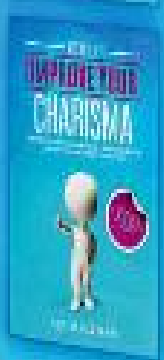


# MIND CONTROL

6 BOOKS IN 1

THIS BOOK INCLUDES  
DEVELOPMENTAL NEURO LINGUISTIC PROGRAMMING, COGNITIVE  
BEHAVIORAL THERAPY AND EMOTIONAL INTELLIGENCE.  
IMPROVE SOCIAL SKILLS, LEARN TO SPEAK IN PUBLIC AND  
IMPROVE YOUR CHARISMA.



TED GOLEMAN

NEURO LINGUISTIC PROGRAMMING

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# Mind Control:

6 books in 1

Developing Neuro Linguistic Programming, Cognitive Behavioral Therapy and Emotional Intelligence. Improve social skills, learn to speak in public and improve your charisma.

Ted Goleman

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# NLP – Neuro-Linguistic Programming:

Mastering the NLP by learning Body  
Language, Persuasion and Manipulation with  
Mind Control. Maximize your potential and  
discover the secrets of Emotional Influence.

Ted Goleman

## Introduction

Dark Psychology studies the predatory, exploitative, and sometimes criminal behavior and psyche of people who victimize others. Every human can potentially mistreat other humans and, more generally, living things. While many of us can control or sublimate this impulse, others cannot resist, acting on it instead.

Dark Psychology tries to comprehend the thoughts, emotions, and observations that lead to predatory conduct that contradicts contemporary understandings of human behavior. Dark Psychology presupposes that criminal, abusive, and deviant behaviors are premeditated, astute, and persistent 99.99% of the time. However, the remaining 0.01%, Dark Psychology proposes, submits to atrocious acts without reason or intent. This hypothesis has been coined the Dark Singularity.

Dark Psychology proposes that every person has a repository of malevolent aim towards others ranging from slightly intrusive and passing ruminations to unadulterated and psychopathic actions that lack reason. This is known as the Dark Continuum. Moderating components acting as accelerants or attractants to moving toward the Dark Singularity, and where an individual's behaviors fall on the Dark Continuum, is the Dark Factor.

Dark Psychology envelops everything that makes us who we are with regards to our dark side. All societies, religions, and all humankind have this disease. From birth to death, we all have a hidden insidious, and sometimes criminal or neurotic, side. In contrast to religious principles and contemporary sociological theories, Dark Psychology presents a third philosophical development that sees these practices differently.

Dark Psychology states that there are individuals who behave in this way but not for power, money, sex, revenge, or another known reason. They behave in this way without an objective. In other words, their ends don't justify their means. There are individuals who disregard and harm others just for the sake of it. The potential to hurt others without cause, explanation, or reason is inside each of us. Dark Psychology presumes this dark potential is unbelievably complicated and much harder to characterize.

Dark Psychology assumes that we all have the potential for predator behaviors and this potential knows our thoughts, feelings, and judgments. As you will soon read, we all have this potential, yet just a few of us follow through on them. We all have had ruthless impulses. We all have considered seriously hurting others. If you are honest with yourself, you will acknowledge that you have had these intolerable impulses.

That fact notwithstanding, we tend to view ourselves as a generous species; therefore, one might not want to accept that the desire to manipulate exists. Nevertheless, we all have these inclinations but fortunately never follow through on them. According to Dark Psychology, there are individuals who have these same thoughts, emotions, and discernments, yet follow through on them in either deliberate or rash ways. This is what separates them from others.

Dark Psychology sets that this predator style is purposive and has some levelheaded, objective arranged inspiration. Religion, philosophy, and neuropsychology have tried to define Dark Psychology. Most human behavior, both good and evil, is intentional and goal-oriented; however, Dark Psychology hypothesizes that there is a zone where purposive and goal-oriented actions become ill-defined. There is a continuum of Dark

Psychology exploitation ranging from merely passing thoughts to genuine psychopathic abnormality with no evident reason or motive. The Dark Continuum conceptualizes the philosophy of Dark Psychology.

Dark Psychologists acknowledge that submission to evil is unpredictable in both the predators' identities, as well as how far they will go with no sense of morality to hold them back. Some people irrationally assault, murder, torment, and abuse. Dark Psychology views these people as predators hunting for human prey. Humans are especially dangerous to themselves and other living things. Dark Psychology aims to address the many reasons behind this.

# **Chapter 1. Overview Of The History And Origins Of NLP**

## **History of Neuro-linguistic Programming**

This is probably because of various life challenges that people have to go through back then. There was a growing number of people with Depression, Schizophrenia, Bipolar Disorders, and other personality disorders who need psychotherapy. However, this growing demand was a problem to psychotherapists back then since there was not enough of them to handle every case. There was still a lack of awareness about mental health, especially in remote places. People were still skeptic about getting help from psychotherapists even when they extremely need it. Hence, the conditions of people got worse in some areas, alarming psychotherapists to provide immediate help. There were no specific guidelines or training yet to people who wanted to help mentally challenged individuals. This pushed the need to create a model to help aspiring psychotherapists to be efficient in their line of work to help those in need from their localities.

Actually, Abraham Maslow already had this idea in 1943 when he studied and proposed his theory on the Hierarchy of Needs. He modeled about 60 “Self-realized” people who can help in the Humanistic Psychology movement by raising awareness about the positive approach of psychoanalysis and behaviorism. Maslow aimed to break the pessimistic view in dealing with mental disorders. Hence, pushing the third force in psychology way back in 1961.

The two proponents of NLP started to identify communication patterns, attitude and all the thinking characteristics of Satir, Erickson, and Perls.



Finally, they were able to extract a set of skills, techniques, and beliefs they could use to further their studies. Bandler and Grinder named these as Neuro-linguistic Programming.

### ***Four Waves of Neuro-linguistic Programming***

Over the years of its improvement, Bandler and Grindler organized its foundation into four waves:

The first wave created was NLPure which started in 1972. Its main topic is about “Success and Enthusiasm.” To raise awareness about the importance of NLP, Anthony Robins conducted and developed several motivational seminars all over the world with very large crowds.

The third wave in the Neuro-linguistic Programming movement is known as the NLPeace. It started way back in 1992 with the topic of “Spirituality and Meaning of Life,” again, through Robert Dilts with the contribution of Richard Bolstad and Connirae Andreas in 2014. It was then used by the International Association of NLP Institutes or IN-NLP.

NLPsy is the fourth and final movement in Neuro-linguistic Programming. In its mature form, it is called, “Neuro-linguistic Psychology” or NLPsy. It started in 2006 with the Research and Recognition Project. With its development by the International Association of NLP Institutes NLPsy has created the highest quality standard for trainers. The qualifications are stated as follows: Must have a master’s degree in Psychology, a qualification for Psychotherapy on the level of the World Council for Psychotherapy, and an “NLP Master Trainer, IN” qualification. Not to mention the NLPsy Training which should be scientifically evaluated before and after each training.

Because of this, NLP has now been incorporated into sensory-based interventions and behavior-modification techniques designed to help clients improve their self-awareness, communication skills, confidence, and social actions. The current goal of NP in the field of Psychology is to help the client understand his thoughts, impulses, and behaviors deeper and to reframe these urges in a beneficial way towards healing and success.

To this day, NLP is incorporated into therapy to help patients with phobias, anxiety, poor self-esteem, stress, post-traumatic stress disorder, and many more. Psychotherapists also use this method to help a person reframe his thoughts in the midst of difficult situations to help them address their problems in an efficient and healthy way. With the help of a psychotherapist, NLP can be used to help clients understand and accept his own urges and drives to gain further control of it. They will start to understand why they think that way and why their behaviors manifest. NLP helps people to manage their moods, emotions, and predispositions. And when they do, they start to look at life from a more positive angle. People will start to see pas the negativities in life and begin in a more comfortable and satisfying mindset.

### ***Empower your Mind Through Neuro-linguistic Programming***

Learning the tricks of Neuro-linguistic Programming can help you utilize these thoughts and behaviors without the help of a psychotherapist. What if I told you that you could learn how to understand your deepest thoughts and emotions by learning NLP through this book? Isn't it amazing not to have to deal with stressful situations like you used to? When you start to learn about your mind and how it works, you can have full control over your impulses. Are you tired of seeing things negatively? Are you tired of all the frustration, the anxiety, and the fear that is brought to you by your own

mind? Are you tired of the procrastinating, whining, and not getting things done? Well, my friend, this book is for you! Who said you could not be trained to control your own mind? I guarantee that by the end of this book, you will have an uncontrollable mindset towards success. All it takes is time, effort, and consistency. Read on to know more!

# **Neuro-linguistic Programming**

From the term itself, Neuro-linguistic Programming is defined as the “language of your own mind.” It creates the structure of your personality and explains the reason why you think that way, act that way, and speak that way. In all your years of living, NLP likened to be a memory unit where you store all your experiences and learnings. Whether these are conscious or unconscious information, it all helps build your unique personality and constructs your thoughts and behaviors.

Take a look at the software on your personal computers. The function, design, and amenities offered by these applications are defined by the code created by its programmers. This perfectly crafted software is not possible without the endless coding of computer scientists. It is constantly updated due to various innovations and developments. Hence, there is an unending improvement in the field of computer science. Much like this software and these applications, our brain decodes various inputs from the environment, embedding it like a code within the mind. In turn, it generates a predisposition, building a distinct personality for each person. This is the reason why we have individual differences. Our minds are coded differently from each other, so no person is exactly alike, not even identical twins. There will always be a difference in perception, preferences, skills, and talents. All because of Neuro-linguistic Programming.

We have also mentioned the constant need for development in the field of computer science. You would be surprised to know that the brain can do the same to its hard drive. Your psychological system aims to build a foundation of beliefs and attitudes for adaptation and self-preservation. Needless to say, the mind is a very resilient tool. You do not need to rely on techniques, steps, and tactics that have been taught to you over the years.

Your brain is so powerful that it scours its network for ideas and new information you can use to cope with diversities and hardships. It allows you to learn new methods and techniques from scratch. It aims to redefine your program as needed for your own survival. So, even when you get stuck in a desert without anything at all, your brain will always figure something out. You just need to trust it.

Experts have created a brief saying about Neuro-linguistic Programming, “The conscious mind is the goal setter, and the unconscious mind is the goal-getter.” A lot of people are so scared of letting their unconscious mind to get the best of them. To most people, they need to be conscious all the time – to be alert, to be sound and functional when deciding and solving problems. There is a reality in doing so to come up with better and reliable decisions. To be conscious means to rely on your awareness and learnings in the past. To be conscious means you need to recall everything – from your learnings to your training, and your interactions. What if you are faced by a problem that none of your experiences have taught you? There is nothing to think about nor to be conscious about because you have literally no idea what to do. So, how can you decide or solve a problem without any idea at all? You may use your conscious mind to recall every bit of information about this issue. But what if you are not aware of it at all?

This is where Neuro-linguistic Programming comes to aid. For example, you are in the midst of a very difficult exam. You were absent most of the time, and you have no idea what the contents of the exam mean. The more you try to think about the answers, the more you fail the exam. Note that there are things that happened in your life that you do not remember. It is embedded deep within your unconscious mind that only Neuro-linguistic Programming can reach. Even when you have no idea about the topics in the exam, stop stressing yourself out too much. You need to let your

conscious mind rest and let your unconscious mind come to play. NLP allows you to connect every information you have gathered ever since you were a child. It establishes a connection or a pattern that allows you to find an answer to the questions.

Do you observe sometimes that even when you have absolutely no idea about a topic, somehow you manage to come up with an answer? In multiple choice questions, for example, when you are faced with difficult selections. Somehow, there is this one answer that looks familiar. It almost makes you feel like it is the correct one. There is a reason for these kinds of situations. You might have heard about the idea some time ago. You might have read it somewhere in a catalog, a magazine, or a pamphlet. Back then, it did not matter because it seemed so irrelevant. It was okay to forget. But your unconscious mind always remembers. Everything leaves an imprint inside your brain most of which the conscious mind cannot reach. That is the role of Neuro-linguistic Programming – to acquire the ability to unleash these hidden thoughts and emotions for a person's own self-preservation, a coping mechanism, and survival instincts.

In sports, on the other hand, why do you think the more an athlete thinks about the proper execution of movements, the more he fails to do it correctly. Neuro-linguistic Programming has already embedded these actions within your mind. It controls your muscle memory. The more you overthink an action, the more likely you are to fail because in your mind, there is doubt, fear, and worry. Neuro-linguistic Programming gets rid of all of that. All you need to do is trust your unconscious and let it go to work.

Neuro-linguistic Programming has many features that involve the psychological processes to influence behavior. It can provide efficient strategies, tactics, and methods so a person can form his attitude, belief,

identity, and goals. It involved getting to know the whole program or brain system for awareness, and to gain control over these impulses, behaviors, and thoughts. All it takes is the right mindset to learn how.

## **Benefits of Neuro-linguistic Programming in 2019**

1. It directs you towards success. No matter how hard life hits you, Neuro-linguistic Programming allows you to see these problems in a positive light. When you do, you eliminate your fear of failure and mistakes. You will feel more confident and determined to set goals and accomplish it one by one. The number one enemy of people who aspire success is fear and anxiety over their actions. Often, it is caused by self-doubt. With the help of NLP, you can employ a personality, strong enough to withstand any circumstance and keep moving forward. It helps you to learn from your mistakes and apply these learnings in future decisions.

2. Improves communication and social interactions. Your unconscious says a lot. But you need to be able to unleash this information and ideas and put them in words. The goal of Neuro-linguistic Programming is to unleash the full potential of your subconscious in a positive way. In turn, you will be more confident in sharing your ideas in school or at the workplace. You are more confident to assert yourself in various situations to avoid frustration, loss, and depression.

3. It grants you control over your emotions, thoughts, and actions. When your emotional, psychological, and behavioral aspects are not in synchrony, there is a greater chance for internal conflict. You will be more stressed, less assertive, and more doubtful of yourself. You are less likely to create and achieve goals because your mind is hesitant to even when your heart feels determined. Sometimes, your body is capable, but your heart remains a skeptic. This cycle goes on and on until you reach the point of no return. By the time you realize you should have made better goals, it would be too late. Neuro-linguistic Programming helps you to unite these three components and make them work together towards a unified goal. With NLP, you will have a courageous mindset, a determined heart, and a strong body to tackle your daily problems.

4. Facilitates self-awareness. Knowing yourself from the inside out is a very important tool to reach your dreams in the future. You will be able to get to know your talents and skills which you can use to attain success. You will get to know your predispositions or tendencies, so you know what to control, what to improve, and what to avoid. Furthermore, you will get to know your personal triggers so that you can embrace your impulses and control it. All thanks to Neuro-linguistic Programming.



5. Supports weight loss. Two of the enemies of people who are overweight and obese are their poor eating habits and poor lifestyle. When these habits are ingrained deep within their thoughts, it makes it difficult for them to change their ways. No matter how much they try their best to lose weight, to employ a healthy diet and regular exercise, they cannot succeed without their ability to control their urges. Neuro-linguistic Programming helps a person commit to his goals and objectives in life. Through NLP, a person can have unstoppable self-discipline on the way to a successful weight loss.

6. Promotes learning. There are times when people get demotivated because they find it difficult to adjust to their lessons. They might feel depressed or frustrated because they do not understand any of what the teacher is saying. These situations cause anxiety and stress that might impact a person's learning capabilities. NLP can help reverse all these negativities and allows the mind to foster a positive thinking strategy to achieve learning goals.

7. Gets rid of bad habits. Neuro-linguistic Programming can be effective for drunkards and chain-smokers. It helps a person connect to his inner drives and control his impulses until he finally eliminates these habits.

8. Increases performance. There are times when a person becomes demotivated to work because he believes that he might perform poorly. This kind of negativity can be changed by Neuro-linguistic Programming. It helps a person access his deepest doubts and worry and redirect it to something productive. Experts have found that the use of NLP in the workplace has increased the workers' performance at a significant percentage. If you are having doubts about your capabilities, Neuro-linguistic Programming is the right tool for you.

## Chapter 2. Mastery and body language

Everyone, to one extent or another, has one language in common—body language. Body language is subtle cues relayed by our body about our innermost thoughts, emotions, and intentions, and are often called non-verbal cues. Body language can show up in how we sit, stand, walk, and gesticulate. While our voice may say one thing, “Oh, I’m so happy!” our bodies can convey our true feelings—maybe you were not as happy as you claimed.

Nonverbal communication is much more important than most of us realize. It is one of the first forms of communication we experience, when we are infants. When we are newborns, we cannot communicate or understand speech. Our parents and caretakers understand this, and instead they cuddle us and make frequent eye contact in order to offer us communication through means we can understand. In addition, adults can pick up on how an infant might feel by how much they squirm and how much they smile. As adults, we also take more cues about others’ emotions than we realize. For example, we may notice our friend seems to have her back turned toward us a rather large portion of the time on a particular day; perhaps she is slightly annoyed at you or feeling hostile. A woman may notice a man leaning in close to speak to her, suggesting that he is sexually attracted to her. Ever found yourself suddenly adjusting your clothing and hair in front of someone? You might have been nervous about impressing this person, whether you are going on an exciting first date or walking into a job interview.

Intuitively and unconsciously, most of us understand the importance of body language and how we can use it to our advantage. When we walk into a nightclub in a cool new outfit, we may walk with some extra spring in our

step with our shoulders back and head up. We feel that we look good so we act accordingly to show others just how confident we feel. Sometime we lock eyes with a friend when someone else says something silly, sharing a moment of amusement. Body language is possibly one of the most forms of communication we as humans have.

Without body language, we would have serious difficulty understanding what other mean when they speak and would have a significantly harder time forming a first impression of some. While words can tell us where to be or what happened, body language conveys some of the most important information about the person we are talking to—whether or not they like us, feel attraction, hate us, are nervous, or are lying.

#### Nonverbal Cues Associated With Sitting

Sitting sounds like a fairly simple activity, which it is. The way we sit, however, can reveal quite a bit about ourselves. If you know what to watch out for in the way someone sits, you will have some insights about their mental and emotional state and how they actually feel about you.

#### Proximity

Have you ever had a nice cup of coffee on a bench with someone and realized how close they are sitting to you? They are leaning in to hear what you say and seem to have moved closer than they were in the beginning of the conversation. If someone is sitting close to you, this is a sign that they enjoy your company and want to feel close to you (either platonically or romantically). Sitting a little bit far however, or moving away when you move closer, suggests that they do not trust you very much or they do not particularly enjoy your company.

#### Legs Crossed

Plenty of people cross one leg over the other when the speak. When someone crosses their ankle over their knee and rests is on top, they are

dominant and self-confident. In general, there are three body parts someone will expose if they are confident and relaxed; the belly button, the neck, and the crotch. These are vulnerable areas so if someone exposes them, they convey that they feel safe and secure. In contrast, crossing the legs at the ankles, locking them together, may indicate some shyness or apprehension. Crossing legs at the ankle is common in interview situations or when someone may be nervous, like meeting their partner's parents.

The most common way people cross their legs, one knee over the other, can go either way. If someone crosses their leg toward you, they are more likely to be fond of you and enjoy your company. Crossing a leg away from you can mean that they are uninterested in you sexually or want to create some distance between the two of you.

#### Tapping And Shaking Of The Feet

This is a classic example of fidgeting. Someone who is jiggling their leg on the ball of their foot or shaking their foot is most likely anxious or impatient. This is why we so often see this action during exams or in waiting rooms—they are both circumstances often full of expectations!

#### Legs Spread

Someone who sits with their legs spread is trying to be dominant. This position takes up quite a bit of space and opens up the bodies. If a man does it to a member of the preferred sex, it could also signal attraction, as he is exposing his crotch area to that person.

#### Nonverbal Cues Associated With The Arms

Ah yes, the arms! We use them to hug, wave at others, exercise, and dance. The arms are an interesting way our body can speak to others because they are almost like a gateway to our torso, which is a fairly vulnerable part of our bodies. With this in mind, the arms can convey all sorts of information

about how a person feels and knowing what to watch out for can be very useful.

### Arms Crossed

When someone has their arms crossed in front of them folded in front of their chest, be prepared for a possibly tense conversation. If you ask someone a question and they do this, they may be feeling stubborn, irritated, anxious, or insecure. They may also be trying to create emotional distance from you, putting up a barrier between yourself and the other person. Fear not though, sometimes, this gesture also means someone is thinking deeply about what you just said or asked, especially if the rest of their body language looks relatively relaxed.

### One Or Both Hands On The Hips

Standing in this position often exudes dominance and confidence to the point of hostility or aggression. The pointy elbows serving as a barrier to the torso almost scream, “don’t come any closer!” Someone who stands with a hand or two on the hips may be trying to come off as confident and independent—why else would fashion models use this pose so often?

### Waving The Arms While Speaking

This gesture can go in either direction, emotionally speaking. Someone may wave their arms and wring their hands in either aggravation or excitement. With that said, the person doing this is either very aggravated or very excited.

### Nonverbal Expressions Associated With Fingers And Hand Gestures

We use our hands and fingers for just about anything requiring precision and attention to detail. The hands can grab small objects and move the finger to point at things we see. Babies first experience their own agency through their fingers and hands, just look at strong their little grasp can be!

### The Handshake

Let's introduce ourselves—most people would reach their hand out to grasp the other person's and hold it firmly, trying not to be uncomfortably tight while also trying not to hold so loosely that shyness or aloofness is conveyed. In general, someone initiating a handshake with you is a sign of warmth and friendliness. They want to get to know you and look forward to speaking more.

### Touching The Nose

Sometimes when you ask a question, someone who is lying may begin touching their nose. This may seem random, but there's some biology facts that back up why this happens. When people lie, the body releases chemicals that cause some of the blood to rush to our face. This can cause some itching of the slightest bit of tingling, and anyone tends to touch areas that feel this way. The liar will not only realize they are doing but also not even register that they have a little itch on their nose.

### Hands Behind The Back

The most obvious quality of this pose is how vulnerable it leaves the torso. If someone allows for such vulnerability, take note. Having the hands behind the back can signal submission to another person. On the flip side however, it can also convey confidence, as leaving the torso so vulnerable suggests that someone trusts that they will not be hurt.

### Exposing the Palms

Exposing the palms and wrists is a way of exposing oneself. Just think of how sensitive the palms are and how many delicate veins are in the awrist. Exposing these areas conveys more trust and openness than you may realize. If someone expose their wrists and palms to you, they are communicating openness and trustworthiness. By exposing the palms, someone is unconsciously showing you that they have nothing to hide.

### Clasping And Fidgeting With Hands

The person who is clasping their hands, rubbing them together, and fidgeting with their own fingers may need a hug. This is a self-pacifying action, meaning that it is an attempt to calm down and relax. Someone who does this may be in distress, anxious, or afraid of something. If you see someone doing this, be friendly to them—they may need it more than they want you to know.

### Nonverbal Gestures Of The Head

The face and head possibly convey the heart of our emotions. There is a lot more than a grain of truth to the saying that goes, “the eyes are the windows to the soul.” We can tell someone’s emotions and interest in what we are saying based on their facial expressions and their physical orientation toward us.

### Nodding Up And Down

When someone nods up and down, this signals approval or agreement about whatever you may be saying. If accompanied by eye contact, the person is meaning to convey that they are paying close attention to what you are saying. In general, this is a good sign; someone who listens is being polite and giving you the time and attention that you deserve during an interaction.

### Raised Eyebrows

Raised eyebrows are a sign of interest, sexual or otherwise. If someone’s eyebrows raise slightly when they see you, there is a good chance they have the hots for you. If it is a friend or more platonic relationship who does this while you are speaking, they could be expressing surprise or shock. Think of it this way—by raising the eyebrows, they are opening the eyes up more, almost as if to show you something in themselves (attraction) or to take in more information (like what you are saying and showing).

### The Closed Smile



A big, toothy smile signals genuine happiness and agreeability, but what about the tight, closed-mouth smile? This type of smile is a little bit less happy. Someone smiling like this may be trying to hide something or may be faking a friendly smile for appearances' sake. Think about having to say hi to someone you do not particularly like; you want to be polite, but it is hard to bring yourself to do so. You may have unconsciously given this person a smile with your mouth closed to be friendly without revealing too much about yourself.

### Microexpressions

A microexpression is an ultrafast display of a particular emotion that flashes across someone's face. It is so quick that an untrained observer is usually unable to catch it. Even the person who exhibited the microexpression is unaware that they did it. The seven universal microexpressions are contempt, disgust, happiness, surprise, anger, sadness, and fear. These expressions are so primal that they are expressed the same across people no matter where on earth they were raised. An Inuit person's microexpressions will look identical to those of an American person or a Japanese person's or a Haitian person's.

### Body Language And Attraction

Very rarely do we find out someone is attracted to us based on their words, at least initially. Sometimes we just walk away from a conversation with a feeling that this conversation was somehow a little bit more flirtatious than most. Perhaps the person made more eye contact than usual or touched our arm at some point.

We often have trouble ascertaining whether someone is interested in us romantically or sexually because so many body language cues can be easy to miss, and we are often unsure of ourselves in romantic situations. With that said, men and women may express attraction through their body

language very differently and knowing how the two genders express themselves sexually can be useful and clear up a lot of confusion.

#### How Women Display Attraction

Often, when women display attraction to you, they do so by showing off the most feminine parts of their body. Keep this in mind when you are scratching your head wondering whether she likes you.

#### Touching Her Hair

This is the classic movie moment where the male protagonist is gazing into his crush's eyes while having a mundane conversation with her and she tucks some hair behind her ears or twirls a little bit around her fingers. She may also toss her hair behind her shoulder. She does this to draw attention to a feminine part of herself and also as an unconscious grooming technique to look her best for you.

#### Standing At Attention

this is a woman's sexiest posture, and she is most definitely doing it on purpose. What does it look like? It is all in the arch of her back. When a woman arches her back, she is showing off her breasts and buttocks, making them appear prominent, larger, and perkier. She is doing this to get your attention and show off the goods. Enjoy the view, then go ask her if you can buy her a drink.

#### Touching Herself

When a woman rubs her neck, shoulders, or legs in your presence, consider yourself lucky! These gestures are an invitation to intimacy sometimes. By rubbing these areas on her body, she is unconsciously suggesting she wants you to touch her too. With that said, do not proceed to pounce on this poor woman. Instead, take these gestures as a small invitation to come closer and get into her space. She will appreciate you taking it slow.

#### The Gaze

Is she looking at you a lot, and then looking away? If she returns your gaze and holds it when your eyes meet, there is a good chance she is intrigued. Prolonged eye contact between two people is an intense and vulnerable moment. For most people, such a look conveys either aggression and intimidation or attraction. If she keeps looking at you and does not seem to mind all the eye contact, she wants you to initiate contact.

### Clothing Adjustment

This one is cute. If she keeps touching her jewelry and adjusting her clothes, especially in ways that expose her body more, she wants to expose more of herself to you. For example, rolling up her sleeves or removing her sweater, even if the room is cold, are signs she wants you to see more of her body. In addition, if it seems like she is fidgeting with her clothes and continuously readjusting, she is engaging in some grooming to make herself as attractive as possible for you.

### How Men Display Attraction

Fear not! Men certainly communicate with their bodies too, but in ways that are more assertive than women. Men will often use physical displays of dominance to display their attraction to you. Most male body language of attraction is an unconscious signal of strength and power, unlike women who tend to draw attention to characteristics of their beauty. Next time you want to know whether you should talk to that guy across the bar, think about these tips before shooting your shot.

### Foot Position

If a guy is interested in you, he will want to angle himself towards you in one way or another. If his body or face are not turned at you but his feet are, that's a good sign. If he likes you, he will angle his feet in your direction to signal interest.

### He Is Comfortable Touching You

Picture yourself on a bench with your cutie when your knees accidentally touch. Does he pull away or let them stay there, continuing to touch? If it is the latter, congratulations! He likes you and craves your touch. He is comfortable enough to have you in his personal space.

### Showing Off The Package

This is quite the move. It occurs when a guy stand confident, legs slightly apart, with his thumbs resting in his belt loops or his hands in a similar area. By doing this, he is showing off the goods and showing a more sexual side of himself, drawing attention to his sexual organ.

### Preening

Men and women have this in common actually! Like women, men will also unconsciously adjust and fidget with their clothing in order to look their best.

### Touching You

Men are sometimes a bit more forward than women when it comes to initiating touch. If he is into you, he may touch your back, shoulder, or knee (if you seem comfortable already). By breaking the touch barrier, he is making it clear that he wants you in his personal space and is thinking about touching you even more later. With that said, if he goes straight for grabbing your but, run away! This man may lack boundaries or feel ownership over you if he gropes you too early.

### Looking You In The Eyes

Once again, men tend to be a little bit more aggressive than women when it comes to body language and attraction. Unlike women, who may look towards their interest and then look away, men will attempt to hold prolonged eye contact. They will also check out your body, moving their eyes up and down to more thoroughly drink in the sight of you.

## **Chapter 3. Persuasion: How To Influence People With NLP Techniques.**

To develop the ability to communicate persuasively, you first need to understand the key persuasive language principles. This section highlights those principles, and seeks to help you understand the key elements you need to work on to improve your persuasion skills.

# **True And Lasting Influence Occurs In The Subconscious Mind**

To master persuasive language, the key principle you need to comprehend is that lasting and true influence occurs only on the level of your subconscious mind and not in your conscious mind.

Your subconscious mind is a gigantic memory bank with an unlimited capacity. It stores all the little and big information related to everything that happens to you. Your subconscious mind is in charge of storing and retrieving data and ensuring you respond in an appropriate manner. Your subconscious makes everything you do and say fit a pattern consistent with your master program and your self-concept.

Your subconscious is also subjective and does not reason or think independently. It obeys commands given by the conscious mind. The conscious mind works as a gardener that plants seeds in your subconscious mind, which serves as a garden wherein the planted seeds germinate and then grow.

Your conscious mind directs your subconscious to behave a certain way and your subconscious merely obeys it. While your conscious mind does command your subconscious, the subconscious mind holds all the power because it stores all data. Hence, to persuade and convince someone, you have to appeal to the person's subconscious mind.

Your conscious mind communicates using concrete thoughts and logic. Conversely, your subconscious mind communicates via feelings, emotions, and intuition. To persuade your husband to buy you a new car, using facts, figures, and logical data will not help you connect with him nor will it persuade him.

Instead, you should target his subconscious mind and use emotions and sentiments. You can do this by telling him how amazing he is and how you are glad he prioritizes; then, you will indirectly bring up the topic of purchasing a new car.

Similarly, if you want your boss to give you a raise, you will use the emotional element to convince him/her. You will focus on how much value you bring to the company instead of using logic to make your case that you deserve a raise. This tactic will help you easily accomplish your goal since humans are creatures of emotions.

## **Human Beings are Creatures of Emotion**

Dale Carnegie's meaningful quote clearly explains the following: to persuade humans, you have to target their emotions. To persuade someone, you have to focus on emotions while at the same time, maintaining a balance between feelings and logic. Logic and emotions are the keys to persuade anyone. As such, tactfully convincing your listeners means you have to strike a balance between them.

Emotions create action, movement, and energy. A logic driven conversation may seem boring, but by adding the right amount of emotions to it, you can instantly spice it up and effectively get your message across.

However, if your conversation is devoid of logic, it may not appeal to intelligent listeners. This is why it is important to maintain balance between emotions and logic: so you can appeal to all sorts of audience, those whose sway lies in emotion, and those whose sway is reason. This skill is what this book shall teach you.



## **Subtlety is the Way to Persuade People**

Everyone has in their mind something called the critical faculty . The critical faculty acts kind of like a computer firewall; it filters ideas based on logic and reasoning. It is designed to protect us from harmful or incorrect information by allowing us to choose which information we would like to accept and which information is not good for us and should be rejected. However, it is also the biggest obstacle we face when trying to persuade someone, help them to see past their limitations, or guide them towards a new point of view.

In persuasion, the goal is to communicate with someone's subconscious mind without any objections, and get past this critical faculty. To bypass that person's critical thinking, you must add subtlety to your speech.

Subtlety refers to communicating your message in an effective, firm, and gentle manner. In order to get someone to see things our way, we don't want to have a battle of wits or try to prove someone as being factually wrong; in fact quite the opposite. Doing this will not help you persuade people. Rather, it will cause people to dislike you. Instead, we want to use suggestions and triggers to access their subconscious directly, in order to guide them gently to our point of view.

To sway people without hurting their feelings, you have to add subtlety to your speech, which is where emotions come in. Subtlety helps you use triggers and suggestions to access a person's subconscious mind and steer them gently towards your viewpoint.

Imagine you are working with a team on a project and you notice a good way to direct the project. However, you fear your idea may displease the group leader because it contradicts with the group leader's idea.

Here, to prove your point, you could reason with the group leader but you fear this strategy may alienate you from the group. However, since you feel your idea has a greater chance of success, you decide to use emotions to persuade the group leader.

You gently approach the group leader and compliment him or her on the good job he or she is doing directing the team. This instantly cheers the group leader who ends up liking you. Then, you cleverly enforce the need to work in the company's and project's best interests.

Once the group leader agrees to your notion, you steer the conversation towards your idea by stating you read it somewhere. By appealing to the leader's emotions, you gently direct his or her attention towards your idea without offending him or her.

As you can see, subtlety and emotions help you sway people. In this book, we will uncover many strategies that help you tap into people's subconscious and influence them in the most effective way possible.

By now, you've learned about the basics of NLP, subliminal persuasion, cold reading, and different aspects of analysis that you can use to understand and get to know people without interacting with them directly. Now, the question is, how can you really use these skills to manipulate them into doing your bidding? Well, there are many different ways that incorporate all of these skills without ethical or moral risk to yourself. This chapter explains different tricks to really persuade another that will incorporate everything you have learned from this book. There are different ways you can approach a situation, and each one calls for a different tactic or approach. It's important to know multiple ways of persuading others, and examples of these situations are provided in this chapter. However, it is important to remember these rules that apply to every persuasive trick.

## Be Observant

You can't get anywhere if you don't pay attention to your surroundings, the situation, or, most importantly, the person you are trying to persuade. Mood, behavior, and the situation must be appropriate for the moment for the trick to be affective. Remember how to read body language and know how to read this person before you attempt to manipulate them into anything. For example, in one tactic that will be described in this chapter, the key to success is to keep the person focused on the conversation. If you aren't paying attention for the passion and attention needed to make the trick work, you will be caught and your success is unlikely. Attention and observation is key to manipulation.

## Honesty and Trustworthiness

No one is going to follow the advice or suggestion of someone they don't trust. Even if the situation doesn't call for rapport or a pre-developed relationship, you need to appear trustworthy. Remember the indicators of discomfort and lying when it comes to body language and avoid them when speaking. If you're telling a half truth or even lying to get what you want from someone, you can't do so while holding your hands behind your back and shifting your weight from one foot to the other. If you can, be genuinely honest, especially if the other person won't expect it. If you seem trustworthy and reliable, people will respond accordingly.

Now that you know all you need to for success, listed below are different examples of how you can persuade someone to do what you want. These techniques range from small favors to large ideas, and each has been drawn from a different source. You'll have a tactic for each occasion, and if you follow the rules listed above and remember all of the knowledge you've

gained in this book, you will be successful and gain every advantage you need to get what you desire.

### Oversell Your Idea

An NLP tactic used often in the sales industry is to use intense passion to hype-up the idea you want to sell someone on. It's a common practice seen by anyone trying to sell a product, and it works. I've been roped into buying something I regretted many times based entirely on the sales technique. I'm still upset that that skin cream didn't give me perfect skin. When you exaggerate the benefits of an idea and put emphasis on the main points that could sell it, your logic seems sound and it's hard to argue. If someone doesn't really need something, don't tell them that they need it, explain why they need it. Don't even go near the idea of giving them the option. If you want someone to donate to your favorite organization, tell them how doing so will benefit them just as much as it will help benefitting the organization itself. Set them up for following through before they even know what it is you want to propose. This technique works well when you want someone to take something, which is why it is taught to all sales clerks and is used in advertisements. It also works well with the opposite technique, which is oversimplifying the idea.

### Oversimplify Your Idea

If the idea is complicated and contains drawbacks, it might benefit you to oversimplify it. Oversimplification, by definition, is to leave out information and simplify what you do include until it is distorted. To do this in persuasion, you adjust what you should explain when it comes to your idea. If you want someone to take martial arts lessons with you, but you know that they don't care much for bumps and bruises, you could try this technique. Describe the benefits of learning a martial art. You could explain

how you'll both be more active and fit, you'll have the means to defend yourself in an emergency, and you'll learn moves to show off should the occasion arise. Maybe offer to show a few videos of successful martial arts techniques that are visually appealing. If you use enough passion when selling your points, the idea of minor injury might not even occur to your friend. Though, in the case of this example, they might not thank you for it later.

### Put Yourself in a Neutral Position

If possible, maintain the illusion of neutrality and limit any perceived bias. For example, if your friend's girlfriend had been begging him to cut his hair for a while, so he looks to you for a second opinion, you shouldn't express any real interest. If you have a quarrel with his hair length, you might say that either way it doesn't matter to you, however, the length indicated in his girlfriend's picture would frame his face well, and in the coming hot weather it will prevent possible heat stroke. Using words with specific reactions helps. In this case, the word "however" leads people to focus more on what was said after than what was said before. By bringing in logical points and behaving as if your opinion was completely without motive, your friend will likely opt for the haircut, and his girlfriend may even owe you a favor.

### Change the Environment to Your Advantage

Studies have shown that the environment someone is in can have an impact on their decisions. This would come as a form of subliminal persuasion. For example, if you desperately need a study partner for an upcoming exam, you shouldn't ask your preferred partner in the mall. The mall is surrounded by fun activities, bright lights, music, and other distractions. However, if you were to ask him in an environment that stimulates the idea of studying

in his brain, such as the library, he's more likely to agree with you. Better yet, if you can somehow work a pencil and a textbook into the atmosphere, you'll almost guarantee to win over his answer. Studies have shown that the brain works differently in different environments, which is why it can be difficult to recognize a co-worker or peer in a supermarket. If you want someone to make a business transaction, your success is more likely if there is a briefcase and a fountain pen within their vision, as these items tend to bring out the desire for money in people.

### Speak Quickly

If you find yourself caught in an argument that you plan to win, speed up your speech. If you're speaking quickly, you sound more prepared with arguments, and your opponent has far less time to think of a coherent response, as he or she is focused on processing your arguments instead. The other person will become flustered in their confusion and trip up on their arguments. Eventually they will drop their side of the disagreement out of frustration and you will come out victorious. Watch for signs of irritation and frustration on their face. If you see these signs, you are close to winning.

### Butter Them Up Ahead of Time

If you use subliminal persuasion and NLP to provide ideas that someone should do something or is excelled in a certain area you need them to be, they'll believe it. If you do this ahead of time, when the time comes for you to ask that favor or propose the idea, they will want to follow through. Remember the rules of subliminal persuasion, however. The ideas shouldn't appear to come from you. Point out objects that may put the idea in their head, or, play your reaction to awe whenever the idea of them doing the act is brought up. For example, if you want someone to paint your living room,

you might steer them towards a creative environment and draw attention to a paint roller. You could pick it up and observe it, stand near it a moment, or even look at it for an extended length of time. If they take interest in the object, such as picking it up or looking at it thoughtfully, focus your reaction. Act interested in the idea of them painting a wall. Then, when you actually put in the request, refer to that moment and explain why you think they are perfect for the job. Environment, body language analysis, and subliminal persuasion all come into play here.

### When in Doubt, Collect a Favor

The easiest way to ask for a favor, is to provide one beforehand. If you aid someone's success in some way, or bail them out of a tough situation, they'll feel inclined to return this act of kindness later. If you've been painting yourself as an honest, genuine person as described in the tactic of NLP, the act will feel genuine. Those who have been given something from a generous person always feel the obligation to return the favor. It is best, however, to incorporate subliminal persuasion, and not to outright say that they owe you a favor. Nothing makes a kind act seem more benevolent than a selfless one without reciprocation. For example, you could begin the statement with, "Will you do me a favor?" Instead of outright asking them to do the favor. Because of the previous favor or favors you have done for them, they will answer before they even know what it is. This trick is especially useful if you believe they won't enjoy the request.

### Shock Them

This can be done in multiple ways. One way to shock a person into complying, is to display what you know, or maybe what you don't, about them. This is an excellent chance to try out some cold reading and display your analysis skills. If you know a lot about someone, you must have paid

attention and genuinely care. If you do this, and don't give the other time to think about the action that just occurred, they'll likely do as you suggest without an after-thought. Don't use this tactic often, however, as a shocking act isn't so shocking if it's done multiple times. As an example, you could surprise them with their favorite meal or make a comment on an interest of theirs that they mentioned in passing at one time.

### Blackmail Exists

Often a desperate act that will likely lose the confidence you've built in someone is blackmail. Because it is so risky, and displays a mean streak, it is best to avoid blackmail all together. However, if you absolutely must, you have the skills to do so effectively. With cold reading, you can pull information from the person you wish to blackmail. An odd smudge of lipstick on your male friend's face, a lie you overheard someone speak that you could threaten to share or using a vague statement about something they could have did that you know nothing about, while allowing them to fill in the gaps and "realize" what you mean. These same tricks can be used under the category of earning a favor, however. You could hint that you noticed that lipstick or heard that lie, and promise you'll keep their secrets. You could also use the same trick of hinting you know what you really don't in this same way. Not only will you maintain the relationship you need to gain further favors from this person, but you won't earn a nasty reputation that could prevent further manipulation of other people. Remember, an important aspect of persuasion is to appear trustworthy.

### What People do Subconsciously

A simple trick that I've personally used is to distract someone while you guide them to do something. These acts must be simple, and you'll need a little muscle memory on the other person's part. You could engage them in



a conversation about something they are passionate about or interested in. Remain engaged in this conversation and keep them going. If you want them to hold something, open a door, or perform another simple task, you can guide them to the act while keeping the conversation going. Without realizing it, your companion will do as you wish subconsciously. It may not be an extravagant manipulation, but it can make your life simpler if you've gone shopping with this person and want them to carry the bags or want them to hold onto your coffee. Guiding them to the act has to remain subtle, as their focus must remain on the conversation. By the time they realize what has happened, the act is usually over, if they notice at all. For example, I know someone who has more passion about a video game in his little finger than most people have in their whole bodies for anything else. Walking to his house, I didn't feel like holding the bag I had taken with me. I casually brought up the conversation of this game and watched his eyes light up. His head became taller and his stance was more relaxed. As he began talking, I asked a few questions to keep him moving along. I watched for the opportunity when his hand extended to me while he explained a concept to me and I handed it to him. He didn't seem to notice as he continued describing a fictional race of elves with enthusiasm. He simply continued to hold the bag as he spoke all the way to his house. Had I asked him to hold my bag without using persuasion, he might have still done so, but there's still that chance that he wouldn't.

### Switch it up

Switching up both word choices and sentence length will increase your chances of getting a "yes" for the request you are asking. Using "I" phrases instead of "you" phrases or "don't" instead of "can't" lead the person you're requesting to come to the conclusion themselves. This is a form of subliminal persuasion, as you don't outright ask what you want. For

example, the sentence “Will you go to the department store?” Doesn’t sound as appealing as “I am so exhausted, and I still have to go to the department store”. If you play the victim and appear in need of aid, the other person might come to your rescue. This is especially true if you’ve done a favor for them recently. Switching up sentence length is both an author trick and a speaker trick as well to keep an audience engaged. If you alternate between long and brief sentences, your statement sounds more appealing to the ear, and you sound more certain. Authors will change up sentence lengths when describing a scene to give readers a break from the long sentences for a moment. It’s difficult to follow a large block of word, even if it’s spoken. It is also important to use appealing word descriptions instead of simple phrases. Convincing someone to eat organic foods is more possible if you use words such as “all natural” instead of the simple “healthy”. This is why advertisements exclaim, usually in large letters, loaded descriptions of their product.

### Mimic Body Language

When someone sees familiarity in you, even at a subconscious level, they’ll respond more positively to your requests. You can mirror a person’s body language while using any other technique as well, so it may act as that cherry on top that will get you what you want. For example, if you have developed the needed rapport with this person, have set the environment as you need to, and yet you still feel like you need one extra push to drive the idea home for them, watch their movement and study the way they move. Do they toss their hair out of their eyes? Maybe they roll their shoulders often. Have they uncrossed and re-crossed their legs multiple times? Small movements that they don’t realize they are doing should be the key focus when you copy their body language. If they see something of themselves in

you, at a subconscious level, they will trust you more and will be more open to your suggestions.

### Pay Attention

This may seem like an idea that's too simple, however it pays to pay attention to someone. If you've just listened to what the other person is saying and used your own body language to show that you were listening and interested just before you make your request, you are more likely to persuade them. People want to be heard. If they feel like you have listened and genuinely care about what they have to say, they'll be more responsive to you. You can do this by facing them with your body as they speak and make eye contact with them. Nod at appropriate times and ask questions. It's important to put your analysis skills to work in this moment as well. Are they responding positively to your efforts? Do they appear to be engaged in the conversation? Is their mood appropriate for the request? It won't work to your advantage to ask a favor of someone who has just told you about their favorite cat passing away. Keep the conversation light, but make sure the other person is engaged and cares about what they are saying.

### Take Advantage of Confusion

Humans are habitual creatures. By nature, we all tend to follow some sort of routine, and when it falters, we scramble. When this happens, a person tends to cling to the closest action they can take in the midst of their confusion. If this has happened, and the person is a bit lost, you can take advantage of the moment to suggest a course of action that is preferable to you. They'll likely take any sort of direction they can get to go back on track, so they'll take the suggestion more easily than if they were clear-minded. Here is an example of this persuasive technique. Your friend always goes to a specific restaurant for lunch on Friday. This Friday, she

has asked that you join her to catch up. You don't care much for the menu, and the last time you dined there you felt ill that night. However, your friend is adamant and you're both on your way. Luckily, she also drives the same direction to this restaurant every Friday. Today, there's an unexpected detour due to construction and your friend is visibly shocked. Now would be the time to suggest a different place. Speak calmly and suggest somewhere you can navigate to under these new circumstances. Your friend will oblige to escape the mess of confusion she's found herself in. You'll get your choice of restaurant, and your friend will thank you for being so helpful.

## Lying

When using lying as a persuasive technique, it is best not to do so with someone who you have been building a relationship with. Lying is best used on someone whom you haven't built the basic NLP foundations with and likely never will. The reason is, those who know your baseline reaction and body language can spot the anxious behaviors of a lie much more easily than someone who has just met you. When lying, you'll need to utilize your cold reading and analysis skills more than NLP or subliminal persuasion, as these skills can be used from afar. Pay attention to their behavior and watch for their reactions. Is there suspicion written in their eyes? This can be seen as tension in the forehead, pursed lips, and slightly narrowed eyes. If they seem to believe your story, their face will hold interest. They won't be fidgeting and they might occasionally nod. It's important to pay attention to your own body language as well. Remember, when someone is leaning away from another, they are perceived as uncomfortable, and if they are hiding their hands in any way, they are hiding something. Try not to touch your hands together or hide them and keep your perceived mood light.

## The Ellsberg Paradox

Known for leaking the Pentagon Papers, Daniel Ellsberg began his career by studying decision-making. His paradox is explained with an example of two urns. The first urn is full of black and red balls of an unknown ratio. There could be one black ball and the rest are red, it could be 50 of one and 50 of the other, no one knew. The second urn was, for certain, 50 of one and 50 of the other. People were asked to guess which color they would draw before choosing which urn to draw from. Anyone who drew they guess would win \$100 and anyone who guessed incorrectly would get nothing. What Ellsberg discovered was that most of the population chose to bet before drawing from the known urn.

What this explains, is that people tend to avoid risks. If you present a choice to someone, and provide all of the facts of one, and admit to some unknown factors to the other, they will likely choose the option that is complete, regardless of the facts. You can use this to your advantage if you want to sway their decision one way or another. A little deception and oversimplifying may be included in this tactic, so it is important to remember your body language and how it is perceived to the other person.

## Group Influence

There is a reason companies will display their top reviews in a visible space on their website. People often base their decisions on statistics, even if it is a statistic based solely on the opinions of others and no science or evidence. If a group or people are willing to agree with you, that last person you are trying to persuade is likely to change their stance to match up with the majority vote. You can do this in a variety of ways, from persuading the others individually, or choosing people you already know will agree with

you to back up your idea. Just as a group of sheep will follow each other, humans can fall into the group complex as well.

### Present Your High Selling Points First

In any situation, people tend to focus on the information they were given first the most. This is why gossip is frowned upon, as people are likely to believe the false rumors more than the facts, even if they were presented after. If the first point on your idea is a weak one, the other person may not follow through, even if the following points are logical and strong. Think about your word choice, and word order carefully before you present the idea. Use your other skills to ensure this person is open to a new idea and drive it home by offering the greatest benefits from the beginning. They will focus on that and are more likely to agree with you. This trick is best mixed with others, such as the favor exchange, the group complex, or overselling your idea.

### Contrast Your Requests

Sometimes, if your request is large and will likely be difficult to persuade someone on, you can begin by making a smaller one in advance. If you ask someone to help you with a minor thing, such as making a run to the store for you, they may do so. After, you can ease your way up to the larger request you originally wanted to make, such as keeping a big secret for you or taking a big risk. Inversely, you can also make a small request seem simple and logical by first proposing a grand, likely ridiculous scheme. You could begin with something outrageous like streaking through a store or performing a grand heist. After your large idea is shot down, you can then attempt the smaller, less risky favor. Because the first one seemed beyond logical reasoning, the second option will appear reasonable in comparison, and the other person will be more inclined to comply. Stores and online

shops use this trick in the form of a decoy sale. They may offer three options of a product. One is decently priced, the second is expensive, and the third is a combination of the two at the same price as the expensive option. Which one is the decoy? The expensive option is placed to increase the appeal of the third choice, making it look like a deal that it might not have seemed like before. Another version of this trick is when shops frequently have “sales” which actually contain the real price, with a much larger version of the price set as the original value. Who hasn’t been a victim of this manipulation? It’s hard to say no to a pack of fourteen pairs of socks when they are ten dollars off for a limited time.

### Limited Time

Another tactic companies use that you can experiment with, is the limited time trick. It’s hard to pass up something that states it only exists for a limited time, as the stress of never having such an opportunity again puts pressure on you. You can use this to your advantage and offer an opportunity to your friend as a chance that won’t come again. For example, if you’d like your co-worker to call in sick on the same day as you, you might look up events that are happening on that day. If that co-worker refuses, or seems hesitant to join you, you can explain that there is a concert of only local bands playing at the park that day and they may never play again. Neither of you may be especially fond of local bands, however the fact that they may not come again will at least give your co-worker pause. If you can find a time sensitive occasion that appeals to the other person, you’re even more likely to get what you want out of them. The more they hesitate before responding, the more they are considering the option. Remember, it is also beneficial to begin with the selling points. So, don’t begin your request with, “I know we might get fired, but let’s skip work tomorrow!”

## The “But You’re Free” Technique

People like choices. Having the freedom to choose between different options, or to not opt for an option at all, make them feel more in control of a situation and more likely to agree. If you wish to sway someone to do something specific, you may present it as an option. Use your other skills and sell the idea. Make it sound plausible and apply how it will benefit the other person just as much, or more than you. Watch their reactions and see if you have caught their interest. If all goes well, then you can drive the idea home by using a magic statement at the end. “But you’re free not to”. As it is a choice option, people will respond more positively and will often opt to perform the action based on the fact that they have the choice. Of course, they likely had the choice to begin with. This is why psychology works so well, because the brain and mind can be tricked.

## Use a Relatable Experience

Sometimes, people want reassurance that they aren’t alone in a situation. If you provide some common ground and explain an anecdote that is relatable to the situation that has a positive outcome, the other person is more inclined to agree to follow through with theirs. If you are pushing someone to take a risky job, explain a time when you took a risk and how it benefited you. Success stories drive a lot of people to take chances. Remember, people don’t like to take risks about the unknown. So, provide them with information to base their decision on.

