in the factory where I was operating a chemical extruding machine but I was not feeling good this day, sometimes I could feel my heart beating uncontrollably when I thought of what could become of my wife whom I left in pain in the hospital. I felt stressed and worn out and sometimes my mind could get carried away. Let me say that when I arrived at work a bit late from hospital after leaving my wife at the hospital I told the factory manager about my problem and this is what he said to me as he move away “ young man pregnancies are common among women what is so special about your case. You hired a taxi for her and that was enough , the taxi driver was going to help her into the hospital. Why would you go as well to the hospital yet you knew you were needed here at exactly 0745. You do not have any excuse for being late for work.”

His words were hard on me and this did not go down well with me, I felt bad and irritated in my spirit.

So my performance this day was very bad marred with a lot of waste and work which was not up to standard. I was wondering why my manager did not show care about me and my situation. The manager was never empathic with me and never bothered understand my situation. Instead I felt he was rude to me since he would not allow me to take a day off duty unless it would be an unpaid off day. On the other hand the situation was made worse as well because I lacked emotional self regulation and principles of life awareness. Emotional self awareness would have helped me to have awareness of my emotional strengths and weaknesses towards the event, for example being aware that I was weak to stand the negative feeling of anxiety resulting in stress and fear would have led me to asking for a complete off day even though it would be unpaid off day. At the same time if I understood the principles of life awareness then I

was not going to be drowned in fear and emotional anxiety about my admitted pregnant young wife which led to poor performance at work.

Understanding of principles of life awareness is a pillar of EI, in this case would have helped me to accept the current situation as it was. Life awareness quickly helps to know that there are external and internal situational factors on every event be it good or bad and as such your quick analysis of the factors surrounding each event should wisely reveal which factors are within your reach for control and which ones need not your worry or care because you have not control over them. They are there just objects that drain your physical and spiritual energy if you lack self regulation principles.

Internal and external triggers

Internal triggers are simply speaking drivers of emotions which basically originate from inside the individual's state of being without direct link with any outside or environmental cause. The environmental triggers on the other hand are those emotional arousers that originate from the external world which I call environment eg family disputes and unemployment.

The reason behind is that it is useless to continue draining energy out through feeling emotional on environmental triggers or issues that you have little or no control over such as divorce because you have no total control over it in order to change the situation. So it may kill you if you continue wrestling with it when it's not the right time. It may have its own right time different from your right time. So quickly put it aside and forget or return to it later when you think the patterns now allow.

However the internal triggers need to be handled with care because they are part of you and they are in you. You can't just forget the illness in your body or just ignore the impulses of your continued failure in life. Rather these internal forces need to be cooled down by awareness and showing them that you care for them and that you are doing something for them. This is because they are like advisers telling you something is wrong with your persona.

If you become aware of your unbalanced life, for example it means you now care to assess the areas of your life that need remedial action(**one good tool is the Wheel of life**). As you fully become aware of every internal emotion and start to take care of it you start to feel joy in you.

Social Skills

Social skills require a sober and loving mind. This means the ability to be free of personal judgment and the desire to be an asset to others. The Bible saying goes like “ Do to others that which you would want others to do to you” Social skill are people awareness skills that call for personal ,environmental and spiritual understanding of individuals or groups of people.

Case study

A worker does not perform work to required standard and always finds reasons for failing to achieve. A good leader would not rash into taking emotional decisions such as “ I know you are lazy and now I am left with no option but to transfer you or otherwise discharge you completely “ You cannot manage or lead people successfully if you are not able to tap down your emotions and allow time for positive problem analysis. A good leader does not label people as problematic but she or he knows that there are external stimuli among people that drive them react in a particular way that may be off the rail

Emotions are some strong and forceful feelings that develop from within us. Negative emotions develop within us when the self or inner person perceives some disturbance or danger. Therefore developing negative emotions is like a kind of self defense. It is a way of preparing the body for action against the foreigner.

Emotions are like servants of the self and take a course of action because the inner person or self sends a signal for defense when an attack is observed or perceived. The five senses play the greatest role and the rationale part of the brain many times does the interpretation of the signal. Sometime the emotional signal may be too high to the point that only instincts will cause action which means the rationale part of the brain has not been allowed time to decide for example you suddenly hear the sound of a gun fire so close when walking to a friend’s home. If you are like most of us you are likely to jolt any how off the road so that you could even bump on to some object next to you if there was one. After realizing it was the burst of a heavy truck tyre you feel your heart is beating heavily as you try to cool down to your normal state.. That is a moment of emotional flight.

If the self or inner person is taught awareness it will be more careful and selective in the release and control of emotions because emotions are released after awareness by the self of a perceived foreign experience. The foreign experience can be through any of the five senses. Until the self is taught correct or up-to-date reality it may continue to depend on the old historical experiences that have been piling up in life since the day that you were born up to date. Those experiences, how you have been living them and how you were brought up make the main store house of your emotional influence today.

In other words that is what influences your life awareness and most of your choices in life. However learning formally or informally helps greatly to instill fresh awareness in the self on a particular subject matter at stake.

Day Light Demons

In a spiritual sense of life, excessive negative emotions are demonic in nature because they can push or force someone to act dangerously and thereby causing some regret later. Think of people who kill others in anger, people who commit suicide, such as going up on top of a high mountain and throwing themselves down to die. Think of people who fail to eat food properly for more than four months because they lost their loved one or because they were divorced.

True to say that excessive negative emotions clearly intend to lead a person into danger such as stress, sickness or even death. The demonic spirit behind the strong feeling robs the self of spiritual ears to hear the spiritual warning voice about the evil thing one is about to do. The lack of a good level of emotional intelligence therefore is like allowing life to be controlled wholly by a total natural man and a total natural man is a hard nut to crack, and does not bend without breaking. In other words a purely natural man is not resilient enough to the natural demands of emotional awareness.

Unfortunately a purely natural man cannot lead a satisfactory and successful life on this earth which lives under spiritual influence whether good or bad. You can learn more about life and spirituality from my **Life Reminder Book**.

On the other hand people with a high level of emotional intelligence are like someone who is spiritual. Someone who is highly spiritual thinks broadly and is not rigid in the demands, in desires or in emotions. She or he can be squeezed, stretched, pressured, loved or injured but she or he remains positive in the mind, she or he never allows negative emotions to influence her or him to take a wrong decision, she or he is very resilient. [In business these people are in short supply whilst in the homes they are very scarce.]

The End

About the Author

Davison Nzembe

Life Coach, Evangelist and practicing Human Resources and Business Administration in Zimbabwe. Over thirty years in the field of Human Resources and Business Administration