## It Worked Before, It’ll Work Again

Many people believe that if something worked well in their favor, the streak will continue on. Gambling is a business that preys on this belief, as people who are lucky enough to win at a game will lose all of their winnings on



pushing that luck and playing again. You can use it to your advantage as well, especially if you want someone to do something that they, or another person, has attempted before with success. If you remind this person that the previous situation was favorable, they are more likely to comply with your logic. Of course, if this action was based on luck, such as the gambling is, the chances of it turning out as favorable has no correlation with the previous outcome. However, the other person may not know that fact, as many don't.

## Chapter 4. Manipulation

We have discussed that Neuro-linguistic Programming is very effective when somebody chooses a life-changing path. In doing so, one needs to be able to manipulate his mind to gain control over his impulses, drives, thoughts, feelings, and behavior. When people think about manipulation, it often elicits a very negative approach. Reasonable enough, some people use manipulation to acquire their selfish needs. But in this chapter, I will be discussing the value of ethical manipulation. That is the manner of converting negative energy into a positive drive through the physical, emotional, mental, and spiritual aspects of the human being persona.

Why is there a need for ethical manipulation? Simply put, all of us are born perfectly. However, we are born in a very chaotic and very cruel world. We are all born in a difficult life. Rich or poor. Man or woman. We all experience hardships from time to time. These negative experiences shape our minds and hearts in a way that is undesirable. We start to learn how to lie, to steal, to procrastinate, and to lose faith just to survive or withstand pressure. Because of these, we become accustomed to bad lifestyles and habits that are detrimental in achieving our goals. Life gives us fear, self-doubt, anxiety, pressure, and depression. From our experiences, we have learned to be pessimistic rather than optimistic. We started to become too critical, too selfish, too skeptic about everything. Hence, we do not really know what we want from life. All we think about is keeping up with the expectations of society even when we are not happy about it. Most of us die without experiencing even the tiniest bit of happiness. They think they know what they are doing. They think they are contented. But actually, they have other things in mind they just cannot fathom.

See, people let themselves stay limited in their actions, thoughts, beliefs, and aspirations. They have no idea that there is more than what they can learn from their environment. The choices they have now does not even reach half of what they can do. The skillset and talents they think they can do perfectly are not even remote to their full potential

This is the beauty of Neuro-linguistic Programming and Ethical Manipulation. It allows a person to unleash everything from their conscious to their subconscious. It frees the mind and clears it to be able to see countless ways and techniques to live life. Neuro-linguistic Programming breaks away the chains that tether us to the demands of society. It makes us spontaneous, bold, relentless, and successful. The only question left for us is how.

Ethical manipulation does is driven by achievement and rewards. It has four major objectives, namely:

***To Influence.*** Ethical manipulation is geared toward making a person see things from a different perspective. It makes a person to do something that they are not naturally inclined to do. For example, a chain smoker or an alcoholic has the least tendency to give up their vices because they believe that they cannot live without their bad habits. To influence this person, you need to make them see things in a different light. This pushes him to give up his faulty behaviors and change his ways. We have discussed that the duration is necessary for Neuro-linguistic Programming to work. With the help of ethical manipulation, it prepares the person of what is to come in the road to a life-changing path.

***To Persuade.*** To persuade means to adopt a certain way of thinking. This is applicable to people who have a phobia, anxiety, and depression. Ethical

manipulation can help individuals to see things positively to elicit functional behaviors and redefine self-defeating thoughts.

*To Inspire.* Ethical manipulation is also used to motivate the person towards success. Whether it is weight loss or financial gain, Neuro-linguistic Programming matched with ethical manipulation is effective to keep a person determined in doing his best.

*To Unify.* We have discussed that the congruence between the mind and the body is an important factor in achieving goals. Ethical manipulation helps a person achieve that coherence by facilitating a clear mindset and perception in making decisions and solving problems. It eliminates fear and self-doubt. Ethical manipulation allows a person to know what he really wants and how he wants to accomplish it.

## **Methods of Manipulation**

Psychiatrists use these forms of ethical manipulation to help their clients improve their ways of thinking. To some people, they use these methods in a negative manner; in Neuro-linguistic Programming, these methods of manipulation are done for the welfare of the client. With practice and discipline, you can manipulate your mind as well while using several forms of positive manipulation.

1. Positive Reinforcement. This includes praising yourself and rewarding yourself after every positive deed. When your mind is wired to think that there is something positive out of what you're doing, even by just accomplishing short-term goals, it will be inclined to double its efforts towards positive.

2. Denial. One of the simplest ways to manipulate the mind is through denial. It is not that kind of denial where you deny a stressful situation. Denial through ethical manipulation means to deny yourself of the pleasures that puts your integrity and health in vain. This includes denying yourself of fatty foods and junk foods when you aim to lose weight. It includes denying yourself of all the vices you wish to get rid of. No matter how hard it is in the beginning, your mind will start to accustom to this change. Soon thereafter, you will no longer be craving for it.

3. Spinning Facts. To make ethical manipulation successful, you need to think like a politician to yourself. Train your mind to spin facts. Make reason your own self and keep it under your control. Why do you think politicians win during elections? It is their capability to persuade the minds of the people. It is their ability to make voters see that they need their skills in Congress. To train your mind, you need to do exactly the same. Convince your mind that it needs to stop its bad habits or else something bad is going to happen. Persuade your mind to think about the positive things ahead once it puts a stop to the self-defeating urges and impulses that have been ingrained for many years.

4. Minimization of Impulses. The reason why people keep on behaving in accordance with their faulty lifestyle is the intensity of their feeling. When you start

to minimize these impulses, it signals the mind that it is not as important as it used to be. It dissuades the mind of its need and significance in the body. Before, a person might think that he cannot quit smoking because he believes he's going to get sick. With the help of ethical manipulation, that person can control his mind and minimize the importance of this action. Soon enough, he starts to see the error of his ways and change for the better.

5. Diversion. Whenever the brain tells your body to act according to its impulses, create a diversion in a way that you expend your energy into something more productive. For example, if your mind shouts that you need a cigarette, do something that will get your mind off of that urge. Play sports. Play the Computer. Start a conversation with your friends. Distract yourself until you no longer feel the need to do it.

6. Sarcasm. There are people who easily get hurt or offended when they are faced with critical confrontations. Sometimes people need a little bit of sarcasm so they can get the point without hurting or being offended. Psychiatrists use this method to people who are overly sensitive to words. Whenever they need to say something negative, they turn it into jokes that will make the client laugh but eventually understand the underlying meaning of the statements. If you lack assertiveness, and people keep taking you for granted

because of it, you can use sarcasm to send them a message. In that way, you'll feel better about yourself. At the same time, you do not hurt anybody else.

7. Guilt Tripping. This is an effective method to stop yourself from giving in to your impulses. Whenever you feel like binge drinking or smoking, think about something that makes you feel guilty about it. If you have a son or a daughter, would you want them to experience the same fate as you? Remind yourself that secondhand smoking is more dangerous than first and smoking. Your family can still inhale fragments of substances from cigarettes hours after your last smoke. These substances are present in your clothes, your skin, and your breath. Merely talking to them can cause illnesses to your family. Are you willing to rest your safety because of your selfish needs?

8. Flattery. When you flatter yourself, that it doesn't necessarily mean that you are narcissistic. Sometimes, these simple things can uplift your spirit and boost your determination. When you factor your mind after a good action, your mind secretes "feel-good" hormones. It makes your mind repeat the same good deed over and over again.

9. Isolation. This method does not mean to isolate yourself from the world. It is just that there are people who keep influencing you to employ your bad habits. Isolate yourself from those people. If you want to stop

smoking, stay away from your friends who have the tendency to convince you to smoke again. If you want to lose weight, isolate yourself from unhealthy foods. If possible, get rid of any junk food and fatty foods from your food storage units and refrigerator. Exchange it all with healthy fruits and vegetables.

9. Brain Training. In order to rewire your brain, you need to get to know yourself and get acquainted with the reasons you have bad habits. There are people who engage in binge-drinking, binge-eating, and cigarette-smoking when they are stressed. Getting to the reason behind your impulses allows you to maintain a clear mindset even in you are anxious or pressured. Train your mind to do productive things during stressful situations. In that way, you can retain your mind to get rid of these ingrained habits.



## Chapter 5. Mind Control

### What is Mind Control?

The way that there are such a significant number of names demonstrates an absence of understanding which takes into consideration disarray and bending (particularly by those utilizing it secretly for their own advantage!!)

How about we concur that mind control goes under the umbrella of influence and impact - how to change individuals' convictions and practices.

Some will contend that everything is control. Be that as it may, in saying this, significant differentiations are lost. It's substantially more helpful to consider impact a continuum. Toward one side we have moral and conscious impacts that regard the individual and their privileges. At the opposite end we have dangerous impacts which strip the individual of their personality, freedom and capacity to think basically or intelligently.

It is at this end we find dangerous factions and organizations. These gatherings use duplicity and mind control strategies to exploit the shortcomings, just as the qualities, of the individuals, to fulfill the requirements and wants of the clique chiefs themselves.

A one-on-one clique is a private relationship where one individual maltreatment their capacity to control and endeavor the other, e.g., educator/understudy, advisor/customer, minister/admirer, spouse/husband. This cultic relationship is a variant of the bigger gatherings, and might be significantly progressively ruinous in light of the fact that constantly and consideration is coordinated towards only one person.

So what is mind control?

It's ideal to consider it an arrangement of impacts that altogether upsets a person at their very center, at the degree of their personality (their qualities, convictions, inclinations, choices, practices, connections and so forth.) making another pseudo-character or pseudopersonality.

It can obviously be utilized in useful ways, for instance with addicts, however here we are discussing circumstances that are naturally terrible or unscrupulous.

The analyst Philip Zimbardo says that mind control is a "procedure by which individual or aggregate opportunity of decision and activity is undermined by specialists or organizations that alter or contort recognition, inspiration, influence, comprehension or potentially social results" and he recommends that everybody is powerless to such control.

It isn't some old puzzle known to a chosen few, it is a mix of words and gathering weights, bundled so that it enables a controller to make reliance in their devotees, settling on their choices for them while enabling them to feel that they are autonomous and allowed to choose. The individual being mind controlled doesn't know about the impact procedure, nor of the progressions happening inside themselves.

There are some significant focuses that should be made entirely unmistakable.

Most importantly, it is an unpretentious and tricky procedure.

Unpretentious, implying that the individual doesn't know about the degree of the impact being forced upon them. Along these lines they roll out little improvements after some time, accepting that they are settling on choices for themselves, when, actually, every one of the choices are being made for

them. Treacherous in light of the fact that it's proposed to capture and do hurt.

What's more, it is a procedure, in that it doesn't occur in a moment. It requires some investment, in spite of the fact that the time span will rely upon such factors as the strategies utilized, the aptitude of the controller, the term of presentation to the methods and other social and individual elements. These days controllers are adequately gifted that it can happen in just a couple of hours.

There is power included. There could conceivably be physical power, yet there certainly is mental and social power and weight.

## **Mind control versus Brainwashing**

Steve Hassan makes a fascinating qualification between mental control and indoctrinating. He says that in indoctrinating the unfortunate casualty realizes that the assailant is a foe. For instance, detainees of war realize that the individual doing the mentally programming or potentially torment is an adversary and frequently they comprehend that staying alive relies upon changing their conviction framework. They are constrained, regularly with physical power, into doing things they would not ordinarily do.

Notwithstanding, when the unfortunate casualty escapes from the impact of the adversary, the impacts of the mentally programming every now and again vanish.

Mind control is progressively inconspicuous and advanced in light of the fact that the individual doing the controls is regularly viewed as a companion or an instructor, so the injured individual isn't really attempting to shield themselves. Truth be told, the person in question might be a 'willing' member, and, accepting that the controller has their eventual benefits as a primary concern, they regularly giving private data energetically, which is then utilized against them to proceed with the mind control.

This makes mind control as hazardous, if not more along these lines, than physical intimidation. As such, it tends to be much more powerful than torment, physical maltreatment, drugs and so on.

That merits rehashing. As a main priority control, there might be no physical pressure or viciousness, however it can really be significantly more powerful in controlling an individual.

That is on the grounds that compulsion can change conduct, however coercive influence (mind control) will change convictions, frames of mind, thinking procedures and conduct (essentially a character change). What's more, the 'person in question' cheerfully and effectively takes an interest in the changes, trusting it is best for them!

So later on, to acknowledge that somebody they trusted and loved has deluded and controlled them is exceptionally troublesome, and is one reason that it is difficult for individuals to perceive mind control.

Notwithstanding when the unfortunate casualty is free of the impact of the manipulative character, the dispositions, convictions, and practices endure, in huge part in light of the fact that the injured individual accepts they have settled on these choices themselves (the impacts of choices we make ourselves are more grounded and more durable than choices we realize we have been pushed to make), and to some degree on the grounds that the individual wouldn't like to concede that they have been controlled without their knowing, they would prefer not to accept that they have been deceived by a 'companion'.

You can peruse progressively about how every one of the progressions are achieved utilizing mind control in these articles on narcissistic beaux and narcissistic spouses.

## **A gun to the head**

Controllers are attached to stating that nobody is holding a gun to the controlled individual's head, and this is incredible in two different ways. To the pariah who doesn't comprehend mind control, it is hard to contend with.

For the controlled individual, they realize this is valid. Nobody has really held a weapon to their head, so it strengthens the possibility that they have chosen for themselves. Also, choices we have made ourselves are significantly more dominant and the impacts last more, so it further moves the controlled individual more profound into the truth made by the mind control.

## **Who uses Mind Control?**

Who might utilize these methods, obliterating the lives of others for their own narrow minded advantages? Or then again controlling others just on the grounds that they can or on the grounds that they need the control? The appropriate response is insane people, or sociopaths, and narcissists. Most likely by far most of extraordinary manipulative people who use mind control fit the profile of an insane person or a narcissist. What's more, the explanation they can do it is on the grounds that they have no heart!

Since individuals don't have the foggiest idea what precisely an insane person or a narcissist is, the controller is regularly called something different, an oppressive spouse or a controlling wife or controlling husband, a desirous sweetheart, a verbally injurious man or a severe chief. Closer assessment frequently uncovers these individuals to have a character issue.

Each individual is vulnerable. That includes you!

It is a fantasy that solitary feeble and powerless individuals are vulnerable, or that there is some kind of problem with them. Actually, the conviction that "it could never transpire" makes an individual especially vulnerable to mind control apparatuses, on the grounds that they're not watchful for them!

The most ideal approach to shield yourself from being enlisted by a faction (it is a fantasy that individuals join cliques, they are really selected) and being exposed to mind control is to see how a religion capacities just as the clique strategies that are utilized to draw in and keep individuals.

For instance, Robert Cialdini has depicted six standards of impact that he portrays as weapons of impact. It appears that these capacity in all social orders on the planet, and they are really helpful as far as enabling society to

stay stable and flourish. He discusses correspondence, duty and consistency, social verification, affability, authority and shortage. He calls them weapons of impact since they work outside of the consciousness of a great many people and thus factions exploit them to control and impact their individuals.



# What Affects the Effectiveness of Mind Control

- The damaging impacts of mind control are relative to:
- The procedures utilized
- The quantity of procedures
- Regardless of whether there is trance and additionally trancelike personality control utilized,
- How regularly the individual is presented to it and for to what extent
- That they are so near the religion head, what amount direct contact there is
- The ability of the controller
- How much introduction to the outside world is permitted
- Nearness of sexual maltreatment
- Regardless of whether the part keeps on having support from family and companions.

For instance, an individual who has lived and worked in a religion domain for a long time where the individuals live respectively, who once in a while leaves the gathering compound and who has visit, direct contact with the faction chief will have experienced considerably more the impacts of clique control than somebody who goes to a 2 hour class given by the clique head once per week for 2 months.

In one-on-one cliques, in a close association with a sociopath, for instance, a couple circumstance, where all the consideration is given to one injured individual, the outcomes can be aggravating. Complex injury is the term

being utilized these days to portray what befalls kids who are raised by psychopathic or narcissistic guardians.

# Techniques Used in Mind Control

Present day mind control is both innovative and mental. Tests demonstrate that basically by uncovering the techniques for mind control, the impacts can be diminished or disposed of, at any rate for mind control publicizing and promulgation. Increasingly hard to counter are the physical interruptions, which the military-mechanical complex keeps on creating and enhance.

1. **Education** — This is the most self-evident, yet still remains the most treacherous. It has consistently been an eventual tyrant's definitive dream to "teach" normally receptive youngsters, subsequently it has been a focal segment to Communist and Fascist oppressive regimes from the beginning of time. Nobody has been increasingly instrumental in uncovering the motivation of present day instruction than Charlotte Iserbyt — one can start investigation into this region by downloading a free PDF of her book, *The Deliberate Dumbing Down of America*, which reveals the job of Globalist establishments in forming a future planned to deliver servile automatons reigned over by a completely taught, mindful exclusive class.

2. **Promotions and Propaganda** – Edward Bernays has been referred to as the creator of the consumerist culture that was planned principally to focus on individuals' mental self portrait (or scarcity in that department) so as to transform a need into a need. This was at first imagined for items, for example, cigarettes, for instance. Nonetheless,

Bernays additionally noted in his 1928 book, Propaganda, that "purposeful publicity is the official arm of the imperceptible government." This can be seen most unmistakably in the advanced police state and the developing native nark culture, enveloped with the pseudo-enthusiastic War on Terror. The expanding union of media has empowered the whole corporate structure to converge with government, which currently uses the idea of promulgation arrangement. Media; print, motion pictures, TV, and link news would now be able to work flawlessly to incorporate a general message which appears to have the ring of truth since it originates from such a significant number of sources, at the same time. When one moves toward becoming sensitive to recognizing the fundamental "message," one will see this engraving all over. What's more, this isn't even to specify subliminal informing.

**3. Prescient Programming** – Many still deny that prescient writing computer programs is genuine. Prescient programming has its causes in predominately elitist Hollywood, where the big screen can offer a major vision of where society is going. Simply glance back at the books and motion pictures which you thought were implausible, or "sci-fi" and investigate society today. For a nitty gritty breakdown of explicit models, Vigilant Citizen is an incredible asset that will most likely make you take a gander at "amusement" in a totally unique light.

**4. Sports, Politics, Religion** – Some may resent seeing religion, or even legislative issues, put together with sports

as a technique for mind control. The focal topic is the equivalent all through: isolate and prevail. The systems are very straightforward: impede common propensity of individuals to participate for their endurance, and train them to frame groups bowed on control and winning. Sports has consistently had a job as a key diversion that corrals innate propensities into a non-significant occasion, which in present day America has arrived at silly extents where challenges will break out over a game VIP leaving their city, yet basic human issues, for example, freedom are chuckled away as immaterial.

5. **Food, Water, and Air** – Additives, poisons, and other nourishment harms actually modify mind science to make mildness and indifference. Fluoride in drinking water has been demonstrated to bring down IQ; Aspartame and MSG are excitotoxins which energize synapses until they kick the bucket; and simple access to the inexpensive food that contains these toxins by and large has made a populace that needs center and inspiration for a functioning way of life. The vast majority of the cutting edge world is flawlessly prepped for uninvolved responsiveness — and acknowledgment — of the authoritarian tip top.

6. **Medications** — This can be any addictive substance, however the mission of mind controllers is to be certain you are dependent on something. One noteworthy arm of the cutting edge mind control motivation is psychiatry, which expects to characterize all individuals by their issue, instead of their human potential. This was foreshadowed in

books, for example, Brave New World. Today, it has been taken to considerably assist limits as a medicinal oppression has grabbed hold where about everybody has a type of confusion — especially the individuals who question authority. The utilization of nerve tranquilizers in the military has prompted record quantities of suicides. To top it all off, the cutting edge medication state currently has over 25% of U.S. youngsters on mind-desensitizing drugs.

7. **Military testing** — The military has a long history as the proving ground for mind control. The military personality is maybe the most pliable, as the individuals who seek after life in the military by and large resound to the structures of progression, control, and the requirement for unchallenged submission to a mission. For the expanding number of military individual scrutinizing their influence, an ongoing story featured DARPA's arrangements for transcranial mind control head protectors that will keep them centered.

8. **Electromagnetic range** — An electromagnetic soup encompasses all of us, charged by present day gadgets of comfort which have been appeared to directly affect mind work. In an implicit affirmation of what is conceivable, one scientist has been working with a "divine being head protector" to instigate dreams by adjusting the electromagnetic field of the mind. Our advanced soup has us latently washed by conceivably mind-changing waves, while a wide scope of potential outcomes, for example,

phone towers is currently accessible to the eventual personality controller for more straightforward mediation.

Mind control is more common than most people think. It is not easy to detect because of its subtle nature. In many instances, it happens under what is perceived as normal circumstances like through education, religion, TV programs, advertisements and so much more. Cults and their leadership use mind control to influence their members and control whatever they do. It is not easy to detect mind control. However, when one realizes it, they can get out and start afresh.

### Uses of Mind Control Techniques

Individuals that use mind control techniques to manipulate or persuade others do so with various goals in site. In this chapter, we discuss the uses of these techniques in relation to the victims of mind control and what the perpetrators wish to achieve.

### Isolation

Physical segregation can be ground-breaking, yet notwithstanding when physical disengagement is unimaginable or not pragmatic, controllers will commonly endeavor to detach you rationally. This might be accomplished in various ways from multi week courses in the nation to scrutinizing your family and friend network. Restricting some other impact by controlling data stream is a definitive objective.

### Criticism

Analysis might be utilized as a disconnection device. The controllers will more often than not talk in "us against them" terms, reprimand the outside

world and guarantee their very own prevalence. As indicated by them, you should feel fortunate to be related with them.

### Peer Pressure and social proof

The individuals who endeavor to control enormous gatherings of individuals will normally utilize social evidence and friend strain to mentally program newcomers. Social confirmation is a mental marvel where (a few) individuals expect that the activities and convictions of others are fitting and, in light of the fact that "everybody does that", must be legitimized. This works particularly well when an individual isn't sure what to think, how to carry on, or what to do. Many individuals in such circumstances will just take a gander at what others do and do likewise.

### Fear of alienation

Newcomers to manipulative gatherings will for the most part get a warm welcome and will shape various new kinships that appear to be a lot further and more significant than anything they have ever experienced. Later on, if any questions emerge, these connections will turn into an amazing asset to hold them in the gathering. Regardless of whether they aren't totally persuaded, the life in the outside world may appear to be forlorn.

### Reiteration

Consistent redundancy is another amazing influence device. In spite of the fact that it might appear to be too shortsighted to be in any way successful, yet rehashing same message again and again makes it commonplace and simpler to recollect. At the point when reiteration is joined with social evidence, it conveys the message without a fall flat.

### Fatigue



Exhaustion and lack of sleep bring about physical and mental tiredness. When you are physically drained and less alert, you are increasingly defenseless to influence. An investigation referenced in the Journal of Experimental Psychology demonstrates that people who had not rested for just 21 hours were increasingly vulnerable to proposal.

### Forming a New Identity

At last, controllers need to re-characterize your personality. They need you to quit acting naturally and become a robot, somebody who carelessly pursues their requests. Utilizing all strategies and mind control methods referenced above, they will endeavor to separate an admission from you — some type of affirmation that you accept that they are great individuals doing something worth being thankful for (slight varieties are conceivable). In the first place it may be something apparently inconsequential like concurring that the individuals from the gathering are fun and adoring individuals or that a portion of their perspectives are in reality substantial. When you acknowledge that one seemingly insignificant detail, you might be increasingly prepared to acknowledge another and afterward another and another... Before you know it, out of want to be steady with what you do and say, you start distinguishing as one of the gatherings. This is especially amazing in the event that you realize that your admissions were recorded or taped — just in the event that you overlook, there is a physical confirmation of your new personality.

Presently in the wake of perusing this, you might ponder about "gatherings" throughout your life. Is it accurate to say that they are controlling you?

How about we imagine you joined Greenpeace. Everything began with a little gift, at that point some kind of fun occasion (loads of new companions), and, before you know it, you are sitting in a little vessel

dissenting Shell's penetrating in the polar area while your training and vocation are put on hold. What occurred here? Did Greenpeace control you into doing this? No. They impacted you. While they got you to accomplish something you could never consider doing, Greenpeace doesn't utilize you to further their own potential benefit. They requested that you do what they accept is correct (despite the fact that sentiments may change) and you concurred — there is no close to home addition here.

Contrast that with, suppose, a controlling karate instructor who is verbally and physically injurious toward his understudies while anticipating absolute deference and compliance consequently, who makes them think like they are the main gathering of individuals who are going to realize some extraordinary mystery that will put both Terminator and Rambo to disgrace. Regardless of whether his intentions here are monetary or a basic want to control and feel predominant, there is no uncertainty he is utilizing mind control methods referenced previously.

Presence of certifications (as personal growth system) is another evidence that reiteration works. On the off chance that you can influence yourself through redundancy, odds are somebody may endeavor to utilize reiteration to control you into deduction and carrying on with a specific goal in mind.

How Effective are Mind Control Techniques?

Techniques in mind control are very effective in achieving what they have been set out to. The strategies which control others brain is an entrancing type of ruinous power that still exists in the public arena. The psyche is increasingly responsive in seeing the exercises of outside world.

Our brain retains each data and channels the required one. Our cognizant and subliminal personality channels this information. These snippets of data

are generally prepared by the mind. Out of 1000s of data that we see through our five faculties just a couple of them are we intentionally mindful of.

What's more, this sifting relies on specific conditions. In this way, this made it progressively helpless against such controls where NLP is an integral asset to control an individual's musings.

The mind control strategies can impact one's procedure activities on the grounds that these measures are the aftereffect of the contemplations in your brain at first controlled. Such techniques depend on the Neuro-Linguistic Programming (NLP) that is fit for controlling individuals' psyche with the well-prepared methodologies and examples.

Thus, it is conceivable to trick one's brain by putting an item or anything in the region of the subject that sidesteps the cognizant personality which is picked by the intuitive personality.

Hardly any stunts of the mentalist work in this standard as they may wear a red tie that will be overlooked by the cognizant personality as though irrelevant, and encouraged into the subliminal personality of the eyewitness unwittingly utilizing certain systems. Presumably, it is finished utilizing the word 'READ' in the discussion or some different methods which will trigger the shading 'RED' in the onlooker's psyche.

These musings get prompted in the spectator in precise habits that are utilized by exceptionally gifted NLP experts. The truth of the matter is that increasingly unobtrusive the recommendations, more the intuitive personality get impacted.

Mind Control and Decision Making

Cult individuals and individuals in damaging connections normally accept that they have settled on their own choices and are proceeding to do as such - notwithstanding when to pariahs their convictions and their rationale appear to be abnormal and practically unbelievable! Be that as it may, their volition, their choice, has been seriously constrained. Religion individuals have been persuaded a wide range of things, that they are a piece of a tip top gathering, that they have uncommon or significant data that can change or spare the world, their pioneer is perfect, their families are awful/malicious/keeping them down, that they will be unable to make due outside the gathering, in addition to other things.

On the off chance that you have a relative or a companion in a religion, you will perceive a portion of these things!

Keep in mind that mind control (once in a while alluded to as coercive control) is a procedure and that religion individuals have arrived at where they are slowly and carefully. Their existence has been moved as a result of their participation of the gathering, and inside this reality they accept they are settling on their own choices, despite the fact that these choices are frequently intended to keep them caught in the gathering.

Notwithstanding when they are given logical inconsistencies, irrationality and incongruence's in what they state and do, they will frequently contend to keep up their conviction frameworks unblemished, for the very reason that they accept that they have picked and have settled on their own choices about it. Also, to be sure, in their new, forced reality, all the time there are no inconsistencies or incongruence's for them! (Keep in mind their basic reasoning capacities have been stifled).

Individuals likewise create convictions to enable them to manage their mind control circumstance. These convictions can really hamper recuperation

later on, as clarified in this article about harsh moms.

## Manipulations and Mind Control

Mental manipulation is a kind of social impact that expects to change the conduct or impression of others through roundabout, misleading, or wicked tactics. By propelling the interests of the manipulator, regularly to another's detriment, such strategies could be viewed as exploitative and insidious.

Social impact isn't really negative. For instance, individuals, companions, family and specialists, can attempt to induce to change unmistakably unhelpful propensities and practices. Social impact is commonly seen to be innocuous when it regards the privilege of the affected to acknowledge or dismiss it, and isn't unduly coercive. Contingent upon the specific circumstance and inspirations, social impact may establish insidious control.

One may not realize they are being manipulated. Below we discuss a few examples of manipulative situations for your understanding.

## Examples of Manipulative Behaviors

### 1) Minimizing

Manipulative conduct includes limiting its consequences for other people. At the point when the beneficiary of a frightful or harsh remark makes some noise, the manipulative individual, rather than being worried that they have disturbed somebody, will counter with the answer, "I was just kidding. Wouldn't you be able to take a joke?" or "You are SO touchy!". This totally limits the passionate effect and leaves the beneficiary with nowhere to go. They are left feeling they are to be faulted.

Another model, "I am feeling so focused on today" (seeking after compassion and backing). Controllers reaction: "You don't have the foggiest idea what stress is!". In the event that you get furious, you will perpetually be told "I was just kidding!". There is no approval, sympathy or backing. Controllers can likewise be dug in narcissists.

## 2) Never Accepting Fault

Manipulative individuals accuse every other person, they once in a while acknowledge their part to play in life circumstances. Their conduct is frequently observed by the as a reaction to something another person has done. On the off chance that they hadn't irritated me, it could never have occurred. On the off chance that they had tuned in, I would need to act along these lines and so on. They like to exonerate themselves from any moral duty regarding their activities. A genuine model: you stumble over their shoes/sack and so forth in the night as they have set them too close to the entryway. When you fall over them you are accused by the controller since you should watch where you are going or you ought to have turned on the light (the way that they left their effects where individuals walk isn't considered or referenced).

## 3) Non-verbal manipulation

Eye rolling, moaning, head shaking – these are a portion of the run of the mill practices displayed by a controller. They show dissatisfaction or frustration without saying a word and leave the unfortunate casualty feeling disgrace and blame. It is all piece of the way toward making someone else question themselves – a moderate dribble disintegration of their certainty happens after some time.

## 4) Gaslighting

This manipulative conduct can without much of a stretch make an individual feel like they are going insane. Gaslighting includes planting false data as valid so as to make someone else question themselves and their discernments. This is shrewdly done over a moderate period and can leave an individual befuddled and uncertain of themselves. Your accomplice may swear they informed you concerning the gathering on the end of the week and, despite the fact that they didn't as a general rule, the additional time goes on, the less certainty you have in your rendition. There should be a conscious, deceptive perspective to it — as it were, there should lie.

Here are indications of gaslighting:

- You are continually re-thinking yourself
- You ask yourself, "Am I excessively touchy?" twelve times each day.
- You regularly feel befuddled and even insane.
- You can't get why, with such a significant number of clearly beneficial things throughout your life, you aren't more joyful.
- You realize something is horrendously off-base, however you can never entirely express what it is, even to yourself.
- You start deceiving maintain a strategic distance from the put downs and reality turns.
- You experience difficulty settling on straightforward choices.
- You have the feeling that you used to be an altogether different individual – progressively sure, increasingly carefree, progressively loose.
- You feel miserable and sad.
- You feel as if you can't do anything right.

- You wonder in the event that you are a "sufficient" sweetheart/spouse/worker/companion; little girl.

#### 5) Disregarding your Efforts

Off camera, your manipulative accomplice may discover unpretentious approaches to obstruct and disappoint you. This mystery, and the resulting disappointment for you, enables them to feel in charge in a detached forceful way. For instance – they 'overlook' to inform you regarding a significant telephone message and therefore you miss a significant gathering. When they realize something is imperative to you, they will embrace unobtrusive conduct that incites an enthusiastic reaction from you. One of the manners in which they control and manipulative is by knowing your shortcomings and squeezing those enthusiastic catches. For instance – I dated a man who might be severe with my canine and yell at my pooch, realizing that it would disturb me. The pooch turned into an authentic objective for inspiring feeling in me and in this manner enabling him to feel in charge. When I responded, it would 'clearly' bring about fault being set upon me and how excessively touchy I am.

On the off chance that you are in a race to get some place, a manipulative individual may drag their heels and defer you much further. Everything is done so unobtrusively that it is difficult to point to explicit proof and at last the normal individual starts to unwind while the controller feels all the more dominant. Retaining data is a typical strategy, controllers revel in the way that they have data and that you are unaware.

#### 6) Being told that You Don't Listen

A haughty strategy that places the controller in the 'equitable' position and accept that the audience isn't seeing effectively. A rational adjusted



individual will likewise take a gander at their own relational abilities as opposed to reprimanding another for not listening accurately. This serves to keep you decreased and undermine your certainty. It keeps the controller in the 'control situate'.

## 7) Leading Statements

"Wouldn't you say that... "

"Why have you done it that way?"

## Suggestions to Decide Independently Without Manipulations

If you want to be able to think more independently and improve your decision making skills, following the below suggestions will help you a great deal:

### Think Flexibly

As intricacy expands, consistency unavoidably decreases, and thusly, vulnerability and vagueness will likewise ascend simultaneously.

Most basic leadership draws near, be that as it may, depend on objective reasoning and depend on memory and rationale - the progressing effect of the logical transformation of the sixteenth century. Such procedures will in general have an understood presumption: that the past gives a helpful and dependable reason for anticipating what's to come.

### Get Creative

At whatever point we face an issue and it feels just as the circumstance is sad, or that there are no more alternatives accessible to us, it might quit feeling like a basic leadership challenge by any stretch of the imagination.

Be that as it may, it is. The issue is just that, in such conditions, the old critical thinking approach, in view of past understanding, is bombing us, since that experience clearly isn't giving a reasonable course. What is required here is a profoundly unique type of basic leadership: one dependent on innovativeness.

### Step Outside Your Comfort Zone

Applying an imaginative methodology will regularly take boldness. We as a whole will in general have a characteristic dread of deserting the commonplace and moving toward our difficulties in new ways. In any case, when we stick to the known, we aren't probably going to do much learning. To push ahead, we should escape our customary range of familiarity and venture into vagueness. There is actually no other method to figure out how to deal with the advancing difficulties of the cutting edge world. When you face such circumstances, attempt to advise yourself that if things around you are changing while you stay in your customary range of familiarity, at that point in viable terms, you are going in reverse. That implies you will in all likelihood have an issue coming.

### Let Solutions Emerge

Another issue made by the vulnerability around what the future may resemble is that it is regularly important to begin moving advances before the last goal is in sight.

In the old 'critical thinking' world, it was regularly conceivable to work through an issue to find to the solution, at that point essentially set about actualizing that arrangement. Today, this kind of methodology would be similar to endeavoring to hang tight for all the traffic lights on your course to turn green before venturing out from home.

## Feeling 'Right' is No Guide

We as a whole utilize various oblivious mental inclinations and easy routes, even in the most fundamental everyday exercises. Without them, our cognizant personality would be overwhelmed by the quantity of routine choices required for living.

Notwithstanding, shockingly, such inclinations bring about predispositions that can, and as often as possible do, prompt blunders. To exacerbate this issue, we get no psychological cautioning chimes when this occurs - when we are incorrect, it feels precisely equivalent to when we are correct.

## Realize that Objectivity is a Myth

A major piece of the motivation behind why it is so natural to accept that we are correct is that it is normal to expect that our cognizant experience of the world is "exact", and that we have a decent handle of what's going on around us. In any case, mental research exhibits that we really have a solid inclination for being correct, and that our psyches can persuade us that we "know", notwithstanding when we are mixed up.

## Welcome Alternative Perspectives

A basic methodology that defeats the mistake inclined subjectivity of our believing is to figure out how to invite elective points of view. We should ace effectively looking for proof that goes against what we right now accept, and perhaps the most straightforward methods for doing so is to take a functioning enthusiasm for assessments that contrast from our own.

## Seek to Disprove Your Own Ideas

There is one answer for our absence of objectivity and propensity to accept that we are correct that is amazing to such an extent that it lies at the core of

logical reasoning. In science, speculations are perceived for what they are: working standards to be utilized until disproven, so, all things considered they become supplanted with more up to date and increasingly helpful hypotheses.

Individuals that use mind control techniques do so to gain control over their victims. The mind control techniques they use are very effective in giving them what they want. Victims of mind control are unable to make independent decisions, yet they think they do. It is important to identify manipulation and take back control to make your own decisions. Following the suggestions in this chapter, you can now be able to make independent decisions that bring you joy.

## Chapter 6. Maximize Your Potential

When you are into your goal-setting season, it is important to understand that when you are setting your goals, be sure to give yourself the best opportunity there is for success. This is important because when you look at the failure rates recorded by Forbes, they show that 92 percent of people fail to hit their targets. This is an indication that it is sometimes easy to fail than succeed. We shall also give you a four-week action plan to guide you on becoming the kind of person you want to be.

### **1. Aim higher, but start low as you celebrate your achievements and keep going**

Most people find it fun setting big and bold goals. While it is true that huge goals are exciting and inspiring and can also help you in not only achieving but also exceeding your full potential, setting big goals can sometimes be daunting in the first few days. A perfect way to counter that is by breaking your huge goals down into a series of small achievable goals.

For instance, if you are a marathoner and you are just starting out, your first goal might be to run for just fifteen to twenty minutes per run during the first week and then gradually increase your time by, say, five minutes per week for the next two months. Taking this approach will allow you to have some early success that will allow you to build momentum and increase your confidence. You'll feel encouraged to raise the weekly goal by ten minutes in the next two months and later fifteen minutes per week during the last two months.

When you take these small steps and increase them by small amounts, you will be put in a good position after some time. In the long run, this will help you achieve your huge bold goal. When it comes to setting your huge goal,

the more you are able to divide that elephant, the higher the chances you will have in achieving your goal.

## **2. Don't let rely on others to set your goals**

Letting other people set or modify goals for you can bring several damaging effects and can prevent you from achieving those goals. The reason is that they will be no longer be your goals, and you will not have a sense of ownership or even commitment, because it is someone else's goal.

Additionally, when other people set a goal for you, they can see you being more aggressive than you are and hence set goals that are higher than what you believe you can do. Lack of belief can lead to quitting when you experience the first challenge. If you need to involve people, have your set goal, and then they can help you in achieving it well, but do not let them set a new goal for you.

## **3. Have a clear mental view of what success looks like**

Having smart goals will help you have clarity and a reasonable deadline to achieve your goals. Small goals consist of the following:

- *Specific.* Your goal must be defined clearly. Instead of saying that you need more money in a month, you must be specific on the amount of money you want—for example, \$20,000 or \$100,000 per month.
- *Measurable.* You need to have a certain measure that will allow you to know that you have actually achieved your goal.
- *Attainable.* Although it seems fine to set goals that make you stretch and feel challenged, you must not set goals that are impossible, because it will only lead to frustrations.

It is hard to achieve something whose appearance you don't know. Therefore, for you to achieve success in your goals, you must have a clear image of what success looks like. The secret is to have a clear goal so that you can put in place a clear plan in achieving it.

I had a client who was looking ahead to increase his revenue by between 50 and 100 percent in the following year. They were happy that they had a huge goal. However, the challenge was that the plan to have a 50 percent increase was not the same as when increasing it by 100 percent. Therefore, you must know exactly what plans are going to be implemented. You cannot implement an old plan and just hope, because hope is not a strategy. Having clear goals will help you come up with clear plans, which will increase your chances of achieving success.

#### **4. Know why your goals are important**

If you don't understand why your goals are important to you, it will be hard to put in the necessary effort. Understanding the reason why your goals are essential will give you a strong sense of purpose, which will keep you motivated when going through difficult moments. When you don't have a sense of purpose, when things do not go as expected, there is nothing that will stop you from downgrading your target.

For you to achieve your huge goals, you must remain firm on your goal, but be flexible on your approach. Having a strong reason for achieving your goal will help your eyes remain focused on the final prize and motivate you to keep fighting even during tough moments.

#### **5. Keep track of your performance**

I strongly believe in the saying "What gets measured gets done." But I strongly believe more in the power of motivation. When you divide the elephant into small goals, when you begin to achieve them, it will increase

both the belief in your approach and the confidence that success is achievable.

If you are working as a team, be sure to share the progress to your team when you track the performance. Usually, people will like to know the progress, especially when the going gets tougher. Sometimes when your head is down and you are gearing toward the finishing line and you don't know just how close you are, hearing the progress will encourage you to make the final stretch and get over the line.

### **6. Look for knowledge and not results**

Keeping your focus on the excitement that comes from discovering, exploring, improving, and experimenting will always fuel your motivation. When you concentrate mainly on results, your motivation will die anytime you hit a storm. Therefore, you must put your key focus on the journey and not on your destination. Keep track of what you are experiencing on the way and look for areas that you can improve.

### **7. Don't allow yourself to stagnate**

When you feel as though you are not learning new ideas in either your personal or professional life, it may be the best time to change. For you to grow, you must avoid stagnation at all costs. Through this, you will be able to face new challenges and overcome any obstacles on your way.

### **8. Create a positive working environment**

There is no doubt that people will perform as good as their working environment. Having a poor working environment can lead to unengaged and unproductive staff, and their negative attitude to work will be reflected in the type of products and services provided. If you want to succeed in what you are doing, you should learn how to create a positive working



environment. Below are the tips for creating a positive working environment:

- *Practice safety in the workplace.* No one will want to work in an environment that is not safe. If they do, they will be prone to injuries. You are legally obliged to adhere to both health and safety regulations so that you can have a safe working environment. If you or even your employee experience uneasiness while working, it will be hard to work to your full potential.
- *Embrace a positive reinforcement and be friendly.* Practicing saying kind words can go a long way in business. How you engage with people can lead to failure or success in your chosen sector. You must understand that there are some duties you cannot accomplish alone without your employees, and that is why you need to acknowledge them as much as possible. When you have a practice of reinforcing your employees positively, you will boost their satisfaction and engagement, and they will be happy to know that they are making an impact on your business. So be sure to say a kind word to them so that they can feel valued. Workers are likely to put more effort when working for an employer who is approachable. For this reason, it is wise to learn people's names, put a smile on your face, and say hi to your members in the morning before starting the day's work.
- *Have a habit of celebrating success.* It is good when starting a meeting that you begin with positive things not

just concerning your business but also concerning those who have made that possible. Single out an individual or a department for a job well done. Have a note of whom you have recently thanked, and also look for ways to recognize members of your staff who might feel undervalued in their duties.

- *Encourage fun in the workplace.* An office full of events will lead to a lack of creativity, motivation, and satisfaction in the job. Always provide the right balance between work and play in the office to allow people to chat and have fun. For instance, you should give your staff a fun breakout, and you can also introduce casual Fridays or even themed days, where people can come dressed casually.
- *Practice random acts of kindness.* All of us love something given for free. Show your staff how you value them through the provision of random gifts. For instance, you can decide to offer pizzas for every member of your staff or bring snacks or even a bottle of beer or wine at the end of the working week. This will make people wish the weekend will end faster so that they can report to their duties on Monday.

# **Four-week action plan to become the person you want to be**

Before you call yourself a professional of any sector, you must have gone through the whole process of training to learn the operations of that industry in and out. One place that people lose the point is in thinking that they are professionals just because they are doing something pertaining to an industry. They forget that they don't actually know how to do it. That is not a sign of professionalism but a sign of delusion.

Even if you think you are brilliant, if you do not have the ability to bring out your expertise effortlessly, the world will never experience that brilliance.

However, there is hope, because you can learn to become anything you want to be. If you have identified what you want to be and you don't know how to start, I shall help you with my four-week plan. I have prepared an easy-to-follow plan for four weeks, which will help you become the kind of person you want to be confidently.

If you follow this plan, in four weeks, you will have done what you have so much desired in a professional way. You will also have a sure method on how to produce infinite results effortlessly the professional way.

## **Week 1: Learn to practice**

When starting in any profession, the first thing that you need to know is to get into the habit of working in that specific industry. Allow me to say something that many young professions will not like: most of your work as a beginner sucks. Most professions who are just starting out are arrogant and think that they know it all. These are people who have just started, and their work is terrible and worthless.

What they are not aware of is that, not only will they fail to make a good name for themselves, but they are doing harm to themselves by giving their client such a bad impression concerning their work. They value quantity instead of quality. There is an important thing that should, however, be noted. It is not only the bad professional that produces bad results; good professionals also give bad results many times. The only different thing between bad and good professionals is that good people don't allow anyone to see their bad stuff. Good professionals have one quality that bad people do not have, which is perspective.

Good people practice the habit of stepping out on their own and looking objectively at their work. They are aware that they cannot let their pride take over their work. If their work is bad, they are aware that it requires correction or should be trashed and cannot be forwarded as it is.

In the first week, the goal is to open up your creative thought process or the subconscious mind and then learn how to apply those thoughts into action.

## **Week 2: Build a framework**

Thank you for joining us to week 2. You should, however, note that this is a continuation of what you learned in week 1, and so you should continue practicing what you learned in week 1. This means that by the time you reach week 4, you should be practicing what you've learned from week 1 to 3.

By now you must possess a generally good idea on how to capture your thoughts as they come. Your creativity should also be increasing. In week 2, the aim is to start gathering ideas and learning how to put them together.

At this point, your work is jumbled and all over the place. You are literally coming up with what is in your mind and have no thought process behind

anything. You are just doing it for the sake of doing it.

In this week, you will do something different, which involves keeping a personal journal of what happened to you during the day concerning your project. Usually, it is done at night for the purpose of rewinding your day's events. Each day requires writing detailed information concerning your day from the time you woke up in the morning.

Ensure you have an outline that will act as a framework for your work in the future. Most half-baked professionals will produce a half-baked and scattered piece of work. When you have an outline on what you want to be, you will be able to easily collect your ideas and make them appear at the appropriate time and place. It is just like when in construction. The first thing is to lay the foundation before you start the construction. Without a firm foundation, your house will not be strong.

Again when we move into our new house, we will meet empty walls and also floors. It is from there that we will begin to move furniture and put up also decorations. It could be a foolish act to bring furniture in before building the house.

### **Week 3: Do your assignment**

At week 3, we have a solid foundation to work on whatever our project may be. This is the point where you go ahead and implement what you have been having in your mind. In the past week, we have been throwing around many ideas. Our daily journals are basically ideas waiting to be implemented. At this time, you should have plenty of ideas about what you want to do.

And unlike the past two weeks, you are more flexible in the doing process. This means that you can go proceed to do what you want to do. The most

important thing is to keep practicing what you have learned. Use these seven days to work on your project. Whether it's one piece per day or per week, this is not important. Only make sure you are doing it every day.

#### **Week 4: Relook at your project and finalize**

Looking at your project before making the final submission is important. This will help you remove mistakes that you might have made in your earlier work. In any kind of profession, you must take the time to relook at your work. This will not only save your image but will also ensure that you provide the best services to the world.

At this stage, you must keep learning more so that you can improve and not forget to apply what you have learned in your early stages. Make your dream career a reality, and give it as much time as possible for good results.

It's my hope that when you follow the above four-week plan, you will emerge being the kind of person you want to be. It all starts with decision-making and then dedicating yourself toward achieving your goal. There's nothing that can be achieved unless it is conquered in our minds, and so guiding our minds should be a priority in achieving our goals.

## Chapter 7. Fundamental Concepts And Connection To Stoicism

Just about every philosophy offers freedom of one form or another. Many focus on being free from hardship and suffering, whereas others offer freedom from ignorance, hopelessness and even oblivion. Stoicism offers several freedoms of its own, including freedom from passion, freedom from suffering and even freedom from chaos. However, one element of Stoic freedom that sets it apart from many other variations is the idea of being free from the inside out. While most traditions focus on being free from external factors, Stoicism focuses on being free from internal factors. These internal factors include passions, unbridled desire, and inner conflict. However, all of these combine to create the ultimate freedom—freedom of the mind. In short, as a person practices Stoicism they undergo a process that serves to free their mind of all the restrictions, delusions and sufferings that plague the average person.

### Freeing the Mind from External Influences

At first glance freeing the mind may seem like a process that has little to do with the outside world. However, the fact is that many of the obstacles, restrictions and pitfalls that are found in a person's mind are put there by external forces. This can take extreme forms such as brainwashing, mental programming and the like, or it can take more subtle forms such as social values, religious belief systems and even advertising campaigns. In the end, the mind is constantly bombarded with information of various forms from outside influences. Even if the individual filters this information it still has a way of finding its way in, causing all sorts of internal conflict, doubt and confusion. This is where Stoicism can come to the rescue.

One way that Stoicism frees the mind from outside influences is that it places a strong focus on logic and wisdom. These attributes help the individual to keep from falling prey to the emotional manipulation that underscores much of modern media. Everything from the news to political campaigns and even advertising campaigns is designed to focus on a person's emotional triggers. By hitting the right nerve these outlets can influence people to buy products, vote for a particular candidate, or do any number of things without giving a second thought. However, the Stoic practitioner will apply logic and wisdom to the things they see and hear, determining their inherent veracity. More often than not the result is that the Stoic sees through the deception and is therefore able to avoid from making a decision they will later regret. This frees the mind from the hype and propaganda that saturates just about every strata of our society in this modern time.

Stoicism also places a high significance on ethics. The difference between Stoic ethics and conventional ethics is that Stoic ethics are based on the individual, not on the collective. This means that every Stoic has to decide what is ethical to them, not simply accept a preset list of dos and don'ts. While it may seem counter intuitive to reject social norms of behavior in order to achieve an ethical standard of behavior, the truth is that ethics must come from the inside out, not from the outside in. Zeno and his contemporaries believed that nature is just and correct, therefore each individual possesses an inherent sense of right and wrong. By following this internal moral compass the Stoic will free themselves from the social, religious and political influences that would try to persuade a person to follow their prescribed set of rules. Seeing as how these rules are usually designed to control human behavior, such a moral compass would go a long way to preserving the freedom of the individual's mind and soul.



## Freeing the Mind from Internal Influences

As challenging as freeing oneself from external influences is, it is nothing compared to breaking free from internal influences. Emotions, desires, ambitions and other such inner drives can be the hardest things to be free of. After all, you can run away from just about anyone or anything, but you can never run away from yourself. Wherever you go, you will always find yourself there. Fortunately, Zeno and his contemporaries realized that true freedom and liberation from suffering had to be achieved from the inside out. Therefore, he set about establishing the Stoic principles in order to help the average person achieve this goal. The end result is that as a person follows the Stoic tradition they will become free from internal influences as well as external ones.

No internal influence is as strong as a person's emotions. A person's emotional reaction to a situation serves to interpret that situation in a biased and often inaccurate way. Fear can make any situation seem far worse than it actually is, and anger can turn any situation into an absolute nightmare. This is where the Stoic principles can prove to be of immeasurable value. The Discipline of Action, for example, can go a long way to helping a person to make decisions based on evidence rather than their emotional reaction. Even though you might still feel fear as a result of a situation, by controlling your decision making process you can be free from the domination that fear can bring. By using logic and wisdom you can make better choices, no matter what your emotions are telling you. This applies to anger as well. When you take control of your anger you prevent it from taking control of you. The Discipline of Action will ensure that you never react out of malice or rage, causing harm to friends or loved ones. Not only will this prevent the suffering that they would feel, but it also prevents the guilt and shame that you would experience after the fact.

The Discipline of Desire is another Stoic principle that goes a long way to freeing the mind. A person's emotions can cause them to crave and desire all sorts of things, regardless of what those things actually are. Even worse, when a person allows their desires to control them they run the risk of becoming addicted to things. Those things might be as seemingly innocuous as watching TV, shopping or using social media. Alternatively, those things might be more sinister, such as drugs, alcohol or gambling. At first, developing the Discipline of Desire can take a great deal of effort, especially if you suffer from addiction in any form. However, once you achieve the goal your mind will be free of the 'demons' of addiction, meaning that you are in control of your life once again. In this context the freedom from external and internal influences are very closely related. After all, advertising campaigns can't have an impact on your decision making process if there isn't an internal response to trigger. Therefore, by practicing the Stoic disciplines you will free your mind from all dangers, both those from without and those from within.

### Freedom from Suffering

Finally there is the aspect of freedom from suffering. This might seem out of place when talking about how Stoicism frees the mind of the practitioner, however when you stop to consider the true nature of suffering it begins to make a whole lot of sense. If you look for alternate words for 'suffering' one that you will find is 'anguish.' And when you think of anguish you more often than not think of mental anguish, which takes place solely in the mind. Suffering, therefore, can be seen as a state of mind, meaning that you cannot free yourself from suffering unless you free your mind.

One way that Stoicism serves to free the mind of suffering is to put things into proper perspective. All too often what causes suffering in the first place

is to desire things that are beyond reach, to fear things that are inevitable, or to try to control things that are beyond your control. The Discipline of Assent serves to put all of these things into context. By realizing that certain things are beyond your control you can let go of the responsibility of those things and their outcomes. Additionally, by accepting that some goals are beyond reach, and that certain things will happen whether you want them to or not, you can remove the frustration that those things bring. In the end, the key to eliminating suffering is to see things for how they really are. This frees the mind from trying to solve problems that it simply doesn't have the power to solve.

Another way to free the mind from suffering is to experience suffering willingly. This doesn't mean that you have to desire hardship, rather it means that you immerse yourself in hardship when it comes your way. The point of this exercise is to prove that you are stronger than the hard times you face. Proving that you can endure hardship will free your mind of the fear and dread that hardship engenders. Once you achieve this goal you will notice two consequences. First, you will find that hard times seem far less sinister and insurmountable than they once did. This liberates you from the emotional and mental distress that most experience during hard times. The second consequence is that when your mind is free of anguish it becomes more capable of solving the problems you face. Therefore, not only have you freed your mind of distress, but you have also freed-up your mind to better perform the tasks it was designed for in the first place, thereby bringing hard times to a quicker and happier end.

## Understanding Emotions

Stoics always feel. This is not one of enthusiastic restraint. Despite what might be expected, it is an expectation of Stoics that quietness and euphoria are brought about by living your life to the fullest. All things considered, individuals appear to liken Stoics, to Vulcan wannabes. Nothing against Vulcans besides their paternalistic approach towards humankind in the pre-Federation years but there are bad stoic good examples like additional terrestrials. Stoics are understudies of being human.

The stoic maxim, live as indicated by nature, moves us to figure out where in this growing universe we fit in. Everything that is chaotic and totally bizarre in this world that connects life is included here. Doubtlessly, we concentrate the greater part of what is our consideration on human personality, which on its own is an astounding instrument. The mental scene is made up of feelings and this is where Stoics do give it their due. There is always that nagging thought of not fully commending them on their discovery.

In this passionate life, quite different from how we deal with it, Stoics have their own way of dealing with it. For example, we don't anticipate that feelings will be great aids for conduct. Climate can be a way to say how these feelings are treated like. You are required to drive slowly, carry an umbrella when there is rain, yet you need to work in the end. Passionate tempests are quite similar in a way. Despite having a terrible feeling towards some things, Stoics believe we can still act well at present.

If you're to a great degree inconsiderate to your associates and, when inquired as to why, you replied, "it's sticky," individuals would perceive you as amusing. Stoics would state that snapping at individuals since you're

furious is similarly unreasonable. In the first place, your outrage itself is most likely because of receiving an unhelpful point of view. Second, regardless, a man has the option of acting with uprightness regardless of the situations.

There are three “positive sentiments” that Stoicism run by. In Greek, they are referred to as *hai apatheia*. These sentiments are Caution, Wish, and Joy. There are three Passions that are considered “awful sentiments” of Stoic reasoning. The distinction was created to separate the positive from the negative sentiments. In psyche, the Stoic lineup is...

### **Joy v. Pleasure**

### **Wish v. Appetite (Lust)**

### **Caution v. Fear**

I wouldn't contend on the off chance that to you the rundown does look rather odd. It requires a background knowledge on this subject to see how people of old reached these conclusions, and, after it's all said and done, you may think they're nuts. Look at this article on Stoic morals on the off chance that you need a taste. As far as it matters for me, I need to bring up that Joy, Pleasure, and so forth are all-encompassing classifications.

Every one of the subtleties of human feeling can be categorized with one of these words, so don't stress over begrudge, covetousness, seethe, vindictiveness, etc..., they're altogether represented. Gracious and the fourth energy, Distress. Pain cannot be an inverse and Misery is troubling.

Next is Wish. It is a peculiar name for an enthusiastic idea. Why you might wonder, do Stoics consider Appetite awful and Wish great? It might be due to the fact that, according to the Marcus Aurelius citation I began with, take into consideration that this movement is entirely feasible for you to do.

Stoics pin for things that you don't require or see as the tremendous misuse of vitality.

The definition of the energy Appetite according to us is, "the silly yearning or quest for a normal descent." Greed is a hunger for tangible/material things; whereas Hostility is the quest for vindicating. Our vitality is consumed by these things on a dream, or as they tend to do, make us perform useless activities. Things that are out of control are things that Stoics do not wager their joy on. They'd rather wish than accept Appetite.

According to Aurelius, you have to delight in your activity. When Stoics discuss feeling, it is always to influence; the cognizant, subjective part of a feeling that is considered separate from the real changes.

Hunger isn't about seeing a man who is per your standards, it is that inclination in addition to the prospect that keeps running with it, says "Dammann NN," and afterward lines it all with a mental symbolism. The mental segment, according to Stoicism, is a decision, one that is undesirable. There can be a superior effect that can be asserted; Wish that is fulfilling and enduring too.

When you delight in an activity, it is always possible for you to get through it.

Wish is not known, but its influence states that it says "I should have x. However my satisfaction is not situated in x." in context, it is a move. The things that are to make you happy are Hunger. Wish on the other hand says that there are other fabulous things in the world, but I will not find my happiness in them. The first standard of Stoic is that having a wish like behavior is the main thing that is under our control and righteousness is the main great. It is conceivable to be content; this is according to Stoics point

of view. It is not an easy feat, as there is no guarantee that going along with this is simple. Instead of Appetite, Wish is an influence that provides a true and rich ground to have insightful activities.

A comparative rationale is that of Caution versus Pleasure versus Fear. Fear is neglecting a normal threat and it makes us throw away the satisfaction we have at present because we think that something or someone will come and take it away from us. Caution is more of knowing that curveballs are going to be coming our way and it is up to us to be arranged at the same time, by and by, genuine peace isn't found in outer things. On the off chance that we will prosper, we should approach the world not with caution but with mindfulness.

Pleasure, according to the negative perspective of Stoics, is additional because of Joy's outer core interest. Stoic's try to build up a withstanding Joy, setup of momentary snapshots of pleasure. By and by, I don't attempt to debilitate the feelings of excitement that I have. I attempt to remember what makes me feel excited by need, be transient and it is quite conceivable to exist without such things.

As we said before, Stoics feel. "Walking it off" is not a rationale that we conclude on. We require and insist on the best for individuals, this is because of the standard low points and high points in our lives. We think that most of the agony we go through is self-delivered, this is as a result of a perspective that requires we see the world not as it is or in a similar way. Fragile, mortal things, expectation-past expectations- are the interests that we concentrate on the most such that they keep on. What is distinctive is Caution, Happiness, and Wish. This comes from a mind that acknowledges changes do happen; meaning that what is in us can thrive and survive.

## **Chapter 8. Deception:**

The act of lying is a common phenomenon in the world. There are several reasons why people chose to be deceptive in their day-to-day lives. The act of deception can be done either for personal gain or for ideological reasons. The act is very dangerous because it has the potential to harm a victim. The process is always carried for a varied period of time that is considered by the person performing it. In fact, the act of deception is broad because it can be done without necessarily harming the victim being lied to.

There are several ways an individual can choose to understand what deception is. The best way to begin the process of deep understanding commences with knowing the definition of the term. The act of deception can be described as a process of making a person believe something that is not true. It entails a broad form of making a false reality through the manipulation of appearances. The current world has seen and experienced several forms of deceptions in several contexts. Therefore, it becomes a difficult task to categorize these forms of deception using a common feature in them. This is despite every act of deception, having a familiar resemblance to the others.

Deception contains both forms of simulation and dissimulation. Simulation is the act of withholding or hiding important information from the victim of the deceitful act. On the other hand, dissimulation is the process of putting out misleading or wrong information to an individual being deceived. Both the act of lying can be successful by either commission or omission of information. However, the moral compass times seem to support deception that is achieved by omission rather than that of commission.



The first group of a psychologist who studied the art of deception did their research in the year 1989. They did their study by looking at sleight of hand magic or conjuring as their paradigm. Conjuring can be described as one the acts in the world that an individual's ability to deceive is its success determinate. However, this form of deception has a major difference from that that is made by a confident person or a spy agent. It is because it has an element of a sanctioned form of deception. The person performing conjuring has a contract with his or her audience to fool the people watching him or her. Therefore, an individual would not be described as a good magician in events he or she fails to fool the audience. Also, the parties experiencing conjuring are always aware they are about to be fooled prior to the action.

However, the act of deception has a different way its success comes about. During the act of deception, the victims are not told or made aware of what is taking place or what is about to happen. There are several magic tricks that have been accepted by the current world. On the other hand, there are close to no forms of deceptions that have been sanctioned by the global society. It is because several communities across the globe have their moral compass conflicting with the act of lying. This is despite some forms of lying being tolerated and being sanctions in some groups of people. These forms of sanctioned lies include fantasies, fables, and jokes since they have little harm to society.

There are numerous depictions of deception and the context they have been used across the globe. There are moments of certain moments that teens or adolescents have been able to fool adults. The case does not occur only on teens or adolescents; there are several cases that varied people of ages and sex have been able to lie to doctors or other health practitioners. They would aim to avoid or change the prescriptions that they are given.

Consumer Fraud in the health industry has been among the common case that has been highlighted in the current world.

The other form of deception that has been highlighted for a long time is known as military and strategic deception. This form of deception has been practiced since time immemorial by several communities or nations across the globe. Ploy and feints are very important and highly valued in sports and games as forms of deception. People such as gambling cheats, impersonators, and fraudulent psychics have increased in numbers across the world. This has made swindles and games of confidence taking a common fall on victims who are willing.

The criminal case of deception is commonly known as a forgery in various countries in the global village. Several people have drawn they're interested in knowing and understanding deception. This has seen publications such as books and journals focusing on plagiarism and other deception forms that are the scientific field. The other form of deception that has seen the rise of interests from sociobiology's, psychologists, and philosophers is known as self-deception.

These forms of deceptions are worth being looked at. However, the major focus is being put at face to face deception that entails two people communicating. This has led to several types of research in the psychology of a human being. Several people have been curious to know how to deceive other people or how to know the moments they are being deceived with other people. Such forms of deceptions are prone to occur when there is an actual exchange of information between people. It is determined by factors such as psychological issues and structural matters.

Theories, Taxonomies, and Frameworks

Several scientists tried to develop the psychology of deception in the late 19<sup>th</sup> century. They aided their research with the paradigm of conjuring as the case for deception. The aim of this research was to be able to classify the general principles that are used in conjuring while mystifying the audience. This will then form a base to explain the framework the act of deception works on. However, conjuring could not for the best paradigm because they are different acts, as noted above.

Therefore, this has led to the development of taxonomies to work as the framework for the theory of deception. A good taxonomy helps to contribute to the development of a theory that is adequate. This is made possible because taxonomy helps in directing the focus of an individual into a specific study. The first step of conducting taxonomy involves considering the process as extremely tentative. There are certain challenging circumstances that can be experienced during the process of the research survey. These challenges include; there are some categories that will lack representatives, and there will be other forms of study that will have difficulties fitting in these categories. However, a good taxonomy exercise is judged by its ability to help its users.

Several taxonomies on deception have been developed by several theorists. These taxonomies have a critical advantage to the current and next generation. It is because they will be used as a source of developing comprehensive deception systems in the current and the next generation. These systems can be pivotal in helping future investigations on deceptions. However, the most important aim of taxonomies is helping to develop scientific theories of deception.

Such a theory will have several components in it. It will comprise of basic variables, common concepts, and laws that will enable an individual to

understand deception. The successful forms of taxonomies have been able to start with the actual definition of what deception is. It goes deeper to more scientific explanations of the phenomenon. These analyses take the common cases that occur in the daily life of human beings to be able to relate with people understanding of the concept.

### Taxonomy in Psychological Space

During this taxonomy, a systematic relationship between the terms of deceptions and English speakers was studied. This study entails how forty-six terms were being related to deception. There were several theories that were invoked theories of deception that were acknowledged. Deception is able to encompass categories such as lies, masks, crimes, fiction, and playing. The forms of deceptions that have been practiced across the world tend to have a clear line of similarities among them. This form of taxonomy is very hierarchal. It is because the six categories can be grouped under two major categories.

The two major categories that characterize the six categories of deception are known as exploitative fabrications and benign fabrications. There are several things that are encompassed in benign fabrications which include playing and fiction. On the other hand, exploitative fabrications involve several activities such as underlies, masks, crimes, and lies. This taxonomy was a spearhead of two individuals during the 1980s. They were Mr. Hopper and Mr. Bell who went further to try looking into the forms of deceptions that morally acceptable, harmless and socially acceptable; morally unacceptable, harmful and socially unacceptable as new categories of deception taxonomy.

The first dimension was labeled as harmfulness. This dimension entails forms of deception that ranged from immoral, bad, harmful, and

unacceptable. The terms used in dimension were termed as low rating words. High-rated terms were used to describe harmless, moral, and acceptable. The second dimension was labeled as covertness. The items on this dimension were rated highly were based on covert, nonverbal, and indirect—those who were rated lowly were based on verbal, direct, and covert.



## **Deception Tactics**

The current world has seen several forms of deceptions that have been done. These activities have been done at home, work, and several social places. The common view from the wide global society puts this act as immoral.

### **Following an Unreasonable Request by a More Reasonable One**

This tactic is used by several people who deceive others to get what they want. It can be described as a time-tested tactic of deception. If an individual does want to perform the act of deception, he or she is likely to make an unreasonable request as the first step. The unreasonable always has a high chance of being rejected. It is then followed by the second request, which tends to sound appealing to the target if compared to the earlier demand. This form of tactics has been used several times in the cooperate world. The best depiction can be seen when there is an involvement of actual buying and selling of goods or services.

### **Making an Unusual Request Prior to Making the Actual Request**

The other way to make an individual do a task for you is by making unusual forms of requests. These kinds of requests have the ability to make an individual be swept away by being off guard while the request is being made. During these moments, it is always difficult for an individual to reject the request being made. However, going direct to the request and the individual's needs has high possibilities of an individual facing rejection right away. A good depiction can be used in a street if one needs to tie his

or her shoe; he or she can first go-ahead to telling the target of a sprained back then go to the favor.

### Instilling Fear and Relief

The process of deception entails an individual getting what he or she wants. This can be achieved when the target is firstly made to fear the worst. The second step in this technique involves making the person be relieved by sitting better possibilities. This makes an individual be happy and be in an able position to grant the person deceiving him or her to getting he or she wants. What this technique does entail is a little bit of trick and getting the end result desired.

### Making the Deceived Party Feel Guilty

Guilt is a very deep form of emotion that is very critical in people's daily life. It is one of the most used tactics when people are supposed to get manipulated to doing certain things. The first step to this technique involves the picking of the right target to perform this technique. Most people who are preferentially picked are those who have the tendency to feel guilty most of the time. The second step is about ensuring the target picked is guilty about what the deceiving party wants. These parties can be business parties who have denied an individual a deal; it can be a parent or a friend also. The best way a friend is meant to be deceived is by being reminded of favors made to them by the deceiving party.

### Usage of Bribery

Bribery is a common occurrence that is being witnessed across the world. It is described as one of the best ways an individual carrying out deceit can be able to achieve his or her act of manipulation. Bribery can be described as an act of offering another party something valuable in exchange with a form

of favor. Valuables, in this case, can be money or other forms of offers. During the act of bribery, an individual conducting the act of deceit does not have to black his or her target.

The process is handled with finesse for it to be successful. The first step in this technique involves an individual researching on the most important values his or her party is in deer need of. People tend to be very desperate when they need certain things urgently, and they are way out of their reach. The second step involves the party practicing the manipulative act, not making his or her action seem obvious. They have a tendency to make their actions seem like a form of assisting the other party so as to hide their clear intentions.

### Playing the Victim

Playing the victim during the act of deceit has the potential of making the act become successful. The process has its advantage, though—during deception, it is not supposed to be overdone. This makes the tactic to be used during certain moments and sparingly. The tactic is supposed to be able to hit the heart of the targeted victim. The manipulators tend to act in a way that they are altruistic and wonderful people. This is then followed by a deceiving act that several things in their world are crumbling. They tend to play dumb during the process and act pathetically.

### Using of Logic

This technique has a certain group of people who it used on by manipulators. The category includes those people who are predicted to have a rational type of mind. These kinds of people tend to be easily persuaded with logical thinking. Therefore, manipulators tend to have at least three reasons to try convincing the target of deceit. These reasons tend to have



advantages for both the manipulator and the target of deceit. These thoughts are always presented in a rational form so as to help the manipulator not to lose his or her cool. During these presentations, emotions tend to be drawn away for the manipulator to be able to reach his or her target mind.

### Not Breaking of Character

This is a trick that nearly every successful manipulator practice. There are certain moments that a manipulator can be suspected by people or a person around him or her. During such moments, a person conducting his or her deceiving act cannot accept or admit to his or her actions. They are prone to turning the situation to the other party that had discovered them. It is because the process of deceiving a person the second time is hard if they had learned of one's actions earlier on.

## **Chapter 9. Neuro-linguistic Programming in Everyday Life**

Have you ever realized how powerful our mind is? You can think anything endlessly. The sky is literally the limit. You can envision yourself to be the person you want to be and make it into a reality. Every thought we have in our mind can trigger us to do something that is worth pursuing. That is how our conscious and unconscious mind works. If we want to achieve greater things in life, we focus on it and believe that we will attain it. It all boils down to how we think and deal with life opportunities and challenges.

We have discussed that NLP is a modeling approach that actually deals with how our mind can change the way we think, view past events, and approach our lives. This method molds the perception of people to think eloquently and analyze strategies towards the accomplishment of their personal goals. The neurons in our brain are all interconnected. We form our unique internal mental maps of the world as an outcome of the way we riddle and perceive data we captivated through our five senses. We then ascribe personal meaning to this information we receive from the world. By assigning a distinct language to these internal images, sounds, feelings, tastes, and smells, we form our second mental map. Thus, forming our conscious awareness. From the inner voices we hear in our minds, to the way we communicate through it, NLP is the core process to translate our insights into productive and worthwhile. There are many ways on how we can apply Neuro-Linguistic Programming in our everyday life. As a student, a parent, a worker, or an aspiring artist, we can always use NLP as our core process to aid our mind to be unstoppable in reaching our goals.

In this century, everything revolves around automation and instant gratification. Phones have become wireless, cooking became wireless, cars do not need keys nor gas to run. However, there is an irony to these improvements. The youth today are jobless and irresponsible. Relationships are meaningless and are defined by wealth and fame. Leaders have no sense of shame, especially in corruption. People become careless, envious, heartless, and cold. Education has become valueless because it is defined by grades not by learning. Lastly, children have become globally mannerless. People have houses, but not necessarily a comfortable home. We all have big and comfortable beds, but we cannot get enough sleep. There are a lot of new recipes to try, but people no longer have time for eating. Everything is just stressful – full of pressure, anxiety, and frustration.

Luckily, the hope to change these things is endless and ever burning. To some, people believe that this is their fate, their destiny. And nobody can change that. But through NLP, you will realize that we are the masters of our own fate. We are the captain of our own ship. We create our destiny. Nobody makes our decisions but us. You control your environment. Your society does not control you. The reason why people these days are unhappy is the lack of contentment in their life. They like to conform to the norms of society. In turn, they become living robots without any sense of reality. To them, society is their reality. They do not realize that happiness is a state of mind. Wherever you are, whatever you do, if you put your heart into it, you will be happy.

In this segment, we will discuss how to reprogram your brain to finally have the happy and joyful life you deserve. See, there are three factors that program the brain – Environment, Education, and Experience. But these can be reprogrammed through Reframing, Renaming, and Retraining.

The reason why we remain pessimistic is the fear of reframing and retraining our mind to think about things differently. Because of our bad experiences, we are always scared to try again. We failed to see the positive thing during our first encounter, which is why we are hesitant to try again. But when you finally acquire the boldness to reframe your thoughts about a situation, you start to be stronger to face this challenge, and you can finally retrain your thought from a negative impression to a positive one. There are many steps to foster positivity and happiness in life. Neuro-Linguistic Programming recommends you do these following methods to foster a positive mindset on the way to a successful and happy life.

***Strengthen your Relationships Every day.*** Whether it is to your friends or family members, it is very important to maintain a healthy relationship. Look at this as your personal network where you can be comfortable to open up your feelings. These people whom you trust are responsible for uplifting your spirit, guiding your thoughts and behaviors, and makes you feel positive no matter how difficult life is for you. These series of networks assure you that even if you fail, they always have your back. They will always be there especially when you need them the most. The love, care, and support you give to each other are priceless; it may serve as an inspiration for you to achieve your goals in the future. So, never let yourself take them for granted. Utilize the power of your gadgets and the internet. Even if you do not see them every day, make sure to give simple sentiments of care. These simple gestures can bring you and your loved one's joy and satisfaction. It makes you feel that you are not alone. So, you can sleep at night knowing people root for you.

***Try new Things.*** Whether it is a change in career or experiencing new hobbies, trying new things can give you several insights and experiences you can use towards your development. Through Neuro-Linguistic

Programming, you can be bold, strong, and courageous in going out of your comfort zone, taking on new challenges, and learning new things. Do not limit yourself to the schema you have developed in the past. No matter how old you are, there will always be new things to learn, beautiful places to see, and activities to experience. It is never too late to try anything that your heart desires. Because this is where you can find happiness, joy, contentment, and satisfaction in life.

***Always Aim for Self-Improvement.*** This is one of the most important ways to break the chains that society has given you since birth. As we have discussed before, even if you think you have reached your full potential, there is still so much you need to know about yourself. Your current funds are limited because you let it fall in line with the standards of society. That you need to change that through Neuro-Linguistic Programming. In everything you do, aim for your own growth and development. Avoid remaining stagnant and idle, especially on the road to success. If you really want to reach your innermost desires, you need to learn how to get out of your comfort zone and start looking for opportunities where you can learn. Take advantage of your education and training. These could help you unlock a whole new level of potential. When it comes, do not be afraid to grasp it.

***Foster Self-Discipline.*** Neuro-Linguistic Programming allows you to apply self-discipline every day in your life. When you have self-discipline, you start to control your mind little by little; piece by piece. Self-discipline is the key to achieving your goals. It helps you ward off any temptation that can derail you from your dreams. If you really want to lose weight, you need the self-discipline to say no to fatty foods and junk foods. If you want to quit smoking and drinking, maintain a sufficient amount of self-discipline to avoid being tempted into the black hole again. This also works

when you want to avoid procrastination. Self-discipline allows you to control your mind and tell it to stay productive.

***Learn to Assert Yourself.*** One of the main reasons why a person experiences depression and frustration is his lack of assertiveness. When a person lacks this skill, others are inclined to take him for granted. To people, it is okay for him to be picked last, to be bullied, and to be hurt. Because of these experiences, a person emulates helplessness. He starts to believe that he deserves his fate. Why let yourself be taken for granted when you can assert yourself? Learn to disagree from time to time. Share your opinions to people. Think of yourself and your feelings too. Do not let other people push you around like you are expendable. Remember that you are a human being; you have the right to live a happy and free life. Self-compassion is not a form of selfishness. In fact, it is a form of self-love. To achieve a satisfying life, do not let others take those rights away from you. Claim it for yourself not because you can but because you deserve it.

***Pursue what you want.*** The common mistakes among people are that they live their life according to what their parents and society have dictated. In order to be truly happy, you need to learn how to say no to these standards and create your own. What do you really want to achieve in life? What do you want to make? Do not rely on your parents to make these decisions for you; do it for yourself. Remember, you make your own fate and nobody else. You only live once to waste it by impressing people by doing what you do not want. Break those chains they have locked around your neck. The expectations and realities they have fed you is all an illusion. Create your own reality based on what you want it to be. Make it into something that fits your lifestyle, your talents, and your skills. As long as you are not stepping on other people's toes and your conscience is clear, you are free to pursue whatever you want whenever you want it.

When we desire to achieve great things in life, we always go back to reassessing ourselves and determining the approaches we need to take to get what we want. If you let yourself remain in a negative position, your emotions and actions are directly affected. Your mind could start to command impulses that you no longer have control of. This could take a toll on your social, emotional, psychological, and physical aspects.

If our mind is reprogrammed to think optimistically, it is clear evidence that we will be able to do greater things ahead of us. It is a matter of believing in ourselves and overcoming the challenges we encounter. Like what Marcus Aurelius said, “The happiness of your life depends upon the quality of your thoughts.” Therefore, we have to reprogram our thoughts in an optimistic way to get the satisfaction and contentment we always want.

## Goal Setting Through NLP

Everyone talks about setting goals for a brighter future. May it be short or long-term. However, the journey to realizing our goals may not be something so easy to achieve. During the process, we sometimes overlook things and ended up on a bad side. For some, it may be difficult to recover while others are struggling to overcome the current crisis they are facing. But how does one set a goal and realize it despite the many trials he or she may encounter?

Goals are one of the greatest motivators in life which help us to comprehend our current state and focus on pursuing what our mind and heart desire. Very few of us are living the life we want. While some were born with a golden spoon, and others were not, there is no exemption as to who can dream about anything. However, there is something else that would be nice to have or do. That feeling of aiming and wanting to acquire something greater. We seem to program our mind to seek for more. We tend to often convince ourselves that we can only be happy unless we get it.

You might be wondering why New Year goals, of course, most of us tend to look forward to the new beginnings and change the bad habits in the previous year. With a new year ahead, goals are being set. Sadly, the reality is only eight percent of goal-setters do consistently and exceptionally well. They are said to be the successful ones in life.

In NLP, the acrostic S.M.A.R.T will help you define what you really want. This acronym stands for Specific, Measurable, Achievable, Realistic, and Timely. NLP introduces the concept of using a ‘well-formed’ outcome



process – a process that makes your SMART goals even smarter. The S.M.A.R.T system has been proven to help individuals achieve their goals. It is, in fact, strong evidence on how we approach life challenges and how focus can we get to meet the ends. Neuro-Linguistic Programming, however, will give this a boost by adding sensory-specific information which helps to transform your behavior into such goal setter.

To overcome problems and reach out for excellence, the NLP helps us change the way we think, behave and communicate with ourselves and with others. This allows us to create and recreate our life the way we want it. This also provides a rapport of how people think and act to enable to influence others. To see how willing you are to dwell on setting goals and wanting to achieve them, you will need to answer a series of questions which will allow you to understand more about your reason. Say your desired outcome wants to land on a high paying job, you can ask questions like is the goal stated in positive? Is it self-initiated and within your control? Does the goal describe the evidence of the procedure? Is your goal not impossible to achieve? Does the goal identify the first step you need to take? These are just some of the questions which might enlighten you.

You must know what your desired result is because your focus must be into that direction for you to achieve it. You have to specify what you really want such as “I want to lose 30 lbs.” which is clearer and more specific than saying “I want to lose weight.” This approach is made up by “S” in the S.M.A.R.T system which means SPECIFIC. Do not set a goal too general because it might cause some drawbacks. To set a specific goal, your questions must be in W form like Who, What, Where, When, Which and Why. Getting more specific and goals in the positive form will help you to be more driven. If this is the case, your mind is programmed to wanting you

to get fat rather than losing weight. Therefore, it is important to have set in mind in a positive manner statement.

The next approach of the goal setting is answering if is it self-initiated and within your control? This defines the M in S.M.A.R.T which is MEASURABLE. If your aim is to achieve a greater outcome, then it has to come for you. Your set goals must be realistic and not beyond your control. For example, if you want to have a high salary instantly, your choice will be seeking agent jobs in the BPO industry. On the other hand, you also want to work with your engineering course, but the salary is not in your expectation. As you see, you are confused about whether to follow what your heart desires or only think about practicality. The goal of having a high salary is in your hand and in your control. Thinking about “I want a high salary” is not a bad goal, but a better one might be more specific. How high can your salary get? How to get your expected salary by still working with your passion? These are some of the questions you need to identify to see if your goal is measurable.

The next to put in mind is if the goal is ACHIEVABLE. First and foremost, you identify goals that are more significant to you. Next, you seek methods on how to make it come true. Then develop the abilities, skills, attitude and financial capacity to achieve them. A goal is achievable once you clearly plot the steps on how to realize it and what are the methods you will do to make it happen.

Another to consider setting a goal is being REALISTIC. In order to realize your goal, you need to set in an objective manner which you are willing and able to work. It is your choice about how high your goal should be. You just have to make sure that setting it represents substantial progress. Setting higher goals will most likely easier to reach because there is a

strong motivational force that drives you to do the things that will help you achieve your goal. Comparing to the low goals, you just do not exert much effort to it because you feel like not worth to exert effort. When you set high goals, just make sure it is something you can accomplish and believe that you are willing to work for it.

The last of S.M.A.R.T approach is TIME-BOUNDED. Setting a goal must have a certain time frame. If there is none, no sense of urgency will trigger you when to work on your set goal. If you want to lose 30 lbs., then when do you plan to lose it by? Answering it by “someday” is not going to help you out. However, with a certain time frame, you follow such as saying within 3 months, you have set your unconscious mind into motion to start working on your goal and be able to achieve it in a timely manner.

With Neuro-Linguistic Programming combined with S.M.A.R.T goal setting, you can program your mind to have an unstoppable focus on attaining your goals. Although during the processing period, it might not be easy due to unforeseen circumstances that may come your way. If you feel like starting to build up negative emotions because of your plans not able to be followed, do not veer off from what you have set. Instead, let your mind be programmed that trials are there to challenge you and you are a fighter to face them with courage. Realizing your goals is not just some easy-peasy thing to do because it is always about mind over matter. The willingness to pursue achieving your goals matters most. It always depends on you on how you will deal with it. Just make sure that during the process in attaining your goals, you do it with determination and passion, not for compliance sake. Your fruit of labor is much more appreciated if there is a will coming from you. Your own effort will be paid off when the right time comes, and once you achieve your desired goals, you then feel satisfaction and happiness about yourself and the things you have in life.

## Conclusion

Neuro-linguistic programming promises happiness that transcends all those specifics. When you learn how to communicate, you can literally rule the world. There's no evil laughter in the background, though; it's a completely different kind of "ruling of the world."

It's the kind that allows you to rule, first and foremost, over your own kingdom of thoughts. It allows you to take control over who you are and who you project yourself to be out in the world. It allows you to be more in tune with yourself and more in tune with everyone else around you.

Over the course of history, words have taken over worlds more than once. Sadly, most of the time, it was the evil-doers that had the best words. We won't get into a political debate here, nor do we want to bum you out. But, for a brief second in time and space, imagine all the power of the 20th-century rulers unleashed toward the betterment of mankind.

And imagine that you can be part of the machinery that sets that in action. You can actually be the change you want to see in the world. You can actually be a person who understands people, who can empathize with them, who can manipulate them not in the negative sense, but in the sense of helping them find their own path.

That is what neuro-linguistic programming is all about. Perhaps not a coincidence, NLP was born in the wake of the post-WWII world, a world that had been torn apart by men who knew the power of words and what they can do when masses are wielded in one direction or another.

The way you use your language matters, precisely because language is the very essence of what you are as a human being. Unlike computers, you

don't see zeros and ones. You always think in **words**. Every image you have in your head has a very tightly correlated set of sounds or, in some cases, a set of linguistic symbols you associate with it. That is how we are wired, and when you learn how to truly wire and unwire the patterns your brain has created all on its own, you can take control.

You can take control of your life. Of your own self. Of your negative emotions. Of every single small action that you may have been doing unconsciously. Of everything you want to achieve in your life.

We don't want to promise you the moon and then not deliver. We want you to experience the altitude of change NLP can bring into your life **on your own skin**. Hopefully, this book has given you the tools to create the NLP mind map you want in your life and the tools to help you create bridges of communication that will eventually get you every single thing you want.

NLP lingers at the border between science and art. It plays with language, but it taps into deeply scientific prerequisites. It uses strategy, but it calls for action that comes from the heart before anything. It paints the world map of your own brain, but it does so using data-driven color picking.

Take it, embrace it, work it into your life, and create the future you deserve. There's so much waiting for you beyond the horizon; you just have to dare to reach out and create the bridge that will take you there!

# Cognitive Behavioral Therapy (CBT):

Managing Persuasion and Anger by  
overcoming Stress, Anxiety and Panic issues.  
Techniques to retrain the brain by Depression  
Management, Phobias and Mental Health.

Ted Goleman

## Introduction

Cognitive behavioral therapy, better known as CBT, is a kind of treatment or psychotherapy that helps the person by allowing them to change specific behavior patterns and thoughts. The main idea behind this is the fact that most of our actions have underlying thought processes behind them.

Therefore, if in an individual, there are maladaptive thoughts leading to maladaptive behavior of any kind, the focus lies in changing those thoughts, so the behavior under question can be changed. Thus, in CBT, the relationship between actions and thoughts is carefully examined.

Therefore, in the case of CBT, both the person and the therapist are active participants in the process of making sure the patient gets better. Both of them have an equally important role to play. This is a deviation from traditional forms of psychodynamic psychotherapy.

Another fact that needs to be noted is that since CBT focuses on helping the patients help themselves, they will also need to do some work outside of therapy sessions. This ‘homework’ of sorts is used to allow behavior or thought patterns to emerge, which will allow both therapist and person to focus on or target specific actions.

It is for this reason that CBT is commonly referred to as goal-directed therapy. The end result that is to be obtained is freeing the person of the mental symptoms – and both participants in the process make sure they focus on the same. This has led to a methodological approach in dealing with those problems, and thus, modern CBT is often of a shorter duration as compared to other forms of psychotherapy.

In essence, CBT allows you to build a set of skills that not only eliminates the maladaptive thoughts and behavior, but also lets you be aware of your emotions and thoughts. This will let you recognize problem situations earlier, and work on them in order to ensure that such negative thoughts are more methodically eliminated. By the time that all sessions of CBT have ended, the person is able to understand how situations and thoughts impact actions, and how actions can impact emotions – making them better suited to deal with dysfunctional ones.

These thought processes can accurately be summed up by the word 'cognitive' and thus, the target of CBT is to remove cognitive deficiencies or distortions. Here, you must note that everybody deals with the two problems, at some level or the other – and while those distortions or deficiencies can be dangerous too, it is when it begins to affect emotional capacities as well, that CBT comes into play.



# **Chapter 1. Theories, Techniques And History Of CBT**

Cognitive behavioral therapy is a short-term, evidence-based psychotherapeutic treatment that is commonly used to treat a range of psychological problems. It has become increasingly popular in recent years. Although CBT is often recommended as a treatment for a wide range of disorders, it was first developed as a management tool for depression. CBT is now considered a very effective treatment for many different disorders, including depression, anxiety, phobias, low self-esteem, problems with alcohol or drug addiction, and anger management issues. CBT is increasingly being prescribed as both an alternative and a supplement to medical intervention. Research has shown that CBT can even reduce symptoms of mental and physical health conditions that some other treatments are unable to relieve.

## **Key Concepts**

Cognitive behavioral therapy is based on the concept that our thoughts, perceptions, and emotions all have a strong influence on our behavior. How we think about a specific situation in our life can directly influence how we deal with it. CBT follows the premise that our thoughts and feelings play a fundamental role in determining our behavior, and that over time, we tend to develop specific patterns of thinking and feeling. If these patterns are destructive, unhealthy, or unrealistic, they can have a negative impact on behavior. Research indicates that the way we perceive a situation may have more of an influence on our reaction to it than the situation itself.

It aims to improve our negative thought patterns and turn them positive. This is achieved by learning and practicing techniques that empower us to change. By educating ourselves on CBT methodology, we learn how to challenge our distorted thoughts and question whether our beliefs are an accurate depiction of reality. CBT provides us with a new way of understanding our problems and skills to deal with them as they occur. The strategies taught in CBT teaches us to focus on improving our thoughts, mood, and overall functioning for longer-term improvements in mental health and happiness.

## **Evidence-based**

CBT is recognized across the world as an evidence-based therapy, which means that it has been proven to be an effective treatment through rigorous scientific research. It has been evaluated in a scientifically sound way, and findings indicate that it works well for many different kinds of problems. It is currently the only psychological treatment approach with the most scientific support and often recommended for various mental illnesses.

## **Involves psychoeducation**

CBT requires at least some level learning, including education about your particular diagnosis or the specific strategies expected in your treatment. If you have opted to receive CBT from a trained mental health provider, he or she will likely provide you with some information about CBT at the beginning of your treatment. For those who opt to self-learn CBT strategies, there are many helpful sources of information available online. Learning about your illness and the best options for treating it is an essential first step in CBT.

### Collaborative

Cognitive behavioral therapy encourages a shared therapeutic relationship between therapists and clients. Generally, the client and therapist will work together to identify and understand the client's difficulties to come up with strategies for addressing them. This requires them to be on the same page, invested in the process, and willing to participate actively. As mentioned, CBT is a therapeutic approach that can also be done without the involvement of a therapist. To be successful in improving your state of mind, CBT will require your active participation in the methodology and the techniques behind it.

## **Problem-focused and goal-oriented**

Cognitive behavioral therapy takes a hands-on, practical approach to problem-solving. It's a goal-oriented approach that focuses on specific, present-day challenges, as well as uncovering solutions to these challenges. The methods involved in CBT encourage education and skill development. They focus on understanding thoughts, behaviors, and feelings as a critical element of therapy. The techniques introduced in CBT are directed towards solving current life problems and teaching long-term solutions.

### **Short-term**

If you are working with a trained therapist, you will find that your CBT treatment will most likely last anywhere from five to twenty sessions. This therapy is meant to be a brief, time-limited service. The length of treatment can vary depending on the severity and complexity of your problems. CBT aims to help clients meet their goals quickly and teach them skills that they can benefit from later. Essentially, therapists in this practice want to work themselves out of a long-term role to leave treatment in the hands of the client. Reliance on the therapist is not encouraged in CBT, as the focus is on educating and empowering the client.

### **Structured**

Sessions with a cognitive behavior therapist have a specific structure and focused approach. The therapist often takes on an instructional role, working with the client to create a plan for the sessions. Together, they will make sure that they cover what will be most beneficial to the client. Generally, there isn't a great deal of free-flowing talk or delving into the past. Clients are directed to discuss specific problems and concerns.

This structure may be replicated for those who wish to practice CBT strategies on their own. The key is to set realistic and specific goals to achieve and to stay focused on them. It may be best to set aside a particular time each day to work on the strategies introduced, and it will be imperative that you commit to the therapy as you would with professional treatment.

### **Variations available**

Cognitive behavioral therapy can be adapted and tailored to suit a wide variety of needs and preferences. The strategies, process, and protocols recommended in CBT can be modified and combined as needed.

Although CBT is often implemented as one-to-one therapy, there are several alternatives that can be quite effective and convenient. CBT may be offered in group settings for those who would benefit from sharing their experiences with others. Generally, group sessions are created for individuals who are suffering from a similar diagnosis or illness. Both individual and group sessions may be facilitated by a peer or a coach rather than by a trained professional. Additionally, information and teachings can be delivered in a variety of different formats. For example, sessions may be available online or over the phone with a therapist rather than in person. Many CBT self-help materials are also available in books, apps, or online, and can be used on their own or as a supplement to professional treatment.

Client becomes therapist

The strategies and techniques outlined in cognitive behavioral therapy are skills you can practice on your own without the intervention of a therapist. This is an element of therapy that is unique to CBT. By educating yourself, following the processes, doing the practice exercises, and analyzing your responses, you can learn new ways of coping that you can continue to benefit from for a long time.

## **History of Cognitive Behavioral Therapy**

Although cognitive behavioral therapy is often thought of as a modern form of treatment, it is not a new therapy by any means. The fact is that CBT has quite a long history and was developed based on decades of scientific research. It arose from two well-known, distinct schools of thought: behaviorism and cognitive therapy.

Behavioral therapy – Behavioral therapy for depression and anxiety first emerged in the 1950s. It was based on the idea that behaviors can be observed, measured, and modified, and that our responses to stimuli around us shapes our behavior.

In the 1960s, during his practice as a psychiatrist, Doctor Aaron Beck began to concentrate on the idea that the link between thoughts and feelings was a crucial one. He found that depressed patients often experienced emotion-filled thoughts that seemed to arise spontaneously. Often, they were not fully aware of these thoughts. Beck turned his attention to what he called "automatic thoughts."

Beck developed this theory further by concluding that, if a person was feeling upset in some way, his or her thoughts were usually negative or unrealistic. He began working with his patients to help them identify and understand their automatic negative thoughts. In doing so, he found that patients were able to think more realistically, understand their problems better, and start overcoming their difficulties. Beck learned that identifying negative thoughts was the key to long-lasting, positive change. His patients felt better and functioned well as a result. By changing their beliefs about their situation, they changed their present behavior and future actions.

Beck called this model "cognitive therapy" because of the focus on thoughts and their role in mental health. When combined with behavioral techniques for the treatment of depression, this new approach was coined "cognitive behavioral therapy," and in a short time, this model of treatment started gaining acceptance in the field of psychology. Since the 1960s, CBT has undergone successful scientific trials in practices around the world and has been applied with success to a variety of problems.

## Chapter 2. Features Of Standard Cognitive Therapy

CBT has been shown to be effective in alleviating symptoms in a wide range of mental health issues, ranging from addiction to schizophrenia, along with almost everything in between. It has been shown to be effective for longer than medication and other forms of therapies. Since CBT focuses so much on providing coping skills, people who have completed this form of therapy find themselves more prepared to handle any situation life can throw at them, causing a more permanent alleviation of unmanageable symptoms. Even medication, which absolutely can be effective at alleviating symptoms, and maybe a crucial part of your plan for mental wellness, does not have as long-lasting effects as CBT. If medication is ever discontinued, symptoms often relapse shortly after.

CBT is so effective for one major reason: It returns control back to you. So many of the anxiety symptoms felt revolve around a lack of perceived control over the situation, and through CBT and learning the skills you need to cope, you are given the control of the situation. A lot of the lack of control stems from the emotional part of your brain overriding the logical part. When the emotional part is louder, you feel as though you have to pay attention. However, when you learn to focus on the logical part of your mind, those feelings of emotional turmoil and powerlessness begin to fade away. Remember, emotions are irrational; they are swayed by everything from the color of the shirt you are wearing to how bad traffic was that morning. By letting emotions rule your life, you will struggle to find the stability your life needs for you to feel in control.

When you are given the knowledge of how your thoughts work, you will learn just how profoundly one single negative thought can ripple throughout other aspects. Each negative thought you learn to create causes a domino effect, causing more and more positive, healthy thoughts, which, in turn, create positive, healthy behaviors. Those healthy behaviors encourage more healthy thoughts, and soon, you found aspects of your life that you thought were entirely unrelated are improving as well.



CBT, despite the fact that it is shorter than most other types of therapy, teaches a multitude of skills and coping mechanisms to give you all of the tools you will need. Empowered by the knowledge and skills CBT provides you, you are able to make yourself self-sufficient. By learning to cope on your own, you eliminate the majority of the need to go to therapy, which is intended to help you cope. You may even eliminate the need for medication in some instances when medication is used to mitigate symptoms as opposed to treating underlying chemical imbalances. Oftentimes, with anxiety disorders, medication is used to relax or sedate the user in order to alleviate the symptoms of anxiety. However, these medications can be addictive, and also can be so debilitating that the sufferer cannot go about day-to-day functions while taking them. With CBT, you will learn coping skills to try to mitigate the need for medication altogether, as when the anxiety gets bad, you will have the skills you need to combat it.

Remember, you should not mess with your prescribed medication regimen without first discussing it with the doctor that prescribed it, as ultimately, he or she will be able to guide you through the steps of weaning off of your medication, and will be able to judge your individual situation to determine whether your medication is necessary. Ultimately, if medication is a necessary tool for you, you should continue it, as the most important part of this process is ensuring that you are happy and mentally healthy. You deserve to be comfortable in your mind without worrying about anxiety symptoms preventing you from functioning, and identifying the method that will work for you is a trial and error process. CBT, while effective for many people, will not work for everyone, and that should be considered.

Further, CBT works because it causes real changes in your life. When you engage in CBT with a therapist, you will be given homework assignments on a regular basis to get you practicing the methods provided to you and to get you used to implement these changes in real time. Think of CBT as a crash course in learning coping mechanisms, and the only real way to learn them is to engage in plenty of practice. In CBT sessions, your therapist will teach you new methods, practice them with you, and then send you out to add them to your life. At your next session, you would then have a short review session in which you would reflect on the impact these coping mechanisms had on your life, and your therapist would provide insight or

advice on how to change things further to work for you. However, if you are not yet interested or able to see a therapist, you will have to create these assignments and goals for yourself.

This book will provide you with sample assignments for each and every step of the CBT process, but you will have to actively tweak them to fit your situation. You will have to remain engaged and motivated to continue the process on your own without a therapist holding you accountable. The structured nature of CBT works to hold you accountable and is one of the key components of the therapy as a whole. The only way you can mimic this is by forcing yourself to stick to a realistic schedule that you set up for yourself when you begin. Of course, one of the biggest benefits of attempting the CBT process on your own is the ability to be flexible, but remember that you should be regularly working on your mental health, and setting schedules and set times for when your complete parts are necessary.

Remember to try to preserve the key components of CBT for maximum effectiveness, and recognize that one of the primary reasons CBT is so effective is due to those components. By honoring those, you will see the fullest benefits CBT has to offer.

## Chapter 3. Techniques to Retrain the Brain

### Identifying Triggers

Emotional triggers are different stimuli that evoke powerful negative responses that are often disproportionate to the perceived slight. They often do not make sense to those observing the behaviors and may not even make sense to yourself. When you notice a pattern of being triggered on a regular basis, it is time to start identifying what those triggers are for you.

When triggered, the most common symptoms are:

- Feeling as though your heart is racing, with or without chest pain
- Feeling as though you are choking or cannot breathe
- Heat or cold flashes and sweating
- Nausea, dizziness, or faintness
- Shakiness or trembling
- Intense emotions
- Intense behavioral reactions intended to protect you from the intense emotions (yelling, running, crying, or other emotional reactions)

## Why Emotional Triggers Occur

Frequently, triggers happen for one of three reasons, though others may crop up as well. The three most common reasons for emotional triggers are opposing beliefs or values, trauma, or to preserve the ego. Before continuing to learning to identify your triggers, you must first understand the three common reasons. When you understand these three common reasons, you will be able to sort each individual triggering event into a category that may help you make sense of it. For example, if your friend made a snide comment about a minority group when you promote equality, your strong reaction of being triggered likely falls into the first section of opposing viewpoints. That may bring you further understanding of why you would feel the need to react so strongly to such a small comment.

### Opposing values and belief systems

We all hold a variety of beliefs that are integral to who we are as people. These could be religious beliefs or values related to who we are as people, such as a belief that all people deserve equal treatment, or that eating animals is wrong. You may hold those beliefs and accept them as true just the way they are, but inevitably, you will find someone else who disagrees with you. When you feel like these beliefs you hold so deeply are being challenged by other people, you are likely to react viscerally in defense of them. After all, you accept them as true, so other people should, too. Your emotions run haywire as you defend them, feeling as though your own foundational beliefs and values are being challenged because it is easier to react defensively than accept that those foundational beliefs, which you have used to build your entire life, are wrong.

### Trauma

This is what most people typically think about when it comes to being “triggered.” When people go through trauma, often, things reminiscent of the trauma can cause the same powerful emotions to come cascading down on the person who is triggered. Something as innocuous as a scent of food that happened to be baking during the traumatic event could cause the sufferer to feel as though he or she is stuck in the trauma all over again. These are also the most common triggers for people who have PTSD.

Anything reminiscent, no matter how coincidental, to the trauma trigger intense reactions.

### Ego preservation

As discussed in the section about opposing beliefs, we do not like it when foundational thoughts or beliefs are challenged. This is even more so when those thoughts and feelings challenge who we believe we are as people. The ego is the deepest sense of who you are that you hold. It is a sort of projection of who you are for other people, an idea of who you are supposed to be in society. This is built up with our thoughts, our culture, and cultural values, and other beliefs we hold in order to allow for us to fit in with our society. Ultimately, this ego serves as a way to protect ourselves from what we fear. In this instance, we fear the destruction of the ego that was created to protect us. Without that ego, we inherently feel vulnerable, and because of that, we will protect our egos viciously. When we feel as though our egos have been challenged or threatened, we respond strongly by becoming triggered. This triggered state allows for the threat to our egos to be fought off by any means necessary.

## **Identifying Emotional Triggers**

Now that you understand the most frequent reasons for why you may feel emotionally triggered, you can begin to understand how to identify what specifically is triggering you. This will require you to focus on introspection closely and to really consider what could possibly cause you to react so strongly. This process is not always easy, especially during periods during which you are triggered, as it is incredibly difficult to override the emotional part of your brain. However, once you do eventually learn to override the emotions wreaking havoc in your mind, you will be able to understand further why you sometimes behave the way you do. The answers to what your triggers are may come as a surprise to you once they have been identified. When you are ready to start identifying your triggers, it is time to pull out your journal or prepare a quiet area and start reflecting. Remember, this process should be done one trigger at a time so you can truly reflect on each one thoroughly and completely to identify as much information as you can about them on an individual level. After all, the only way you can hope to correct your triggers is if you understand them enough to desensitize yourself to them in the first place.

## **Identify your body's response**

Think back to the last time you felt emotionally triggered: How did you feel? Maybe it started with tingling in your extremities, or your entire body running hot or cold before the heart palpitations started. Consider how you felt just as the triggered feelings began. This will help you identify what the triggers are in the future. If you are aware of the distinctive feelings in your body that precede the triggered emotions, you can use them as a cue to start calming yourself down or to remove yourself from the situation entirely to avoid the situation blowing up altogether. These physical responses are essentially your warning bells that things will get messy if you do not intervene somehow. Remember that even the most subtle reactions, even a slight change in your breathing pattern, could be a defining feature of when you are about to explode just as much as the more extreme reactions, such as raising a fist or taking an offensive posture to protect yourself. Any feelings and reactions you felt as you were triggered should be identified and recorded for future reference.

## **Identify your thoughts**

After focusing on your body, it is time to turn your attention to your mind. Start to consider what thoughts went through your mind as you reacted so viscerally. Did you have thoughts about what the other person said or did? Did you think about a past trauma? Were you immediately subjected to a flashback? Did you think of how wrong that person was for saying that it is acceptable to eat animals when you are a vegan with strong feelings about animal rights? Or perhaps you found yourself wondering how someone could be so dense as not to recognize that your religion is the right one no matter what and that some sort of evil has twisted the other person's mind. No matter what the thoughts that went through your mind were, make it a point to identify them. They can offer valuable insight into identifying what your triggers actually are. Frequently, these thoughts have to do with ego preservation or trying to preserve your beliefs or values from the other person's opposition.



## Identifying the triggers

Now that you understand your physical and mental reactions to the trigger, you should be able to start to pinpoint exactly who or what was responsible for the trigger in the first place. Consider the three major causes for triggers: Opposing viewpoints, trauma, and ego protection. Most likely, the cause will fall into one of these three categories. It may have been a person who spoke specific words that reminded you of past trauma. Perhaps it was hearing that the other person disagreed with you and one of your deepest beliefs. Maybe you felt as though your own sense of self was being challenged or disregarded by another person, and that set you off. You may discover that something unexpected, such as the way someone words how he or she disagrees, may trigger a response you did not even know was possible, such as words reminding you of a third-grade teacher that you forgot, who used to punish you if you worded things a certain way. Think and reflect as long as necessary until you reach the heart of your feelings, and record any of the triggers that you discover during this period of reflection. You will likely be surprised to discover that you have many more triggers than you would initially guess and that those triggers are much more nuanced than you may have expected.

### Identifying the circumstances behind the trigger

Some triggers require certain events or things to happen before them. You may have to be in a very specific mood for a trigger to bother you, or you may find that you are only triggered when you are hungry, sensitive, needing affection, or any other arbitrary reason. As irrational as these may sound, remember that feelings themselves are not rational, and that is okay. If there are prerequisites to your triggers, you need to understand them. By learning what these are, you will be able to be better prepared to handle a trigger that occurs.

To do this, you need to think about what occurred during the day before your trigger. Did you fight with your spouse? Were you already feeling anxious due to having an important meeting for work? Were your children particularly difficult that day? Once you understand what typically precedes you feeling triggered, you will be more mindful of your mental state and

can remind yourself to calm down as necessary to prevent an explosion from happening before it is too late. This step may identify patterns for you that you never expected, such as realizing that your husband being away on a business trip, or your children needing more help to complete their schoolwork.

### Identify unmet needs

Along with with the three previously discussed causes of emotional triggers, frequently, some unmet needs are underlying the reaction as well. These can each be assigned to the three categories, and when you can identify what needs you are missing when you become emotionally volatile, you can take the steps necessary to ensure that you are meeting all of your needs. These needs can be harder to identify than most of the other categories when trying to identify your triggers, but they can provide you with valuable insight. After all, if you know that underlying your triggers is a need to feel accepted, you will be able to remind yourself that you are accepted.

Here is a sample list of some of the common needs that are unmet when triggered. Think about which ones of these may be unmet when you feel triggered or emotionally volatile.

- Feeling accepted by those around you
- Having autonomy or the ability to make choices about your life
- Receiving positive attention from loved ones
- Feeling loved
- Feeling safe and secure in your environment and relationship
- Feeling as though you enjoy what you are doing and the people you are around
- Having a predictable routine that enables you to meet physical needs
- Feeling respected and valued

- Feeling relaxed or at ease
- Feeling desired or needed
- Feeling confident that you are making the right choices
- Feeling as though you are treated fairly
- Feeling that you have a sense of control over your environment and situation.

### Step 2 Activity 1: Journaling Prompt

During your time completing this workbook, you will encounter multiple journaling prompts. These should be considered thoughtfully and completed as honestly as you can. Take a few moments to find a comfortable place to relax and free yourself from distractions. Get everything you will need and ensure you will not be interrupted. Your phone should be silenced, and you should shut your door and remind everyone in your home to leave you alone during this period.

Spend minute breathing deeply and relaxing, trying to alleviate any tension you may feel and clear your mind, so your feelings before the journaling exercise does not cloud your mind or color your reflections. Consider the time you felt the most triggered. Take a minute to relive the event in your mind, going over the details. Answer the following questions:

What happened when you were triggered? Write a brief description of the circumstances.

How did you feel physically? Write down exactly how you remember your body reacted

What did you think about the situation at the moment?

What triggered this reaction?

What had happened the day you were triggered?

Did you have any unmet needs at that time?

How do you feel about the event now?

### Step 2 Activity 2: Thought-Feeling-Action Charts

As you have learned through reading this far in the book, CBT focuses on the cycle in which thoughts, feelings, and actions influence each other in an endless loop. This activity has you identifying the thoughts, feelings, and actions behind your emotional triggers to further your understanding of what has caused them. You will complete three iterations of this cycle: The pre-triggered, triggered, and post-triggered iterations. After identifying these thoughts, feelings, and behaviors, you are tasked with reflecting on what the consequences to you being triggered were. Did you ruin a relationship? Lose a job? Upset someone? Whatever the result, write it down for future reference. Just as you did with the journal entry, make sure that you have no distractions present as you complete this activity.

Thoughts just before being triggered

Feelings just before being triggered

The behavior just before being triggered

Thoughts while triggered

Feelings while triggered

Behaviors while triggered

Thoughts after being triggered

Feelings after being triggered

Behaviors after being triggered

Were there any consequences to your behaviors?

How did you feel about these consequences?

### Step 2 Activity 3: Identifying Common Anxiety Triggers

Triggers can be tricky to pin down if you are unsure where to start. Go over this list of common triggers and answer the following questions. When you are able to identify some of your triggers, you will be in a better position to work toward challenging them and restructuring your thinking to manage your anxiety. This activity has you looking at some of your common anxiety triggers and then analyzing your reaction to them, as well as why

they trigger anxiety for you. Frequently, we simply accept our triggers without working to understand why they trigger anxiety, and it is important to understand why as well if we want to ever challenge and correct these triggers.

### List of Common Anxiety Triggers

Crowds, Conflict or Confrontation, Embarrassment, Finances, Trauma, Violence, Familial Conflict, Social Interactions, Phones, Lack of Acceptance, Past Mistakes, Heights, Fear of Failing, Making Mistakes in the Future, Death, Trying New Activities, Change, Work, Accidents, Driving, Other People, Animals, Insects, Darkness, Illnesses, Being Trapped, Being Rejected, Feeling Useless or Stupid, Losing Loved Ones

List your three biggest anxiety triggers in the list below:

- Why do these different scenarios or things cause you anxiety?
- When was the last time you felt triggered by each of these?
- How do you currently cope with your anxiety over these three triggers? How effective are your current coping mechanisms?

### Step 3: Desensitizing Yourself to Your Triggers

Ultimately, you react so volatily to our emotional triggers because they hit a sensitive nerve somewhere. The trigger was something that bothered you so much that you could not help it: You lost control. Losing control is something that many people fear, and has been established repeatedly, which is something that is associated with a lack of power. Feeling out of control is one of the most common triggers for feelings of anxiety, which means that the more you are triggered, the more likely you are to be triggered in the future as well as your anxiety continues to worsen over time. Luckily, there are ways to desensitize yourself from your trigger to regain control. These methods will focus on returning the power to yourself, shutting down the emotional part of your mind that demands control, and returning that authority to the rational part of your brain instead. As you get more and more control over your triggers and your reactions to your triggers, you will likely find that you are triggered less often in general.

This will result in a general improvement of your anxiety symptoms as a whole.

Now, you may be thinking, “Wow, that sounds perfect! How do I do that?” Unfortunately, the process will not be as easy as it sounds. You will be required to expose yourself to your trigger, likely repeatedly, to desensitize yourself. This is most frequently done through techniques such as exposure therapy, which seeks to introduce you to your anxiety triggers in a controlled environment in hopes of improving your reaction to said trigger when you realize it is not as bad as you initially assumed it would be. Keep in mind that exposure therapy is not always realistic alone, depending on your triggers. Some triggers, such as those involving two people, or that involve driving or other dangerous activities, may not be the smartest to attempt on your own as you may risk hurting yourself or others. If you do have a trigger that will require extra intervention, do not hesitate to ask a supportive friend, family member, or to find a therapist to help you through this process.

Remember that this process involves strong, difficult emotions, and being armed with methods to calm or soothe yourself, or people that you can trust to keep you calm and grounded will be particularly beneficial during your attempts to desensitize yourself. This step’s activities will also aim to provide you with methods to help keep yourself calm and in control while you attempt this process. Remember to take your time and not to push yourself so far that you feel as though you would rather give up than work toward freeing yourself from your triggers’ control. Do not forget to breathe as you go through the steps. Deep breaths will help you remain calm in the process, and if you can remain calm, you will be able to remain more in control of your feelings.

## **Chapter 4. Manage And Overcome Stress, Anxiety, Phobias, Depression, Panic And Mental Health Problems**

There are days when you wake up and you are super excited to take on the day. And then you have those occasions when you awaken, and you immediately regret it. It suddenly feels like the sun is too bright, the bed is too soft, the birds are chirping too loudly, and other people are just too happy. During those kinds of scenarios, the world feels unjust and cruel, and you would rather retreat to the confines of your duvet than face the world's injustices.

It may sound a tad too dramatic, but this experience is the reality for many people. If you are reading this book, perhaps you fall into this category. What you are experiencing is likely a myriad of emotions hitting you at the same time with such high intensity. It is like being struck by an airplane, except instead of having physical injuries, you get emotionally battered and overwhelmed. The world we live in today makes things even worse. The pressure to achieve so much in such a little time creates stress that is both toxic and damaging for your physical and mental health.

Nobody makes a deliberate decision to live his or her life in this manner. So, it is safe to say the people we surround ourselves with and the experiences we have had in life play a strong role in molding and shaping us into who we are and what we feel presently. Think of emotions as our psychological and mental defense mechanisms. When our bodies are infected with a virus, our biological defense mechanisms activate by creating antibodies to combat those viruses. In the same vein, when you have a negative experience, emotions stimulate to help you cope with the situation. If you are being attacked, you become afraid, thus fear triggers your survival instincts.

When you have been violated or unjustly hurt, anger is stirred to help you stand up for yourself. But outside the regular natural response to life situations, if these emotions are activated frequently, they become a default setting: and when your default emotional setting comprises of negative

emotions, your mind becomes a breeding ground for more negative emotions, which are even more dangerous than the initial emotion that generated the entire process in the first place. It is like a chain link. Fear begets paranoia which begets distrust that in turn begets anger, and it just keeps going. This chain of events takes you on a downward spiral that warrants external intervention to rectify.

When you get to that point where it seems like you are feeling everything, you are totally overwhelmed by emotions. Left on its own, you can quickly become extremely toxic. But don't despair, there is a solution. But before we get to that advice, let us look at some of these negative emotions and how much impact they have on our lives.



## Anger

Anger is an emotion that has received a ton of negative press. In its regular state, it is an emotion that responds to situations where there is a perceived wrong. Sometimes, anger is in response to something done to you and in some cases, it is in response to something done to other people. The wrong in question doesn't have to be an actual physical thing. Words have a way of provoking anger. Perhaps your beliefs are being slighted and they can instigate anger in you.

People respond to anger in different ways. Because of the volatile nature of anger, some people opt to internalize their anger. This approach is a temporary measure, but the long-term effect could be just as devastating as a spontaneous outburst of anger. Anger, if left unattended and unaddressed, can simmer beneath the surface, thus masking its true intensity until a small and insignificant incident triggers a violent eruption of emotion. When you succumb to these violent compulsions, you end up hurting yourself and those around you.

When people are in the middle of these violent outbursts, they are caught in this haze that seems to rob them of control. It is like the flood gates of their emotions are broken, and everything just rushes in huge massive waves that sweep anything and anyone in their wake. In that chaos, the person who is angry is unable to distinguish between friend or foe, adult or child, and in extreme cases, the violent expression of anger could be physical. But just as quickly as this haze takes over a person, it dissipates within moments. In essence, it can leave a trail of hurt and guilt.

People who are at the receiving end of an anger haze are not the only ones who are hurt by it. Those who express anger bouts are also injured by their actions and they are ashamed of it. This shame triggers guilt. And guilt, in turn, triggers anger, which leaves you trapped in an anger cycle. Each time you experience an anger outburst, you hurt others and feel hurt by the fact that you did. As a result, you feel ashamed, which brings you right back to anger again in a vicious cycle.

That said volatile anger is not the only form of expression. Some people are passive aggressive, and some people prefer to completely shut everyone

from their lives when they are angry; and then you have people who tend to do a combination of different forms of anger expression. Whatever category you fall into, there is a way to get better control of your anger.

The goal is not to stop being angry entirely. Not only is that impossible, but it is also unhealthy. Remember, anger is like any other emotion you experience, which means it has many benefits, too. What we are hoping to achieve at the end of the book is to get you to a point where you can express your anger in a healthy and positive way. Because yes, it is possible to be angry, get the message you want to pass across and still ensure that everyone, including you, has a positive experience from it.

## **Anxiety**

Like anger, anxiety is one of those negative emotions that actually acts as a defense mechanism to protect us. It is a biological response to stress. The concept of stress was probably reintroduced into the society about a decade ago, but it is something that has always been present for as long as humans have existed. If you are making comparisons, the main difference between earlier eras and now is the source of stress. There are numerous stress triggers in the world we live in today, and because of the way the modern society is structured as well as the advancements we have made in the areas of technology, these stressors are right in our homes. This would probably explain why stress is one of the most common mental ailments in today's world.

Stressors could be anything from your job, your relationship, your money issues to the actual real threat of danger. Anxiety basically helps you cope in stressful situations, and it is not to be confused with fear, which activates your survival instincts in situations where you feel your person is threatened. It is okay to feel anxious about certain things. It keeps you alert and helps you prepare for whatever it is that is making you apprehensive. However, when these feelings of anxiousness seem to paralyze you and prevent you from engaging in your normal routine activities, you have veered into an anxiety disorder.

Anxiety is often rooted in fear, and it can start making its manifestation from early childhood. Another cause of anxiety is an experience. An ugly incident that traumatized you could cause your anxiety levels to go into overdrive. According to researchers, people who come from families where there is a prevalence of anxiety disorders have a high chance of developing an anxiety disorder themselves because of the genetic component.

Whatever the source of your anxiety disorder, it can have a strong negative impact on your daily life experience.

Like anger discussed in the previously, anxiety is not an emotion that you want to eradicate entirely. Lack of any anxious feelings could lead to an even more dangerous mental situation for you with strong physical implications. Without any form of anxiety, it is easy to become reckless and

show complete disregard for life. Without anxiety, you would sign up to jump out of a plane in midair, without paying any attention to safety precautions.

The goal of this book is not to stop you from feeling anxious. The objective is to get you to that point where you openly confront those hidden fears, and in so doing, you are able to take back control instead of letting those fears control you. With each step that you take in this program, you actively change the narrative that is your life, from someone whose life and important life decisions has been shaped by their fears to someone who is deliberately taking off the limitations placed on their lives. This is where we [by we, I mean you and I] get to witness a brilliant transformation and the only thing scary about it is the potential you have to lead a great and adventurous life that is only dictated by you.

# Depression

Everyone experiences depression at least once in his or her life. The expression of it varies from person to person, although there are classic symptoms and the circumstances surrounding the depression go a long way to determine the intensity and duration of it. Depression happens as a result of immense sadness. That is not to say that every time you feel sad, you are going to get depressed. Sadness is the base level and at this stage, what you experience is a natural reaction to an event that caused hurt or loss. It plays an active role in the healing process after a traumatic experience.

But when sadness lingers on for too long, the outcome is depression: and when one is in this state, life becomes one of existence rather than of living. Depression manifests in people differently. Some people are unable to perform even the basest task. They remain their beds, unable to eat, drink or even function. It cripples their lives so much so that there is a complete lack of interest in living. Their mental health is unstable at this point as they lose the will to live. If left unchecked and unattended, they might give into to the lure of suicide, believing that only death holds the answers.

For some others, their own experience is quite the opposite: they are able to carry on life with every sense of normalcy. In fact, you might even find them laughing, joking and entertaining the crowd as the life of the party. But underneath that happy façade lies extreme sadness and pain. They use their joviality to mask their true state of mind. It is only if you are very observant that you would catch glimpses of their depression. And even then, they “snap out” out of their emotional vulnerability and resume their theatrics until they just can’t bear the weight of their depression anymore. Again, if left unchecked, the end could be just as disastrous as people in the first group. The only difference is that no one ever really sees their actions coming.

And then you have people who exhibit a bit of both. One moment they are extremely happy, and the next moment they are down with overwhelming sadness. Many sufferers of depression also experience heightened anxiety and mood swings interspersed with moments of angry outbursts. Besides the emotional effect, depression also leaves its mark physically. Sufferers

are likely to experience headaches and back pain in addition to tiredness. They feel exhausted all the time, have trouble sleeping, thinking and even speaking.

Depression peaks when the sufferer starts contemplating suicide. At that point, it is important to seek help immediately. The transition from sadness to the point of suicide does not happen overnight. It is a process that accumulates slowly without even the sufferer's awareness. Like anxiety, it can be inherited, so look up your family's history of mental health. With better knowledge, you are better able to fight.

## Negative Thoughts

We all have inner dialogues with ourselves. Our thoughts and opinions about events, people and even ourselves are prominent topics for these internal discussions. When you observe yourself in the mirror, it doesn't just end there with the glimpses of yourself. Your mind stores that information and then processes it. After processing the information, your mind links events and things in general to this information. For instance, if your favorite jean takes a tad more forceful energy to wear, your mind relates it to the slight bulge you saw earlier in the mirror and tells you perhaps, you need to cut back on the sweet foods as you might have gained weight. At this level, your reasoning is perfectly rational and within the normal limits.

However, things start to take a different turn when your mind starts pointing out absurd events that have nothing to do with the image it saw, and the links are usually very negative. For instance, if you walk into a room that was buzzing with conversation prior to your entrance and your mind feeds you with thoughts linking the sudden hush to your weight gain, that is negative. Perhaps you experienced a loss or were passed over for a promotion, and you start thinking it is because you are too fat, your inner dialogue has taken a very negative turn. These examples are just trivial samples, but they articulate how negative thoughts work. The situations around you are processed internally and fed back to you in a way that completely demoralizes you.

Many people have been prompted to take actions that they normally wouldn't have taken by their consistent negative thoughts. Initially, you would reject the information you are being fed, but when you continuously meditate on those thoughts over time, you would start to believe them until they would almost become a reality for you. Harboring negative thoughts not only affects your mental psyche, but it can also destroy your relationships. This is because those negative thoughts affect your ability to objectively assess your relationships. Your reaction to those thoughts could vary. It could put you in a perpetual state of anger, which can spiral out of control. We already what uncontrollable anger can cause. It can also leave you depressed and unable to function at optimal levels.

In relationships where there is a complete absence of trust, the root cause is usually negative thoughts fed by events that have either been misconstrued or unresolved. It is mentally exhausting to stay focused on negative thoughts. It is like a dark cloud that blots out the sun leaving you unhappy and unable to take notice of the things that actually really matter. Such is the nature of negative thoughts. But as gloomy as this outlook is, it is very possible to retrain yourself to think in more positive terms. With consistent practice and deliberate effort, you can control how you process information and give yourself positive feedback.



# Using CBT to Manage Your Anxiety and Depression

We are now upon our most important topic. How does CBT work to treat anxiety and depression? We know that the basis of CBT is based on the relationship between thoughts, emotions, and behaviors, and we also know that controlling our thoughts will lead to controlling behavior as well. The first step of CBT is learning the ability to control your worry. By taking control of your worry, it won't have the opportunity to manifest into anxiety and depression.

## Unhelpful Thinking Styles

To effectively use CBT, you must understand the different types of cognitive distortions or otherwise known as 'unhelpful thinking styles.' By knowing what these different styles are, you are able to identify when it is happening and use CBT to change that thought/worry. By determining whether your worry is justified or not, you are able to control if you worry will then lead to anxiety. Below are the twelve types of cognitive distortions that you need to learn:

1. All or nothing thinking: This is otherwise known as 'black and white thinking.' You tend to see things in either black or white or success or failure. If your performance is not perfect, you will see it as a failure.
2. Overgeneralization: You see one single negative situation as a pattern that never ends. You draw conclusions of future situations based on one single event.
3. Mental filter: You choose one single undesirable detail, and you exclusively dwell on it. Your perception of reality becomes negative based on it. You only notice your failures but you don't look at your successes.
4. Disqualifying the positive: You discount your positive experiences or success by saying, "that doesn't count." By discounting all your positive experiences, you can maintain a negative perspective even if it is contradicted in your daily life.

5. Jumping to conclusions: You make a negative assumption even when you don't have supporting evidence. There are two types of jumping to conclusions:
  1. Mind reading: You imagine that you already know what other people are thinking negatively of you, and therefore you don't bother to ask.
  2. Fortune-telling: You predict that things will end up badly, and you convince yourself that your prediction is a fact.
6. Magnification/Minimization: You blow things out of proportion or inappropriately shrink something to make it seem unimportant. For example, you beef up somebody else's achievement (magnification) and shrug off your own (minimization).
7. Catastrophizing: You associate terrible and extreme consequences to the outcome of situations and events. For example, if you are rejected for a date, it means that you are alone forever, and making an error at work means you will be fired.
8. Emotional reasoning: You make the assumption that your negative emotions reflect the reality. For example, "I feel it so, therefore, it is true."
9. "Should" statements: You motivate yourself using "shoulds" and "shouldn'ts" as if you associate a reward or punishment before you do anything. Since you associate reward/punishment with shoulds and shouldn'ts for yourself, when other people don't follow it, you feel anger or frustration.
10. Labeling and mislabeling: This is overgeneralization to the extreme. Instead of describing your mistake, you automatically associate a negative label to yourself, "I'm a loser." You also do this to others; if someone else's behavior is undesirable, you attach "they are a loser" to them as well.
11. Personalization: You take responsibility for something that wasn't your fault. You see yourself as the cause of

an external situation.

12. All at once, bias: This is when you think risks and threats are right at your front door, and the amount of it is increasing as well. When this occurs, you tend to:
  1. Think that negative situations are evolving quicker than you can come up with solutions
  2. Think that situations are moving so quickly that you feel overwhelmed
  3. Think that there is no time between now and the impending threat
  4. Numerous risks and threats seem to all appear at the same time

By understanding these cognitive distortions and unhelpful thinking styles, you will have the opportunity to interrupt the process and say, for example, “I’m catastrophizing again.” When you are able to interrupt your own unhelpful thinking styles, you are able to readjust it to something that is more helpful. This is one of the main strategies within CBT.

### **Challenging Your Unhelpful Thinking Styles**

Once you are able to identify your own unhelpful thinking styles, you can begin trying to reshape those thoughts into something more realistic and factual. In this chapter, I have categorized all the different cognitive distortions and what questions you should be asking yourself to develop different thoughts.

Keep in mind that it takes a lot of effort and dedication to change our own thoughts, so don’t get frustrated if you are not succeeding right away. You probably have had these thoughts for a while, so don’t expect it to change overnight.

#### **Probability Overestimation**

If you find that you have thoughts about a possible negative outcome, but you are noticing that you often overestimate the probability, try asking yourself the questions below to reevaluate your thoughts.

- Based on my experience, what is the probability that this thought will come true realistically?
- What are the other possible results from this situation? Is the outcome that I am thinking of now the only possible one? Does my feared outcome have the highest possible out of the other outcomes?
- Have I ever experienced this type of situation before? If so, what happened? What have I learned from these past experiences that would be helpful to me now?
- If a friend or loved one is having these thoughts, what would I say to them?

### Catastrophizing

- If the prediction that I am afraid of really did come true, how bad would it really be?
- If I am feeling embarrassed, how long will this last? How long will other people remember/talk about it? What are all the different things they could be saying? Is it 100% that they will talk about only bad things?
- I am feeling uncomfortable right now, but is this really a horrible or unbearable outcome?
- What are the other alternatives for how this situation could turn out?
- If a friend or loved one was having these thoughts, what would I say to them?

### Mind Reading

- Is it possible that I really know what other people's thoughts are? What are the other things they could be thinking about?
- Do I have any evidence to support my own assumptions?

- In the scenario that my assumption is true, what is so bad about it?

### Personalization

- What other elements might be playing a role in the situation? Could it be the other person's stress, deadlines, or mood?
- Does somebody always have to be at blame?
- A conversation is never just one person's responsibility.
- Were any of these circumstances out of my control?

### Should Statements

- Would I be holding the same standards to a loved one or a friend?
- Are there any exceptions?
- Will someone else do this differently?

### All or Nothing Thinking

- Is there a middle ground or grey area that I am not considering?
- Would I judge a friend or loved one in the same way?
- Was the entire situation 100% negative? Was there any part of the situation that I handled well?
- Is having/showing some anxiety such a horrible thing?

### Selective Attention/Memory

- What are the positive elements of the situation? Am I ignoring those?
- Would a different person see this situation differently?
- What strengths do I have? Am I ignoring those?

### Negative Core Beliefs

- Do I have any evidence that supports my negative beliefs?
- Is this thought true in every situation?
- Would a loved one or friend agree with my self-belief?

Once you catch yourself using these unhelpful thinking patterns, ask yourself the above questions to begin changing your own thoughts. Remember, the core basis of CBT is the idea that your own thoughts affect your emotions, which then influences your behavior. By catching and changing your thoughts before it spirals, you will be in control of your emotions and behavior, as well.

## **Chapter 5. How To Analyze People, Manipulation And Persuasion.**

### **How to Analyze Those Around You**

The next thing that we need to take a look at is how to analyze and read someone around you. As a dark manipulator, it is likely that you are going to want to try and get a good read on other people as quickly as possible, and learning how to read them quickly without making mistakes or having to waste time, is going to be very important. While you may not be as good at doing this as a doctor in psychology, you can learn how to quickly analyze and read the other people who are near you.

The first step that you can take is to know yourself well. This can be difficult for a lot of people because you have to actually stop and learn how to understand who you are as a person. You have to really take the time to know what your likes and your dislikes are about, and what is going to make you tick. Once you are able to get a really good understanding of yourself, you will find that half the battle, if not more, is won. While all of us are going to be a bit different, we are going to have a lot of similarities, and knowing a bit about yourself and being able to properly analyze yourself is going to make a difference in how well you are able to analyze others.

To divide things up a bit, we need to look at the hierarchy of the human emotional needs. These are going to come from Abraham Maslow and the five needs going from the ones we need to focus on first and then all the way up to the last one we usually will reach includes psychological (this would be like food and shelter), safety, social, esteem, and self-actualization. Only the needs that are not satisfied are going to be the motivators. Once you have been able to satisfy this need, then you will be able to move on and use the next level as a motivator to help you out.

Once you have had some time to understand the basic needs that a person has, you will find that it is much easier to read that person. You do have to learn how to pay attention to the nature of that person. We are all the same

in some respects, but we are also very different. Which means that we need to take some time to learn the nature of the person we are analyzing, and figure out how they are the same as us, and how they are different.

So, how are we going to be able to determine the nature of someone? There are a few different ways that you can do this. First, pay attention to some of the things that a person likes to do. What the person spends their free time doing is going to share a lot about their character. Do you see that person just working and going home when they are done? Do you see them going to church, spending time with friends, doing a class or something else?

Once you have a good idea of what the person likes to do in their free time and what they are involved in, it is time to take a look at some of the things the person likes to say. Pay attention to what they like to talk about, what they say, and what kinds of conversations they like to start with. This is going to give you a good idea of what they consider important. Maybe they spend time talking about the latest functions they help out with at church about helping others out, and about their children. Or maybe the target boasts on a continuous basis so you see that they are thirsty to get rewarded or applauded for the work that they do.

Next on the list is the idea of the body language that we use. The body language is a good way to figure out the inner mood of the person, and you can compare how their mood changes from one day to another. You can look at their stance, their smile, how confident they are when they stand, their eye contact, and even their tone of voice.

Keep in mind with this one that we are looking for the baseline. There will be times when the target is down and doesn't feel good, but if we were following this and looking for body language cues for a long time, we know that they are generally upbeat and in a good mood. There can always be variations in the body language and their inner mood, but often there is going to be an average that will tell us a lot about the person.

As we go through all of this, we need to also take into account some of the cultural differences that show up. If someone seems to do something that is different to us it could be due to the fact that they come from a different culture. When you are analyzing someone, it is important to also consider



where they are from. When you know this information, we are going to be able to get a better baseline for what is normal with them, even if it is not what we are used to seeing in others.

And to finish it up, one of the best ways to analyze another person is to ask a lot of questions. Never just take the first answer that they provide at face value. You need to dig deeper to see if there is even more that you are able to learn about that person. Often it takes a bit to get the target to open up to you. This can be due to some insecurities that show up. But often it is because we think that no one is actually interested in hearing what we have to say.

Once they find out that there is actually someone out there who wants to listen to them, someone who is actually interested in them, the story is going to change around a bit. By asking a few questions to help them open up and feel better, you will find that the target is going to open up, and you will be able to gather up a wealth of information on them. And often they don't realize what kind of information they are sharing or how much they are handing over to you to use against them later on.

As a manipulator, it is so important to be able to analyze and read the other person you would like to manipulate. This may sound a bit mean in the process, but it is the best way to ensure you really know the target you want to work with, and will ensure that you are able to pick out the right technique and more that you want to use on them that will be the most effective in the long term. This takes time, and sometimes we are going to be impatient to get started, but overall, this is one of the best tactics to help you get things right and to get the target to give you what you want.

## **How to Detect Deception Around You**

Deception is a big issue that comes up when we are dealing with a dark psychologist. Many people whoa refine with dark manipulation are also going to be fine with deception and using it for their needs. Because the manipulator likes to work with deception, it is important to know how to detect this deception so you won't be taken advantage of when it comes to a dark manipulator.

Detecting deception is still a pretty difficult task. And the dark manipulator wants to keep it this way. As soon as the target figures out that there is some deception are going on, they are going to leave and have nothing to do with the manipulator any longer. Because of this, and because the manipulator wants to make sure that they are able to get the most out of the target as possible, the manipulator is going to keep the deception as hidden as possible.

Over the years, research has been done to figure out if there is one nonverbal or verbal cue that will help us to figure out deception, and researchers have failed with this one. Detecting deception is going to rely on a lot of different cues that will have a varying amount of success when it comes to predicting whether deception is happening or not.

To help increase your chances of catching a liar, clusters of nonverbal and verbal displays need to be identified and compared against a baseline that is established back at a time when you know the other person had no reason to lie to you at all. Any deviations that happen with the baseline can indicate some deception, but that is not going to be accurate the whole time. The best way to detect deception is going to be to compare people and what they say in order to compare it with a set of known facts. But then, if you meet a manipulator from the very beginning, it is hard to do this kind of approach. Instead of relying on this, most people are going to need to rely on nonverbal and verbal cues to help them see if deception is going on or not.

There are a number of nonverbal and verbal cues that you can look for and which may indicate some deception as well. These will include:

1. A liar is going to tend to answer questions that were not asked.
2. A liar is more likely to answer any question that you pose with another question.
3. Liars are going to not want to make any self-corrections. They feel that doing this is going to give off the perception that they can be wrong and that they don't know what they are saying.
4. Liars tend to fake some memory loss with things like "I don't recall" or "I don't remember" to get what they want.
5. The liar is going to report what they did not do, rather than focusing on what they actually did.
6. The liar is going to justify actions that they did, even when there isn't really a need for this justification.
7. When someone is lying it is likely that they are not going to include any emotions into the account they give on the event.
8. Liars are going to add in more details, including exact dates and times to help prove that they were not the ones who did the action.
9. The liar is more likely to ask for a question they have been asked to be clarified or repeated.
10. Liars are going to try and express some emotions that are not that genuine. Depending on how good they are at acting it out, the target may or may not believe these emotions.
11. The liar is more likely to use fewer words when it is time to describe an activity or event.
12. The liar is going to spend a lot of time pointing out the flaws and any weaknesses of another person.
13. Liars are going to include fewer details when it is time to describe activities and events.

14. When they are talking about activities and events, a liar is more likely to use some passive, rather than active, language.

The manipulator is going to try and deceive you about pretty much anything that they can. If they are sure they can get away with doing this, and you won't notice, then this is their first line of attack. They want to make sure that they come out of any situation, and any scenario, looking like the best possible. And any method that they can use to make this happen will be fine with them.

This means that deception is going to take a lot of different forms. You may find that the person is going to use outright lies to tell their story. They may omit important parts of the story to get the target to behave in a certain way without all the facts. They may use certain words that they can back out of later, they can deny having said or done something in the past, and even gaslighting can be used in order to convince the target that they have done something wrong and are the ones to blame for various situations.

Any form of deception is going to be an open game when it comes to the manipulator. And any target needs to be aware that this could be used against us. We like to assume that others are going to treat us nicely and take care of our best interest, just like we hope we would do for them. But in reality, there are far more dark deceivers and dark psychologists out there than we would imagine, and they would be more than happy to take control and deceive us at any chance that they can get.

If you notice any of the signs that are listed above, you need to be cautious. These are big verbal and nonverbal cues that we need to watch out for to ensure that we aren't going to be deceived, and if more than one is showing up at a time, then it is definitely a red flag to watch out for. However, there could be other signs, and just because one or two of these shows up doesn't mean someone is lying either. This is again a place where your intuition can come into play, and listening to it can ensure that you won't get harmed and that another person, in this case, a manipulator, isn't going to come and take advantage of you any longer.

## **Techniques You Can Use to Deceive Others**

Deception is a unique part that comes into dark psychology. Unlike a lot of the other options that we have talked about in this guidebook, you will not encounter a lot of instances where deception can be seen as a good thing, and then sometimes as a bad thing. When someone is trying to deceive another person, the intentions are usually going to be pretty bad in the process. It is a great tool to use when it comes to being a dark manipulator, but you have to remember that most people are not going to be that happy if they find out it is being used against them.

Deception is going to be a statement of some kind of action that is going to mislead, hide the truth of the situation, or will promote some kind of idea, concept, or another belief that is not really true. It is going to be done in most cases by a manipulator who is trying to gain something for themselves, with little regard to how it could harm the other person. There are a lot of different things and techniques that can show up with deception, and this action is going to include a lot of sleight of hand, propaganda, dissimulation, and concealment to name a few. It may include some self-deception and bad faith in the mixture as well.

Deception is going to be a big relational transgression that will lead to feelings of betrayal and other trouble with trust between the two partners. This is because deception is able to violate the relational rules and it is going to be a big violation, in a negative manner, against the expectations of the other partner. This is true no matter what kind of relationship was going on between the two partners.

For example, it is common for us to expect that our friends, our coworkers, someone we are romantically involved with and ore are going to be truthful with us, just like we would be truthful with them. If people expected to enter into a conversation where the other person would not be truthful, you would find that communicating with others and talking to them would require some misdirection and distraction in order to get ahold of the reliable information that is needed that is truthful.

This is not a good way to have a relationship with another person. You want to make sure that the two of you are on the same page, that you are going to

be able to work well together, and that you can trust each other. Deception, especially when it is meant to harm the other person in the relationship is going to cause a lot of issues and if the deception is bad enough, it is going to cause a rift in the relationship that you have with the other person.

Deceit is something that most people are going to avoid, and it is often seen as the ethically wrong choice in a whole manner. But for someone who is fine with using dark manipulation to help them get what they want, this deception and the tools that go with it, and the different methods that you may use as well, are going to be perfect to help you get what you want. It may not be the most ethical manner to use, but just like with some of the other options that we have talked about in this guidebook so far, it can be one of the most effective methods to help you get what you want.

## **The Types and Techniques of Deception**

The next thing that we need to take a look at is the types of deception that you are able to work with. You will find that deception can include a few different types of omissions and communications that are meant to either hide, distort or even omit the whole of the truth. This is done to help present the story in the manner that the manipulator wants, and ensures that the target doesn't figure out what is going on. It can also lead the target to view things in a certain light and helps them to pick the path that the manipulator wants, even if this is not the right path for the target.

There are many examples that we can look at when it comes to deception. It can be something like a false statement to throw the target off your track, or it could be claimed that are more misleading where a lot of relevant information is hidden. This leads the target of this deception to make the wrong conclusions, based on the false information that they were purposely given by the manipulator in the beginning.

For example, you may have heard the claim, or something similar to it, in the past, that sunflower oil is beneficial to the health of your brain because it has some healthy omega-3 fatty acids. This is actually going to be a bit misleading. This leads the target to think that sunflower oil is able to benefit the health of the brain more than other types of foods.

This is misleading because sunflower oil does not have a lot of omega-3 fatty acids in it, and it isn't really that great for the health of your brain. This is technically true because it does have some of the fatty acids though, and these fatty acids are known to be really good for the health of your brain. But since the sunflower oil has such low amounts of this, and there are other compounds in the oil that can actually counteract the omega-3 fatty acids and make you sick in the process, this was a form of deception. It is set up in a way to have the target infer information that is false.

Deception by itself can be intentionally managing the nonverbal and verbal messages to the target in a manner that will make the target believe the message in a way that the manipulator knows is false. This is basically what the manipulator has been doing with all of the other techniques we discuss

in this guidebook, so you should already have some ideas on how to use this.

One thing to look at with this one is the intent though. This is going to determine if the deception actually happened. If the person told you the wrong time by mistake, or because they had the wrong time written down themselves, this could be an inconvenience and may cause you to be late, but it would not be seen as deception because they did not intend to make you late. With dark manipulation, the target meant to tell you the wrong time, knowing perfectly well the right time, because they were hoping to beat you there and get all the reward while making you look bad.

The intent is going to help us differentiate between a mistake that was honestly made, and one that is deception. The Interpersonal Deception Theory is going to spend time exploring the interrelation between the communicative context and sender and receiver cognitions, and behaviors in deceptive exchanges.

Now that we have had some time to look over all of that and learn a bit more about deception, it is time to look at a few of the forms of deception. As a dark manipulator, it is likely that you are going to spend time working with all of these at one point or another, and depending on the situation, you may work with more than one of these at a time. All of these are useful to a dark manipulator because it allows them to hide information from their target, while being in control over the whole story and what is going to happen next. The different forms of deception that you can look for will include:

1. Lies: This is when the manipulator is going to make up information to suit their needs, or will hand out information that is opposite, or at least very different, from the truth.
2. Equivocations: This is when the manipulator is going to make contradictory, ambiguous, and indirect statements to confuse their target.
3. Concealments: This is when the manipulator is going to omit information that is important, or at least relevant, to



the given context. They may also engage in behavior that makes sure relevant information is hidden from the target.

4. Exaggerations: This is when the manipulator is going to try and stretch or overstate the truth to some kind of degree to get what they want.
5. Understatements: This is when the manipulator is going to try to downplay or minimize the different aspects that come with the truth so they don't seem like as big of a deal as they are.
6. Untruthful: This is when the manipulator is going to misinterpret the truth on purpose so as to confuse the target and get them to act in the manner that the manipulator wants.

Often, we think that we are better at deception and deceiving others than we really are. But it takes a real manipulator in order to pull off this deception and get the results that they want. For most of us though, we don't do this kind of deception on a regular basis, so we don't have the practice, and often we are going to be bad at it and give off some kind of information about the deceit that we are trying to attempt. And then the other person is going to figure it out, and it can cause some problems.

But when you are a manipulator who is trying to work with dark psychology, you will find that you have to work on deception on a regular basis, and for those who have done this for a long period of time, they are able to deceive without the other person even catching on. And sometimes the deceptions that a manipulator is using will be so in-depth and last for a long time, you will find that it is pretty amazing how much this can go on for.

## Motives

The next thing that we need to pay attention to is some of the motives that come with this kind of deception. Why would a manipulator want to spend their time lying and using other forms of deception to get what they want? According to Buller and Burgoon, propose that there are three different categories that we can place the motivation for deception under, and each is going to be based on their own Interpersonal Deception Theory to make it easier. The three categories that are used for the motivation behind someone using deception in their lives include:

1. Instrumental: This means that the manipulator is going to use the deception in some form to help them protect their own resources or to avoid being caught and punished for something that they have done in the past.
2. Relational: This one is going to mean that the manipulator uses deception in order to help them maintain the bonds and the relationships that they have with others.
3. Identity: This is when the manipulator will choose to use deception in order to preserve their face or their own self-image in the view of the target.

Of course, we can add in a fourth category here when we are talking about deception and how this is used in the scenario of dark psychology. The manipulator can easily use the deception to help with any of the three categories above, but it is also likely that they are using it as a way to help them develop power over another person. When they are able to control the target in a manner that benefits the manipulator, they get to have the power and can write the story that works the best for their needs. This may end up harming the target in the process, but you will find that the manipulator is always going to turn things in a way that makes sure they get to win.

The manipulator has to be careful about not having their deception detected by others. This may seem like something easy to do, but your target is going to be bombarded by messages and people out to trick them all of the time, and if they are not careful, there can be some instances where the person is

going to be leaked nonverbally and verbally without the manipulator even knowing. Being careful with your stories, and using the right techniques can help to make this easier.

Deception is generally seen as something that we are supposed to avoid because it can harm another person and can be unethical in the process. But for a manipulator, you will find that this is going to be one of the techniques that they are able to use in order to take advantage of other people and to ensure that they will be able to get the things that they need.

## **Manipulation Techniques**

Manipulators are all around us. They could be your friends, neighbors, boss, colleagues, or even your life partner also. But it is not easy to identify them. Of course, they live with disappearing characters and personality traits.....

No one moves with having a tag of psychopath or narcissist on their forehead.....but they can turn our lives into living hell.

They can use anyone as their prey to feed their anxious nature. These are disguised psychological vampires, and the only motive they have is to find a victim to satisfy their psychologically ill mentality.

We are not bound to become the next victim of their charm, but we can identify them with several traits and by knowing the techniques they use to manipulate. For manipulators, it is rewarding to learn the art of manipulation, and in reality, even we can also get the advantage of manipulating techniques to control the mind of others but still, it is important to draw an ethical line for testing your abilities.

It is a different debate here I am sharing you some very common techniques to manipulate people.

### **MIRRORING TECHNIQUE:**

This very famous manipulating technique involves two steps:

Initially, you need to act as a mirror image of the person whom you are going to manipulate, and in the second step, the process gets reversed. Behavior copying is a basic tool for this technique. Copy every quality you notice in your subject from body language to tonality, and from face and hand gestures to communicating and behaving abilities.....just do everything in their way, and they will notice you and they will start to feel more close and connected with you. And this will be the right time to implement further manipulation methods on the vulnerable subject.

Manipulation requires the complete trust of your subject; otherwise, it becomes really hard to manipulate anyone. Mirroring is a slow but highly effective technique to make you closer to your subject, and other techniques

will easily influence the mind of the subject but don't consider it a kind of magic to be done within seconds or minutes it may get prolonged to hours and days.

CAUTION: perform mirroring with as carefully as possible otherwise, your mirroring attempts could make the subject suspicious about you. And once you lose the connection, it is near impossible to recover the early position.

#### LOVE BOMBING TECHNIQUE:

A very famous proverb can explain this technique; “ many kisses the hand they wish to cut off.”

But love bombing is not as simple as this proverb; it is a complex and typical technique usually used by Narcissists. Manipulators use it in the early phases of interaction to show positive affection, interest, and harmony with the subject. Being extremely nice to the victim generates an overwhelmingly positive attitude inside the subject for you. Originally you set an emotional trap for the subject and grip the sentiments of the subject easy to manipulate.

This technique is not for everyone, but it is highly applicable for the people who have a lack of love and happiness in their lives. And they always remain in need of getting the attention and care from anywhere.

CAUTION: it is important to keep your intentions and objectives hidden and don't start to manipulate your subject just after quick love bombing but give them some time to become used to.

#### GOOD LISTENER TECHNIQUE:

Please understand the tricks of manipulation. It is not just about hacking someone's brain and makes them do whatever you wish. It is about grabbing the trust and better understanding of your subject. And to understand anyone, it is essential to know them. The best way to know a person is listening to them.

Becoming a good listener for your subject establishes an illusion of comfort and friendship between both of you. The subject starts trusting you and feels relaxed to discuss their daily routine, personal and professional issues,

and their social and love life with you. Their life becomes an open book for you. The only things you need to do are listening to them quietly or just pretend as a good listener in front of them.

You not only need to listen and forget everything, but for manipulating it is also required to make them realize that you care for them by repeating their discussed information in a wisely manner.

**CAUTION:** Good listening technique is not all about listening and then replicating everything like a parrot but use the important part of information according to the requirements of the situation.

#### **TRAPPING PERSONALITY TECHNIQUE:**

Life is a bed of roses for beautiful people. But it is a half-truth, beauty attracts the eyes, but the heart responds to the personality. Admiring beauty and personality is something in human nature. And using the charisma and charm of your personality wisely is the skill requirements for manipulation.

Beauty counts, but still, you need to work on your personality. Positive attitude with perfect body language, approachable and welcoming gesture and command on word power are the weapons to hunt the subject for manipulation. Always be a self-confident person and make people feel great being with you. It will help you to win every race of life individually, personally, and professionally.

**CAUTION:** Avoid over doings and never become overconfidence because no one likes a brash person regardless of how attractive, charming, and well personality he has.

#### **FEAR AND RELIEF TECHNIQUE:**

It is documented and highly researched technique for manipulation. Even this technique causes so much anxiety and stress, but anyhow it is extremely adequate. Fear and relief technique manipulate people by playing with their emotions.

It is a simple two steps method:

1. Firstly set a fear for something in your subjects mind to make him feel up guarded and unprotected.

2. In the second part give your subject an offer to provide relief against their fear.

But what actually can make a person scared is the most challenging part of this technique. Seriously it is not possible to make people feared from some kind of evil dead and zombie kind of things. You better search keenly for their real fears and the situations and sentiments that can make them scared. Analyzing the subject properly reveals their terrors and frightening to you. Just be little creative and use their relationships, career, aims, and goals of life for frightening them.

CAUTION: It is not only about making your subject feared, but you must have the solution to rescue them from their consternation.

#### GUILTY APPROACH TECHNIQUE:

Nobody wants to become a villain or desires to become guilty. So try to understand the power of making people feel guilty and use this technique for your best. You create a psychological effect to obligate make people feel guilty of their some kind of act or behavior by using some emotionally catchy and pinching sentences like “I was never expecting this kind of evil/cruel gesture from you”, or “I always helped you in every situation no matter what it was, but you disappointed me.”

No one wants to spoil their good image, and ultimately the subject feels like fulfilling your demand. And at this point, you can plant your theory in their subconscious and let them move with the flow.

CAUTION: you have to be very careful with this technique; otherwise, you might be suspected of being manipulating people.

All these manipulating techniques work to provide you easy prey. It is not possible to get the same results every time with a technique. Every time you manipulate a different person with almost different qualities and flaws. Sometimes it just happens within no time, and sometimes it takes a long and exhausting period of implementing the tricks on the victim.

In addition to all these techniques, you have to combine your looks and verbal communication skills also. Crucially you need to work on:

Technique + Verbal communication + Appearance = Perfect manipulating personality

## APPLICATION OF MANIPULATION TECHNIQUES

Everyone considers manipulation as a real danger. We feel scared of manipulators and try to identify them for our protection. But still, all of us become the victims of manipulation almost every day.

Yes, we are surrounded with people, groups, and industries who are manipulating us 24 x 7 for their hidden interests. The surprising thing about this kind of manipulation is ‘no complains about being manipulated or being fool’.

Manipulation is converted into art now. In this era of technology and science, it is becoming essential to manipulate people for certain reasons. These reasons are sometimes good, but most of the times not. Applications of manipulation in the field of psychology and medical are acceptable because occasionally, it is essential to manipulate a mentally ill patient for their recovery and treatments.

Here are some other applications of manipulation we observe in our daily life and never complained about these:

### MARKETING AND MANIPULATION:

Have you ever experienced yourself singing, dancing, and performing some kind of unreal stunts while opening a can of a soft drink?????

Or after eating a bar of chocolate, you ever transferred to an amazing world where everything is made up of chocolate???

Ok, let's change the question....

Have you ever seen girls attacking you just after spraying a deodorant or body spray???

In reality, nothing happens like that.....Agree!!!!

All these are manipulating tact's to convince and attract you towards that particular product. Marketing is a technique to boost business and converting viewers into customers to increase sale. All these marketing



tricks not only sell a product directly but in actual they manipulate your mind with an experience that appeals us, and we move our hands toward our wallets to bring out money for observing the same kind of sensation and transformation.

But sadly things never play out as they do in commercials and movies. Marketers not only manipulate customers in only a fictional way as I mentioned before, but they consider marketing as love or war where all is fair. They use manipulation, or you may call it brainwashing also to sell their products by using some marketing manipulation techniques as advertisements and marketing tools.

- **PRODUCT PLACEMENT:** Marketers insert their product in TV dramas, shows, and movies for promotion, and it works. It is a powerful strategy to relate a product with your favorite program or personality.
- **PROMOTIONS:** Bargaining is something that fascinates us. Marketers manipulate the price of products and present a scam offer. They raise the prices of products before a sale and then implement eye-catching and tempting discount signs like 50% off, Sale, Buy one get one free, etc.
- **EMOTIONS:** We are emotional beings, and marketers get benefits by manipulating our emotions. They create an emotional and sentimental story that we love to see again and again and try to relate with it by building positive feelings with the brands. Although marketers also manipulate with generating negative feelings, fear and anxiety-like; promotions are ending soon, limited stock, and one time offer, etc.
- **EXPERT OPINIONS:** All of us observe some kind of expert-based promotions of certain products. In these advertisements, they present doctors or professionals promoting products with some serious names that give a feel of an institute. Do any of us ever think about their credibility? But unconsciously start following their advice considering that product as reliable and recommended by the experts.
- **SOCIAL PROOFS:** sometimes, marketers use the same strategy of expert opinion by involving common people. Mostly this promotion tact is the main part of online shopping and promotions. Online

reviews are 80% effective for the next purchase, and we trust these reviews for our next purchase.

## MEDIA AND MANIPULATION:

There was a time media persons remain in search of news for most of the time, but now the situation is changed. Now the media produces the news. They provide us nothing but distortion and fabrication. It is nice to think media as a trustworthy and reliable medium, but this is not true. They have the power to change a useless and foolish kind of information into highly trending and breaking news by using catchy titles and attractive headlines. In the mean, while they convert an important hot issue into a completely vulnerable subject.

In a nut, shell media is shaping up everything we hear, watch or read. Media has changed its medium from being informative to being more entertaining. The better the entertainment, the more profit media channels will generate.

In actual, media is manipulation with our subconscious. We think that we are keeping in touch with the happening all around the world, but originally we just click and click for the profit generation and benefits of folks. Some techniques media use to manipulate us are:

- **KNOW THE PUBLIC VERY WELL:** complete information about the subject is the first step of manipulation. Media has all the information about every single person thanks to our modern autocracy. In simple words, unfortunately, the system knows us and provides a strong base to media agencies for manipulation.
- **EMOTIONAL APPEAL:** Media controls the thoughts of viewers and keeps them far away from critical thinking. Media appeals to our emotions and triggers sentiments of the public.
- **GRADUALISM:** Media creates awareness slowly and starts preparing the public for “big news”. This, in actual, helps media to manipulate the public for accepting a socially unjust situation. This gradualism slowly but effectively dilutes the resistance and agitation from the public for a particular issue.

- **ADULTS OR CHILDREN:** Media treats their viewers like children. They consider the audience so much immature to handle the reality that is why they use sugarcoated modulations, actions, and characters to generate a compliant and submissive reaction.
- **DISTRACTION:** Media manipulates the minds of people by flooding the news about trivial issues and occupies their minds completely. The reason behind this strategy is to deviate public attention from real issues and stopping them from questioning certain issues.

#### POLITICS AND MANIPULATION:

Do you know why you cast a vote for a party or politician?

Do you know about their real policies and planning for the betterment of the country?

Or it was just about observing their campaigns, TV interviews, and live sessions?

Politics is broken. Yes, it is a dirty game where people/politicians manipulate the sentiments, emotions, and views of the public for the success of their party and to rule the country. They create nasty political ads to generate polarization for the ideology to cling with their opinions and agendas.

The most powerful techniques these politicians use to manipulate public opinion are:

- **EXTERNAL THREATS:** By creating outside enemy, they generate fear in public and manipulate them to go with their foreign policies because they can deal so much effectively with outer threats.
- **EXCESSIVE USE OF "PROTECT":** The word "protect" generates a kind of safe and sound situation regarding anything. Politicians use it excessively to make us feel that they care for us. They manipulate us by saying, again and again, the same sentence as; we need to protect X. here X is anything from women's rights, minority rights, religion, moral values, to social, educational, and welfare rights.

- **DISGRACE THE OPPONENT:** Politics is a real nasty. By disgracing the opponent in politics, these political manipulators achieve many hidden benefits. People stop caring about the policies, manifesto, and agendas of opponents. And the feel of compassion for the rival just gets disappeared. Politicians spread negative rumors and information related to their opponents, blur the opponent's personal life and question their integrity and patriotism to manipulate the public for personal benefits.

## TIPS FOR SAFEGUARDING YOURSELF FROM MANIPULATION

Manipulation sometimes hurt in real deep. That is why it seems necessary to understand commonly used manipulating techniques to safeguard and not to become puppets of manipulators hands.

Manipulators subtly attack, blame, and interrogate us. They make us feel guilty, deny the facts, create a condition of self-pity for us just for their interests and to satisfy their sick mentality. That is why it is important to learn some psychological techniques to overcome their influence and manipulation.

I am here sharing very effective and powerful psychological techniques to deal with manipulators and their weapons.

- Try to feel the energy inside people when you meet them for the very first time. It is ok to go with your gut feelings about the people around you. If the manipulators are your colleges, boss, or even some relatives, it's better to avoid over interactions and be limited with conversations to them.
- To discourage them from playing with your emotions, it is important to keep a record of their conversations with you. Manipulators are very good in twisting their words, tempering the facts and hiding the reality. That is why sometimes they blame you of doing something wrong. And you might start to believe them. Taking notes during conversation is a good idea. I know it sounds a little weird but having a record of any point that they can easily convert into some other meanings will help you in not becoming a victim of their terrible manipulating scheme.

- Start believing in yourself and treat you as the best person you ever met. Not in terms of egotism but in terms of respecting yourself. This will enrich you with confidence and positive energy, and no one else will be able to outburst or insult you. Worth yourself and develop a strong and self-controlled mentality.
- Manipulators always remain in search of a hole in your personality wall. That hole might be your bad or peppy mood. Never let them provide your weaknesses. Try to restore your problems and weaknesses on your own and never share your odds with others. I believe we are best friends of us and if you need to overcome your flaws and deficiencies just start positive self-talk from today.
- Meditate often.....to keep your mind calm and controlled it is the highly recommended technique. Meditation keeps you relax and connect your contact with the subconscious to give you inner peace of mind. Meditation affects your mood also and encourages you to smile and act kindly with others. You never know maybe you could also change the manipulator.
- Avoid unusual emotional attachment with anyone. Try to be a little reserve in every relationship you have. I know it sounds strange, but every relation needs little space. And unrealistic or unlimited emotional involvement with anyone can easily change you into a manipulation victim.
- Manipulators mostly try to become boss and start influencing and suppressing your personality. Stand up and raise voice for yourself in front of manipulators. They may start behaving differently and will give justifications for their attitude and try to turn back their bad behavior around you but not get trapped.

When a manipulator faces any kind of opposition or resistance, their anger reaches on top. In certain times you need to control your emotions and remain calm and controlled.

When you challenge a manipulator and refuse to surrender in front of them, they become frustrated and angry. In some real situations, they start getting anxious and begin to say abominations. Maybe they also try to insult or humiliate you.

You need to be calm and strong. Never become capitulate. After experiencing failure with you, they will move on in search of new prey and leave you to live a better life without toxic people.

## **Chapter 6. How To Break Negative Thinking Patterns**

Getting rid of negative thinking and anxiety is easier said than done. As a matter of fact, studies reveal that even if you tell people to avoid thinking too much about a specific topic, it makes it even more difficult to get the thought pattern out of their minds.

However, indulging in negative thinking and re-running thoughts over and over in your head could be counterproductive and uncomfortable. In some instances, it could even result in chronic depression.

CBT can help you get away from staying too much on negative thinking by refocusing your mind on something positive. Through a series of therapy sessions, anyone who is heavily affected by negative thinking can benefit from rewiring the brain.

Most people who experience anxiety or depression caused by negative thinking should try CBT so the issues can be addressed immediately. Studies suggest that people who are depressed don't usually respond well to self-help techniques. Hence, it is recommended to attend CBT sessions for at least six weeks. A CBT specialist can teach you certain techniques that could help in counteracting the negative thought patterns associated with depression.

# **Common CBT Strategies to Help You Manage Negative Thinking**

## **Identify the Root Problem that Causes Negative Thinking**

It is important to find the problem and brainstorm for possible solutions. Talking with a psychotherapist and keeping a journal could help in discovering the root of negative thinking.

Write down every idea you have in mind. Think about the things that are bothering you and find ways to address the problem. Hopelessness is a trademark of depression. This is the belief that nothing can be better. Making a list of things that you can do to improve your current situation could help you to reduce the uncomfortable feeling.

For instance, if you are combating depression, there are many things you can do such as adopting a pet, signing up for a local club based on your interest, volunteering to a charity you care for and a lot more to avoid sinking further and deeper into it.

## **Keep a Journal to Help You Fight Negative Thinking**

After determining triggers and aggravating factors for your depression, the next step is to be vigilant about the bad thoughts that often pop into your head to overpower the positive ones.

In your journal, try writing a self-statement to fight every negative thought. Take note of your self-statements and read them to yourself whenever you are being pulled down by your negative thoughts. As you go along with this discipline, you will eventually develop new associations that will replace negative thinking with positive ones.

But you should remember that self-statement must not be too far from negative thoughts as the mind might not be able to accept it. For instance, when the negative thought is “I’m so sad today” you should not try to fight it with. “I am really happy today.” That would just be a complete lie. A better self-statement will be, “It’s okay to be sad. This is just an emotion. This too shall pass. And tomorrow will be a better day.”



This statement implies that it is fine to bump up the level of joy you may feel and your mind will be in check to safeguard you from disappointment. It is healthy to recognize the part of our body and mind that are trying to help us cope with negative emotions.

### **Learn to Accept Disappointments**

It is crucial to accept disappointment as part of our lives. The way we respond could affect how easily we can move forward. A teenager who is going through a bad breakup may blame trivial things such as simple acne, thinking, “There is no point in trying to look good. No one will like me.”

A better approach is to allow yourself to experience disappointment and be reminded that there are things that are beyond our control. Focus instead on the things that you can control.

Take note of the details of your current situation, the lessons you have learned from the experience, and what you could do differently next time. This could help you move forward and be more positive about your future.

### **Look for Fresh Opportunities for Positive Thinking**

Even those who enter a room and instantly think that they hate the furniture can probably rewire their brain to find at least three things in the room that they like. One easy technique is to set a phone reminder at least three times a day to rewire your thoughts for positive thinking. If you have a family or friend who also needs to manage their negative thinking, you can choose to buddy up and watch each other. This way, your team can share your thoughts and experiences.

### **Evening Reflection**

You can also combat negative thinking by reflecting the best parts that happened every day. Ideally, you can write down in your journal the things that you are thankful for. Keeping tab of your positive thoughts, and also sharing these thoughts with your loved ones could help you to develop new associations in your mind to build new pathways. With this technique, you can wake up in the morning feeling refreshed and ready to overcome any challenge of the day.

# **How CBT Can Help You Manage Anxiety Disorder**

If your life is heavily affected by incapacitating phobia, unrelenting worries, obsessive thoughts, or panic attacks, you might be suffering from anxiety disorder. Through CBT, you can manage anxiety problems by harnessing your mind to conquer your fears and take control of your anxiety. Before we further discuss CBT and how it can help you get relief from too much worrying, let us first understand anxiety disorder.

## **What is Anxiety Disorder?**

Even though humans have the natural tendency to feel anxious, an individual with an anxiety disorder could experience uncomfortable levels of anxiety that is usually beyond reason.

For instance, an average man may feel worried before going into a job interview, but a person who has anxiety disorder may feel worried every time he goes to work. This condition is believed to be underdiagnosed. More often than not, those who are suffering from anxiety disorder are not aware that they have a treatable illness.

Individuals who are experiencing anxiety disorder also suffer from related mental health conditions like depression. If left untreated, the condition could lead to self-harm and even suicide.

The symptoms of anxiety disorder vary according to the type of illness, but the condition is generally characterized by the inability to sleep well, irritability, inability to focus, a sense of impending danger or doom and physical symptoms such as heart palpitations, sweating, or muscle tension. Those with anxiety disorder also tend to experience feelings of helplessness and restlessness.

Anxiety disorder is also characterized by the person's inability to perform his daily activities. Those who suffer from the condition often have reduced quality of life.

Specific forms of anxiety disorder are included in the updated Diagnostic and Statistical Manual of Mental Disorders. (DSMMD). This includes

obsessive-compulsive disorder (OCD), generalized anxiety disorder, panic disorder, post-traumatic stress disorder, agoraphobia, social anxiety disorder, and even simple phobia.

Social anxiety disorder is the most common type of anxiety disorder and the symptoms usually show before age 20. Common phobias - such as fear of cockroaches - are also quite typical with more than 1 in 10 people suffering from a specific phobia.

For treatment of anxiety disorder, studies reveal that therapy is often one of the most effective techniques. This is because therapy - not similar to most medications - can treat beyond the symptoms of the disorder. CBT can help you discover the deeper causes of your fears and worries, gain new perspective on things, learn how to be calm amidst panic attacks, and build better problem-solving and coping skills. CBT can provide you the tools to help you manage your anxiety disorder.

There are different forms of anxiety disorder, and CBT can be customized based on specific concerns and symptoms. If you are experiencing panic attacks, for example, your CBT treatment will be quite different compared to someone who has obsessive-compulsive disorder.

In addition, the length of the treatment will also rely on the form and intensity of your anxiety disorder. However, most CBT techniques for anxiety disorder are quite short-term. In fact, the American Psychological Association prescribes only 8 to 10 CBT sessions for people who have anxiety disorders.

Many various forms of treatments are used for anxiety disorder relief. However, the leading techniques are CBT and other related treatments such as exposure therapy. Each treatment can be used as a standalone therapy or as part of a regimen.

CBT is a common form of treatment often prescribed for people who are suffering from anxiety disorders. Research reveals that CBT is an effective approach in the treatment of generalized anxiety disorder, social anxiety disorder, phobias, and panic disorder among other mental health conditions. CBT can address distortions and negative patterns in the way we perceive the world and our own image.

Remember, the fundamental concept of CBT is that our own mindset - not our environment – can affect our emotions. To put this simply, it is not our current circumstance that will set how we feel, but how we perceive the situation. For instance, let's say that you have been selected to present a sales pitch to an important client. Work on at least three different approaches in thinking about the opportunity and how your thoughts could affect the way you feel.

Scenario: You Need to Present a Major Sales Pitch

Thought No. 1: The opportunity is exciting. I love talking to a client who is really in need of our service.

Emotions: Excited, Happy

Thought No. 2: Presentations are not my alley. I'd rather stay in the office and prepare the report for someone else who is better than me at speaking in front of people.

Emotions: Neutral

Thought No. 3: I don't know what to say. What if I mess up the presentation? My boss will hate me.

Emotions: Apprehensive

As you would notice, different individuals could feel different emotions from the same situation. This can all depend on each person's beliefs, attitudes, and expectations. For those who are suffering from anxiety disorders, negative thinking could also fuel negative emotions of fear and anxiety. CBT's goal is for anxiety to determine and rectify these negative beliefs and thoughts. The main idea is that if you alter how you think, you can also reshape your emotions.

### **The 3-Step CBT Technique of Challenging Your Thoughts**

Cognitive restructuring - also known as thought challenging - is a CBT process wherein you need to challenge your negative thoughts that will only feed your anxiety, and instead replacing them with more realistic and positive thoughts. This process involves three specific steps:

Step 1 - Identify Your Negative Thoughts

People who suffer from anxiety disorder perceive situations as more harmful as they really are. For example, for someone with fear of germs, shaking hands is perceived as a high-risk activity. Even though this is often seen as an irrational fear, understanding these thinking patterns could be a challenge. One way to work around is to continue asking yourself what you were thinking when you began feeling anxious. Your CBT specialist can assist you in completing this step.

### Step 2 - Challenge Negative Thinking

Next, your CBT specialist will assist you to effectively assess your thoughts that are causing your anxiety problem. This may include scrutinizing the validity of your worrisome thoughts, evaluating beliefs that are not helpful, and checking out the reality of negative predictions. The most common approaches for challenging negative thinking involve thinking about the real chances that what you are worried about may not really happen, comparing the advantages and disadvantages of anxiety, performing experiments, or avoiding the root cause of your fear.

### Step 3 - Replace Negative Thinking with Realistic Thinking

After successfully identifying the negative distortions and irrational predictions in your negative thoughts, the next step is to replace them with fresh thoughts that are more positive and realistic. Your CBT specialist can also assist you in coming up with more accurate and relaxing statements that you can repeat to yourself when you are about to experience a situation that will usually cause you anxiety.

To better understand the mechanism of challenging your negative thoughts in CBT, let's examine this short example:

Betty doesn't want to keep jogging because she's worried about how she looks when she runs, and she thinks that everyone would laugh at her. Her CBT specialist asked her to make a list of her negative thoughts, figure out cognitive distortions, and work around with a more logical statement. Take a look at the results:

Negative Thought No. 1: What if I look silly when I go jogging?

Negative Distortion: Thinking about the worst case scenario

More Realistic Thought: No one ever told me I look silly.

Negative Thought No. 2: If I look silly, it will be terrible!

Negative Distortion: Blowing things out of proportion

More Realistic Thought: I am doing this for my health. That is not terrible.

Negative Thought No. 3: People might laugh at me

Negative Distortion: Jumping to conclusions

More Realistic Thought: Other people's opinion is none of my business

Certainly, it can be challenging to replace negative thoughts with more realistic ways of thinking. More often than not, negative thoughts have been part of our personalities for a long period of time. It usually takes time and effort to change this habit. This is why CBT also covers steps that you can do at home such as learning how you can recognize if you are worried and what it feels like physically and learning relaxation techniques and coping skills to combat panic and anxiety.

### **Exposure Therapy for Anxiety Disorder**

We tend to avoid anxiety because it is rather unpleasant. Among the most common ways people do this is by avoiding certain situations that make them feel anxious.

If you have fear of cockroaches, you may spend time cleaning your home so you can prevent encountering the insect. Or if you feel anxious about speaking in public, you may say no to an important presentation that could lead to your promotion at work. Apart from the factor of inconvenience, the primary issue with avoiding fear is that you may never have the opportunity to challenge them. As a matter of fact, steering clear of the things that you are afraid of could only fortify your fear.

As the name suggests, exposure therapy is a form of CBT that will expose you to certain objects or situations that you are afraid of. The concept is that through a series of exposures, you may feel a growing sense of control over a situation and as a result, your anxiety could decrease.

This is often done in two ways. First, you may confront this in real life. Second, you will be asked by your therapist to think of a scary situation. This form of therapy could be used as a standalone treatment, or it could be done as part of a CBT session.

### **Systematic Desensitization**

Facing your biggest fear head-on could be a traumatic experience, so Exposure Therapy often begins with a scenario that is mildly traumatizing. This process is known as systematic desensitization, which will enable you to gradually face your fears, learn skills to control panic, and build confidence. Take a look at a sample progression below:

How to Face Fear of Heights - Bungee Jumping Exposure

Step 1: Look at photos of popular bungee jumping spots

Step 2: Watch a video of a person doing a bungee jump

Step 3: Find the nearest bungee jumping spot in your area

Step 4: Learn how to properly and safely perform a bungee jump

Step 5: Ask someone to accompany you

Step 6: Go to the spot where you will perform the bungee jump

Step 7: Make sure safety gears are in place

Step 8: Close your eyes and take a deep breath

Step 9: Celebrate success by jumping

Step 10: Repeat some other time

There are three parts in systematic desensitization:

#### 1. Mastering relaxation skills

Your CBT specialist will teach you how to relax through deep breathing or progressive muscle relaxation. You can practice this at home or during the session. When you begin facing your fears, you can use this relaxation strategy to decrease your physical anxiety response (hyperventilating or trembling) and allow you to relax.

## 2. Create a List

You need to make a list of at least 10 frightening situations that could help you move forward to your ultimate goal. For instance, if your ultimate goal is to overcome your fear of heights, you could begin looking at famous bungee jumping spots and end with actually doing a bungee jump. Every step must be specific as possible with actual measurable goals.

## 3. Work through the Steps

With the supervision of a CBT specialist, you need to start working on the list. The objective here is to stay in every frightening scenario until your fear wanes. With this, you will learn that the feelings will not hurt you, and they will tend to go away.

Each time the anxiety gets too overwhelming, you can change to the relaxation technique that you have learned. After relaxing again, you could re-focus again to the situation. Through this, you can work through each step until you can complete the list without feeling the bad effects of anxiety.

### **Other Recommended Therapies for Anxiety Disorder**

Aside from CBT, you may also want to explore other recommended therapies that are intended to provide you general stress relief and assist you in achieving good emotional well-being.

#### Relaxation Techniques

Once regularly performed, relaxation techniques such as visualization, controlled breathing, progressive muscle relaxation, and mindfulness meditation could reduce anxiety and increase relaxation as well as promote healthy emotions.

#### Exercise

Exercise is a natural anxiety reliever and stress reliever. Based on studies, at least 30 minutes of exercise for 3 to 5 times a week could bring you considerable results in relieving anxiety. In order to attain maximum benefit, try to work out at least one hour of aerobic exercise on most days of the week.



## Hypnosis

Hypnosis is often times used in combination with CBT for the treatment of anxiety disorder. While you are in a state of deep relaxation, your therapist can use various therapeutic techniques to help you face your fears and also gain new perspective.

## Biofeedback

Through sensors that could measure specific physiological functions like muscle tension, breathing, and heart rate, biofeedback could enable you to learn how you can distinguish the anxiety response of your body and learn ways to control them through specific relaxation techniques.

## **Chapter 7. Essential CBT Techniques and Tools**

CBT uses a variety of cognitive and behavioral techniques, and for your treatment plan, you may consider combining any number of them. A lot of the tools introduced in this type of therapy may help deal with everyday situations. This section of the book will outline fifteen different strategies that are common in CBT. Keep in mind that this is not an exhaustive list by any means. Additionally, we will revisit some of these techniques later as we delve further into CBT treatment for depression, anxiety, and low self-esteem.

There are many worksheets you can find online and download for free during this phase of the CBT process, many of which are intended to support you through your growth. Consider looking for templates and worksheets on thought logs, rating scales, opinion checklists, and fear hierarchies.

## **Journaling**

Journaling is a way of keeping a record of your thoughts, moods, emotions, and behaviors, as well as what led you to these experiences. It is a way of gathering data about your thoughts and feelings. When journaling, it is important to make a note of the source your emotion or thought, and the intensity of it, as well as the environment or situation that you were in at the time. The point of journaling is to help you identify maladaptive thought patterns and to understand the impact that these can have on behavior. The ultimate goal, of course, is to learn how to change or adapt thought patterns to be more positive.

### **Unraveling Cognitive Distortions**

Most of us carry around our own collection of "cognitive distortions." Cognitive distortions are essentially faulty ways of thinking. They are inaccurate thoughts in our head that tend to reinforce negative thought patterns and supply us with a false reality. Cognitive distortions include bad habits such as black and white thinking, jumping to conclusions, filtering positive thoughts, focusing on the negative, using overgeneralizations, and catastrophizing situations. It is an essential skill in CBT to discover what your personal cognitive distortions are. Using the techniques of CBT, you will figure out which of these you fall into most often so that you can learn how to stop doing them.

### **Cognitive Restructuring**

Once you have identified some of the automatic thoughts and inaccurate views on which you have been relying, you can begin to challenge them. Explore how these distortions came about and why you still believe them. Also, think about the advantages and disadvantages of having the views that you have. For example, you might believe that to be considered successful in life, you need to have a high paying job. If you don't, you may get discouraged and depressed. Instead of accepting this faulty belief that causes you to feel sad, you could try some cognitive restructuring. Use the opportunity to think about what being a successful person really means to you.

## **Exposure Therapy**

Exposure therapy is a technique that is used most frequently for those who suffer from obsessive-compulsive disorder (OCD), panic attacks, and phobias. You can practice this technique by exposing yourself to whatever it is that makes you anxious or afraid, a little bit at a time. Generally, you will learn some relaxation techniques first, and you will do your best to keep symptoms under control during the limited exposure. Journaling is sometimes combined with exposure therapy so that you can record and understand how you felt during the exercise, and how you managed the negative feelings you encountered. Exposure therapy can take place in a controlled setting like a clinic, in your home, or out in the community. We will look at exposure therapy in more detail later when we examine CBT and anxiety disorder.

## **Interoceptive Exposure**

Interoceptive exposure is another technique used to treat panic disorder and anxiety. It involves exposure to feared bodily sensations to elicit a response. The purpose is to challenge the unhealthy and automatic thoughts that are associated with these sensations and manage them in a controlled environment. During interoceptive exposure, individuals learn to maintain the sensation without panicking to understand that the feelings they are experiencing are not dangerous or life-threatening.

## **Play the Script Until the End**

This strategy involves examining what the worst case scenario is in a given situation. It is especially helpful for those dealing with intense fear and anxiety. This exercise is beneficial in helping you determine what your underlying fear outcomes are. The idea behind this technique is to conduct a thought experiment or a "rehearsal" in your mind. You set out to imagine the worst possible outcome for a situation and then let the event play out in your mind. By doing this, you can learn that no matter what happens, things will likely turn out okay.

## **Deep Breathing**

Although not unique to CBT, calm breathing is another strategy that can be used to relax the body and mind. Deep breathing can be a great tool for calming your nerves during a stressful event. To do this, breathe in through the nose, take a pause for 2-3 seconds, then breathe slowly back out through the mouth. Repeat this for several minutes. Focusing on your breath helps to regulate and slow your breathing, bringing you calmness and peace. It's also useful for clearing your mind to help you to think more rationally.

## **Progressive Muscle Relaxation (PMR)**

Progressive muscle relaxation is a very well-known technique both inside and outside of cognitive behavioral therapy. It involves the repetitive tensing and relaxing of different muscle groups, one at a time. Generally, at the end of PMR, you are left in a more relaxed state of body and mind.

PMR and deep breathing will both be a focus when we visit the section on anxiety and CBT.



## **Behavioral Experiments**

In CBT, behavioral experiments can be put in place to test the validity of your thoughts and beliefs. If you believe something to be true, you can set out to test whether or not it is by performing a behavioral experiment. This process involves setting up a test situation and monitoring the results. You can design tests to collect information that may either prove or disprove your beliefs, basically testing the hypothesis that your thoughts are inaccurate.

You might, for example, use a survey to gather information from others or perform a specific action on purpose to see what the results are. The results may not match what you presumed. For instance, if you have trouble sharing your opinion around unfamiliar people, you could try to share your opinion once when you are in a fairly comfortable situation, and observe the outcome. Did you upset anyone involved? Did they dismiss what you had to say? Did it result in the person liking you less? Are you making any assumptions about this? You can try different approaches on different occasions and see what the results are.

## **Situation Exposure Hierarchies**

Situation exposure is a technique that is often recommended for those with OCD. The idea is to be around the situation, event, or object that normally causes anxiety and compulsive behavior, and refrain from engaging in that behavior. This strategy is often paired with both journaling and relaxation techniques. When practicing this technique, you would write down everything that you generally avoid on a list. The next step would be to rank the items in order from lowest to highest impact, essentially creating a hierarchy. You will start with the easiest item on your list and eventually make your way through all of the items as you manage to keep your anxiety under control.

## **Imagery-Based Exposure**

Similar to situation exposure, imagery-based exposure is another strategy in CBT that can be helpful for those dealing with OCD and anxiety. Instead of being directly exposed to a situation or event that causes negative feelings, in imagery-based exposure, you only need to imagine or remember an event that caused these emotions. While bringing to memory the recent negative event, you are directed to remember the sensory details, the emotions that coincided with the event, and the behavioral responses that you experienced. The expectation is for you to continue visualizing these details and practice your relaxation strategies until your anxiety level reduces.

## **Cognitive Rehearsal**

Cognitive rehearsal is a strategy in which you recall a problematic situation or event from your past and work on finding a solution for it. You will concentrate on the details of the event and the negative thought patterns and behaviors that went along with it. You will then begin to rehearse positive thoughts in your mind, thinking about things that you might be able to do differently next time. You'll also look for solutions to this problem in the future, which will make positive changes to your thought processes should the event happen again. This technique sets you up for future success.

## **Validity Testing**

Validity testing is a technique used to help us challenge our ingrained thoughts and beliefs. It involves creating a list of examples that will support or validate the thoughts that we believe to be true. We create the list to defend our viewpoint and prove that our automatic thoughts are correct. In actuality, this technique can help expose the falsehood of our ideas. When we cannot find proof or evidence to validate what we think and feel, we may begin to doubt the authenticity of our thoughts. In this way, negative thoughts may be replaced with realistic, positive thoughts, and we can start to normalize our thoughts, feelings, and emotions.

## **Activity Scheduling**

Activity scheduling is an effective tool for easing symptoms of depression. It is an exercise that helps people engage in behaviors that they have otherwise been avoiding or not participating in as frequently as they used to. The first step is to identify several behaviors or activities that are rewarding and are not happening as often as they should be. Next is to create a schedule of dates and times throughout the week to engage in the activity. You might set the goal of trying to plan to do one pleasant activity every day. It does not have to be too complicated or time-consuming, just something that makes you feel good even for a little while. Doing activities that produce pleasure and positive emotions in your daily life will help make your thinking less negative.

## **Guided Discovery**

The guided discovery technique is another way to help you learn about and understand your cognitive distortions. It is generally practiced in collaboration with a trained therapist, as the therapist can best assist and guide you to understand your thought processes. The therapist will ask you questions about your thoughts, feelings, and behaviors to get to the root of the problem. The point of guided discovery is to help you learn how to alter the way you interpret and process information and change how you look at the world.

## Chapter 8. Tips for Boosting Emotional Self-awareness

The first step towards developing greater emotional intelligence is boosting self-awareness, or your understanding of your own feelings and emotions. You can regulate your emotions for an optimally positive outcome only if you are able to identify these emotions. Labeling emotions and determining your actions based on these emotions is critical to the process of developing emotional intelligence. When you are more aware of your feelings and emotions, recognizing other people's emotions becomes simpler.

Here are solid, proven tips for boosting self-awareness to get you started on the path of emotional intelligence:

### Label your emotions

Label and categorize your emotions. I know this makes your feelings sound like they belong to a library. However, labeling, or giving names to your emotions, makes it easier to identify and act upon them. When you feel an emotion surging through you, attempt to identify it quickly. Is it fear, insecurity, jealousy, anger, elation, depression, surprise, or a combination of these emotions?

Identify the triggers that cause these emotions. For instance, a specific person may evoke jealousy in you because you feel they are more successful than you.

What makes you feel certain emotions? What are the triggers that anger or hurt you? What makes you happy and sad? What is the source of positive and destructive emotions in you? Labeling your feelings and recognizing the stimuli for various emotions will increase your emotional self-awareness.

Grab a pen and paper to list your emotions when you experience a compelling feeling. Mention the precise emotion or feeling that you are experiencing. Accompany this emotional label with the trigger that caused it. What is it that made you feel the way you do? When you recognize an emotion, it is easier to manage it.



For instance, let us assume you feel a deep sense of loathing for a person without any specific reason. You dislike them and can't stand them, but funnily, can't tell why you dislike them. Upon closer examination of your feelings, you realize you dislike them because you are envious of them. You may believe they are always having a wonderful life, while things never go your way. By naming this emotion as jealousy, you can regulate your potentially negative emotions.

Once you recognize the emotion as irrational jealousy, you will view it in a more logical and understanding manner. You'll begin to think along the lines that it isn't really someone's fault that they lead an amazing life. In fact, they should be applauded for working hard towards their goals. You'll realize that no one has a perfect life. Everyone goes through shares of trials and tribulation to attain success, which isn't necessarily visible to the outside world. Sometimes, it is only how we perceive things and not the reality. Thus, once you are more mindful of your emotions, you can work with them more positively.

### Be an expert on yourself

What is the one thing you should do to bring about changes in your thoughts, actions, and behavior? The answer is: awareness about these thoughts and subsequent actions! To make changes, you ought to know what you have to improve upon.

Knowing yourself inside out is the key to being more emotionally aware and savvy. Did you know athletes are trained to identify and overcome feelings before an important upcoming game? This is based on the premise that if you can successfully identify and control your emotions, it doesn't impact your productivity.

Go back and think about all the recent instances where you let emotions get the better of you and affect your productivity. Haven't you let trivial matters impact your performance?

By being aware of your strengths and weaknesses, it is easier to confidently accomplish your objectives. There is a lesser scope for frustration, low productivity, and disappointment. Self-confidence increases your

assertiveness while you express your thoughts and opinions, which is important for developing social skills.

Once you gain greater awareness, you will rarely be ruled by emotions. You have a clear edge if you are able to regulate your emotions. An emotionally aware person stops being a victim of his emotions and uses these emotions in a positive way to reach a desired outcome.

## **Spend time recognizing areas of development to strengthen them**

- List all your strengths and weaknesses.
- Take a formal, psychological personality assessment test that helps you discover your own skills, abilities, limitations, and values.
- Obtain objective feedback from people you trust.

One way that works wonders for increasing your self-awareness is journaling. Write in a flowing stream of consciousness about the thoughts you are feeling and experiencing as they are occurring. What are the emotions you are experiencing? What are the physiological reactions to your feelings? Are you experiencing a faster heartbeat, sweaty palms, increased pulse, etc. as a physical reaction to your emotions?

Emotions aren't always straightforward. In fact, they are complex and multi-layered. For example, you may have a heated argument with your partner and feel angry, hurt, upset, and vengeful all at the same time. Write emotions exactly as you are experiencing them, even if two emotions appear to contradict each other. For instance, if you've got a scholarship to study overseas, you may be elated at the opportunity. However, the thought of leaving behind your partner may cause a twinge of sadness, too. You are acknowledging and validating your emotions by writing them.

Dexter Valles, the CEO of Valmar International, suggests carrying a whiteboard divided into two to three parts throughout the day. Add six to eight feelings to the board and ask employees to put a check on the feelings they experience at different points during the day. Determine which emotions have the maximum check marks.

Make a list of every role you play in your daily life such as being a parent, sibling, volunteer, worker, and more. What are the emotions linked with each role? For example, you may enjoy your role as a parent, but you can also be an unhappy employee. Examine every role and the emotions attached to it carefully.

Naming emotions linked to every relationship will help you manage emotions within that relationship more efficiently. It will keep you in greater control of your emotional reaction where the specific role is concerned.

## **Do a frequent check-in**

Do a frequent check-in with your emotions much like how you have a waiter checking in with you frequently to know if you need anything. You do a mental check-in of your emotions periodically to understand how you are feeling at different times during the day. It is a sort of, “Hello, mind, how are you feeling? What can be done to make you feel better?”

Examine the origin of these specific feelings. Are you feeling low and deflated because your boss said something to you in the morning? Are you feeling angry and hurt because you fought with your partner? Are you experiencing certain physiological symptoms as a result of these emotions or feelings? Are these emotions impacting your body language, posture, gestures, and expressions? Are these emotions evident or visible to others? Are you more transparent when it comes to expressing your emotions? Are your decisions primarily determined by emotions?

If you want to be a more emotionally balanced person, reconnect with your primary emotions, recognize them, accept the emotions, and use them for making better decisions.

## **Use third person**

Research in the field of labeling our emotions has indicated that when we distance ourselves from our emotions, or view them more objectively, we gain higher self-awareness. Next time you feel the urge to say, “I am disappointed,” try to say, “Jack is disappointed.”

If that seems too preposterous, try saying, “I am presently experiencing sadness,” or, “One of my feelings at the moment is sadness.”

These are techniques through which you are distancing yourself from overpowering emotions to stay naturally composed. You are basically treating your emotions as just another piece of information rather than being overwhelmed by them.

Each time you find yourself experiencing an urge to react to a situation, take a moment to name it. Then use it in the third person to distance yourself from intense emotions.

## **Emotions don't always need to be fixed**

You don't always have to identify emotions with the intention of fixing them. Self-awareness is not about fixing emotions. It is about recognizing these emotions and letting them pass rather than allowing them to get the better of you. Society has conditioned us to think that certain emotions are bad. We mistakenly believe that experiencing these emotions makes us a bad person.

Far from it, emotions aren't good or bad. They are just that, emotions. There's no need to push away the seemingly bad emotions. Acknowledge that you are experiencing an emotion by saying something like, "I am experiencing jealousy." Practice deep breathing for a while until the emotion passes. Rather than pushing the emotion away and, in the process, increasing its intensity to come back even stronger, gently acknowledge it and let it be until it passes.

It takes around six seconds for the body to absorb chemicals that can alter your emotions. Give your body that much time.

We often share a hostile relationship with our emotions. They are believed to be something that is negative and should be fought or suppressed. However, emotions are information that helps us function in our daily lives. Overcome the mindset that emotions are good or bad, and instead focus on using them to empower you. Rather than letting emotions take control of you, use emotional information to work with them.

Emotions are neural hormones that are released as a direct response to our perceptions regarding the world. They direct us towards a specific action. All emotions have a distinct message and objective, which means there's no such thing as a good or bad emotion.

For example, fear helps us focus on an impending danger and take the necessary action to defend ourselves. Similarly, sadness makes us experience a sense of loss and facilitates a better understanding of what we truly care about.

If you move away from your best friend and become sad, this means you truly care about them so much that you experienced sadness. This is

valuable information. Hence, sadness is not a bad emotion. It can be used to identify what you care about.

If you use emotions as information for recognizing feelings, they can be channeled positively. The number one rule for developing higher emotional intelligence is to stop judging and curbing your emotions.

Train yourself to identify emotions based on physiological reactions

Our emotions often have physical manifestations. For example, you may feel anxious before a job interview or an important presentation. You experience the sensation of having ‘butterflies in your stomach’ before addressing an audience on the stage.

Don’t you find your heart pounding with excitement when you are about to go on a date with someone you’ve fancied for long? Nervousness leaves us with sweaty palms and stiff muscles.

While these are only some of the physiological reactions we experience with our emotions, research has proven that a variety of emotions are strongly associated with stimulating certain parts of the body.

Regular patterns of physical sensations are linked with each of the six fundamental emotions, including fear, happiness, anger, sadness, disgust, and surprise. Human emotions discreetly overlap physiological sensations. For example, lower limb sensations are associated with sadness. Similarly, increased upper limb sensations are connected with anger. A strong feeling of disgust generates sensations within the throat and digestive system. Fear and surprise generate sensations in the chest.



## **Identify recurring patterns**

This can be one of the most effective parts of knowing yourself.

Neuroscience will help you understand the process more effectively. Our brains have an inherent tendency to follow established neural paths rather than creating new ones. This doesn't necessarily mean that the established patterns are serving us positively or that they can't be altered.

For instance, when a person becomes angry, he or she may bottle up their emotion rather than express it. This has become an emotional pattern with the person and is deeply embedded in the mind. However, awareness of this pattern can help the person chart another course of action, where the person practices responding instead of simply reacting to the emotion. However, the first step to charting a new pattern is identifying a pattern.

Recognize the build-up of emotions before something suddenly triggers you. These triggers have a predictable pattern. If you are already frustrated, you are more likely to see a situation in a more negative light. Similarly, if you are overcome by fear, you are more likely to interpret a stimulus as a threat. It is therefore important to be aware of these biases and how they can impact our emotions by creating a predictable pattern. The more efficient you become in recognizing your biases, the lower your chances of misinterpreting a stimulus.

## **Work with what you know about emotions**

Emotions are important pieces of data that help you gauge things from a clearer and objective perspective. Don't suppress, ignore, fight, or feel overwhelmed by your emotions. Instead, you should build a valuable library of experiences with them. The purpose of emotional awareness is to concentrate our attention on these emotions and use them positively to create the desired outcome.

Treat your emotions as data that relies on your view of the world, or as a guide on how to act. When you open yourself to this data, you enjoy access to a huge resource of emotions that can be utilized to drive your actions in the right direction. You will know exactly how to reach wherever it is that you want to go if you have a clear emotional route. Therefore, you should acknowledge and recognize your emotions as data, and work with them instead of trying to beat them.

Begin by carefully noticing how you feel at the moment. Observe emotions without judging them or attempting to fix them. Learn to simply notice your emotions.

## **Be receptive to feedback and constructive criticism**

One of the best ways to develop greater awareness of your emotions is to be more open to feedback and criticism from others. For instance, a friend may tell you that each time they talk about their accomplishments they sense your pangs of envy or dislike towards them. This may help you tune into your emotions and emotional triggers more effectively.

Emotionally intelligent folks are open to receiving feedback, and they always consider the other person's point of view. You may not necessarily agree with them, but listening to other people's criticism and feedback helps you work on your blind spots. This can help you recognize your thoughts, triggers, and behavioral patterns.

I know a person who, in a bid to increase his self-awareness and emotional quotient, actively goes around asking people for feedback about his words, feelings (as they understand it), and actions. It acts as an emotion meter, which helps him gain greater awareness of his emotions and regulate them more efficiently.

## **Chapter 9. Setting Your Therapy Goals**

CBT is a forward-focused approach that relies on setting goals and focusing on how you can improve your future. Unlike other forms of therapy that rely heavily on talking about and healing the past, CBT focuses on the present moment and how you can adjust your thought processes to improve your future experiences. Part of being able to successfully make that happen is having a goal in mind. Setting goals ensures that you have something to look forward to that is both measurable and achievable. Ideally, these goals need to be meaningful too so that you are genuinely invested in doing your part to make sure they come true.

There is a very specific way in which goals are going to support you with your CBT, which means that you need to be fairly specific in your goal setting. In this chapter, we are going to explore how you can set achievable goals for yourself so that your therapy can be both effective and efficient. Make sure that you take the time to genuinely invest in this practice as it is equally vital to your success as any other step in this book. Identifying your goal will support you in determining what your course of action needs to be to support your success. This chapter will walk you through the process of setting the perfect goals for your therapy so that you can move forward in your healing journey with clarity and direction.

## Identify Your Goal

The first thing you want to do when it comes to setting your goal for CBT is to identify exactly what it is that you want to achieve. An easy way to start is to simply ask yourself, “What is my overall goal?” This will give you an idea of what it is that you desire to achieve and what exactly you are trying to move away from. By keeping things simple and staying focused on results, you will ensure that your therapy is efficient and successful.

As you set your goal, focus on making one that is positive and forward thinking. Remember, any time you attempt to move away from something such as a thought, you attract it into your life more because your brain will regularly check in to see how you are doing. If you want to move away from a certain behavior, you need to choose a positive solution-focused goal rather than a negative problem-focused goal. For example, you do not want your goal to be “to stop feeling so anxious” because this focuses on trying to move away from something you don’t want anymore. Instead, you want your goal to say “to start feeling more peaceful and confident” as this focuses on a positive solution that heals your trouble with anxiety without having such an emphasis on anxiety itself.

You also want to make sure that the goals you are setting are “SMART”. SMART goals are highly achievable because they include all of the components required to create a strong and clear goal that has measurable results. To set a SMART goal, you need to ensure that it has the following qualities:

- Specific

It is important that you be highly specific in the goal that you are setting when it comes to setting goals for yourself. You need to know exactly what you are working toward so that you know what you need to do to get there. Being specific ensures that you are not driving aimlessly looking for a destination that was never actually specified. Imagine driving around your city attempting to find your friend’s house when they had not yet given you the address. It would be frustrating, right? Instead, it would be made much simpler if you had the address and a map that showed you how to get there.

The same goes for your goals. When you are specific about the destination, making the plan to get there becomes much simpler.

An example of a specific goal when it comes to CBT would be “to feel confident in situations involving my family”. If you were someone who felt intensely anxious around your family, this would specify that you want to feel more confident around them so that you can stop experiencing anxiety. Plus, it is written in a positive solution-oriented manner that keeps you focusing on what you want as opposed to what you don’t want.

- Measurable

Making your goal measurable ensures that you can take sizeable steps towards your goal and have a clear understanding as to whether or not they are getting you the results that you desire. In the aforementioned goal, the measurable quality was the feeling of “confidence”. If you experience anxiety around your family and you desire to feel confident, then you know that you need to pay attention to how confident you are feeling each time you go around them. If you find yourself feeling less anxious but not yet feeling confident, you know that you need to adjust your approach or take bigger action in achieving your desired results.

- Achievable

It is important that you do not infuse your goal with an all-or-nothing negative thinking process. You do not want to set a goal that requires you to change your personality completely and become an entirely different character. Instead, you want to choose a goal that is genuinely achievable so that you do not feel as though you are constantly chasing something that will never come your way. Be reasonable with yourself and your expectations and avoid trying to set your standards too high. This doesn’t mean that you can’t expect more from yourself, but it does mean that you shouldn’t expect an unreasonable amount.

Setting goals that are unachievable are common for people who have frequent negative thought processes. The subconscious thoughts surrounding this thought process are, If I set the goal so high, I can’t achieve it and then I can continue feeling bad about myself. This may sound harsh of your brain, partly because it is, but also because you may not want to believe that your brain would want to sabotage you. The truth is, your

brain does not want to sabotage you at all; what it is trying to do is protect you by keeping your core beliefs reinforced with evidence. The process of breaking down core beliefs can be emotionally trying at times as it requires you to discard your beliefs about what is “right” so that you can see things for what they are. In an attempt to avoid you from enduring this, and to save its own energy, your brain tries to sabotage you to keep everything “normal”.

- Relevant

The goals you choose should always be in alignment with the issue that you are trying to overcome. With setting goals for CBT, you want to make sure that you choose a goal that directly reflects the reason why you have sought after this information in the first place. Upon purchasing this book, what was the very thought you had? What was it that you hoped to change and overcome? This thought likely reflects the challenges that you are currently facing. Therefore, it should be considered when you are setting your goals. Keeping your goals focused on something that is relevant is important as it ensures that what you are focused on truly matters to you.

If you are unsure as to what truly means the most to you right now and what part of your thoughts need to be addressed, check back to your thought record log. Consider what the most prominent pattern on your record is and start there as this is likely the one that is holding everything else back. Starting at the very foundation of everything that needs to be adjusted is the best way to make sure that you are going to have the strongest impact when it comes to genuinely changing your life with CBT.

- Timely

Finally, the goal that you officially choose needs to be a timely goal that you are actually capable of working towards achieving at this moment. You do not want to attempt to set out to change something when you are not presently in a position where you can. Fortunately, most thought changes come from within, so they are almost always going to work out with your timing. However, sometimes you may find that it is not necessarily the best time to work on a certain pattern so you may choose to start somewhere else. For example, if you are attempting to overcome anxiety around your family but there is presently someone who is ill in your family, thus causing

more stress between you and your relatives, it may be a better idea to wait until things have settled down before you begin.

Alternatively, you might set a more reasonable time frame for yourself when it comes to considering how much success you want to have achieved by a specific time. Rather than expecting yourself to be completely confident in three months, for example, you might give yourself six. Be honest with yourself and focus on adjusting things that you truly can approach at this time in your life so that you are not setting yourself up for failure by trying to climb a mountain before you are ready.



## **Identify Your Starting Point**

Now that you have a SMART goal in place, it is time to start mapping your course to success! The first thing that you need to do is identify what your starting point is. To determine your starting point, you need to honestly assess where you are at in your life regarding this current goal. An example is expanding on the previous goal. If you want to be more confident around your family but you currently experience crippling anxiety every time you even think about calling them, you need to be honest about that. Rather than determining that your starting point will include you strutting into their homes and standing tall as you defend yourself against all of their remarks, determine your starting point as growing more confident with simply talking on the phone with them. This is more reasonable and achievable and honors where you are at in your life right now.

If you are not entirely sure as to where your starting point should be, consider journaling about where you are at right now. Take inventory of everything going on in your life relating to this specific area of focus and be honest about how it impacts both you and your ability to achieve your desired goals. Spend some time really exploring all areas of your life from friends and family to your personal emotions and thoughts and honestly account for how your goal is being impacted by all of these areas of your life. This is going to help give you a more realistic account of what your exact starting point is so that you can chart a course that is going to genuinely account for you and your needs.

Remember, this is a private experience that is unique to you, so there is no need for you to attempt to glorify where you are currently at. If you are having a particularly challenging time, honestly embrace that and allow yourself to honor where you are at without feeling the need to pretend that you are further ahead. Being more honest with yourself will support you in having a more positive experience by allowing you to start with steps that are manageable and achievable for you at this time in your life.

## Identify the Steps

Once you have identified both your goal and your starting point, you need to determine what the necessary steps are for you to succeed. Since you are working towards achieving a stronger and more positive thinking behavior, it is important that you keep your steps manageable. When it comes to overcoming things such as anxiety, depression, anger, or any other troubling experience, you need to give yourself space to genuinely process your emotions. Attempting to process too much at once may result in you feeling overwhelmed and struggling to move forward as a result of emotional exhaustion. Give yourself time to adjust and heal your emotions in addition to healing your thought patterns so that you can fully embrace each step and move forward with a strong foundation.

To create strong and manageable steps, you need to chunk your goal down into smaller portions. How this looks will depend on what goal you are trying to achieve, but ultimately, you want to be able to turn these chunks into their own mini goals. That way, each time you achieve one step towards your larger goal, you are achieving a goal in and of itself. This supports your mind in experiencing the gratification it desires and keeps you focused on moving forward. If you find that certain steps are harder than others or they are not getting you the results you desire, you can easily adjust those steps to help keep you on track.

In addition to charting out your steps, consider obstacles that you may face along the way and how they may impact your ability to succeed in achieving your goal. With something as sensitive as emotions, facing unexpected obstacles can be overwhelming and can slow you down. Considering what obstacles, you may face and accommodating for them, planning for them, or at least preparing for them, is going to support you in confidently moving towards your goal even if you face a challenge. Mentally, this is going to prevent you from feeling distraught, doubtful, or defeated any time you face a challenge because you will already be prepared to endure anything that said challenge might bring your way.

Once you have considered what the smaller portions of the goals are, you need to lay your steps out in order. Write them down from start to finish as

if you are writing out a game plan to get you from point A to point B so that you can clearly see what it is that you need to do. This will ensure that you are putting one foot in front of the other and not attempting to bite off more than you can chew at any given time.

## **Get Started**

Finally, all you need to do is get started! If you successfully followed the steps above, then your goal should be perfectly set up so that all you need to do is embark on the first step in your plan. Give yourself the pep talk you need to get started and then go ahead and begin taking action!

## Chapter 10. Mindfulness

Mindfulness is a basic technique in psychotherapy that is used to mainly treat anxiety, anger, depression, and other psychological problems. While it has its roots in the mysticism of the Eastern cultures, science has already studied the subject a great deal and psychotherapists even recommend mindfulness meditation for individuals who are suffering from certain mental health problems. Developing mindfulness is a crucial part of CBT, as well as DBT and ACT. In fact, it is one of the four skills modules in DBT.

Basically, mindfulness is the state of our mind that can be achieved by focusing our awareness on what is happening at the present. It also involves the calm acceptance of our feelings, sensations, and thoughts.

The challenge of focusing in the present could be trivial for some, but this is actually easier said than done. Our mind could wander away, we lose touch with the present moment, and we could even be absorbed into obsessive thoughts about the things that have happened in the past or worrying about the future. But regardless of how far away our mind drifts away from the present, we can use mindfulness to immediately get us back to what we are presently doing or feeling.

Even though it is natural for us to be mindful anytime we want, we can cultivate it through effective ACT techniques that you will learn later on.

Mindfulness is usually linked with meditation. While meditation is an effective way to achieve mindfulness, there's more to it. Mindfulness is a form of being present, which you can use any time. It is a form of consciousness that you can achieve if you intentionally focus on the present moment without any judgment.

## Elements of mindfulness

Attention and attitude are the two primary elements of mindfulness.

### Attention

Many of us are suffering from what is known as monkey mind, wherein the mind behaves like a monkey swinging from one branch to another. Our mind could swing away there and back again, and we usually don't have any idea how we end up thinking about something.

The monkey mind usually dwells in the past, ruminating what has happened or what you think must have happened if you have acted differently. It also swings away to the future being anxious about what could happen. Nourishing the monkey mind will steal away the experience of the present moment.

Remember, mindfulness is focusing your attention on what is happening now.

### Attitude

Suspending judgment and kindness are the basic tenets of mindfulness. Hence, a genuinely mindful person knows how to accept the reality and doesn't engage in arguing with it. This may seem an easy task, but once you begin practicing mindfulness, you will be aware how frequently we judge ourselves and our thoughts.

Here are some examples of sentences used in judgment of ourselves and others:

- I'm not good at this task.
- My shirt looks lame.
- I don't like my home.
- I really don't like my neighbor.
- What a grumpy waitress.

Mindfulness is also the art of calming our inner judge. It allows us to erase our internal expectations and become more embracing of how things are in

the present moment. But take note that this doesn't mean you don't need to make necessary changes, and you will just allow everything to happen.

Remember, you are only suspending your judgment, so you can have more time to think about the situation and do something about it. The main difference is that you can make changes from the ideal state of your mind for change and not during times that you are influenced by tension or stress.

Moreover, mindfulness will allow you to be more compassionate with yourself, more embracing of your experience, and more caring of the people around you. It will also allow you to be more patient and non-judgmental if you make some lapses. As you practice mindfulness, you can reshape your brain to become kinder and more compassionate.

## **How Mindfulness Can Reshape Your Brain**

In the past, people believed that the human brain can only be developed in a certain level, usually from early childhood to adolescence. But various studies reveal that our brain has the capacity to reorganize itself through forming neural connections. This is known as neuroplasticity and it has no virtually no limit.

Neuroscientists shattered the old belief that the human brain is an unchanging, static organ. They discovered that despite of age, disease, or injury, the human brain can compensate for any damage by restructuring itself. To put it simply, our brain is capable of repairing itself.

More studies also support the idea that mindfulness can significantly help in the brain's development. It specifically helps in the process of neuroplasticity. It is really amazing to know that we can change our emotions, feelings, and thought processes through neuroplasticity and mindfulness.

There are three major studies that show how mindfulness can rewire the human brain through neuroplasticity.

### **Mindfulness Can Improve Memory, Learning, and Other Cognitive Functions**

Even though mindfulness meditation is linked with a sense of physical relaxation and calmness, practitioners claim that the practice can also help in learning and memory.

Sara Lazar, a professor at Harvard University Medical School pioneered an 8-week meditation program that primarily uses mindfulness. With her team of researchers from Massachusetts General Hospital, she conducted the program to explore the connection between mindfulness and the improvement of cognitive functions.

The program was composed of weekly meditation sessions as well as audio recordings for the 16 volunteers who practiced meditation alone. On average, the participants practiced meditation for around 27 minutes. The underlying concept of the mindfulness meditation for the research was on



achieving a state of mind in which the participants will suspend their judgment and just focus on feeling sensations.

Later on, the team used Magnetic Resonance Imaging (MRI) to capture images of the brain structure of the participants. A group of individuals who were not meditating (the control group) were also asked for MRI scan.

The researchers were amazed by the result. Primarily, the study participants revealed that they experienced significant cognitive advantages that were proven in their responses in the mindfulness survey. On top of that, the researchers also noted measurable physical differences in the density of the gray matter as supported by MRI scan.

- The gray-matter density in the amygdala, the area of the brain responsible for stress and anxiety was decreased.
- There were significant changes in the brain areas responsible for self-awareness, introspection, and compassion
- The gray-matter density in the hippocampus, the part of the brain responsible for memory and learning was increased.

This Harvard study reveals that the brain's neuroplasticity, and through practicing meditation, we can play an active role in the development of our brain. It is exciting to know that we can do something every day to improve our quality of life and general well-being.

### **Mindfulness Can Help Combat Depression**

Millions of people around the world are suffering from depression. For example, in the US, there are about 19 million people who are seeking medication to combat depression. This is around 10% of the whole US population.

Dr. Zindel Segal, a Psychiatry Professor at the University of Toronto used a research grant from MacArthur Foundation to explore the advantages of mindfulness towards alleviating depression. The research that was mainly focused on the administration of Mindfulness Based Stress Reduction session was considered a success that he conducted a follow up research to study the effectiveness of mindfulness meditation to patients afflicted by

depression. This has resulted in the establishment of Mindfulness Based Cognitive Therapy or MBCT.

The study involved patients who are suffering from depression, with 8 out of 10 experiencing at least three episodes of depression. Meanwhile, around 30% of the study participants who experienced at least three episodes of depression had not relapsed for more than a year in comparison to those who followed a prescribed therapy (mainly through antidepressants).

The result was astounding that it has become a precursor of several research sponsored by the Oxford and Cambridge University in the United Kingdom, with both studies generating similar outcomes. The research has significantly proved valuable in using mindfulness meditation as an effective and healthier alternative to medication in the UK that has convinced mental health practitioners to prescribe mindfulness meditation to their patients.

Mindfulness meditation and research studies on MBCT are gradually taking a foothold within medical and scientific circles in the US and other parts of the globe.

### **Mindfulness Can Help in Stress Relief**

A study conducted at the Carnegie Mellon University has revealed that the practice of mindfulness, even for 25 minutes a day, can alleviate stress. The study, led by Prof. David Creswell, involved 66 participants with ages between 18 and 30 years.

One group of study subjects was asked to undergo a short meditation session composed of 25 minutes mindfulness session for three days. This group was asked to do some exercises that are designed to get them to concentrate on breathing while turning their focus to the present moment. The second group used the same time to assess poetry readings to improve their problem-solving skills.

During the evaluation phase, all the study participants were asked to complete math and speech tasks in front of evaluators who were asked to look stern. All participants reported their stress levels increased and were asked for saliva samples to measure the levels of the stress hormone cortisol.

The group who was asked to practice mindfulness meditation for at least 25 minutes for three days reported less stress from the provided task, showing that practicing mindfulness even in the short term could increase the body's ability to handle stress.

It is interesting to take note that the same group showed higher levels of the stress hormone, which was not expected by the researchers.

The research concluded that when participants learn mindfulness meditation, they have to actively work on the process - particularly in a stressful situation. The cognitive task may feel less stressful for the individual, despite of elevated cortisol level.

The team is now focusing on automating the mindfulness sessions to make it less stressful while reducing the cortisol levels. But it is clear that even in initial phases, a short-term practice of meditation can show a great deal in relieving stress.

### **Other Benefits of Mindfulness**

Aside from the benefits described above, mindfulness meditation provides great benefits for our emotional, mental, and physical health.

#### *Emotional Benefits*

Mindfulness allows us to be more compassionate. Those who practice mindfulness meditation show changes in specific areas of the brain that are associated with empathy.

Mindfulness meditation decreases our reactivity to our emotions. A study conducted in the Massachusetts General Hospital reveals that mindfulness reduces the size of the amygdala, which is responsible for fear, anxiety, and aggression.

Mindfulness meditation can help us to avoid negative thoughts, which our brain usually resort to once they are left on its own.

In 2007, a study was conducted among students who were taught meditation strategies. It revealed that mindfulness helped the students increase their focus, and decrease self-doubt, anxiety, and depression. There was also a notable decrease in suspensions and absenteeism in schools where mindfulness sessions are encouraged.

Mindfulness is also now used to ease the symptoms of anxiety and depression. Many psychotherapists are now prescribing mindfulness meditation for their patients who are suffering from depressive episodes.

### *Mental Health Benefits*

A study published in the Journal of Psychological Science reveals that students who practiced meditation before taking an exam got better results compared to students who did not. The study discovered a link between mindfulness and better cognitive function.

Mindfulness increases the activity in the anterior cingulate, which is a part of the brain that is responsible for memory, learning, and emotional regulation. It also increases activity in the prefrontal cortex that is responsible for judgment and planning.

Mindfulness is linked to improved concentration and longer attention span.

Mindfulness meditation also increases the brain's neural connections and has been proven to fortify myelin, which is the protective tissue that surrounds the neurons responsible for transmitting signals in the brain.

### *Physical Benefits*

Deep breathing can deactivate our sympathetic nervous system which is responsible for our fight or flight response. It also activates the parasympathetic nervous system that is responsible for our rest and digest mode.

Mindfulness decreases the cortisol level of the body. This stress hormone increases levels of stress and encourages hypertension.

In one study, participants who practiced mindfulness meditation reduced their risk for heart attack by more than five years and also reduced their blood pressure.

Mindfulness allows our mind to be aware of what we eat, and has been used for weight loss programs.

Mindfulness is also responsible for increasing telomerase, which is believed to help in the decrease of cell damage.

Mindfulness meditation has been shown to increase the production of antibodies that combat flu virus. This shows that meditation can help us boost our immune system.

## **What Does Mindfulness Truly Mean?**

Mindfulness means being aware of the things happening right this very moment in both our immediate surroundings, and in ourselves — our thoughts, our emotions, our physical sensations, and our behaviors. The purpose of this awareness is to prevent us from being controlled by these events. This awareness must also be nonjudgmental and passing, that is, we focus only on the facts and accept them, avoiding our own evaluations or opinions, and then we let them go.

Suppose your boss has severely criticized you about the work you've done. You know that you do not deserve it -- both the criticism and the way it was delivered, and so you become very angry.

However, instead of letting your emotions dictate your response, you take a step back and mindfully think about the situation, and say to yourself something like this, "My boss is under a lot of pressure right now, cranky and easily angered. His criticism of me was unfair. I did not deserve it, and so I got furious." And then you move on.

## **The Three States of Mind**

There are different psychotherapy skills associated with mindfulness, and the above example is only one application of them. Those who are learning these skills undergo exercises, like meditation and mindful walking. But from this example alone we can now easily understand and appreciate the benefits of mindfulness.

There is what is called the Wise Mind, which is one of the three states of our mind. It is the balance between our Reasonable Mind (when we act and behave based solely on facts and reason) and Emotion Mind (when our thoughts and actions are dictated by our feelings). When we are using our wise mind — the wisdom in each one of us — we recognize and acknowledge our feelings, but we respond to them rationally.

Wise Mind, or the practice of using our wisdom, is actually the first of mindfulness skills. As illustrated above, mindfulness helps us manage and control ourselves well, especially in sudden and emotionally-intense situations, where we are more likely to react with our emotion mind. This one benefit alone has many positive consequences in the long run — better relationships, better self-esteem and better self-respect, better responses to unexpected crises, and lesser symptoms of anxiety and depression.

More important, with being mindful, we also get to experience life more fully.

Mindfulness skills also train our minds, and so we get the added benefits of improved memory, sharper focus, and faster mental processing. Our anxiety is also reduced and we gain more control of our thoughts.

## **Core Mindfulness Skills**

And so, what exactly are these mindfulness skills? They are divided into three groups: Wise Mind, the “what” skills, and the “how” skills.

### Wise Mind

As explained above, this is the middle state between our Reasonable Mind and Emotion Mind, where we recognize both our reason and emotions, and act accordingly.

### The “What” Skills

These skills are in answer to the question, “What are the things you must do to practice mindfulness?” The answers are (1) to observe, (2) to describe, and (3) to participate.

#### Observe.

To observe is nothing more than to experience and be aware of our surroundings, our thoughts, our feelings, and the sensations we’re receiving. This is stepping back and looking at ourselves, especially for reorientation when we are too much preoccupied with our problems.

#### Describe.

To describe is to put words on our present experiences — acknowledging what we feel, think, or do — and using only the facts to do it, without our own opinions. For example, we say to ourselves, “My stomach feels hungry,” or “I’m thinking about my mother.” Doing this lessens distraction and helps our focus.

#### Participate.

To participate is to give ourselves fully to what we are doing at the moment (eating, talking, or feeling satisfied). We forget ourselves in it, and we act spontaneously.

### The “How” Skills

These skills, on the other hand, answer the question, “How are you going to practice mindfulness?” The answers are: (1) non-judgmentally, (2) one-



mindfully, and (3) effectively.

**Non-judgmentally.** A nonjudgmental stance is seeing only the facts without evaluating, and without personal opinion. We accept each moment as it is, including our circumstances and what we see in ourselves: our thoughts, our feelings, our values, etc.

**One-mindfully.** Practicing mindfulness one-mindfully is doing only one thing at a time, and giving it all of our attention — whether it be dancing, walking, sitting, talking, thinking. This is about maintaining our focus, and increasing our concentration.

**Effectively.** Practicing mindfulness effectively is keeping our goals in our mind, and doing what is needed to accomplish them. We do our best, and we do not let our emotions get in the way.

These core mindfulness skills are central to Dialectical Behavior Therapy, and they support all the other skills. They are called “core” mindfulness skills because there are a few other skills or perspectives on mindfulness that are less commonly practiced. We will no longer talk about them, but among these other perspectives is one taken from a spiritual point of view, designed for those who need further help in mindfulness in light of their spirituality.

## **Mindfulness Exercises**

Now that we know the skills, it is time to apply them to exercises so that we can see them in action. The following are some mindfulness exercises, a small sampling from the wealth of exercises that have already been developed for DBT.

### **Meditation**

To observe the present moment — in a nonjudgmental way — is the purpose of meditation.

To practice meditation, find a quiet place where you won't be disturbed. The goal is a daily meditation of at least 30 minutes. For beginners, 10 minutes is advised.

Sit on a chair or on a cushion on the floor. Sit with your back comfortably straight, with your arms on your side, and your palms on the top of your thighs.

Then bring your attention to your breathing — pay close attention to your inhalation, exhalation, and the sounds they make. Try to do this for the entire duration. Your breathing is what you are using to ground yourself to this present moment.

However, your mind will soon wander, and that is alright. Simply acknowledge your thoughts without judgment, and then return your attention to your breathing.

You may also experience some uneasy feelings while meditating, and that is alright too. Again, simply acknowledge your feelings without judgment, and then return your attention to your breathing.

Do these, again and again, always returning to your breathing whenever you are distracted until the time is up.

### **Mindful walking**

Mindful walking is simply practicing mindfulness while walking, to observe one's own physical body and the surroundings.

First, take note of how your body moves and how it feels as you take your steps. Notice the pressure on your feet, and the aches in your joints if there are any. Notice the increased rate of your heartbeat.

Then, expand your awareness to what is around you. What do you see? What do you hear? What do you smell? Do you feel the wind or the heat of the sun in your skin?

### **Five senses**

This is about using your five senses to observe your present moment. Notice at least one thing that you see, or feel, or hear, or smell, or taste.

### **Mindful Breathing**

You can do this mindfulness exercise sitting down or standing. If the time and place allow you to sit in a lotus position, do it, if not, there's no problem. You just need to ensure that you are focused on your breathing for at least 60 seconds.

Begin by slowly breathing in and breathing out. One cycle of breathing must last for about six seconds.

Remember to inhale through your nose and exhale through your mouth. Allowing your breathing to flow without any struggle.

While doing this exercise, you should make sure that you can let go of your thoughts. Also, learn to let go of the things that you have to complete today or the pending projects that require your attention. Let your thoughts flow of their own way and focus on your breathing.

Be aware of your breathing, concentrating your consciousness as air enters your body and give your life.

### **Mindful Listening**

This mindfulness exercise is intended to develop our sense of hearing in a non-judgmental manner. This is also effective in training our brain to be less distracted by the effects of preconceptions and previous experiences.

Majority of what we feel is affected by our previous experiences. For instance, we hate a specific song because it triggers bad memories or another moment in your life when you really felt bad.

Mindful listening is designed to allow you to listen to neutral sounds and music, with a present consciousness that is not blocked by any preconception.

Choose music or a soundtrack that you are not really familiar with. Perhaps, you have something in your playlist that you have never listened to, or you may choose to turn on the radio to find a music that you can listen to.

Close your eyes and plug in your earphones.

The objective is to suspend your judgment of any music you hear - its genre, artist, or title. Rather, don't prejudge the label and try to go with the flow of music for the whole time.

Let yourself discover the music, despite the fact that you may not like it at first. Let go of your judgment and allow your consciousness to be with the sound.

Navigate the sound waves by discerning the vibe of every musical instrument used in the music. Try to separate every sound in your mind and assess each.

Also be aware of the vocals - its tone and range. If the music has several voices, try to separate them as you did with the musical instrument.

The goal here is to listen mindfully, to become completely entwined with the music without any judgment or preconception of the music, genre, or artist. This exercise requires you to listen and not to think.

### **Mindful Observation**

This mindfulness exercise is one of the easiest to do but also among the most powerful because it will allow you to appreciate the simpler aspects of your surroundings.

This is intended to reconnect us with the beauty of our environment, which is something that we often ignore when we are driving to work or even walking in the park.

- Select a natural object that you can easily focus on for a couple of minutes. This can be the moon, the clouds, an insect, or a tree.

- Try not to do anything except to observe the thing you have chosen to focus on. Just relax and try to focus on the object as much as your mind allows.
- Look at the object and try to observe its visual aspects. Let your consciousness be consumed by the presence of the object.
- Let yourself be connected with the object's purpose and energy within the natural environment.

### **Mindful Awareness**

This mindfulness exercise is intended to develop our elevated consciousness and appreciation of simple everyday tasks as well as the outcomes they achieve. Consider something that you do every day that you usually take for granted, such as brushing your teeth, for instance.

Right from the moment that you grab your toothbrush, stop for a few moments and be mindful of your presence, your feelings for that moment, and what that action is doing for you.

Likewise, when you open the door before you go out and face the world, take a few moments to be still and appreciate the design of your gateway to the rest of the world.

However, these things don't necessarily have to be physical ones. For instance, every time you feel sadness, you may opt to take a few moments to stop, identify the thought as harmful, accept the fact that human beings get sad, and then move forward -- let go of the negativity.

It can even be something very little, like every time you see a flower on your way to work, take the moment to stop and appreciate how fortunate you are to behold such a visual delight.

Select a touchpoint that really resonates with you today and rather than going through your everyday tasks like a robot, take a few moments to step back and develop purposeful consciousness of what you are currently doing as well as the gifts that these actions will generate for your life.

### **Mindful Appreciation**

In this mindfulness exercise, you will be observing five things in your day that you often ignore. These things could be people, events, or objects. This is really on your call. By the end of the day, write down the list of five things that you have noticed throughout the day.

The goal of this exercise is to basically show your gratitude and appreciation of the things that may seem insignificant in life- the things that also play their role in our human existence, but we often ignore because we focus way too much on the “bigger and more important” things in life.

There are so many of these little things that we barely notice. There’s the clean water that nourishes your body, the cab driver that takes you to your workplace, your computer that allows you to be productive, your tongue that allows you to savor that delicious lunch you had.

However, have you ever taken just a few moments to pause and think about your connection to these things and how they play a role in your life?

- Have you ever step back and observe their more intricate, finer details?
- Have you ever wondered what your life will be if these things are not present?
- Have you ever properly appreciated how these things provide you advantage in your life and the people you care?
- Do you really know how these things really work or how they came into existence?

After identifying these five things, try to know everything you can about their purpose and creation. That’s how you can genuinely appreciate the way that they are supporting your life.

### **Mindful Immersion**

Mindful immersion is an exercise that will help you develop satisfaction in the present moment and let go of the persistent worrying about what the future may bring.

Instead of anxiously wanting to complete our daily work so we can get on to the next item in the list, we can take the task and completely experience it. For instance, if you need to wash the dishes, focus on the specific details of the activity. Instead of treating this as a common household chore, you can choose to develop a completely new experience by taking a closer look at each aspect of your action.

Feel the rush of water when washing down the plates. Is it cold water? Is it warm water? How does the running water feel on your hands as you do the dishes? Be aware of the movement you use in scrubbing off grease.

The concept is to be creative and find new experiences for a task that is quite monotonous and very common. Rather than struggling through and persistently thinking about completing the task, be conscious of each step and completely immerse yourself in the process. Choose to take the task beyond a routine by aligning yourself with it mentally and physically – and even spiritually, if you're the spiritual kind.

## **Mindfulness is For Anyone**

You have now learned what mindfulness is, its benefits, the skills associated with it, and the exercises to boost yours.

Without a doubt, becoming more mindful and learning these skills are very useful and rewarding. It is not just a treatment option for those who are afflicted with a mental disorder. Learning to act wisely despite our irrational feelings and being more observant of ourselves and the things around us, are sure to bring us more happiness and contentment in this life. Nurturing our ability to be aware of every moment in our life is a beneficial practice that can help us better manage the negative feelings and thoughts that may cause us anxiety and stress in our lives.

Through regular practice of mindfulness exercises, you will not easily succumb to bad habits and become influenced by fear of the future and the negative experiences of your past. You can finally develop your ability to set your mind in the present and manage the challenges of life in an assertive yet calm manner.

You can in turn reshape your brain to harness a completely conscious mindset that is free from the bondage of self-limiting thinking patterns that will allow you to be totally present to focus on positive emotions that could enhance your compassion and finally understanding yourself and the people around you.



## Conclusion

It takes a lot of guts to decide to go into therapy. Many people choose not to do it because they do not want to face the reality of the situation. They don't want to know if they are ill or there is something wrong with them.

But someone you know has taken that active step, and by doing so, they have acknowledged that they want to get better or to find out if there is anything wrong with them that needs fixing.

No matter what the reason may be, your role is vital depending on how close you are to this person. It could be your spouse, your best friend, your colleague, your sibling or even your neighbor. If they have chosen to open up to you and tell you that they are going through therapy then you can be actively involved to help them through this time.

How do you help someone going through therapy, especially when you do not know anything about therapy or any therapeutic process yourself? What should your level of involvement be? Are you required to show up with them for every session? Do you stay out of it? Do you talk about it?

These may all be a little stressful for you but remember that the person going through therapy is even more stressed up about this than you are. One of the first things to do is to remind yourself that sharing the fact that they are going through therapy is a sign that they trust you and that your relationship with them means a lot.

Due to this trust, your first move is to make sure that you will continue to be their friend and confidante whenever you need them. If you are their partner or spouse, reassure them that you will continue to love them no matter what and will help as best as you can.

To get the most out of Cognitive Behavior Therapy, we must be willing to discuss our feelings and emotions honestly. Work on setting clear expectations for yourself and put in the work it will take to reach your goals.

# Emotional Intelligence:

How To Control Your Emotions, Improve  
Charisma & Analyze Body Language. Discover  
Empath & Stop manipulation from Anger  
Management & Negative Thinking Increasing  
Self Confidence

Ted Goleman

## Introduction

Developing your emotional intelligence will help you manage your emotions. Emotional intelligence allows us to learn how to control our emotions through four main pillars: self-awareness, self-management, social awareness, and relationship management. By building these four categories, you are able to take control of your emotions.

This book will not only explain what emotional intelligence is, but it will dive into its benefits and the four pillars. Each pillar has its own chapter within these pages so you can reach your full potential. You will also learn about why emotions matter. Why is it so important to pay attention to your emotions? How can your emotions help you get your dream job? The reality is, organizations are looking for employees who show strong skills in emotional intelligence over high intelligence. On top of this, you will learn about the various effects of emotional intelligence, such as how it influences your mental and physical health.

Self-awareness will help you learn about yourself through your emotions. You focus on learning about your triggers so you can modify your emotions and gain control. You will read about the benefits of self-awareness, such as how to become more mindful, motivated, and set limits. Self-management focuses on learning how to handle your emotions. Through this pillar, you learn techniques so you can reach your full potential. You will learn about various ways you can strengthen your self-management skills, such as how to develop self-discipline, the importance of helpful thoughts, and how to control your impulses.

Once you have an understanding of your emotions, you will learn about social awareness. This is when you start to understand how other people

feel. For example, you will work on building your empathic abilities so you can help people overcome obstacles. Finally, you are able to take these three pillars and focus on relationship management. This is when you learn techniques which will help you strengthen relationships, whether they are your co-workers, friends, or family members.

When you are empathic, you are able to put aside your own feelings and focus on the other person. At the same time, you don't want to ignore your emotions. You always want to ensure that you take care of yourself as this will help you take care of other people. While empathy is not considered a pillar for this book, it is extensively discussed. It is important you understand empathy as it is an essential factor of emotional intelligence.

# **Chapter 1. Understand What Emotional Intelligence Is and Know How to Use It.**

Emotional intelligence has become popular in the last couple of decades. People are using this information to strengthen their work skills and improve their relationship skills. So, what is emotional intelligence?

## **Emotional Intelligence Explained**

When looking at the definition of emotional intelligence, it is rather simple. Emotional intelligence otherwise referred to as EI involves your ability to understand people, what motivates them, their emotions and feelings, and working together with them. EI also involves your own emotions and how you understand and recognize them. How well you are able to identify the different feelings that you feel and give them a proper label, your ability to use the information to understand how you think and behave, and your ability to manage and adjust how you are feeling in order to adapt to the environment around you are all also covered under emotional intelligence.

EQ, which is emotional quotient and measures your emotional intelligence, is thought by many experts to be more valuable than an individual's IQ. A person's EQ can predict success, relationship quality, and happiness overall.

There are three models of emotional intelligence. Each model looks at EI from a different angle.

### **Ability Model**

The ability model covers how you perceive emotion, how you use the emotion for thought processes, and how you understand emotions so that

you can regulate them for personal growth. Within the ability model, there are four parts:

### Perceiving Emotions

How are you at using faces, pictures, and voices to figure out someone's emotions? When you're looking at this portion of the ability model, this is the most basic part of EI because to process emotions you need first to be able to identify them or detect them.

### Using Emotions

Have you ever thought about taking the power that your emotions give you and use them in your thinking process and your problem-solving? If you have high emotional intelligence, you understand how to fully use your emotions so that you can make the best out of each situation at hand. You also understand the importance of controlling your emotions, and you use them to benefit you.

### Understanding Emotions

Do you understand the emotional language of the people around you? Understanding emotions is simple. All it entails is being sensitive to any variations in people's emotions, no matter how slight, and being able to recognize and verbalize how these emotions change as time goes on. You can understand the emotional language of an individual and yourself.

### Managing Emotions

Do you ever become overwhelmed by emotions that you feel and find that this feeling will take over the situation? Being able to regulate your emotions is an important part of EI. To be an emotionally intelligent person, you need to understand how to harness your emotions and regulate them for

your goals. You need to understand the relationship between negative emotions and motivational drive and see the link between these two that will allow you to achieve your goals.

This particular model is criticized and said that it does not have any validity in the workplace. The advantage of the ability model is that the individual has the ability to compare and contrast the performance of an individual to standard performance. The ability model does not rely on someone's descriptive statements about themselves.

The ability model measures your EI in a test that is similar to an ability-based IQ test. The test will score your ability for each of the branches that were mentioned above and give you a total score. The interesting thing about scoring an ability test is that there are no objectively correct answers.

### Mixed Model

Daniel Goleman introduced the mixed model in 1995. His model has five main constructs, which include self-awareness, self-regulation, social skill, empathy, and motivation. Each of his categories has different emotional competencies that are learned and developed. The emotional competencies are not something that you were born with, and this goes along with the growth mindset. Goleman lays out that people are born with general emotional intelligence, but for EI to be effective; these competencies must be developed and honed over time. His mixed model has been criticized and deemed useless, even though numerous reports show how effective this model is in the workplace.

The mixed model uses two tools for measurement: the emotional competency inventory or ECI and the emotional intelligence appraisal.

The ECI was created in 1999 with a newer version developed in 2007. This inventory allows you to measure behavior within the emotional and social competencies.

The emotional intelligence appraisal was created in 2001. This assessment allows an individual to do a self-report or a 360° assessment of themselves

### Trait Model

The trait model has been in development for the last several years and has been featured in numerous publications. The trait model refers to one's ideas of their emotional ability. It is measured by self-report rather than comparing actual abilities. The trait model is meant as a tool to investigate the personality framework of an individual. This is a generalized model.

### History of Emotional Intelligence

The term emotional intelligence was a published paper by Michael Beldoch in 1965.

In 1966, EI was used and referred to in a paper by B. Leaner, which was entitled “Emotional Intelligence and Emancipation.”

Wayne Payne wrote a doctoral thesis that was entitled “A Study of Emotion: Developing Emotional Intelligence” in 1985. In 1987, the term EQ or emotional quotient was used in an article that was written by Keith Beasley, which was featured in the British Mensa magazine.

Stanley Greenspan developed a model that allowed EI to be described better and the year after, Peter Salovey and John Mayer were the publishers.

Daniel Goleman published a book in 1995 which laid out emotional intelligence for the masses for the first time. This book is off to make



criticized, even though there have been numerous reports of the usefulness of EI in the workplace.

### Why Is Emotional Intelligence Important?

Emotional intelligence is not only for people who work closely with others and need to interact and communicate often. When you look at the benefits or the importance of emotional intelligence, you begin to understand how essential this is to have a balanced life. Several areas of your life are affected by your emotional intelligence.

#### Physical Health

How well are you able to care for your body? What is your ability to manage your stress level? These abilities are tied to our emotional intelligence. To be able to maintain decent health and manage stress effectively, we need to become aware of our emotional state and also bring to light the reactions that we have to the stress that we experience.

#### Mental Well-being

Our EI has a huge impact on the attitude that we have and the outlook on life that we have. When we are aware of our emotions, anxiety can be lessened, and depression and mood swings can be avoided. When you experience a high level of emotional intelligence, you're more likely to have a positive attitude and be more optimistic about your outlook on life.

#### Relationships

Understanding our emotions as well as being able to manage them, allow us to communicate what we are feeling in a more effective way. When you are able to communicate more effectively, your relationships will benefit. EI

helps you to understand the needs and the feelings as well as the responses which allow us a stronger and more most fulfilling relationship.

### Conflict Resolution

Empathizing with another person and being able to identify their emotions allows you to have an easier time avoiding conflicts before they start or resolving them easier and quicker. Negotiation is easier when you understand what others need and desire. If we can identify what it is someone wants, it is easier to give them what they want.

### Success

The internal motivators that we have within us are stronger when we have higher emotional intelligence. When these motivators are strengthened, we have the ability to reduce procrastination, improve our self-confidence, and increase our ability to achieve our goals. Some port networks become better, setbacks are easier to overcome, in our outlook becomes more resilient as we strengthen our EI.

### Leadership

Good leaders understand how to motivate people and build bonds with others. As an effective leader, this person also is aware of the needs of his employees and the people that he's leading. Someone with higher emotional intelligence is going to be able to build a stronger team. This person will do this by using the emotional diversity of the members.

### Academic Achievement

People who have a higher emotional intelligence experience more success at school, although the grades are not usually higher.

### More Self-Compassion

When you are emotionally intelligent, this allows you to understand yourself better. You make better decisions when your emotions and your rationale are combined. When you are more aware of your emotions, you will experience self-actualization.

Emotional intelligence is tied to our entire life. By expanding and improving your emotional intelligence, you are going to experience an improvement in your relationships, your career, and your self-confidence.

By investing in bettering yourself, you are inadvertently investing in the ones that you love. You will learn how to read the people around you, and also learn to read the emotions that others are feeling. Also, you are able to become more aware of who you are and get a better sense of your identity.

## Chapter 2. Body language

In this chapter, we are going to be taking an in-depth look at body language and how you can quickly begin to put it into practice. Most importantly, this chapter is about focusing on both negative and positive behaviors so that you can find a balanced approach in the way you conduct yourself while analyzing others.

As stated in the previously, body language is one of the most important aspects you can focus on when looking to improve your overall communication skills. What this means is that your non-verbal communication clues, through your movements, gestures, and facial expressions can let on much more than you may have intended in your words.

Now, perhaps the single-most-important thing, which you can pay attention to when it comes to body language, is your posture. This is so overlooked by just about everyone. You don't really pay attention to your posture until someone brings it up. Perhaps you might hear someone mention that you are hunched over too much or that you are slouching while you sit.

In addition, you may begin to pay attention to your posture when you feel pain in your neck, back and shoulders from sitting too long. By the time you begin paying attention to your posture, you may already be locked into some bad habits when it comes to sitting and standing.

For taller folks, posture tends to become an issue since ensuring proper posture isn't always something easy to maintain. Nevertheless, when it comes to communication skills, proper posture is one of those elements which you need to be cognizant of at all times.

Let's look at an example of how posture plays a key role in communication.

During a job interview, 99.99% of the time you will be sitting at some point during the interview. Now, most coaches will tell you to sit up straight and place your hands on the edge of the table or desk. If you happen to place your hands too far into the interviewer's desk, then you are invading their personal space. If you place your hand palm down on a table, then that might be taken as a nervous position. If you are too rigid, then you might be seen as being overly tense or perhaps anxious. If you slouch too much, then you might be seen as uninterested or even disrespectful.

So, where's the balance?

The balance lies in sitting like a normal human being. If you have square, but relaxed shoulders, (elbows off the table; it's just a question of etiquette) and your hands moving somewhat throughout the conversation, then you will seem a lot more relaxed and calm as opposed to trying to be "perfect."

The underlying message in this example is natural. Humans convey confidence, trust, and respect in a natural posture. If you overdo an upright posture, you will find yourself seeming too uptight. If you let your shoulders slouch too much, you might be dismissed altogether.

But don't worry. If this feels like it's too hard, all you need to do is practice.

One good rule of thumb is to place the small of your back tucked into the back of your chair. That way, there is a slight gap between your upper back and the top of the chair's back. Do this, and you will ensure proper posture. Just remember to move around a little bit every so often. This will ensure that you seem relaxed and loose. Otherwise, a robotic stance may have the opposite effect.

How does this apply to real people?

Think about it for a second.

Drooping shoulders is almost always a dead giveaway for an uncomfortable and defensive position. The person might just be genuinely shy or just nervous. In either case, you are confronting a person in a protective position.

Another telltale sign of defensive positioning is having arms and legs crossed. These are instinctive positions that are used to protect the soft tissue located below the rib cage, mainly the abdominal area and the groin area. Whenever you encounter a person in such positions, you can be relatively certain that they are either hiding something or protecting themselves from a perceived threat.

Now, you may not have signaled any potential threats upon this person, but just the individual's positioning will give you an indication of what they are feeling and thinking at that moment. If you are seeking to gain an advantage over that person, then you are in a good position to do so.

On the other hand, if you are feeling threatened, or even vulnerable (for whatever reason), please remember to keep your shoulders square and your head up. This will signal your counterpart that you are defiant even if you do feel uncomfortable.

Head positioning is always a great contextual clue.

A natural head position is to have your chin up and facing forward. During a conversation, this head positioning signals to you that your interlocutor is listening to what you are saying. Of course, it's natural to shift one's head every so often. As humans, we cannot maintain eye contact for too long. Furthermore, it gets weird if you simply stare at a person for too long.

However, staring at a person with a non-threatening look can signal attraction, admiration, or genuine interest. In the case of attraction, staring at a person's lips and mouth are clear-cut signals that they are attracted to them.

One word of caution: if a person simply stares at you without reacting to what you are saying, it might be that they are simply not paying attention to what you are saying. That is why it is important to engage your interlocutor, either with verbal cues such as questions, or non-verbal cues such as using your hands while you speak.

If you happen to be standing, pay attention to the way your interlocutor stands. If they are standing in front of you while you speak, even if they shift their head every once in a while, then you can be sure they are paying attention. However, if your interlocutor has shifted their weight to one side, or perhaps slumped over up against a wall, then you might be facing someone who is looking to hightail it.

One other thing about head positioning. If you are in a meeting, and your counterpart puts their head down, then you might be looking at someone who is uninterested in what you have to say. That is why seasoned presenters never give their audiences handouts while they speak.

Why?

People will look through their handouts and/or reading materials rather than pay attention to what you have to say.

During a negotiation, you might find that someone who is reluctant to lift their head in your direction may be signaling their uncomfortable position. So, if you happen to notice that your counterpart is unwilling to look at you directly, then you might be in a better position than you thought.

Regarding visual contact, it is important to keep in mind that evasive eye contact is a clear indication that something is up. In a romantic context, a lack of eye contact may signal that the person is attracted to you, but perhaps reluctant to open up. That may require you to make an extra effort to help that person feel more at ease.

Of course, there are naturally shy people who feel intimidating by making close eye contact. However, the ability to maintain visual contact is something which you can initiate. In order to avoid making others feel weird or awkward, you can initiate eye contact but withdraw as soon as you see your interlocutor pull away. As they feel more comfortable around you, they will feel compelled to meet your gaze.

In the business world, eye contact is seen as a trait of genuine people.

Think about this situation.

You are dealing with a salesperson who is offering you a product of service. If they are reluctant to meet your gaze, then you may feel like this person is unreliable. There might be signals indicating danger. After all, why would a salesperson avoid meeting your stare?

By the same token, if this salesperson won't stop staring at you, then you might feel intimidated. That is why the best salespeople will meet their customer's look with sincerity and often a smile. The best salespeople learn when to engage their customers and when to back off.

Perhaps the most important thing to be wary of is giving people an empty stare. This happens when you are uninterested or simply don't understand what the other person is saying. If you sincerely don't understand what is happening, then it might be best to let your interlocutor know about it. This



is one of those practices that serve to promote trust among the parties. By being honest, you can signal your reliability and overall trustworthiness.

In a public speaking setting, visual contact is paramount to getting your message across. While it might be hard to actually engage in contact with your audience, at least the semblance of eye contact will help your audience relate to your message.

Now, you might think about some famous speeches by CEOs, executives and other business leaders who just parade on the stage without actively engaging their audience. The reason why they get away with this is that they are genuine in the way they speak and are have a thorough knowledge of their subject matter.

If you happen to be that knowledgeable of the subject matter on which you are speaking, then you have a good chance of getting away with making such speeches. However, with a smaller audience is a more reduced space, you will find that hard to get away with. So, you can engage in visual contact by looking at people's faces without actually staring into their eyes. This will take away from having someone throw you off track.

While on the subject of moving around up on stage, one very important aspect to keep in mind is fidgeting. Fidgeting is a dead giveaway of anxiety and nervousness. While fidgeting can be a sign from the nervous system that is used to keep an individual awake, it is more than likely an indication that your counterpart is nervous. If you suspect this to be the case, then the context will determine if this can serve your pursuits or hamper your endeavors.

Hence, it is important for you to keep fidgeting at a minimum. Of course, it is perfectly normal to move around. Movements should be natural and flow

with the conversation. However, excessive movements, especially with your legs while sitting, may tip your interlocutors off about your discomfort. This can be taken in one of two ways: your counterpart may feel that you are uninterested in what they have to say, or, they might figure out that you are uneasy about something. In a negotiation, the last thing that you want is to seem that you are uneasy or uncomfortable.

In fact, you will find that most poker players wear sunglasses while playing and keep their movements to absolute minimal levels. Poker players take this stance in order to deflect attention from themselves and thereby keep their opponents guessing. Some people are good at doing this while others are not. What his highlights are that a poker player's success lies more in the psychology of keeping opponents off guard as opposed to their strategy when it comes to actual gameplay.

At the end of the day, you need to get a handle on your facial expressions. If you are the kind of person who tends to wince anytime you hear something you don't like, then you ought to consider getting a handle on your expressions. After all, you may signal the wrong position to your interlocutors. Just because you don't like something doesn't mean you have to make it known to others.

By the same token, overreactions of joy may seem a bit over the top especially when you get your way. Once again, emotion is crucial to successful interactions with others. For instance, if you are told that you got the job during an interview, it's perfectly fine to smile and show your appreciation. Maintaining a straight face will not send the right signal to your interviewer.

During a date, you might want to refrain from smiling too much. Sure, you might be going out with the boy or girl of your dreams but overdoing it

might make the other person feel uncomfortable. Conversely, if you don't show any type of emotion, then you might be sending mixed signals. The other person may get the feeling that you are not into them and thus defeat the purpose of a date.

If you happen to find yourself with a person who is reluctant to expression emotions, then you might want to try to elicit emotional responses from them. This can be done by setting an example. For instance, you might try to smile a bit more yourself. Perhaps you might try to look at them square in the eye. Sure, it might not be easy, but at least you are making an effort to break the ice.

Ultimately, body language, like all non-verbal communication, is rooted in our instinctive need to communicate what we truly feel. So, I would encourage you to pay close attention to your interactions. There are coaches who like to videotape their trainees while interacting with others. This third-person perspective can help you gain a better understanding of how you are communicating. As such, you can gain deeper insights as to your personal style. It is then easier to tweak your mannerisms and gestures.

## Chapter 3. Empathy

### 1. Mindfulness

Mindfulness is the capacity to precisely perceive your feelings, qualities, constraints, activities and see how these influence others around you.

Advantages:

It improves the probability of you taking care of and utilizing valuable input successfully.

By knowing your qualities and shortcomings you can improve your association's presentation, for instance, you may employ people who perform well in territories you battle with.

Develop mindfulness by:

Keeping a journal of the circumstances that have activated troublesome feelings in you, for example, outrage, and your musings and practices during those circumstances. With this data, you can frame a comprehension of your feelings and responses and work towards self-guideline.

Accepting input from staff as this can feature how others see you and it likewise causes you to target unhelpful responses.

Watching the reaction others have to your conduct.

### 2. Self-guideline

Self-guideline enables you to shrewdly deal with your feelings and driving forces - you appear or control certain feelings relying upon what is essential and advantageous for the circumstance. For instance, as opposed to yelling

at your workers when you're focused on you may choose which assignments can be designated.

Advantages:

Self-guideline acquires the regard and trust of representatives.

Helpful when adjusting to change.

It enables you to respond judiciously.

Develop self-guideline by:

Assuming liability on the off chance that you have committed errors. As opposed to accusing others concede that you are to blame. You'll feel less regretful and your group will regard you for it.

Reacting to circumstances smoothly as your correspondence is increasingly compelling when you're in this state and this inclination will spread to other people. Breathing procedures, for example, controlled breathing, can be a helpful practice.

### 3. Sympathy

To be sympathetic methods you can distinguish and comprehend others' feelings, for example, envisioning yourself in another person's position.

Advantages:

It gives you a comprehension of how an individual feels and why they carry on with a particular goal in mind. Thus, your empathy and your capacity to help somebody increments since you react truly to concerns.

Particularly supportive when conveying useful input.

Being sympathetic shows your group that you give it a second thought. For instance, if a chief responds indignantly subsequent to discovering that a representative has been landing to work late in light of the fact that their youngster is unwell, the group is probably going to respond contrarily towards the administrator. It would be progressively ideal for the administrator to comprehend and concur on a game plan with the worker, for example, the representative beginning work prior and completing later.

Representatives will regard you more and along these lines work execution will improve.

To create sympathy:

Envision yourself in another person's position. Regardless of whether you have not encountered a comparable circumstance, recollect a circumstance where you have felt a similar feeling your representative is encountering.

Work on tuning in to your representatives without intruding on them.

Watch your workers and attempt to measure how they're feeling.

Never overlook your workers' feelings, for instance, if a representative looks upset don't dismiss this - address it.

Attempt to see first as opposed to shape a judgment. For instance, you may at first feel irritated at a worker who appears to be cold and unbiased.

Notwithstanding, subsequent to finding they experience the ill effects of social uneasiness you may feel increasingly thoughtful.

To impart your sympathy keep your non-verbal communication open and control your voice to show your truthfulness.

#### 4. Inspiration

Acting naturally spurred comprises of: getting a charge out of what you do, moving in the direction of accomplishing your objectives and not being persuaded by cash or status.

Advantages:

- Lessens your probability of delaying;
- Builds fearlessness;
- Keeps you propelled regardless of whether you face difficulties;
- Makes you concentrated on accomplishing your objectives;
- Spreads to the group.

To expand your inspiration:

Keep in mind for what reason you're carrying out your responsibility - possibly think concerning why you needed it at first.

Set new objectives on the off chance that you need them.

Stay idealistic in light of the fact that to be persuaded you should be certain. In any event, when there is a misfortune or a test distinguish one positive factor about it.

To expand your workers' inspiration clarify why they are significant, utilizing model, as this will give them a feeling of direction.

## 5. Social abilities

Successful social abilities comprise of overseeing connections such that advantages the association.

Advantages:

Successful social aptitudes cause you to construct affinity with your workers and acquire their regard and dependability.

Representatives will confide in you which is particularly significant if unwelcomed choices have been made, for example, an ascent in execution targets.

At the point when you cooperate with your workers you can distinguish the most ideal approach to meet their individual needs and recognize how their capacities can be utilized to accomplish the association's points.

Staff will feel good displaying plans to you and talking about concerns.

Improve social abilities by:

Building up your relational abilities. Issues can emerge if there is awful correspondence, for example, false impressions upsetting representatives. Tune in to input to work out what to focus, for instance, the way where you talk may require work or maybe your non-verbal communication.

Figuring out how to give acclaim and helpful criticism.

Participating and cooperating with your representatives since you are generally moving in the direction of a mutual objective.

Tuning in to representatives and rehearsing compassion.

Building associations with your representatives will help you in seeing how to deal with every person.

Settling strife by taking a gander at the circumstance from every one of the perspectives in question and attempt to go to a trade-off that advantages everybody.



# The Importance Of Empathy

Empathy is the most important feature

1. "Go into a gathering in particular in the event that you know the result"

That is guidance the CEO of the main organization I worked for in Silicon Valley gave me. At first, I didn't comprehend - how might you know the result? As he clarified, in the event that you get your work done, comprehend the inspirations of different members, and feel for them, the result of the gathering will be considerably more unsurprising.

2. Dealings

Sympathy enables you to comprehend the inspirations of the opposite side to the exchanges. Understanding what's progressively significant and what's less essential to them is critical to comprehending what concessions to make and where to hold your ground. Sympathy will enable you "to win" in arrangements, or arrive at the best "win-win" result, whichever you pick.

3. Configuration thinking

There is an explanation that compassion is the first of five squares in Ideo's Design Thinking system. It is characterized as "expertise that enables us to comprehend and have similar sentiments that others feel. Through compassion, we can place ourselves from other individuals' points of view and associate with how they may be feeling about their concern, condition, or circumstance." Empathizing with the objective clients enables you to distinguish the correct answer for their concern.

4. Viable collaboration

The best, gainful, and inventive cooperation is based on the capacity to direct helpful clash. It's the capacity to energetically contend the issues. For

that, you should enable yourself to be open to your partners, pose idiotic inquiries, give direct input, and get it as well. It depends on trust, and trust depends on the consistency of the others. That consistency comes from identifying with your colleagues. Understanding their points of view, foundations, and hot catches will assemble that consistency, trust, and consequently powerful cooperation.

#### 5. Cognizant private enterprise

The cognizant private enterprise depends on building organizations that do great, believing that positive money related results will be the common result. To satisfy the strategic cognizant free enterprise, you should initially relate to your clients to distinguish what's imperative to them, and spotlight on that. That was the narrative of the establishing of Whole Foods Market by John Mackey, the co-writer of the book *Conscious Capitalism*.

#### 6. Raising speculations

Various financial specialists have various inspirations for putting resources into organizations. Your chances of getting the speculation you need increment exponentially if before showing to speculators you get your work done: Understand their experiences, venture history, inclinations, and predispositions. At the end of the day - feel for them. At exactly that point will you have the option to concentrate on what's essential to the speculators you pitch.

#### 7. Talking for work

The enlisting administrator sitting over the table from you during the meeting isn't procuring as a demonstration of philanthropy. She is procuring on the grounds that she has explicit needs. Over and over again competitors appear at a prospective employee meet-up concentrating on what they bring

to the organization, in light of past understanding, training, and aptitudes. Be that as it may, sympathizing with the enlisting supervisor, understanding her organization's needs, and afterward demonstrating how your experience, instruction, and abilities address those particular needs will go far to improve your odds of being employed by her.

## 8. Deals

Numerous sales reps center deranged around what they offer. They center around the advantages of their item or administration and decline to comprehend why you state that the item may not be directly for you. My significant other, Anat, is the best sales rep I've at any point seen. At a public exhibition in New York City, I heard her state to a client, "This item is certifiably not a solid match for you." It takes mental fortitude and fearlessness for a sales rep to state that. In any case, more than that- - it takes compassion to comprehend the genuine needs of your potential clients to have the option to decide if you have the correct answer for them, or that you may be burning through your time and theirs in attempting to sell them what you have.

## 9. Client support

How regularly do you grumble about the low quality of client care? How invigorating is it to have a client care agent who truly attempts to comprehend your particular circumstance? In an exceptionally focused commercial center, client assistance is a solid differentiator. Client assistance delegates who relate to their clients, comprehend what they are

experiencing, and mirror those things in discussions with the clients, separate great client support agents from the rest.

## 10. Educating

At the point when you ask youngsters what class they like the most, the appropriate response you get did not depend on the intrigue they have in the subject. Rather, it depends on the amount they like the educator. The more an instructor can identify with understudies and relate to them, the more that educator will make understudies like themselves. Their educating, thusly, will be significantly more viable.

# **How To Develop Empathy In Your Everyday Life**

Compassion is a word that is utilized regularly by numerous individuals. It's normally realized that sympathy is something to be thankful for to have, yet it isn't constantly a need in individuals' lives.

Did you realize that 98% of individuals have the capacity to relate to other people? A couple of special cases are insane people, narcissists, and sociopaths which are individuals who can't comprehend or identify with other individuals' sentiments and feelings.

Different gatherings of individuals that may battle understanding other individuals' feelings are the individuals who are on the Autism Spectrum. In any case, numerous individuals feel that individuals on the Autism Spectrum are as yet fit for identifying with other individuals' feelings, albeit maybe not in a conventional way.

While a vast greater part of the populace is equipped for sympathy, some of the time its act is constrained. In any case, what is sympathy, and for what reason is it significant?

Would empathy be able to be created, or would we say we are brought into the world with a specific sum? Are a few people just normally better at identifying? Is it truly as significant as certain individuals state it is to rehearse compassion? We should make a plunge.

## **What Is Empathy?**

In straightforward terms, sympathy is the capacity to comprehend things from someone else's point of view. It's the capacity to share another person's sentiments and feelings and comprehend for what reason they're having those emotions.

Numerous celebrated individuals have discussed the significance of comprehension and compassion.

Maya Angelou once stated, "I think we as a whole have compassion. We might not have enough boldness to show it."

Albert Einstein stated, "Harmony can't be kept by compelling; it must be accomplished by comprehension."

Previous President Barack Obama has stated, "The greatest deficiency that we have in our general public and on the planet right currently is a sympathy shortage. We are in extraordinary need of individuals having the option to remain from another person's point of view and see the world through their eyes."

At the remembrance administration for the five cops who lost their lives in Dallas in 2016, previous President George W. Bramble stated, "At our best, we practice sympathy, envisioning ourselves in the lives and conditions of others. This is the scaffold over our country's most profound divisions."

## Various Types Of Empathy

While trying to characterize what sympathy is, individuals have made various classifications of compassion. As per clinicians Daniel Goleman and Paul Ekman, there are three kinds of sympathy: intellectual, enthusiastic, and sympathetic.

Subjective sympathy. Subjective sympathy is the capacity to see how another person feels and to work out what they may be thinking.

Passionate sympathy or Affective compassion. Enthusiastic compassion alludes to the capacity to share someone else's feelings. This would mean when you see another person who is pitiful, it makes you feel tragic.

Caring sympathy or Empathic Concern. Caring compassion is the point at which you take emotions to activities. It goes past comprehension and identifying with other individuals' circumstances, and pushed a person to accomplish something.

For what reason IS EMPATHY IMPORTANT?

Compassion is significant in pretty much every part of day by day life. It enables us to have sympathy for other people, identify with companions, friends and family, associates, and outsiders, and it has an enormous advantage sway on the world.

IN PERSONAL LIFE

How does sympathy help in an individual's close to home life?

Sound connections require support, care, and comprehension. A companionship or sentimental relationship that needs compassion and understanding will before the long flop. At the point when individuals just

think about their own advantages, different individuals in the connections will endure.

In the event that one life partner in a marriage renounces seeing things from the other's viewpoint, they will probably have conjugal issues. No two individuals are consistently going to think precisely indistinguishable, and no two individuals will have similar encounters. The two individuals in a relationship bring their own thoughts, beneficial encounters, and battles. Without setting aside the effort to attempt to identify with each other's emotions and points of view, individuals seeing someone will probably feel disliked and neglected.

## IN WORK LIFE

In what way is compassion significant in the working environment?

For some individuals, a work environment is a spot for cooperation. For things that require a collective endeavor, it's critical to set aside the effort to identify with associates. Regardless of whether individuals are not explicitly taking a shot at one another, it is still imperative to coexist with individual specialists. Utilizing sympathy is a crucial piece of a smooth working relationship. Without it, it's a lot simpler to fall into debates and differences.

It is likewise profoundly significant for the board to utilize compassion. Managers who need sympathy are probably going to expose their representatives to unjustifiable practices. Chiefs who are without sympathy may push representatives to work past what is solid and sensible or might be unduly unforgiving when a worker commits an error.

Higher sums of compassion in the work environment has been connected to expanded execution, expanded deals, and better administration capacities.



## FOR THE WORLD

How does sympathy sway the world?

Sympathy from a worldwide point of view is interminably significant, particularly when it prompts empathy. This sort of sympathy pushes individuals to make a plunge and help when there are serious catastrophes. Individuals are eager to assist others that they have never met in light of the fact that they realize that they also would require help if things were turned around.

Without empathetic sympathy, the world would be a lot darker and less practical spot to live.

## ARE PEOPLE BORN WITH EMPATHY OR CAN IT BE TAUGHT?

While there is some proof that the capacity to relate followed to hereditary inclination, it's additionally obvious that sympathy is an expertise that can be expanded or diminished.

One of the best ways for somebody to become empathic is for them to be prepared as kids. Compassion is a piece of instruction known as "enthusiastic insight." Teaching kids to think about the manner in which other individuals feel is a decent method for helping them create sympathy.

In the event that a youngster harms another kid or prods them, it's useful to ask the kid how they think they made the other one feel. You can ask them how they would feel on the off chance that somebody had treated them that way. Might they want to be prodded or harmed? Would they be dismal or irate on the off chance that somebody had treated them inadequately?

This line of thought can likewise be utilized for positive things. For instance, sharing is a significant piece of a small kid's instruction.

Youngsters are frequently educated to share since they like it when others share it with them. It's anything but difficult to instruct kids to treat others with graciousness since they also might want to be dealt with sympathetic.

## THE MOST EFFECTIVE METHOD TO IMPROVE YOUR LEVEL OF EMPATHY

While it is simpler to prepare an individual from adolescence to be empathic, it is additionally workable for grown-ups to build their degrees of compassion. The following are a few different ways that will help improve an individual's compassion.

### - Peruse LITERARY FICTION

In all honesty, perusing fiction can really build your compassion. New ponders show that when individuals read fiction, their minds truly feel like they're entering another world. For instance, specialists from the University of Buffalo examined members who had understood Twilight and Harry Potter. What they found is that individuals self-recognized as vampires and wizards separately.

The explanation this revelation matter is on the grounds that it shows that individuals can relate to individuals and gatherings that are in reality outside of themselves. To place this into a non-dream application, it shows that individuals can identify with individuals who lead experiences that are completely unique in relation to their own. For instance, individuals from the United States could peruse a book about an individual in China and figure out how to relate to somebody on the opposite side of the planet.

In an article about this examination, The Guardian states, "In fiction... we can comprehend characters' activities from their inside perspective, by going into their circumstances and brains, as opposed to the more outside

perspective on them that we typically have." at the end of the day, where we would commonly not approach someone else's musings, writing gives us a window into the internal thinkings of other individuals.

Tuning in to others is a generally excellent method for creating sympathy. At the point when we set aside the effort to tune in to the things that other individuals are revealing to us, it is a simple method for seeing how they think and feel.

Listening is best accomplished when we put aside our very own considerations and assessments and cautiously consider what someone else is stating. We can likewise make a superior showing of listening when we put aside interruptions like PDAs or tablets. At the point when we give our full focus to others, we will make them feel like they are thought about and it offers us a chance to really comprehend their perspective.

- Endeavor TO UNDERSTAND PEOPLE WITH DIFFERING  
OPINIONS AND BELIEFS

For some, it is a lot simpler to relate to individuals who are in our "in-gathering." At the end of the day, it's far simpler to trust or comprehend individuals who we believe resemble us. This kind of reasoning can be restrained in a different working environment, or it might smother caring sympathy for those outsides of our own networks.

To challenge this sort of reasoning, it's critical to set aside the effort to comprehend individuals who are extraordinary. To grow compassion, an individual may need to challenge pre-imagined ideas and inclinations and think about someone else's perspective.

This can likewise be accomplished by individuals enlarging their circle and turning out to be companions with individuals they may not usually invest

energy with. They might be astonished to find that they share more for all intents and purposes than they initially accepted, and almost certainly, they will widen their capacity for compassion.

### Why Is Empathy Important?

Empathy is important to interpersonal relationships for a number of reasons. You will see the difference that empathy makes in your life once you begin looking. Notice how you feel when someone offers you empathy. Then, notice how you feel as you extend empathy to others. It's a good feeling, and you will understand the importance once you routinely extend it.

Practicing empathy ensures that you will treat people you care about the way they want to be treated. People do not want to be treated poorly, so when you offer empathy, the feeling should be good.

Understanding the needs of people around you is important, and empathy will allow you to do that. When you can identify and pick up on the emotions of others, you can find ways to be useful to them. Knowing how to react to different emotions is important, which is why you need to understand your own first.

Empathy allows you to know how others perceive you in your words and actions. You can pick up on how others feel by watching their body language, non-verbal cues, and emotions. It is important to know how you come across because no one wants to be the person that is avoided. Human connection is essential, and empathy will give you the desired connection.

By practicing empathy, you are going to be better equipped to understand the non-verbal cues that others express. As you study your own emotions and reactions, pay attention to the non-verbal cues that you are giving off.

Conflicts at work or in your personal relationships will not be daunting because you will understand how to read the emotions of others. Reading the emotions of others allows you to predict the actions, emotions, and reactions of others around you. You can problem solve and resolve conflicts better because of your understanding of emotions. When you are looking at the situation from another perspective, you will better be able to make a decision that is fair all around.

You can motivate the people you are with. Use the influence you have to give motivation and inspiration to others. Learn to use the knowledge of empathy to spur others to action. Communication will get easier and allows you to convince others of your point of view.

Negativity will be easier to handle because you can understand the fears and motivations of the people around you. When you encounter negativity, it is easier to tolerate and look away if you know what is causing it. By being perceptive and focusing on how those around you are feeling, you can reframe the negativity and offer assistance.

### Benefits of Empathy

Why is empathy important, you are probably wondering if there are any benefits? By practicing empathy, someone else benefits, and so do you. Below are the main benefits of practicing empathy.

#### Building Better Social Connections

Empathy allows you to understand the people around you, and as a result, your social connections will become stronger. As you begin to look for the emotions and feelings that others feel, you are going to notice that the relationships you experience are expanding.

#### Learn to Regulate Emotions

By practicing empathy and learning about others' emotions, you are going to be able to regulate your own emotions. When you understand what you are feeling and how you are reacting, you will be able to control yourself in stressful situations.

### Promote Helping Behavior

One of the aspects of empathy is noticing other people and their pain. Empathy encourages you to want to help others who are experiencing difficulties. When you demonstrate this behavior, individuals will be more likely to follow suit. The domino effect is magnificent, and empathy has the potential to impact the world.

### Allows Positive Feelings

By feeling what others feel, and helping them, you are going to have positive feelings about yourself. Positive feelings have the power to reduce stress and anxiety, as well. When you focus on the positive, you can then spread those vibes.

### Gives You a Sense of Who You Are

When you practice empathy, you are able to raise your self-awareness. By knowing to get in touch with the inner you, your identity will become cemented, and you will feel more confidence in yourself. Knowing yourself is important because then you can transfer that knowledge into studying other individuals.

### Conflict Resolution Tool

Empathy allows you to resolve conflict better and more effectively. By understanding how and what emotions and feelings that others are feeling,

you will become more aware of the rising conflict. You will also have better skills and tools to resolve conflict in a positive and satisfying manner.

### Fosters Creativity

Being in tune with your emotions will allow you to grow your creativity. People who are empathetic tend to be more creative because they feel the emotions around them and use those emotions to bring out something beautiful and creative.

### Widens Our Perspective

As mentioned earlier, our perspective is widened, and we are able to look at another individual's point of view. By practicing this, we can widen our own perspective of the world, other's problems and opinions, and our own ideas.

### Increases Community Support

Empathy brings communities together. People who are like-minded and empathetic will join to create a supportive environment. These individuals will work together to make the community supportive and beneficial to others.

### Allows You to Feel Connected

Empathy connects you to other people because you are experiencing their emotions, feelings, and reactions. By connecting to them, you are expanding who you are. Connections foster a sense of belonging, which helps individuals experience less loneliness.

### Promotes Openness

We talked about taking an interest in strangers because when you do that, you open up about yourself. Openness expands your sense of self and

allows you to feel comfortable in a variety of situations.

### Creates Calm Feelings

When you can anticipate what you are going to feel in a situation, how you will behave, how others will react, and how they will feel, you will feel a sense of calm. The anxious feelings will subside as you become more aware of what is going on around you.

### Allows for More Intimacy

As you begin to experience openness, you will also find intimacy increasing in your relationships as well. Becoming comfortable with who you allow you to open up to those that you are close to more than you have in the past.

### Promotes Acceptance

Empathy helps you accept others and yourself. Looking for and understanding those around you makes it possible for you to practice tolerance and acceptance. You will find yourself questioning the views, stereotypes, and prejudices that you have, allowing you to see the people and not the label.

### Allows for Higher Self-awareness

Getting in touch with your emotions, understanding and becoming aware of how you react in different situations, and learning how they connect will make you more self-aware. When you have a higher self-awareness, you begin to look at yourself differently.

### Creates Feelings of Trust

Opening up to others allows them to feel like they can trust you. When you learn to read other people by their emotions and feelings, you are then able to discern better who can be trusted.



Empathy is going to be the most important skill that you develop during this process. By learning to empathize with others, you are going to understand how the world works, the views that are different than your own, and experience a richer life. By expressing empathy, you are going to grow as a person, and your relationships are going to improve. Developing this skill will serve you in every area of your life.

## Chapter 4. Anger Management

Anger, a basic human emotion that is experienced by everyone. It is triggered by an unpleasant situation, hurt, annoyance, mistreatment, a betrayal or stress. Anger is a strong emotion and sometimes hard to control. Some people can express their anger, take a short break to retreat and regroup, recover and move on. Others harbor their anger long after the person or event that triggered their anger is long over and hold on to their anger, sometimes for years.

As children, we are exposed to how the adults around us express their anger. We copy this behavior. Today, there is an anxious and uneasy association with anger expression. Many people, through their upbringing, think it is improper to directly express anger. They are taught that anger is intolerable and dangerous. These people have a distrust of anger, repress or ignore it and then express their anger indirectly or use it as a weapon against others.

The anger threshold varies for each of us. Anger for some people it is slow in coming, but explosive when it finally is exhibited. Instantaneous anger is how other people display their anger. It happens immediately and without warning, triggered by what would be considered as small and incidental by some but enormously off-putting to those whose anger flares at the bat of an eye. Some people seldom feel angry while others always get angry.

There are experts who suggest that the rate of which an average adult feels anger is about once a day while feeling annoyed is about three times per day. There is also a viewpoint expressed by anger management specialists that suggest getting angry fifteen times a day is a realistic average. (Mills, 2019)

Anger is an emotion that can, when controlled and managed, can be constructive, while unmanaged, off-the-rail anger can be extremely destructive. Consider road rage as an example of how destructive and most times dangerous anger can be.

The notion that anger as an emotion is dangerous is not far-fetched. People who express their anger are able to wreak great violence. However, although anger can definitely be abused, it is more than a damaging energy.

Anger is a significant part of our self-defense and self-preservation mechanism. People who don't get angry are not capable of defending and standing up for themselves. This is why anger expressed in a controlled manner is important. Learning how to express their anger correctly, in a healthy and deferential manner is what people need to learn. There are ways that you can express anger without it being uncontrolled and where it affects your health, relationships and your ability to be or remain employed. (Mills, 2019)

At its core, anger is an indication that there is something wrong in your surroundings and attracts your attention. It causes you to act and correct whatever is wrong. When anger is controlled and managed, the feeling of being annoyed, or angry, doesn't impose negative and detrimental health or interpersonal results.

## **Anger and its Effects**

Uncontrolled anger is damaging for both the recipient of the anger as well as the person expressing their anger. People whose anger is uncontrolled alienates and destroys relationships with family, friends and co-workers. Anger that is uncontrolled and makes a person unemployable and impacts negatively on an angry person's emotional and physical health.

Their anger hurts people and then, in the aftermath of one of their fits of anger, wonder why they are shunned, not spoken to or find themselves uninvited to events that they would normally attend. Their anger is destructive to those around them and themselves.

How you are able to handle your anger has very important after-effects for your health and welfare. When you get angry, it activates others to get angry and defensive as well. There is an increase in blood pressure and stress hormones begin to surge. Sometimes, violence occurs. Your anger may give you a name of being a "hot head" that no one will want to be associated with or around.

Aggressive, antagonistic anger can create problems with your health and even early death. It also creates isolation from others which is also a risk factor for grave illness and death. These are just a few reasons that show that learning how to control and properly manage anger is good for you mentally, physically and socially. (Mills, 2019)

## **Anger and its Psychology**

The automatic and natural response to pain, whether emotional or physical is anger. It can happen because a person is ill, has feelings of being rejected, feelings of being endangered or suffer a loss. It doesn't matter what the pain is; what is significant that the pain that has been experienced is not agreeable. Anger never occurs by itself but occurs when it follows feelings of pain. It is considered to be an indirect, secondhand emotion.

By itself, pain is not enough to cause someone to become angry. It happens when there is a combination of pain and anger-generated thoughts. It can be assumptions, evaluations, a misinterpretation, personal assessments that can cause a person to have thoughts of someone trying to hurt them that can be the type of thoughts that can prompt anger. In this sense, it can be considered that anger is a social emotion. (Mills, 2019)

## **A Substitute Emotion**

People cause themselves to be angry so they can avoid feeling pain. People change their feelings of pain to anger because anger feels better than being in pain. This can be done consciously or unconsciously.

There are numerous advantages to be angry rather than in pain. Anger can be a distraction because when people are in pain, they focus on it. The distraction of anger alleviates having to think about pain. Angry people think about a person or people who have caused their pain and have harmed them. This is a shift of the angry person's attention from focusing on their pain. It temporarily guards angry people against having to deal with the real feelings of pain and instead, focuses on getting back at the people they're angry with. Being angry can hide the reality of a situation that can be fear-provoking or that generates feelings of defenselessness. (Mills, 2019)

In addition to affording a good diversion for feeling vulnerable, generating the feeling of anger develops feelings of power, moral superiority and righteousness, not existent when only in pain. The feeling is when you're angry it's with cause and the people who've hurt you should be punished. It's infrequent that a person will get angry with someone who hasn't hurt them in an important way. Anger is only directed at those who have hurt another.

Angry people usually feel that their anger is justified. However, that's not how other people see it and don't agree. There is a social judgment of a person's anger that generates consequences. Although a person who is angry feels justified in acting in an aggressive manner towards another, their contemporaries may not see it in that way. If a person's boss doesn't agree with their anger, it may cost that person their job. If the act of anger

was committed illegally, a judge and jury would not see the anger as justified, and the angry person will go to jail. If a husband, wife or significant other doesn't agree that the anger was justified, a marriage or relationship may incur problems, or it could come to an end. (Mills, 2019)

## **Anger and the Costs and Benefits – Emotional, Social and Health**

Justified or not, the feeling of righteousness that a person connects with anger provides a strong, short-term lift to one's self-esteem. A person may feel better feeling anger than to recognize the feelings of pain associated with feeling vulnerable. You can use anger to change the feelings of helplessness and defenselessness to feelings of power and control. Some people transfer all their helpless and vulnerable feelings into anger, so they don't have to deal with them. This transference of feelings is done without they're even realizing that they do this.

Although a person is distracted from feeling helpless or vulnerable, they still feel vulnerable at some level, and anger can't make these feelings disappear. In the end, anger doesn't bring resolution or address the issues that gave the person the feelings of defenselessness and vulnerability but can generate new problems that include health and social issues. (Mills, 2019)



## **Managing Your Anger**

There is help for those who find that they cannot or don't know how to control their anger. That help is found in a program for anger management comprised of procedures to practice and corresponding interventions that are meant to assist angry people to learn the ways of managing their anger and bringing it under control.

Anger management has a number of levels that are implemented to help an angry person better understand where their anger comes from. It begins with a conversation about the cause of anger, the effects of their anger on people's emotional, physical and social well-being.

The anger management techniques will not generate the desired results if only casually used. In order for them to be effective, you must commit to practicing and using them consistently, so their effects have an opportunity to positively affect your life.

## **Ten Anger Management Tips**

Think before you speak – count to ten if you have to first. It's easy to say something regrettable that you can't take back when you're in the heat of an argument. Taking a few moments to think about how you want to express your anger before you speak is a better way to go. Let others who are involved do the same.

Express your anger when you feel calm – once you feel calm enough and can think with a clearer mind, express your irritation in a way that is nonconfrontational, yet assertive. Speak your needs and concerns in a direct and clear manner without harming others' feelings or trying to exert any control over them.

Exercise – work that anger out of your system. Being physically active helps to decrease stress and anxiety that can cause you to feel angry. Spend time doing physical activities like running, walking or going for a bike ride.

Timeout – give yourself a timeout, like you would give to your child if it were warranted. Take short breaks at the times of the day that may be more stressful, so you'll be able to handle them better without getting angry or annoyed

Identify solutions – step back and focus on what it is that makes you angry rather than reacting and blowing up. Is it the mess in your child's bedroom and pushes you over the anger edge? Simple - close the door. Do members of the family have you wait to serve dinner almost every night? Schedule and serve dinner later so everyone can be present. Remember that getting angry isn't the fix of anything and will only make it worse.

Use humor – anger is like a balloon ready to pop. Let the air out of it instead. Humor can diffuse the tension that goes hand in hand with anger. It also helps you in actually looking at what makes you angry which sometimes can be expectations that are unrealistic. Stay away from sarcasm, that's not humor or humorous. It can also hurt another's feelings and only make things worse

Stick with "I" statements – use the "I" word and avoid placing blame. That will only increase any tension. Be specific and polite. It's better to state that you're upset about a particular situation rather than make your statement in an accusatory manner.

No holding grudges – allowing anger and other negative feelings can push away positive feelings, and they may swallow you up with the feeling of injustice or resentment. However, forgiving someone who has angered you releases the tension of holding on to your anger and both of you can learn from the situation.

Practice relaxation - muscle relaxation and deep breathing can help when your temper begins to boil over. Imagine a tranquil scene, repeat a word or phrase that have a calming effect, listen to soothing music, do yoga, meditate, write a journal. Do whatever it is you need to do to relax.

Seek help when needed – Controlling anger can be a challenge at times for everyone. If you feel you are having a difficult time in managing your temper and your anger outbursts seem to be uncontrolled, and you do things that hurt others, and you later regret, seek help for your anger issues. It will help you to understand why your anger is uncontrolled and you'll be able to get a better grasp on what to do about it.

## Chapter 5. Self-Confidence

First, let's talk about what confidence really is. Some may think that you are born with it and that somehow, parents have this "confidence" gene that gets passed down. Others believe that confidence is more of a skill that can be honed. However, to people who constantly struggle with it, they sometimes see it as a sort of magical elixir that they can drink up to feel super.

In truth, confidence has many meanings. In fact, the dictionary offers not one but five meanings of confidence. It is...

1. Believing in yourself and your abilities; a freedom from doubt.

Sarah was confident that she can do well in the competition for she had trained for it relentlessly in the past 9 months.

2. Trusting in someone or something (which includes yourself).

The boardroom was in high spirits because Peter has confidence in his partner to make the presentation a success.

3. A feeling of hopefulness that things will come your way.

Most brides feel nervous before a wedding, but Jessy is confident that hers will be okay because she isn't the type who sweats the small stuff.

4. In the form of a trustful relationship.

Greta took Simon into his confidence after she found out that he had been secretly helping her all along.

5. A secret that is shared and entrusted to someone.

Felicity is well-loved for being a dependable friend that is why Tristan always trusted her with his confidence.

Does your perception of confidence fall under any of these five definitions? If not, what do you think it means?

With these five definitions in mind, you can easily spot that confidence is not something, which makes you “feel good.” Rather, it is mainly about belief, assurance, hopefulness and trust. In a nutshell, this is how we can define it:

Confidence is believing in your ability to make the right decision and take the right steps in a given situation, no matter how difficult or easy it seems to be.

Of course, by having the confidence to overcome life’s challenges, there is nothing wrong with feeling good about it. You can even think of it as a positive side effect.

## **How to Measure your Level of Confidence**

If you want to know your current level of confidence, perhaps you would like to take this short test. It will be a great idea to write down your responses in a journal. That way, you can take a look at it later on in the future and see how you have developed since then.

Before you begin, keep in mind that there is no such thing as a right or wrong response. Be honest with yourself as you can then reveal the aspects of your life with an impact on your self-confidence.

## **Tap Into your Inner Confidence**

Everyone, yourself included, has experienced the feeling of being highly energetic, brave and empowered at certain points in their life. It doesn't matter if you cannot completely recall that moment right now, because what matters more is that you can experience it again.

If you want to know how to tap into your inner confidence, here are effective strategies that you can apply right now:

## **Capture your Moments of Glory**

Reminding yourself of happy times in your life will draw out the confidence trapped inside you. Moreover, recalling them will encourage you to never give up, because it sends a message to yourself that you are capable of doing great things.

Right now, try the following exercises to help you “capture” these moments of glory:

Step 1: Cut out small sheets of paper, about one by three inches each. Make as many pieces as you like, starting with at least ten. You can skip this part if you already have small notepads.

Step 2: Grab a Mason jar or small fish bowl and set aside.

Step 3: On each sheet of paper, write down a memory of a time when you felt proud of an accomplishment. It doesn't matter how big or small it is; what's important is that it makes you feel good.

Step 4: After writing as many of these memories as you can, fold each of them up and place them in your jar or bowl.

Step 5: Place the extra sheets of blank paper and a pen next to it. Every time you experience another “moment of glory,” write it down and add it to the jar or bowl.

Keep this nearby and within sight so that you will not forget your little collection. That way, you can easily fish out and read a “moment of glory” in your life whenever you need it.



## **Manage your Worries**

It is natural to feel worries for good reason. For instance, getting worried about a family member who hasn't come home yet within the expected time is within reason. This "fear" will compel you to take immediate action, such as by calling the authorities.

However, entertaining unreasonable, worrisome thoughts will trap you in your own fear, and anxiety will keep you from taking charge of your life. Worrying about things that are no longer within your control, such as the anxiety you feel while waiting for exam results, will eat away your self-confidence and paralyze you.

Fortunately, there are plenty ways to manage your worries and fears so that you can believe in yourself and in others more. One of them is this exercise you can try right now:

Step 1: Ask yourself: "What's making me feel so worried?"

Be as specific as possible so that you can acknowledge and face your fear. This will turn the abstract thought into a problem that you can solve.

Step 2: Recall when you started to feel worried about this.

Determine the root cause of your fear and consider why it still haunts you today.

Step 3: Ask yourself: "Can I do something about it?"

If you do, then immediately write down steps to take to solve the problem. If it is beyond your control, turn your attention to something more productive.

Step 4: Create an action plan that you will follow should you start to worry about it again.

It's natural to feel worried again about something that you already know you should not worry about. However, this time, you'll know how to respond because of your action plan.

Worries can get out of control unless you turn on rational thought. It helps to imagine yourself as a scientist who is observing your worries from a third-person perspective. That way, you will take actionable steps towards a resolution.

## **Let go of habits that destroy self-confidence**

Certain mental habits will keep you from tapping into your self-confidence. Find out what they are so you can gently release them from your thoughts.

### **Polarizing**

This type of negative thinking pattern is when a person does not believe in a gray area. Perfectionists tend to fall in this “all or nothing” category, which is why they often find it difficult to cope with failure.

How to overcome it: Acknowledge the fact that the gray area does exist. Life is more than just zero and hundred percent, because there is an infinite number of percentages in between.

### **Filtering**

When given a compliment and some constructive criticisms, the chance that a pessimist will only focus on the negative comments is high. For instance, if someone told them that they are talented but lazy, they will only beat themselves up for being called lazy. The “talented” part often fails to be acknowledged.

How to overcome it: While it may be automatic for you to instantly zero in on the negative side of things, you can still respond by asking yourself: “What can I learn from this experience?” This will immediately trigger your brain to recognize the compliments you have received and the advice that you can use for self-improvement.

### **Personalizing**

People who take things too personally have the habit of making the assumption that when something goes bad, the others will blame them. It is

debilitating to have this thought pattern because it prevents you from taking risks and having healthy relationships with others.

How to overcome it: Remind yourself that the world does not revolve around you. For instance, just because someone did not call you up does not mean you are no longer important to him. Instead of obsessing over your assumptions, focus on something productive. In time, the truth will be revealed without you having to worry about it.

### Catastrophizing

When facing a challenging situation, do you often assume that the worst case scenario is inevitable? If yes, then you have the habit of catastrophizing. Such a thought pattern instantly elevates your stress levels and anxiety, which is why you need to overcome it right away.

How to overcome it: Whenever you start to jump to a negative conclusion, keep in mind that such a thought is neither realistic nor helpful to you. Instead, breathe in deeply to calm yourself down, then ground yourself to the present moment. Focus on the best possible path to take in dealing with the problem before you. Do not try to predict a future, which does not even exist yet.

## **Chapter 6. Because Negative Thinking Can Save Our Lives**

### **Reduce Negative Emotions**

One of the main things you will need to work on as part of increasing your emotional intelligence is your negative emotions. It is important to make sure that you can manage any negative emotions which arise. The significance of doing this is that it guarantees that these emotions do not end up clouding your judgment. So, for you to effectively alter what you feel regarding a particular situation, you have to begin by changing your mentality about it.

There are instances where you might be irritated by the actions of your friend. In such situations, it is prudent to steer away from jumping into negative conclusions. It is vital for you to stop and look at the situation from different angles. For instance, say you tried reaching your friend by they didn't respond to your calls. There are two ways of responding to this situation. First, you might want to think that they were simply ignoring you. Alternatively, you could assume they were busy and that they will get back to you later.

The idea here is that you should try your best not to jump into negative conclusions. When you are emotionally intelligent, you are responsible for understanding others actions. means that you need to understand their actions. By taking a positive angle of looking at things, you prevent any misunderstandings from occurring.

Reducing negative emotions can also be attained by lowering the fear of rejection. Often, when things fail to work out as we expected, we are left

devastated. To prevent yourself from disappointment, ensure you have multiple ways of looking at a situation. The significance of taking this perception is that regardless of what happens, you still have other options to anticipate. Consider a situation where you are applying for a job, When you put all your hopes in one dream job you applied, you will only invite negative feelings if things don't turn out as expected. Lower your fear of rejection by having other options. This means that if one fails to work out, you still have two other options to anticipate.

### **Stay Cool**

People experience stress in their lives. The difference is how they deal with stress. The way you handle stressful situations will have a huge impact on whether you can be perceived as reactive or assertive. When pressure mounts on you, the best thing to do is to keep calm. This gives you room to think over a situation before taking any action. Making impulsive decisions will only spur trouble.

### **Adopt an Assertive Way of Communication**

Adopting an assertive method of communication will assure that you gain respect from those around you. Being assertive means that you can confidently express your opinions without appearing rude or aggressive. It is vital for you to learn how to communicate your ideas without sounding pushy or too passive.

### **Active Listening**

When interacting with other people, it is essential that you practice active listening instead of only waiting for your turn to talk. Listening is an integral part of any successful communication. It is important to understand what people are discussing before joining the conversation. The benefit gained here is that it prevents misunderstandings.

Equally, active listening requires that you should be attentive to non-verbal cues from those around you. Their body language can tell a lot about where the conversation is going. Actively listening will help you make ideal responses and that you will garner respect from those you are talking to.

### **Label Your Emotions**

Another tip which could help you boost your EQ is the notion of labeling your emotions. You shouldn't be afraid to identify your feelings with specific terms. Most people will try to use different terms instead of simply labeling their feelings as they are. Instead of saying you had butterflies in your tummy; be clear and say that you were nervous. Labeling your emotions helps you to effectively understand how you are feeling. It raises awareness about your emotional state. Therefore, you are better placed to manage your feelings.

### **Take Critique Positively**

Emotionally intelligent individuals understand that there is a good reason why they are being criticized. Instead of being offended, one should take criticisms positively. Taking a positive stand gives one an opportunity to comprehend how such criticisms could affect their relationships. Accordingly, any arising issues can be sorted out constructively.

### **Show Empathy**

Most individuals will rush to argue that empathetic people are emotionally weak. Well, this is far from the truth. Showing empathy is a trait which shows that one is emotionally intelligent. In fact, it proves that one can understand what others are going through and help them with practical solutions.

### **Be Accountable for Your Emotions**

A common habit that is evident in most people is the attempt to blame others for their emotions. Oftentimes, when you are feeling sad, you will want to argue that someone had the effect on you. What does this mean? Pointing fingers at others for how you are feeling simply means you are not in control. You are allowing other people to control your emotions. This is not an attribute of an emotionally intelligent person.

So, how do you refrain from blaming others? Well, before developing the perception that your only option is to blame others, pause and consider the fact that you are in control of your emotions. Give yourself a reason to understand that you can easily determine how you feel and how well you respond to other people. Knowing that you are in control gives you the power to determine the best way of responding to a particular situation. As you can see, it is all about reframing your thoughts.

### **Take Note of Other People's Feelings**

Your emotional intelligence will also be evident through the way in which you react to other people's feelings. Before arguing with anyone, take a step back and try to understand how they are feeling. What is it that makes them react in such a negative way? Recognizing other people's feelings warrants that you interact with them on a more personal level. Also, it helps a lot to evaluate how other people's feelings can have a negative or positive impact on their behaviors.

### **Determine Whether Your Feelings are Friendly**

Another effective way of boosting your EQ is by gauging whether your feelings are your friend or enemy depending on the situation you are faced with. Your situation will have a huge impact on how you will feel and possibly how you will react. After knowing exactly how you are feeling,



weigh whether the feeling is your friend or enemy. For instance, if you are angry; your anger could be your enemy when talking to your boss.

In other situations, your sadness can be your friend as it could remind you of the importance of honoring something you lost. It could also be your enemy when it prevents you from seeing past your obstacles.

The significance of differentiating your feelings is that you will be in a better position to effectively regulate them. Taking time to meditate before making any moves will ensure you make the right decisions. Eventually, you will be walking on the right path towards boosting your emotional intelligence.

### **Track Your Progress**

As you seek to boost your EQ, it is essential that you constantly reflect on how your performance was faring. When your day is over, take a few moments to reflect on how you interacted with your colleagues. Compare this with what you did yesterday or the previous days. If you see some improvement, then you are certainly headed in the right direction. In your relationships, consider whether you are gradually improving. You should notice a big change in how you interact with others. Monitoring your progress will confirm that you make necessary changes that will see you improve.

Advancing your emotional intelligence skills will certainly have a huge impact in all areas of your life. It will lead you to succeed in your professional field, relationships and your personal health. Thus, it is crucial that you adopt the strategies discussed herein to boost your EQ.

## Chapter 7. Self-Awareness

The first step in developing emotional intelligence is self-awareness. It is often referred to as the key to emotional intelligence. This is described as becoming aware of your emotions. You not only understand your emotions but also what triggers them and how you react to them. When you have self-awareness, you are mindful of your emotions, and when they are starting to come to the surface. Once you start to feel your emotions rising, you are able to use strategies to help you manage your emotions appropriately.

In order to make changes toward emotional intelligence, you need to become self-aware. For example, you are walking down the sidewalk with your friend when someone walks past you, brushing your shoulder. This causes your purse to slide down your arm. You feel a moment of panic as you fear they are trying to steal your purse. Fortunately, you still have your purse, it is still closed, and they continued to walk as if nothing happens. Then, you start to feel angry as you turn to your friend and state, “Some people can be so rude.” Yet, you look around and know the sidewalk is busy with people and activity. You know it was an accident, yet you can’t help becoming angry about the incident.

When you are self-aware, you will be able to understand what makes you angry about this incident. If you are not self-aware, you won’t be able to pinpoint a reason for your anger. You might have a guess, but you won’t truly understand where your emotions are coming from. In order to reach the other three pillars of emotional intelligence, you need to become self-aware.

## **Benefits of Self-Awareness**

One of the biggest motivators for people is to understand the benefits. When you decide to develop your emotional intelligence, you will need to make changes in your daily life. For most people, change is not an easy concept. To give you some motivation, here are some of the benefits you will receive from building your self-awareness.

### **Your Self-Knowledge Will Grow**

We all think we know ourselves well. However, there are a lot of characteristics that we are unaware of because we aren't mindful of our emotions. The way we feel tells people more about us than anything else. While you know you are a good person, you don't know all of the characteristics which make you a good person. You might think of the times you donated to a charity or helped a friend, but what else makes you a good person?

When you strengthen your self-knowledge, you will be able to help yourself problem-solve. We all struggle to find out why we lack motivation from time to time or why we react a certain way. By building your self-awareness, you will be able to learn about your triggers and how they affect you at a deeper level.

### **Your Relationships Become Stronger**

When you are self-aware, you strengthen your communication skills. You are more aware of your emotions, which makes you want to discuss them. You will also understand your feelings. You will know why you feel a certain way and be able to figure out what you can do to improve the situation or your emotions. Furthermore, you become more aware of the

way other people are feeling. You know when they are feeling sad, angry, or happy, and you are able to empathize with their emotions.

### **You Become More Mindful**

When you strengthen your self-awareness, you not only become more mindful of your actions but also your surroundings. Mindfulness is remaining in the present moment. You don't let your mind wander to the point of forgetting about what you are doing. For example, if you drive the same route to work every day, you might find there are sometimes where you wonder how you got to work so quickly. You think back to your drive and don't remember passing half of the landmarks. This is because you allowed yourself to get lost in your thoughts, which means you become mindless.

### **You Will Become More Motivated**

Motivation is something that everyone possesses. The key is how strong our motivation is to reach our deadlines, goals, and dreams. We find ourselves struggling with motivation for various reasons. When you become self-aware, you can learn why you struggle with it. You will analyze your actions, thoughts, and see when your motivation started to deteriorate. You can then take steps to keep yourself from becoming unmotivated frequently. You will also be able to realize when you are about to lose some of your motivation. This will allow you to switch gears. For example, you will start to take care of yourself. Through your analysis, you might realize that you don't take enough breaks. Once you start scheduling a few more breaks throughout your day, you become more motivated.

### **Your Mistakes Will Help You Grow**

Another benefit of self-awareness is that you will come to learn that your mistakes help you grow. No one likes to make mistakes, which is why most

people hold on to their mistakes for a long period of time, sometimes for years or even the rest of their lives. The truth is, while the mistake to you is a big deal, it isn't that huge for the other person. Most people understand that mistakes are made, and they want you to learn from your mistakes.

With self-awareness, you will become more cognizant of your mistakes. But you will also become more aware of why you made a mistake and how you can keep yourself from repeating it. When you are able to think about why the mistake happened, you will find yourself growing from your mistakes.

### **You Will Learn Your Limits**

We all have limits. These limits tell us when we are becoming overwhelmed and need to take a step back. Our limits tell us how much of one situation or another we can handle. Your boundaries will often tell you what your triggers are. For example, through analyzing your actions, you realize that you are quick to anger when you are stressed. Therefore, you are able to look at what factors make you feel stressed and create better limits for yourself. When you find yourself struggling to maintain your boundaries, you are able to look at your actions and find ways to help you enforce your limits.

# **How to Strengthen Your Self-Awareness**

Don't worry if you are one of the millions of people who struggle with self-awareness. Like the other three pillars of emotional intelligence, self-awareness is a characteristic that you can develop over time.

One of the first steps to take to develop your self-awareness is acknowledging your emotions when they occur, and critically analyzing why your emotions have arisen. This is the general process when it comes to developing self-awareness. Once you start to get a grip on your emotions, you are able to notice your strengths and weaknesses. From there, you can use your strengths to take steps toward reaching your ideal person. You can acknowledge your weaknesses and continue to build on them.

## **Keep a Journal**

Because I have already discussed this previously, I wouldn't spend too much time on how to keep a journal. This is one of the best ways to get to become aware of your emotions, actions, and thoughts.

## **Get Out of Your Comfort Zone**

We all create a comfort zone. This is our security that keeps us from discouraging emotions. In order to become more self-aware, you need to face these uncomfortable situations and emotions. You need to find ways to handle these emotions, so when they come up, you're not surprised, and you can think and act rationally. Plus, getting out of your comfort zone will allow you to see your true potential.

## **Take Another Look at Your Values**

Values are the rules and guidelines we were taught as children, learned from a mentor, or established ourselves. Our values help us reach our ideal self. However, we sometimes find ourselves ignoring our values for various

reasons. For example, we might find ourselves following a bad habit which goes against our values. You might also start to hang out with someone who doesn't necessarily follow your values. Because you like this person, you find yourself following their values instead.

To get a better idea of ourselves and develop our emotional intelligence, it's important to review our values from time to time. Analyze your actions and compare them to your values. Where can you improve? Is there a value you've pushed off to the side for a reason? Ask yourself if you like the change. If you do, then continue on your path. If you don't like the change, then take a look at your actions and see how you can make them match up to your values.

### **Predict Your Emotions**

Another way to strengthen your self-awareness is to try to predict your emotions in certain situations. To do this, you want to think about situations you can find yourself in. For example, you can think about how you will react when you realize you won't make a deadline for your project. If you have found yourself in a position like this before, you can think about how you reacted. If you haven't been in the situation before, you will want to ask yourself how you believe you will act. Are you going to be angry? If so, why? Do you believe you would be excited? Don't overthink the way you will react; simply allow the probable emotions to come to your mind.

Once you have a situation and know your emotions, you can think rationally about the way you want to react. Even if you believe anger is a rational emotion for the situation, you want to think about how you will react to this anger.

## **Create a List of Your Roles**

We all have several roles in our lives. For example, you are someone's child, you might also be someone's sibling, co-worker, parent, etc.

Whatever role you have, write it down. Think of everything from being a godparent to an acquaintance to someone at your job. You even want to think about your hobbies. For example, if you like to draw or paint in your spare time, you are an artist. If you like to write, you are a writer. Write down every single one of these roles. One of the perfect places to write this list would be in your journal. Leave space so you can add to the list and there will be a time you become more aware of one of your roles. For instance, if you have neighbors, one of your roles is being a neighbor. This is often a role people overlook.

Don't just create a list of roles. You also want to describe them. Discuss your responsibilities with each role and how they make you feel. Be honest with how each role makes you feel. After all, you don't need to share this list with anyone. It's to help you get to know yourself and your emotions better.

## **Get to Know Your Triggers**

We all have triggers. These are the actions other people take that make us react in a certain way. For example, you become angry after learning your friend lied to you. While you still remain in contact with them, you become withdrawn and don't trust them as much. Therefore, lying is one of your triggers.

You will be able to find out your triggers once you start to recognize your reactions or thoughts to situations. When you take time to ask yourself, "Why do I feel angry?" or "Why do I feel sad?" You will be able to pinpoint the cause of your emotions, which is your trigger.



## **Look at the Bigger Picture**

Even though we don't like to admit it, we have a very narrow view of the world. Humans naturally think that they are the most important person in the world. We often feel like our problems are bigger than they are. If we start to take a bird's eye view of our situations, we are able to look deeper within ourselves.

By looking at the bigger picture, you will be able to step in before you react. You will start to recognize your triggers, which will allow you to take a step back and think about your next steps. This will also allow you to learn a little more about your reactions to your triggers.

## **Pay Attention to Your Emotions with the Media**

Media is all around us. It doesn't matter if we are checking out social media on our phone or turning on the television or radio. You are going to hear about any local and national news no matter how hard you try to scroll past it.

One of the best ways to learn about your emotions is through the headlines you read and hear. It's hard for us to disguise our emotions when we are told information we never knew about before. Therefore, when you hear about an assault in your area, you are going to react in a natural way. You are not going to think about your reaction.

When you hear the news and you react, take a step back and think about your reaction. You can write about this moment in your journal to give you a chance to understand your reaction. Once you analyze your reaction, ask yourself if this is how you want to react to that news. Is there something that you want to change? Remember to be honest with yourself. Sometimes we aren't proud of our emotions. This doesn't mean they are wrong, or that

we shouldn't feel them. It just means that we want to find a way to acknowledge them and learn how to control them.

## **Chapter 8. Develop Your EQ**

Can EQ be developed? This question is important because of the significance of emotional intelligence to both every day and corporate living. It is a known fact that your emotions can either work for you or work against you. Being able to develop your emotional intelligence puts you on a pedestal where you can channel your feelings in the right direction. Hence, it is very important for you to know how to marshal your emotions.

When it comes to important discussions such as this, it will be unwise to depend on conjectures and popular opinions because they have a tendency to be misleading. You cannot afford to be carefree about the source of your information especially when you need information on something that can improve your life like emotional intelligence.

## **Requisite Skills for the Development of Your EQ**

The best way to know whether it is possible to develop your EQ or not is to listen to experts in this important field of life. David Caruso and Peter Salovey, who are both professors and have researched extensively on emotional intelligence, affirmed that it is possible to develop your EQ. In “The Emotionally Intelligent Manager”, their publication on emotional intelligence, they identified 4 vital skills you need to have before it will be possible for you to develop your emotional intelligence.

These 4 skills include:

- Being able to identify your feelings and those of other people around you.
- Being able to utilize your feelings in the guidance of your thoughts and reasoning process.
- Being able to grasp the way your emotions tend to change and grow during various unfolding events.
- Being able to remain objective and to use the information supplied by your emotions to make decisions and act accordingly.

You cannot develop your EQ when you struggle to identify your feelings. You should be able to tell exactly how you feel before you can know how to channel it the right way. You must be able to distinguish between bad, negative, and positive emotions because this is core to your EQ. You should be able to tell when you are feeling sad, for example, as that will help you ensure your decision making is not cluttered by that emotion.

You also need to be able to identify the emotions of others in order to know how to relate with them. You should be able to say that a particular person is angry, for example, because that will help you know the kind of things to say to that person without adding “salt to injury”. Once you can identify your various emotions and those of other people around you, you are ready to improve your emotional intelligence.

Being able to utilize your feelings in the guidance of your thoughts and reasoning process.

It is very vital that you are in charge of your emotions while reasoning and thinking. Imagine you are in a meeting with people who are interviewing you in view of employing you for your dream job and you receive a text. You read the text and it was your younger sibling calling you a fool. As long as you don't feel happy about the incident, you will be acting like a fool indeed if you flare up forgetting that you are in the middle of something important.

Therefore, your EQ can only be on the rise when you are able to lay hold of your emotions while thinking and reasoning. Failure to do that will make your emotions interfere with your thought process frequently and the resultant effect of such malaise is poor decision making.

Being able to grasp the way your emotions tends to change and grow during the various unfolding of events.

There are specific events that change your emotions rapidly. You must be able to identify such situations and plan accordingly. Once such situations occur, you will be able to caution yourself to avoid ruining a perfect day. There is a thin line between having a bad day and having a good day. It

takes just one wrong decision to ruin your day sometimes. Being able to learn from the past is a display of intelligence.

The last time someone spoke ill of you publicly, how did you feel? What did you do? You need to identify such key moments in order to be in charge of your emotions. Your detractors can identify that Achilles heel of yours and use it against you. If people know that you will flare up when someone talks about your spouse in a way you don't like, they may use that to make you do something you will regret later.

Being able to remain objective and use the information of your emotions to make decisions and act accordingly.

Your emotions can move from positive to negative in no time; hence, you need to be able to stay objective in spite of how you feel. Doing what you feel like doing is being impulsive because you will wish you never did that when your sanity returns. People who are able to manage their emotions well have perfected the art of ensuring the way they feel does not determine how they act. Quality decision making is a product of a sound mind that harnesses emotional turmoil.

You must be able to tell yourself things like, "I know I am feeling like sleeping with that sexy lady but my commitment to my wife takes precedence. I won't do this." Such key moments are the differences between a quality life and a life full of regrets. Life will throw a lot at you but you must be able to identify what is best for you and what is good for you. The most important skill is being able to tell the difference between the two. Something might be good for you because of the short-term gratification but bad for your long-term happiness.

# **How to develop your EQ**

Having recognized the skills you need to be able to develop your EQ, you are ready for the next step which are the ways to go about the development of your EQ. Below are the ways you can develop your emotional intelligence:

## **Reduce Your Negative Emotions**

An inability to reduce negative emotions does not bode well for you. I understand that it is easier said than done but it is not impossible. A key way to reduce your negative emotions is to evaluate the situation that has led to the way you feel. For example, no one likes to be criticized, especially when it is in the public sphere, but not all criticisms are destructive. You need to evaluate the profile of the person speaking and the validity of their claims.

Profiling the person will help you know why the person might be telling you the things he or she is telling you. Does this person have something to gain from this criticism? If people you know care about you criticize you, they are most likely only trying to help you improve. I know you would have preferred that the criticism is not public but it is practicing humility to accept what was said and improve.

## **Be Mindful Of Your Use of Words**

You have to be careful regarding the things you say to people. You don't have to let out everything because you are angry. Words are like missiles and impossible to stop once released. You can choose to speak to people politely even when they don't rate you highly or speak less of you. They will remember your maturity when their sanity returns and will respect you for being noble when you have reasons not to be.

### **Put Yourself in People's Shoes Consistently**

Empathy is the key to emotional intelligence. Don't you get angry because your boss speaks angrily at you and neglects the things you are going through? Don't always expect others to be as emotionally intelligent as yourself, always take the initiative. Also, learn to make excuses for other people. Instead of saying that your boss is such a terrible person, you can convince yourself that he or she might just be having a bad day.

### **Be Mindful of Things That Stress You Out**

You need to also watch out for activities that tend to increase your stress level. Reduce these activities and you will be able to have fewer negative emotions that can cause you to make wrong decisions.

### **Be Assertive**

It is not prideful to let people know the things you feel are unacceptable to you. Sometimes, people assume that others should know what they like and what they don't like. Making it clear to people around you that you don't like a particular thing will help them avoid doing those things to you.

They will have nothing to complain about if you rebuke them when they do those things because they have been warned. It is true that there are people that will do things you don't like just to annoy you, but clearly defining your likes and dislikes will help reduce such occurrences.

### **Be Open to the Opinion of Others**

When you only hear your own voice, you cannot improve the quality of your life. There are times you did something or thought about something in a particular way and felt you are right but you realized you were wrong after seeking the opinion of someone else. Learn to ask for the opinion of others and compare and contrast. You will make better decisions this way and also gain the trust of others.



## **Be Patient**

Learn to delay your decisions for as long as possible. Decisions made in a hurry will come back to haunt you. Take your time and think through before doing anything. You can speak to people you feel are in a better position to help you whenever you can. Some decisions look like no-brainers but you will realize that they are not in hindsight. Unless you definitely have to respond instantaneously, take your time because decisions made thoughtfully always have a higher chance of being right than the ones made immediately.

# **How to increase your Emotional Intelligence and Master your Emotions**

What steps can you take to master your emotions?

Throughout the book, emotions, communication skills, and emotional intelligence have been discussed. We have already agreed that all of these aspects come together to form a much bigger concept.

Mastering your emotions is the key skill one must attain to become emotionally intelligent. It is the most crucial to further development and improvement.

Here are a few ways to master your emotions.

First, identify what you are feeling.

Do you really feel angry or is it something else that is bothering you? You need to get clarity on the emotion and question it. Most of the time we feel angry, but we do not know the cause. We assume we know the cause, but in the end, we really have no idea. Most likely, we are transferring our anger from something onto something else.

Second, acknowledge and appreciate your emotions.

Be grateful for your emotions. Know that your emotions support you through your life. Be thankful that they are guiding you and giving you a secret message. This message only you can see. Be happy that you can feel and are emphatic. Some people are closed off and have no inner connection with their emotions. But you, you do! So use your inner connection and understand the message.

Get curious about the message this emotion is giving you.

Ask these questions. What else could this mean? What can I learn from this? How do I want to feel? What am I willing to do about it? Ask yourself these, and wait for an answer. How do you want to solve this problem? How can I learn from this? Have I felt this before? If so, what did I do back then to solve it? Get confident.

This hint has been mentioned several times throughout the book. This is the fastest, simplest and most powerful way to handle any emotion! You need to be confident. Your emotions will strengthen over time once you have the confidence to improve them. You will develop an entirely new way of thinking.

Accept that you can handle this not only today but in the future as well. Remember how you handled this type of situation before and repeat the action. Try to change your perception and know that you can do it. Know that you are not giving up or backing down. Know that you are a warrior. Know you can do anything you put your mind to.

Get excited and take action. Take some action and control your emotions. Remember it is important to take care of the emotion when it first starts, and not when it has tripled in size. If you leave the emotion unattended, then soon you will be fighting a huge monster, instead of a little one. If you cannot master your emotions, then you will feel discomfort, hesitation, and even unwillingness to try things. It is best to start now. It does not matter the age. You can improve yourself and develop your emotional intelligence.

How do you increase your emotional intelligence? So we already have come to the conclusion that emotional intelligence is crucial to our very well-being. Now how do we get our level of emotional intelligence higher? We want to be all that we can be, so we want to reach for the stars.

However, to improve our emotional intelligence we need to be able to understand and manage our emotions. This is achieved by developing key skills for controlling and handling overpowering stress.

Here are a few ways we can improve our emotional intelligence.

a) We need to learn how to quickly reduce stress at the moment in different settings. This simply means we need to be able to deal with our stress, no matter where we are. The setting should not be a factor because we should be in control. We need to realize when we are stressed and identify our stress response. We need to figure out the different stress triggers. We need to be aware of them.

b) We need to learn how to recognize our emotions and keep them from overpowering us. Sometimes our emotions tend to control us, or we let them be the leader. We need to be in control of ourselves. We need to figure out how we experience our emotions. Can we experience intense feelings? Do we experience discrete feelings and emotions? We need to make sure that we are paying attention to our emotions. If we do not pay attention, then we are sure to miss something. Who knows, the thing we miss could be the biggest of all.

We need to be able to connect emotionally with others by using nonverbal communication. We need to pay attention to the body language of others. Make sure we make eye contact with the other person and focus on him or her as well. We need to pick up certain behaviors of others and see if their nonverbal language is conveying the same thing.

c) We need to learn to use humor and play to counterattack challenging situations. This goes back to one of the examples, remember to laugh.

Maybe become more creative to try to smooth over the differences. Do not take it too seriously and remember it can only get better.

d) We need to learn how to resolve conflicts positively and with confidence. Make sure you choose arguments and stay focused on the present. Always remember to forgive and accept the unchangeable. Most importantly make sure you are able to resolve your conflict. Try not to leave it unresolved if you can. It is better to find a solution than to wait...

Once we have mastered these skills, we will be able to develop and improve our emotional intelligence. It will take time, but in the end, I know it will be worth it.

Emotional intelligence is critical to our wellbeing. So why wouldn't we want to try and improve?

Reread those tips and use them in your life. Practice and soon you will be able to develop and improve your emotional intelligence.

How to live happily

Once we have real control of our emotions and our life in general, then everything else falls into place. So what are we waiting for? Don't you want to be happy? Of course, you do!

Here are a few extra tips on how to regain and keep your happiness. (These tips of course also correlate with emotions and communication.)

Be confident. Perhaps this tip has been over said, but it is crucial to our development. If you are confident with yourself, then you will be happy with the choices and decisions you make. So be confident!

Be mindful. Be aware of your emotions and know how they are affecting you. Once you are aware of this, then being happy is just a step away. Be

mindful of others as well.

Look for the positive in your experiences. Instead of expressing negative emotions, make sure you are trying to be positive. Do not let negativity cloud your judgment.

Practice gratitude. If you practice gratitude and show your appreciation, then you will feel better. You will feel accomplished and respected. You will know others respect and care for you as well.

Visualize your best self. Try visualizing what the future you would look like, and how you can achieve those goals. Most people feel happier once they have a picture in their head of where they want to be in their lives.

Show yourself self-compassion. Do not be so hard on yourself. If you are always beating yourself up, then you will surely be more negative than positive. Learn to manage your stress and not to take it out on yourself or others. Show yourself the same kindness that you show others.

There are many more ways one can achieve happiness, but hopefully, those gave you some insight. Those tips were directed towards more emotional and mental ways of achieving happiness. Happiness, in general, is up for debate.

Some people do not even realize when they are happy or what happiness even means to them anymore. These people are lost and not in control. These people do not have strong emotional intelligence capability and need much-needed improvements.

You want to feel in control, confident and master your emotions. You want to be able to flawlessly communicate and to feel accepted in your surroundings. You want to be aware of the unknown and the inevitable. You

need to have a third eye so to speak. You have the power within you. The power has always been there; you just need to find it.

## **Chapter 9. Put It to Good Use in Relationships and Workplace**

Emotional intelligence has been gaining popularity over the last three decades and is considered to be as important if not more important than an IQ score. As the rise of emotional intelligence popularity has taken off, human resource managers and employers have been taking notice and integrating the importance of emotional intelligence in the hiring process. People who are emotionally intelligent are more successful and have better overall job performance.

When you are looking to integrate emotional intelligence into your workplace, you are going to see employees that are happier, more satisfied, and overall more successful. As an employee, you are going to feel more satisfied with your chosen job. Emotional intelligence is applicable at every stage and step of a person's career. In today's day and age to be successful in the workplace and advance up the career ladder, you need to understand how crucial emotional intelligence is to success.

Why is Emotional Intelligence so Valuable in the Workplace?

EI is as valuable a skill in the workplace as any other. This particular skill allows for improved communication, better management, improved problem-solving skills, and better relationships. EI is believed by many researchers to be one that can be improved upon with practice and training.

How can you tell if an employee has a high EQ or low EQ? An employee with a high EQ is going to make better decisions, and their problem-solving skills are going to be at a higher level than somebody with low EQ. This employee is also not going to be fazed by pressure, stellar at resolving



conflicts, and their empathy is going to be greater. The employee whose EQ is high will also find constructive criticism beneficial, and they will listen, reflect, and respond to this criticism.

An employee with a low EQ is going to act completely opposite of the employee with a high EQ. They simply will not take responsibility for any errors that they may have caused and will play the victim. The low EQ employee is also going to have either a passive or an aggressive style of communication. Refusal to work as a team and overly critical of others are other characteristics of this type of employee. Whereas an employee with high EQ can handle constructive criticism, an employee with a low EQ is not open to any other opinion despite being overly critical of others.

Comparing the two employees makes it clear that you want to encourage emotional intelligence training in the workplace. Even if you are not a manager, your influence can have an impact on the place that you work. Encouraging others to understand and implement emotional intelligence is an option. Some people tend to be naturally skilled at emotions. Even if you aren't one of those people, there are still ways that you can improve how you understand and reason with emotions. In the workplace, this skill is invaluable due to the relationships and the decisions that most times are going to rely on understanding other people's perspectives, working as a team, and communications.

Emotional intelligence is good to be used by leaders in the workplace because when you understand what motivates your employees, you are able to motivate and inspire them. In return, these employees are going to give the workplace a good return and put pride into their work. People who are treated well in the workplace are often happier, more successful, and take more pride in the work that they do. By practicing and encouraging training

in emotional intelligence throughout the workplace, you are on a good path towards creating an environment where people clamor to work.

Emotional intelligence in the workplace is also effective because it allows you to avoid the group mentality by utilizing the individuals in the company. When each individual employee feels valued and understood, it's easier for them to come forward with ideas to improve work conditions, include productivity, and improve employee relationships. Understanding that emotional intelligence is not being passive but rather is understanding what the employees and the employers are feeling and need.

Empowering the leadership in a company allows them to identify and take action on opportunities when others may not be aware of them. Emotional intelligence heightens the awareness of the situations that are occurring in the workplace, making it a valuable resource for leaders.

Consider an organization that lacks an empowering leader. The chances are that turnaround is going to be high, employee morale is going to be low, and tensions will be elevated. Emotional Intelligence in the workplace is more important now than ever. As a society, we are aware of what makes employees stay and work hard. Leadership must reflect the qualities held dear by the organization. Empathy, understanding, and support should be at the core of the workplace. To get there; begin by training others in emotional intelligence.

Recognizing and resolving conflict in a way that is fair is important in the workplace. Leaders who are trained and skilled at emotional intelligence are able to do this. When you have a system in place that evenly results conflict, the satisfaction of the employees in the organization is going to rise. Effective leaders are the ones who desire to lead in a fair way, and emotional intelligence allows this.

The morale in the workplace will increase because you are utilizing all of the potentials of the professionals there. By utilizing the talent that you have at your fingertips, employees are going to know that they are valued, that they can advance and succeed and that the leadership of the company recognizes that there is no need to look outside of the organization because the talent that they need lies within.

Remember that when you're looking at the different forms of intelligence, the purpose of emotional intelligence is to gain insight by knowing other people's emotions as well as you know your own. Workplaces have been using rational intelligence, but this has not been effective. Rational intelligence requires an objective stance when looking at facts and figures and focuses only on what is rational. When your employees see a leader with high emotional intelligence, they know that these leaders are out to find a win-win situation. People who are emotionally intelligent are going to be confident, resilient, and persevere. A good way to check for how emotionally intelligent your employees are is to start by testing for this so that you can have help with the hiring process as well as developing leadership. Remember that both forms of intelligence are needed to have a well-rounded leader in the workplace. Also, remember that a leader is not just management but can be anyone who takes the stance and works for what's best for those around them.

In the workplace, emotionally intelligent employees have a greater chance of going further career-wise. EQ is something that every day is going to affect decisions that employers make, including hiring and firing employees. Employers will promote an employee whose emotional intelligence is higher. Why is that?

Employees with high emotional intelligence are highly motivated themselves better. These individuals have a better ability for self-regulation, and the levels of motivation are high. This, in turn, can lead to less procrastination, higher self-confidence, and the ability to focus on long-term goals. These all benefit the workplace because you don't have to worry about employees who are wasting time and resources because their drive to finish is high.

EQ allows for better mental health. When people have higher emotional intelligence, they tend to have a more positive attitude and a better, happier outlook on life. These individuals are also able to empathize more effectively with other individuals and looking at another's point of view is a skill that they excel at. By understanding our emotions better, communication is going to be positive, and allow us to communicate and understand better to her fellow workers, which improve the worker relationship.

Emotional intelligence is also a factor in how healthy you are physical. EQ allows you to feel less stressed, happier, and less strain. All of these have a huge impact on your physical health, and this alone is an enormous reason to improve your emotional intelligence. In the workplace, this translates to less sick days, happier workers, and less conflict.

### Improve Emotional Intelligence in the Workplace

When you are looking to improve, teach, and apply emotional intelligence in the workplace, there are some tips that you can demonstrate and encourage others in the workplace to follow.

#### Practice Self-Awareness

Earlier in the book, we talked about becoming more self-aware. Notice how the emotions that you are feeling affect the decisions and the actions that you are making. Make sure you understand what your emotional strengths and weaknesses are. Also, make sure that you understand that your motions or something that can be changed easily and do not last.

Encourage others that you work with to follow those same steps. Explain how becoming more self-aware is going to help them both in their relationships and in their work.

Consider speaking with management and the leadership about the importance of emotional intelligence in the workplace, if this does not feel like an option, doing your part to make sure that you are raising your own self-awareness is enough.

### Self-Regulation Is Essential

You need to find ways to cope with work-related stress. Make sure that you have a hobby or something that you enjoy doing away from work. Exercise and meditation are also excellent choices. Be sure you do not have too high of expectations at work and try to stay calm under pressure. Allow time to think and pause before you make any decisions, particularly if these decisions are big ones.

Keep your cool by focusing on positive thoughts and reframing the situation. By doing this, you are refusing to give in to the stress at work and instead allowing yourself the luxury of enjoying where you are in life.

### Enhance Your Social Skills

Learn how to actively listen and pay attention when your managers and peers speak. Watch for nonverbal communication because often time's people say more with their body than they do with their mouths. Persuasion

and influence are effective skills that you should consider honing. Make sure that when you are required to step in and handle conflict that you are appropriate and only doing so when necessary.

Building relationships at work is important. While these relationships may not go past the door, having positive relationships in the workplace allows for a positive environment. Less stress and fewer traumas are beneficial to the workplace as well.

### Practice Empathy

Allow yourself to look at a situation from the other person's point of view is important, especially at work. Conflict is going to arise, and you need to remember that your opinion is not the only one. By working to improve your empathy, you are better equipped to walk in someone else's shoes and make decisions based on the two perspectives. Empathy also allows you to pay attention to how others around you are responding. When you put this into action, the relationships at work will be less strained.

### Focus on Your Motivation

Motivation can be easy to lose at work, but when you focus on the aspects of the job that you love rather than the aspects that you are discouraged with, your motivation should improve. Keep in a positive attitude and maintain an optimistic outlook while at work. Sometimes this is difficult, but being aware of any negative thoughts that you are having is going to improve your motivation and also allow you to be happier where you are at.

### Emotional Intelligence and Relationships

People with high emotional intelligence are going to have healthier, more fulfilling, and easier relationships. By being in tune with what others are feeling and which emotions they are experiencing, these people are able to

avoid common pitfalls of relationships. Using your personal emotional intelligence to enhance your relationships begins with accepting and managing your own emotions.

Consider the individuals who know that they are angry and are able to remove themselves from the situation so that they can calmly look for a way to handle the situation. These individuals have a high EQ, which allows them to avoid conflict and argument because they are able to recognize their emotions and notice how they are going to react in different situations. The self-awareness of these individuals allows them to think before they react.

Other individuals seem to understand what other people are feeling. These individuals will use that information to guide them through their relationships. The benefit of being able to do this is that most times, you are able to find out what is wrong and ask questions that will avoid the defense of answer. When your EQ is high, such as in this instance, you have the ability to speak with people and give them an opportunity to discuss their problems calmly.

When looking at how you can use emotional intelligence in your relationships, there are a couple of different ways. Keep in mind that people who are emotionally intelligent are able to cope with complaints or criticism. These individuals know the appropriate way to handle these situations, which allow them to self-soothe and enhances their ability for clear thinking and productivity. While you are taking care of your own needs, you are also aware of those around you.

In our relationships, it is becoming common to have our own personality traits affect our relationships. Often times, we become competitive, and we demand that our individual needs to be met while ignoring the individual

needs of the other person. It's become easier and easier to pick and choose who you will be in a relationship with, and its common practice to take into account how the other person is going to contribute to your personal needs.

The mindset of most people is to constantly increase our personal value to make ourselves more desirable in work, in our appearance and social standing, and our wealth. This mindset has affected relationships negatively. Most of us do not think long-term, but rather we envision the short term, which leads us to compromise and not value a relationship.

Emotional intelligence comes into play because while you are working on understanding that you are, you are also working to understand who the other person is. This type of investment in another individual leads to a longer-lasting bond and a better understanding. Relationships require openness and honesty, and this skill is promoted by a high emotional quotient. Keep in mind that while you are in a relationship, to avoid the common pitfalls, it helps to be able to reach your partner by understanding their emotional needs.

### How Can We Improve Emotional Intelligence Within Our Workplace Relationships in Our Intimate Relationships?

There are some steps that you can follow to improve your emotional intelligence that will benefit your personal relationships as well as your work relationships.

#### Understand Who You Are

Remember that the key to high EQ is self-awareness. This requires that you understand yourself on a deeper level to allow you to have more accurate perceptions and understand how you come across to other people. When increasing self-awareness, make sure that you understand your strengths in



ways that you can improve, what triggers you, and what you value. Remember that this is not a onetime deal; this is something that you need to practice on a regular basis.

### Feedback and Criticism Are Important

For emotionally intelligent people, these individuals understand the importance the feedback and criticism. Without these two elements, you will not grow, and the relationship will not survive.

If you have issues with the feedback that you are given, it is important that you are able to express this in a productive way that will not damage the relationship. Make sure that you are recognizing how your behavior is affecting the other person. If you do not have the effect that you intend, by allowing and being open to feedback back, you are giving yourself a chance to adjust your actions or apologize. Being mindful and listening to the other person allows you to defend yourself against denial, which helps you increase your emotional intelligence.

### Recognize How You Feel at Different Points of the Day

If you pay attention, particularly if you are experiencing strong emotions, to the way you feel you can notice any patterns and behaviors that accompany these emotions. This helps because you are expanding how you identify your emotions as well as allowing you to take a moment and reflect on your reactions. Doing this engages your problem-solving skills so that you are able to understand your emotions as well as utilize them to your advantage. Understanding the emotions that you are experiencing also allows you to shape the way you interact with other people. This is beneficial in both the workplace and intimate relationships.

### Practice Mindfulness

Mindfulness is simply choosing to pay attention to it. When you look at a situation or a moment unfolds, and you reserve judgment, you are allowing yourself just to see the moment as it is. When you learn to observe rather than react, you are raising the awareness that you have of the feelings and emotions that you experience. Mindfulness also allows you to keep negative feelings away.

In both work and personal relationships, mindfulness is beneficial. You are allowing yourself to experience each moment without letting the moments be clouded by judgment. By doing this, you give yourself the chance to focus and react in a way that benefits both you and the other individual.

### Positive Emotions Multiply and Deserve A Celebration

When your relationships are better, you are going to experience more positive emotions. Intentionally participate in activities that bring you joy and watch how your emotions change. Some activities that are good to bring positive emotions include being grateful, participating in random acts of kindness, exercising, and thinking about past positive experiences.

Focusing on the positive is going to keep the negative at bay. Your relationships will feel the impact of this because when you are experiencing positive emotions and feelings, you are also making better choices in your relationships.

### Active Listening During Conflict

When you are coming to conflict with someone, do you tend to become aggressive and overbearing? Allowing yourself to actively listen during an argument will give you the opportunity to listen to what the other person is saying. When your emotions are strong during an argument, it's common to only think about your perspective and not listen to what the

other person is saying. Often times we think that we are right in the other person is wrong, so we stop listening. Make sure that you are practicing active listening during a conflict, understanding their perspective, and retaining what they are saying.

Emotional intelligence is important in the workplace, and in our relationships cannot be underestimated. To have productive, healthy relationships, we need to enhance and improve our emotional intelligence because, without this skill, our relationships will suffer. BY improving the relationships that you have in your life, you will be able to experience fulfillment as well as satisfaction in life. Learn to hone the skills that will improve your emotional intelligence and reap the benefits.

# **Why Emotional Intelligence is Better than Cognitive Intelligence**

Long before 1996, people believed that someone who had high cognitive intelligence was bound to succeed in life. Through the works of different psychologists, the pioneering one being, Daniel Goleman, who wrote a book called Emotional Intelligence, this ancient belief has been challenged. In today's world, it is held that street smarts are more likely to succeed than the book smart.

Cognitive intelligence is limiting in its own nature. Usually, people with a high IQ are limited to succeeding in class only, if they lack emotional intelligence. IQ is usually calculated by using a standardized test.

Previously, the scores on someone's IQ were compiled by dividing the mental age of an individual with their chronological age, and then, multiply that by a hundred. In the recent past, this is no longer done, instead, people take IQ tests and their average score is compared to the other people's score, who are within their age bracket. People with a high IQ, have exceptional abilities when it comes to areas such as visual and spatial processing. They are able to quickly and accurately process what they see and derive a spatial relationship between the objects that they see. Out of a single view, they are able to imagine more things and scenarios. This is because of their established perception, memory, attention, language and other executive skills. Also, people with a high IQ have vast knowledge of the world and how it operates. This is because they are able to read a lot and have a long lasting memory of the different phenomenon that occurs. They have explanations of why things happen the way they do in most cases. However, this is not all if the individual lacks emotional intelligence. They may theoretically know how the world operates, but practically, they may

be unable to operate in the real world. This is because real world living requires things like the ability to coexist with other people who may be different in their belief system and their creed. This is a sphere of life that not only requires head knowledge but also, practical application. People with a high IQ usually have fluid reasoning. When it comes to problem solving and getting a way through a certain complexity, these are the people to go to. However, the challenge comes in if the person again lacks emotional intelligence. He might have fluid solutions and reasons, but in most cases, they can only be implemented in an ideal world, where people have no emotions. In any relationship or organization, when formulating a problem solving strategy, then one has to think through how the proposed solution will affect the lives and the emotions of the people involved. Therefore, having a fluid reason on the nature of a situation is not enough if you do not put into consideration the emotional repercussions that it might have on its subjects.

People with a high IQ have both a working and a short term memory. This is helpful when things have to be remembered and when no information about something was stored for future use. At the work place, for example, they are instrumental in ensuring a smooth flow of processes, as other people can ask for assistance from them on how something can be done, and they can relate older processes and occurrences to the trending situation. They are very instrumental when it comes to predicting future trends, often because, accountants and analysts depend on past occurrences to predict what is likely to happen in the future. However, this state of memory is not an all good thing if it lacks an emotional intelligence backup. Such individuals are likely to store up bad things that happened or were done to them. This may cause constant chaos and constraint in the various relationships whether work or, social circles. In addition, they might also

use the past occurrence to limit what they do, or the risks they are willing to take in the present. Due to a vivid memory of something that happened and the series of activities that led to that undesirable thing happening, they may avoid trying again, which is a limiting factor to progress in the workplace or even in business.

People with high IQ have the ability to quantitatively reason and process a range of thoughts at the same time. This is an advantageous thing, since, it is likely to fasten different processes. For example, in the work place, they are able to multi-task and be more productive. If these people lack emotional intelligence, there is a huge likelihood that in the course of doing their thing, they will hurt others. For example, there is a likelihood of them not paying attention to someone, since they would be listening while trying to do other things or while thinking through something completely different from what the speaker is saying. Also, their ability to process more than one thought at a go could make them overly impatient. When dealing with people with a lower cognitive quotient, who may need some more time in processing a single thought, they may need emotional intelligence so as to be in a position to empathize, slow down and accommodate someone who is completely different from them. So clearly, in order for a person with a high IQ to succeed, their cognitive ability is a really narrow factor to put into consideration, since success has to be coined with an array of other factors, emotional intelligence being a major ingredient.

On the other hand, emotional intelligence is broader and more practical in real life situations. It is measured by someone's ability to express, perceive, evaluate and control their emotions. Emotional intelligence has its base on abilities such as identifying emotions. This is an important aspect of succeeding in today's world, whether in business, at the work place or in social relations. Emotions keep changing, and everyone has the ability to

experience both negative and positive emotions. The ability to see other people's emotions change is paramount in, for example, giving them some space to process or stepping in to help where possible. One's ability to identify their own emotions is key in helping them relate with others and communicate their needs. For example, if one is able to identify emotional triggers, they will often try to control the negative emotions, so that they can remain productive. An instance is, if receiving a phone call as the first thing in the morning after waking up brings some emotional instability, identifying that state, is key in ensuring that you remain productive and stable even through a day that you had someone calling in the morning. Your ability to identify the trigger behind the emotion will see you send a 'call you later' message to the person on the other end, other than try to process you're waking up and the phone call.

An emotionally intelligent individual is able to evaluate the feelings of others. We all have heard of the phrase that we are social beings. Whether at work, at home or in business, how we relate to other people is of major importance. Some researchers have identified that people are usually willing to pay more for a lower quality product when they are treated right. Meaning, people purchase emotions more than they purchase products. A famous civil rights activist in the United States, Maya Angelou, is the commonly quoted man in the ability to identify other people's feelings and make them feel better. He made a bold, yet true statement that most likely people will forget what you did, what you said, but certainly, they won't forget what you made them feel. In the workplace as a leader, your team will most likely not rally behind you because of the directives that you give them, but they will because of your mission. So, your ability to identify your team's feelings on your mission is a key aspect in ensuring that they collaborate with you and that they are channeled towards achieving the set

goal. The challenge also that entrepreneurs will take on a role because of their passion for it and not the logic behind it also, sheds a lot of light on the essence of identifying other people's emotions. When for example, you are an investor, and you are looking to finance an entrepreneur, if you are able to identify an ounce of passion in them, you can almost be sure that you are about to invest in a viable venture.

Emotionally intelligent individuals are geniuses in controlling their emotions. In almost any form of interaction, you will find yourself getting irritated or things turning out not as you expected them to be. How you react in this situation may often determine whether your reputation remains undaunted, whether your portfolio remains, whether you maintain your clients, your job, your friendship or your family. It has been said often enough that you can never take back the words that you allow out of your mouth, and those very words will either build or destroy you and other people. Therefore, someone's inability to control their emotions can destroy something that they have built over the years, be it a business or a career. This happens especially when one is unable to control their anger and reacts to everything that comes instead of responding. For example, if you yell at a customer who is unable to locate a certain product at the grocery store, the probability of that customer ever coming back is so close to none. In addition, any observer customer who saw you lose your temper is most likely going to disappear as well, since they dread the day you will treat them in the same way.

Emotionally intelligent individuals are able to facilitate social communication and relate well with others. Well, life is more about the networks you make. Your connections will determine so many other factors of your life, who you get married to, your client's portfolio, your chances of learning a new thing, your ability to meet new people among many other



things. When you know how to initiate a talk with almost anyone and create a warm atmosphere upon which a social bond can solidify in, by melting any walls of strangeness, you can be sure that you have an edge when it comes to success. An emotionally intelligent person is able to know when to keep things as purely official and when to add a social taste to it. At the work place, your ability to communicate with your team and relate well with them will determine their willingness to listen to whatever else you have to say in terms of directives and the goals to be achieved. Also, if you are a leader and you relate well to the junior staff, they will most likely air their suggestions on what they think should be improved, and how they think you can better achieve the set objectives. If you are an entrepreneur, your ability to leverage any opportunity to network effectively will in most cases determine your client base, your sales, and ultimately, your profits. Also, customers will be loyal to your business, or your product based on their impression of you and how you relate to them. For example, if a musician goes on tour, and accept a fan's request to sign an autograph for them, there is a high likelihood that the fan's loyalty to the musician will increase significantly, as compared to a musician who ignores the fan's request in order to stick to the pre-planned tour schedule. In a social aspect, there is an old adage that says that you never have a second chance to make a first impression. So, it requires a high level of emotional intelligence to make and subsequently, maintain friendships. Therefore, one's ability to make a lasting positive first impression, and relate well with other people, is entirely dependent on your emotional intelligence and not your cognitive intelligence.

In a nut shell, emotional intelligence is better than cognitive intelligence if one has to succeed in any area, be it career, business, or social circles.

Why Emotional Intelligence is Important for Success in Life

The ability to recognize what you are feeling, what other people are feeling, without getting overwhelmed, the ability to motivate yourself to do something, and respond effectively and in a constructive manner to an emotional situation are the fundamentals of emotional intelligence. It would be unfair if we narrowed down success into a single definition of for example, where one is on the career ladder, or, how much money one makes, because to different people, it may mean different things.

Regardless of what you term success to be in your own world, emotional intelligence is a key ingredient to it. Emotional intelligence forms the point of intersection between emotions and cognition. It is the major driving force for our ability to be resilient, motivated, reason, manage stress, be empathetic and communicate effectively. In addition, emotional intelligence sails us in the direction we take through social conflict and other undesirable every day occurrences.

Emotional intelligence provides a framework through which we can respond to different situations. It helps us in evaluating whether the responses we give to a certain situation are consistent or inconsistent with the belief that we have about emotions. At the workplace, people who have a high level of emotional intelligence regardless of the level they are in, whether at management, or an entry level intern, such individuals are better suited for working with in a team, due to their ability to understand other people's point of view and respond appropriately. In addition, they cope better with any changes within the organization, since they are able to control the general human resistance to change and work through what they feel about the changes. Emotionally intelligent individuals are good at stress management that may result from the workplace, a disagreement with a colleague or work pressure. They are able to keep themselves motivated, a

factor that steers them towards achieving the business objectives even in a seemingly unstable environment.

Emotionally intelligent individuals have a high level of self-awareness. They recognize their different emotions and what triggers them. In any context, they are able to evaluate the effect that their emotions have on other people. By being aware of themselves, they are constantly given to introspection. Self-evaluation is an important factor if you have to succeed at anything. It allows you a chance to identify your strengths, work on weaknesses, leverage the available opportunities and devise the mechanisms to deal with any threats. Whether it's in business, or in leadership, constant self-evaluation is critical. Additionally, when an individual is fully aware of who they are, receiving feedback whether negative or positive is never an issue of discussion for them. They are usually open to positive criticism, something that fuels positive change. On the other hand, they are able to respond appropriately, in a way that will not destroy them or the critic, in an instance of negative criticism. In order to succeed in any area of leadership, it is essential that you are able to accommodate everyone, those that think you are a god leader, since they keep you motivated, and those that do not think you are a good leader, since they keep you in check and also, they fuel your improvement. In addition, whether you are a junior staff, an entrepreneur, or a manager, knowing what keeps you motivated is essential to your success. This is all part and parcel of self-awareness. When we are honestly able to list what keeps us going, we are able to constantly fuel ourselves and communicate our needs to other people. Motivation is no doubt a dominant factor when it comes to achieving success in any aspect of our lives.

Another category of emotional intelligence is self-regulation. This enables an individual to respond instead of react to any form of negative emotion.

Wherever you are in life, whether, leading a startup or, a multi-million dollar company, whether working in an organization or staying at home with your kids, there are guaranteed moments when you will be put to test on how well you can manage your emotion. Are you quick to yell at someone or do you take some time to process whatever happened? Taking sometime before reacting to an action or an unpleasant emotion, gives you ample time to process your emotion or to view the situation from the other person's point of view. As a leader, you will have followers that have a different viewpoint from yours, a different personality and a lot of other differences. To showcase the diverse nature and personalities displayed by different people, it is amazing and somewhat shocking to someone who is unwilling to take in diversity, to realize that even a baby turns out differently from their parents, regardless of the amount of time they spend together. This tells us of how prone we are to working with differences as business leaders, or career people, who work with people stemming from different cultures, nations, and backgrounds. Therefore, your ability to understand other people and control any emotion that could utterly destroy your relationship with them is key to whether you are going to succeed leading them or, otherwise. Self-regulation also allows one to take responsibility where they ought to, instead of blaming and pointing fingers. It is a primitive human tendency to raise their defenses when confronted with an issue that didn't go as expected. This may take the form of constantly blaming others or sweeping issues under the carpet. As a leader, however, tabling matters is essential for behavioral improvement, and mapping out a different road which you and your followers have to take. The bravery to take responsibility even in situations that are not so ideal goes a long way in enhancing your leadership. In social circles, people are attracted to honesty more than to perfection. If for example, you wronged

your friend, they will appreciate it if you just apologize, otherwise, trying to justify why you did something that hurt them will only tear the relationship further apart.

Emotionally intelligent people are able to remain focused on any goals that they set for themselves. Usually, people without a high level of emotional intelligence depend entirely on external motivation. This is a sloppy ground to build your life and your actions on. As the world is, one day people will recognize your good works as a leader, your sacrifices as a parent, your achievement as an employee and your growth as an entrepreneur. On other days, a dark gray cloud of invisibility will hang all around you that you will wonder if you are doing it right. You know what emotional intelligence tells us in such situations? Hang on, pursue your own gratification that comes from achieving something that you had set yourself into achieving. This way, you are not going to stop doing what it is that you are supposed to be doing simply because someone failed to acknowledge your efforts. This kind of grit to continue moving regardless of who is watching, cheering or criticizing us, make up for a considerable quotient of success.

Some intense career sectors have emotional intelligence as a prerequisite for success. Putting the book and head knowledge aside, just think of what it would look like walking into a counselor's office who has zero ability to listen, and no ability to show empathy. Without any doubt, you would cancel out any need for therapy. Another classic case, have you ever imagined if the first thing your doctor did every time you visited him with a health issue, was to cry? You would probably have replaced him a long time ago. Even in a case of a social worker who is likely to encounter some social injustices, like child abuse, abandonment, and many others, their ability to show empathy to the subject, without giving in to the flood of emotion that is rising inside of them will determine how well they succeed

in their careers. If asked, you probably want to die at old age from your sleep, with no suffering or a prolonged illness propelling your demise. Well, health is a united pursuit for the universe. Being successful in this area of life can also be contributed by emotional intelligence to some extent. When you are well placed to manage stress and pressure, you reduce your chances of contracting diseases such as depression and anxiety which in the long run may contribute to mental and heart related problems. As a matter of fact, we all face difficulties, whether it is losing someone that we love, additional responsibility at work or a depression in the economic curve of your business. The ability to cope in such a situation and find a silver lining in that cloud is powered by emotional intelligence, forming a link between it and resilience. Researchers have found out that people who have a high level of emotional intelligence are less likely to get burn outs while at work. Emotionally intelligent people make good leaders since they are able to slow down, be mindful and easier on themselves.

Emotional intelligence is key in decision making. Success in any area of your life whether social, economic, or spiritual life, you will be required to make decisions. Emotionally intelligent humans are better placed in making viable decisions. The key role of a leader, for example, is making decisions on behalf of your organization or your team. If you are a parent, you are tasked with the role of making decisions on for example family investments, where to live, which school to take your kids to, and how to spend money. Having in mind the nature of your emotions and the impulses that trigger them will help you make better and informed decisions. It has been said that the best time to make a decision is not when you are happy, or when you are sad either. These two extremes can drive you into making decisions that are irreversible and adverse to your well-being and the well-being of others. For example, as an investor, if someone pitches an idea that

seems too attractive, and sends torrents of adrenaline to your soul, at that moment, sit back, calm yourself and think through it with an open mind. This will allow you to ask questions, to identify any loopholes and to be able to make a better decision, based on information and not emotion. You might be out drinking with friends on a Friday night and, you happen to spot a beautiful girl at the corner table seating alone. You might feel attracted to her, and that is an absolutely amazing emotion. You might be drawn to knowing her more, move to her table and spark a five hour Friday night conversation. However beautiful that moment is, it is not the ideal one for making an expressive forever agreement. The attraction emotion may be masking both of you, and it might be hard for you to ask the hard questions which may build a firm foundation when it comes to your relationship success. The ideal thing to do is to ask her on another date, later in the week, so you can confirm whether you feel the same way you did at first sight. Spark a well guided conversation this time around. Allow both of you to contribute to the conversation and ask each other questions. Based on how that goes, you will be better placed at deciding whether you two can tangle. For a parent, emotional intelligence will determine so many things. For example, in how you discipline your kids. If for example, you are taking a nap and suddenly you hear your younger daughter wailing downstairs, you could react based on a past situation or you could take time to listen, before responding. If for example your older son is at times aggressive and he keeps teasing his younger sister, you could tell out his name from upstairs. If you take the time to listen to them, you might later learn that your younger daughter was reacting to the sight of a snake in the cartoon they were watching.

## **Chapter 10. Beliefs and Emotional Intelligence**

Do a person's beliefs interact with emotional intelligence? People usually uphold their beliefs as unconditional truths, regardless of whether they can be proven or not. One person may believe that everyone is equal and should be treated as such while another person may believe that everyone should be fairly treated. Their beliefs form their views which they perceive and make sense of what those around them say and do. We all observe the situations and people around us based on what we believe. Beliefs are the foundation of many emotions functioning at once. (Greaves, Ph.D., Jean and Fullerton, M.S., Robert, 2019)

As an example, think about two people who are coworkers with apparently contrary beliefs. One person, Randy, takes his position seriously, works hard. He takes pride in his work and often-time puts in long hours because he is of the belief that his dedication to the job is reflected in the amount of time he spends working at the office. He is married and preparing to put his daughter through college next year.

The other person, Bill, is also diligent and hard-working but considers his work day to be a nine-to-five workday so he can be a coach a community softball team, dine with his family, spend quality time with his youngest child and enjoy family time. All his business accounts were well-managed, and his clients are happy with him. His production numbers are not at the top of the office, but he doesn't commit any more time to his position as he sees fit to accommodate his lifestyle.

Over time, Randy quietly became annoyed with Bill's casual approach toward work. All the other office personnel have united and worked together to achieve the goals the corporate office sets for their branch. Bill



leaves at the dot of five every day. Randy thinks it's Bill's obligation to work longer hours to help their branch office achieve its goals. However, Bill is economical with his time, works the same hours as always and works at home in the evening after he spends time with his family and the kids are put to bed for the evening. His evening research gives him a head-start in the morning. Randy doesn't realize Bill is making an extra effort.

Both Randy and Bill's values are comparable. They both value their professional life as well as their family. However, each of them has a different viewpoint of what hard work is and which way is the best to take care of their family. Randy's belief about what hard work is had him focus on the time that Bill ended his business day. Seeing Bill leave each day at 5pm makes Randy examine Bill's commitment to his job and arouses the emotions of resentment and bitterness because of his belief. Randy decides to avoid Bill in the office because his feelings lead him to believe their values aren't in sync. However, because of these resentful feelings, Randy unknowingly cut himself off to an alternate reason for Bill's comings and goings.

# **Our Behavior and Feelings are Driven by our Beliefs**

When we get peeved because of someone's actions, our beliefs may be the reason why we respond that way rather than what the other person does that annoys us. If Randy had acknowledged that his feeling of bitterness was negative and counterproductive (his self-awareness) and that there was always a possibility that there was more to each person's story (social awareness), he may have spoken to Bill to find out what he was doing to help their branch office meet corporate's goals.

Many of our assumptions and what we anticipate come from beliefs like Randy's. Whether it's right or wrong, our beliefs blur our insight into situations that we are in and the people that are around us. The situation is not what decides how we feel but the way we see the situation based on what we believe.

Belief	Perception	Emotions	Behaviors

I put in the extra time to get the job done	You leave the job every day earlier than I leave	I feel resentful that you do your part to help achieve our goals	I resent you, so I'm going to avoid you and you make me feel bad
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As we see a situation through the lens of what we believe, we have particular emotions that are aroused and, in turn, influences us in how we behave in a given situation

## **Recognize Unrealistic, Outdated, or Ineffective Beliefs by Using Emotional Intelligence**

If there is a specific way we are viewing a situation and it arouses emotions that are problematic, it may help to go back and look at the basic belief we have in that situation. If you begin getting agitated over a situation with a person, it would be helpful to be self-examining first. When you recognize the emotional reaction, think of it as a signal from your body and mind that there's something off balance.

When you have this type of reaction, it could indicate that a belief that you hold has been violated. If it's an emotion that is causing you to be distressed and is strong, consider the way you perceived what's going on and how it may be linked to a belief. If you can, write down your belief as a statement.

## **Here are ways to uncover your belief, rethink it and adjust it, so the negative emotions are eliminated:**

Uncover The Belief –sometimes work needs for everyone to go beyond their limits to accomplish the job and get it done

By creating it as a statement and making it real, you will comprehend why you feel the way you do about the situation. It's possible to be able to give thought to alternative beliefs

Rethink the belief – do I have to define hours at the office the only way of “getting the job done?”

Sometimes, you'll make the decision to uphold your belief and take certain actions based on them. There will be other times you'll understand that your belief is creating a dispute in your relationship with your coworkers

Adjust the belief – sometimes work needs for us to put in extra hours, but some people are able to accomplish more without having to put in any extra hours at the office

Beliefs that are purposeless can be changed to adapt to changing practices at work

# **Handle Incompatible Beliefs with Emotional Intelligence**

There will be times when a belief you uphold and is dear to you is not shared by others. The belief may be so essentially important to you that you neither want to adjust or rethink it is an option. As an example, you may have the belief that there are not bad people, just people attempting to do their best. However, your boss, who's a cynic, believes that people are just plain lazy and like to take short cuts. You have three choices to make in this case – you can address your boss' belief, live with his belief or leave.

The skills you learn from emotional intelligence will help you in making a constructive choice. You can make sure that people understand what you believe if you address beliefs that are incompatible with yours, so they understand your actions rather than indicating what's wrong with the other person's beliefs.

When you live with it means accepting that it's okay not to agree on every issue and releasing the drive to change what the other person believes. You may emotionally disengage and focus on the job at hand. When there are beliefs that conflict and are essential to the work you do, the attitudes of your company or the relationship with your boss continued negative emotions may be your signal that it would be best to disconnect and remove yourself and find a position, boss or company that has compatible beliefs to yours. (Greaves, Ph.D., Jean and Fullerton, M.S., Robert, 2019)

Behavior is propelled by emotions and feelings, thoughts and beliefs. There is always a reason why we do what we do. Actions don't come about without cause and the causes are our emotions and feelings, our beliefs and thoughts.

For example, we may have a belief that someone should say “pardon me” if they bump into us. Our behavior may be activated from that belief. There are times that we are aware that our feelings and beliefs and there are other times when we are not conscious of what we’re responding to. These may be unconscious, hidden beliefs or feelings.

There are causes for our feelings and beliefs – they come from the experiences that we’ve had. This goes right back to before we were born. There are incidents that happen to us and we develop ideas about ourselves as well as about the world as a result of those incidents. We generate feelings about our world and ourselves.

Our beliefs affect our emotions and in turn, affects our behavior. The beliefs that we uphold may or may not be of benefit to us and our emotions. An example is a member of your Wednesday evening book club meeting is habitually late, and not by a few minutes, but always by half an hour. You believe that if you’ve made a commitment to be a member of an organization and they meet every Wednesday at 7 pm, then you should be on time and not be very late every week. You feel it’s discourteous and rude. She is a member that you only met through another member, and don’t really know much about her. She is a nice enough person and a great contributor to the book discussions that everyone enjoys. You don’t understand why this can’t be corrected and are considering asking her to drop out of the group. The lateness is irritating, and you’ve been finding yourself having a difficult time speaking with her and are beginning to distance yourself from having and lengthy conversations with her when the club takes a snack break.

A few days later you run into one of your close friends who is also a book club member. You decide to stop and have a coffee and while you’re talking

about the next book the club will be reading, your friend mentions the tardy club member and says she won't be able to make the meetings any longer. This surprises and secretly relieves you. However, the reason she is no longer able to make the meeting is one you didn't expect to hear. You find out that she cares for her elderly mother and it's become too much for her to arrange for someone to stay with her while she attends the meeting. This is the reason why she's always so late. The only person she could get to stay with her mother can't make it until 7 pm, the same time the book club meeting starts. Now she's lost the person that was staying with her mother, so she has to drop out of the club.

Fortunately, you had not acted on your belief because of your emotion of being irritated at her being late. You learn that you need to pause, uncover the belief, rethink it and adjust it. A bit more of self-awareness and social-awareness is something you feel you'll have to work on. You may uphold your belief about others making a commitment and honoring a situation you feel is important to you, but you may want to rethink and adjust that belief and update it.

The correlation between our beliefs and emotional intelligence is one that takes time to understand and identify in our emotional reactions. We now know that we can either acknowledge a belief as one to uphold no matter what the situation or rethinking and adjusting a belief to consider the situation. The choice will be ours. We just have to recognize the outdated beliefs and those that are worth keeping. With practice and using our emotional intelligence, we can be successful in achieving this goal.



## Chapter 11. The Power of Influence

Influence is being socially competent. When you are looking for a leader who uses influence to their advantage these individuals are going to have high self-awareness and high self-control so that they can manage themselves and still remain adaptable, empathetic, and positive. These individuals are able to get their ideas across in a way that is appealing to others. Influences also being persuasive and engaging to build relationships and get what you want from others. Ordering people around does not work, so using persuasion and inspiration will bring about your desired outcome. Influence is something that requires empathy because, without empathy, you are unable to understand the other person's perspective.

Looking at the influence you have, you need to understand that the intention is to get another individual or group of individuals to agree with what you are saying, what you are doing, or what you want. By using influence, you're going to do something and use persuasion that appeals to the individual self-interest as well as being prepared for any questions.

By being in control of your emotions, practicing self-awareness, and using empathy, your ability to influence others is going to increase. Keep that in mind, when trying to use influence in daily situations.

### How Is Influence Used?

Influence is used in different aspects of everyday life, including at work, with our family, and within our social circle. When you understand the power of influence fully, you will realize that you have been using it wrong your entire life. Grasp and harness the power you hold by learning how to use and grow your influence.

## Influence Changes Our Perception

When looking at how influence changes our perception, we need to look at the external factors that also influence us. Factors such as cultural, social, and internal motivators are important when looking at how influence can change our perception.

There are two types of influences: structural and functional. Structural refers to the physical stimulation that we experience. Each of the structural influences connects to one of our body functions. We understand that by placing different objects into categories, we are better able to make sense of them and give them meaning.

Functional influences are the ones that are psychological, but they influence our perception. These will be emotional and mental issues that can cause problems. Issues with anxiety, depression, and moods will all be functional influences.

### Cultural

The cultural environment where we live or where we grew up can influence how we see the world. Given that your value system is connected to your culture, you must remember that this is going to shape what matters to you as an individual. The value system of each generation can be different, but they can also indicate future behavior.

The influence of our culture goes beyond just personal. We use our value system to purchase items because we tend to gravitate towards companies that support the system. The culture around you is reflective of what is important to those you surround yourself with. Know how culture affects your daily life.

### The Collective Versus the Individual

In different cultures, the mindset tends to be collective or individual. Depending on if the culture values individuals above the group or the groups of the individuals are going to shape the perception of this cultural group. Collective cultures favor group goals. You are expected to put everything into perspective well keeping in mind the interests of the group rather than any personal preferences. An individualistic culture prefers relationships that are independent and promotes personal agendas over the agenda of the group.

### The Language You Speak

Language and culture are tied together. Think of the words that you use to describe a situation and try to picture someone that you've met who would describe the situation differently. Our first language is going to shape how we think and perceive the world around us. Words have the power to influence and change minds.

### Social factors

Culture is not the only thing that influences your perception. Your social environment, including the opinions of friends and family during formative years, also plays a role in your perception.

### Your social circle

You can't help what you've been exposed to since birth, and the experiences that you had are going to shape what you consider normal, and they are going to shape the meaning of certain social roles. Your parents, your family, and others who have been in your life since birth have given you a set of guidelines about how someone is supposed to behave and how, as part of the group you should look at the situations. The social environment

that you've been raised in is going to alter and influence the way you experience the world and is going to shape your own value system.

### Lifecycle

Different experiences that vary in intensity are going to shape your value system. Experiences like war, sickness, and trauma can change what you hold as important. Influence by experience is not limited to a specific time period in your life, but they can be connected to something as simple as memories. Keep in mind that not everyone is going to perceive the world in the same manner because each person has different experiences that are going to influence how they view things.

### People, You Surround Yourself With

The people that you keep company with also influence your perception. Understand that the relationships that you have are going to shape and mold you, and they're going to change the way you view the world, your relationships, your career, and your family. Influence is strong when the people around you have higher emotional intelligence. These individuals understand what you need and what you desire, and they understand the connection between empathy and influence. An emotionally intelligent individual understands that they are able to persuade people with their views and ideas and reshape how the person perceives the stimulation around them.

### Mood

Your emotions strongly influence how you see and perceive situations. When you are in a good mood, life looks great in situations that do not look troublesome. You are more receptive in a positive mood. A negative mood is going to make different aspects of your life look terrible and

unacceptable. Considering this, it is important not to make decisions while you are in a negative mood.

### What We Believe

Keep in mind that your belief system is going to shape how you perceive situations, conflicts, and problems. If you believe in something, you are going to have a more positive outcome. By believing in a negative outcome, that is more than likely what you will get.

Not only do you believe in religion, but you can also believe that you hold power to accomplish good. The belief that you can or can't do something will shape your influence. Hold true to the fact that you can accomplish anything you put your mind to and watch your influence grow.

### What Influences Our Emotions?

As you have been learning, your emotions are important, and they matter. The feelings and emotions that you experience will shape and influence you in ways that you never imagined. Remember that your body influences your mind just as your mind influences your body.

### Thoughts Influence Emotions

Your mindset makes a huge impact on your emotions. Consider being in a negative mindset. You are more likely to express negative emotions and possibly react in a negative way. If you are in a positive mindset, you will experience positive emotions.

Consider when you think about something all day, and later you begin to feel equal to the thought. Perhaps you had been brooding about conflict from earlier in the day that was not resolved to your satisfaction. You will

end up in a bad mood, and probably forget why you were brooding in the first place. When you realize what has happened, you will have turned a day into a negative experience.

Compare the above instance to when you are in love. Love is another strong emotion that can influence the world around us. Everything you encounter when you are giddy with the love feeling will look better, taste better, sound better, and feel better. On the other hand, when the love bubble breaks, you will turn those same positive emotions into negative ones. The world will begin to look bleak and dull.

The thoughts that we run through our minds are going to alter and influence how we experience life and the emotions that come along with it. With that in mind, it is important to adopt a positive mindset and work to consciously reframe negative thoughts. Strong emotions are beneficial, and you should not hide your emotions. You also need to allow for the fact that what is running through your mind is going to affect how you feel. Recognizing this early enough can save you from reacting poorly.

### Habits

Take a moment to think about your habits. Do you regularly wash your car to maintain a spotless vehicle? Is nail-biting a habit that you have? Are you subject to emotional eating? Consider the habits that you have formed.

Our thought processes are affected by our emotions, and so are our habits. Positive habits are going to elicit positive emotions, and negative habits will elicit negative emotions. Learning what is influencing the emotions that you are expressing will help you learn to control the emotions and change the habits as necessary.

### Environment

Our environment will influence our emotions. The way you keep a house will affect your emotions and your mood. The individuals you surround yourself with will affect your emotions as well? Consider this when you choose your environment.

By being aware of the way we are reacting emotionally to different stimuli in our environment, we will be able to influence our emotions and how we want to. If you feel bad about yourself when you go home, then you need to remove yourself from that environment.

Look at how you are reacting to different stimulation around you. Notice patterns that emerge as you become more self-aware. When you do that, you are going to be able to notice what is influencing your emotions specifically. The three influences listed above are a good starting point. Pay attention to yourself and how you feel and react.

### Physical Health

Your emotions are also influenced by your physical health. How healthy you are, any illnesses you are experiencing will determine the emotions that you experience. If you are ill, you will experience negative emotions. Taking care of yourself is important to your emotional intelligence as well.

### Expanding Your Influence

Since we are on the topic of influence, perhaps you want to expand your influence. Below are some ways that will allow you to expand your influence.

### Acknowledge

The influence that you have will always be there. Regardless of what you do, you will always hold a position of influence that will remain. You need

to recognize and accept the influence that you already have. Acknowledge the power of the influence that you possess. When you do not acknowledge and own the power within, you lose it.

### Proactive

Remaining in one spot will not help you expand your influence. You need to proactively seek out opportunities. Meet new people, form alliances with new people, and forge new connections. When you do this, you will be able to create a web of influence and begin expanding your circle.

### Actively Listen

A person of influence is someone who listens to those around them. This individual is able to empathize through listening and will have greater success influencing those around them to come into alignment with their line of thinking.

Remember the skills required to listen actively. Practice on yourself if needed, but be sure to understand how important active listening is to the influence you have.

### Empathize

By strengthening your skill of empathy, you are able to understand people and how they feel. By empathizing with others, you show that you care what they are feeling, and thus forging feelings of trust. Influence comes from trust.

### Focus on Solutions

Knowing that you desire solutions will allow others to accept your influence and come around to the way that you are thinking. This is helpful in the work environment. Employees need a leader who focuses on



solutions, and when you lead people towards solutions, your influence expands.

### Take Responsibility

A leader accepts responsibility. If the conflict or problem is not your fault, as a leader, you still need to shoulder the responsibility. Influence is effective when a person is an honorable individual. By taking responsibility, you are showing that you are emotionally intelligent and capable of leading effectively.

### Be Appreciative

When people are valued, they will respect the opinion and influence of the other person. Appreciate what you have, those who are in your life, and what others take for granted. Influence is more effective when the person trying to influence knows what they have.

### Have a Vision

To boost your emotional intelligence, it's good to have a vision of what you want. Visualization exercises and imagery exercises are extremely helpful when you are trying to be more aware of who you are. Self-awareness, remember is the first step towards having high emotional intelligence, and goals will help you know what you want. Try picturing who you will be in the future, and use all of your senses to imagine this. By practicing visualization, and having a vision, you are giving yourself a chance to experience emotions and learn your reactions.

### Look for Valuable Information

It's the information that we have taken in on a daily basis can oftentimes be overwhelming. As you are going about your day, filter through all of this

information and look for the information that is going to be of value to you. To raise your EI, you need to be able to search and decipher the information that is coming your way so that you can read the people around you and notice how they are feeling. Try to pick up on the small details that others may not notice because when you do that, you are a step ahead of the game. People give off nonverbal cues on a regular basis, and most people do not pay attention to these.

### Have Passion

What does it mean to have a passion for something? You have to have an inner fire for wanting to connect and understand people to boost your emotional intelligence. Without that inner drive, this will not be important to you, and your motivation will diminish. Cultivate a passion for people because then you can learn about who they are and what they want as well as what they need and desire.

### Efficiency

Wasting time accomplishes nothing. Learn to become efficient and how you utilize the time that you are given. Effective time management is important. Emotional intelligence is a sign of a good leader, and leaders will need to have the skill. To be efficient means that you don't take five steps when three will do and you do not waste time on trivial matters.

Effective time management means that you know what you're going to be doing when you should be doing it, and you follow the schedule that you've made.

### Show Integrity

A person who has integrity is someone who is honest with strong moral principles. As somebody desiring to raise their emotional intelligence, integrity is a quality that you need to cultivate. When you care about people, and you want to learn about their emotional state, it is important that you are trustworthy and honest. The morals that you hold close should be reflected in how you act on a daily basis. Imagine someone that you admire. Are they a person of integrity? The chances are that yes, they are.

The influence that you have over people is a tool that should not be misused. Influence is not something that should be used to get your way, to negatively manipulate people, or to override those around you. Expand your influence to make positive changes in your environment, your work, or your relationships. Develop the integrity that goes along with the type of influence you should be pursuing. By noticing what is motivating you, you will be able to understand if you are using the power of persuasion for good or bad purposes.

## Conclusion

Without any controversy, if you have read the book attentively, you should have a good knowledge of what emotional intelligence is all about by now. You should not feel like a fish out of water when people talk about the art and practice of handling your feelings properly in order to make quality decisions. The painstaking approach to provide credible information taken towards writing this book guarantees that your knowledge level about emotional intelligence is improved considerably after reading the book.

However, any knowledge that cannot be used to improve your experience as a person is worthless. There is no point in reading a book that cannot help you make changes in your life. I am convinced that the reason you chose to read this book is that you felt convinced in your heart that it has contents that can help you excel in certain areas of your life. However, that purpose will be defeated if all you do with the knowledge you have garnered with this book is to tell people that you once read a good book on emotional intelligence.

The fact that you read a good book on emotional intelligence does not translate to being able to manage your emotions and those of others well. It is when you choose to internalize the ideas that have been passed across to you in a book that the book can make the desired impact in your life.

Hence, I urge you to write down important tips to develop the EQ that you have learned in this book and start practicing them.

When you read a book that has quality content such as this book, people around you must be able to feel the impact. They should notice the changes and ask you what has happened to the old you. Let the impact of what you have learned appear in your attitude and behavior. When this happens, you

will be able to recommend the book to others and they will also want to read it because they have seen how the book has affected your own life too.

There are still a whole lot of opportunities to improve the quality of your life as a person by getting better in your EQ. Never say never because it only ends when you decide to quit. Those who quit will never amount to anything tangible in life. Always look at the bigger picture and have a positive approach to life. A positive mindset will always spur you to look for means to get better. Your best days are ahead of you. Stay positive and keep growing.

**Social Skills:**

Improve Self-Esteem and Nonverbal  
Communication by Managing Shyness and  
Social Anxiety for Happier Relationships.  
Gain Self-Confidence, Public Speaking,  
Friendships & Change Your Life.

Ted Goleman

## Introduction

Working on social skills takes time. Some people are just fast at learning while others are not. The fast people are natural at making conversation. The more one is able to make easy and relatable conversation then he or she forms bonds with others. The better the conversation then, the better the relationship. The relationships could be family, work relationship or even friendship.

The purpose of social skills is to develop conversations. Conversation skills are learned and nurtured over time. For one to be a good converse, then he or she must master confidence. Confidence is all that leads to a conversation. One must take a chance at others if he or she wants to make conversation. Well talking to others might come naturally while to others not so much. They then have to put in some effort and ensure that the conversation goes on without any hitches. After one has taken a chance on others, then one should talk the other people

The basic essential of conversing with people is one's ability to listen to them. It is always a good thing to listen to any situation. It is a bad habit just to talk and talk without listening. The people who keep and keep talking without listening to others are very annoying and are mostly ignored. One should learn to converse while listening to others. The conversation should not be one-sided, that is to avoid boredom. It is essential to know the art of talking while listening. The book has clearly shown the steps one must take to be a better listener.

Excellent social skills allow you to present your best self to those around you. They can provide you with the confidence to succeed in all situations, and the ability to get to know the people you would like to become close



to. From being able to identify your strengths to knowing exactly how to carry on a conversation, your social skills will provide you with deeper social connections. No matter who you are talking to, it is a considerable boost in confidence to be able to converse, socialize, and generally get to know another person. This connectivity is what makes you feel secure in yourself and your interactions.

While socialization is profound and essential, it can be difficult for some. Working up the courage to talk to another person can often be intimidating, especially when you are unsure of yourself. Many people struggle with their social skills, wishing that they were better at the skills that come naturally to some. With practice, the techniques in this guide are meant to build you up so that you feel comfortable and confident about socializing, no matter where you are or where you go. From working on your body language to discovering how to talk to new people, you will obtain a renewed sense of confidence in yourself.

Starting at the very beginning, you will learn about the skills that you already possess. By harnessing your strengths, your weaknesses will be easier to overcome. Instead of feeling ashamed that you have weaknesses, you will learn how to transform them into traits that will make socialization easier. If shyness is a burden in your life, you will learn how to combat it in ways that still allow you to feel comfortable while also appearing more extroverted. With a simple boost to your charisma from growing your self-esteem, you will feel capable enough to handle any social interaction that comes your way.

# **Chapter 1. How To Know, Evaluate And Enhance Your Skills To Improve Self-Esteem**

I am pretty sure you have heard the concept of self-esteem numerous times. Someone might have high or low self-esteem based on his personal opinion of himself and his abilities. It is normal for people to be skeptical of their ability once a while. However, low self-esteem kills one's motivation and passion for trying things out.

If you look inward, you might be able to identify a few things that affect your self-esteem. It might be an unhealthy comparison, being bullied, having an unrealistic expectation of yourself, etc. One of the best things you can do to make your life have a positive turnaround is improving your self-esteem. With improved self-esteem and confidence in yourself and your ability will grow, which will also translate to improved social skills.

# **Why is Improving Your self esteem pretty important?**

## **You Live a Simple and Happier Life**

When you have a good and high opinion about yourself, you will be kinder to yourself. As a result, life becomes kinder, and simple mistakes will not drag you excessively. The understanding that you are not perfect has already sunk into you, hence you embrace mistakes.

## **You will live a Stable life**

Having a high opinion of yourself, without being cocky, and your ability will prevent you from seeking validation from others. As a result, the rate at which you seek to please people decreases. This will reward you with inner stability since what people say about you will have very little effect.

## **You will Enjoy Your relationships More**

Better self-esteem makes you comfortable with yourself. Your life becomes simpler as there will be less drama, less comparison, and more contentment over your life in general. This makes you enjoy all the relationships you have, be it a friend or a romantic partner.

There are many benefits that come from improving your self-esteem. However, that is not the theme of this chapter. Our main aim is to dish out practical steps you can take to improve your self-esteem.

# **Practical Ways to Improve Your Self Esteem**

## **Always Have Realistic Expectations**

One of the easiest ways to kill self-esteem is by having unrealistic expectations. Failure to achieve that expectation can make you feel inadequate, dealing a big blow on your self-esteem. I remembered when I received my acceptance letter into university. I told myself I must graduate with a first-class honor degree or else I am a failure. Anyway, the time of graduation came, and my grade was pretty far from first class. It marred my confidence and made me lose faith in myself. As expected, my self-esteem was shattered when my goal could not be achieved.

Doing away with unrealistic expectations could be the antidote you need to quit beating yourself up. When our expectations are realistic, we are confident that we will achieve our goals, which in turn won't affect the way we perceive ourselves.

## **Do Away With Perfections and Celebrate Your Accomplishments**

One of the easiest ways to remain miserable is always striving for perfection. Yet, it is high time many of us come to terms with the fact that we will never be perfect. You will not get the perfect bikini body, the perfect girlfriend, the perfect vehicle, the perfect job, etc. All these are simply illusions that only exist in our mind.

Rather than tormenting yourself with some idealized sense of perfection, celebrate your accomplishments. As you reach each milestone, celebrate them, no matter how easy it was. You can get a journal to have a list of your accomplishments as they unfold. This is a tested way to believe in yourself and your ability.

Rather than aiming for perfection, you can settle for good enough. This is not a license to slack or not give tasks and projects your best. But perfection will make you critical; will end up hurting you and the people in your life.

Keep in mind that life is different from what you see in the movies. With this in mind, when your expectation is not so high, it will not be too shocking or devastating when reality sets in.

### **Ditch the Comparison Game**

One of the easiest ways to remain miserable is by comparing yourself to others. Sam is better at running than I am. Theresa speaks fluently when presenting compared to me. Samantha has a slim bikini body, way better than mine. It is obvious how comparing ourselves affects how we feel about ourselves.

I made it a rule to only compete with myself. In other words, I try to be better than who I was yesterday. This is way better than competing with someone else since you do not know the factors and inputs that led to what you covet in the other person. Even at that, we might falsely have this idea that their life is better while they paid through their nose to accomplish what we so desire.

### **Stop the Inner Critic**

We all have that inner voice, and to improve our self-esteem, we need to be mindful of what our inner voice is telling us. That inner critic can be a motivation to pursue your goal, and it can also work against your self-esteem.

It is that inner critic that waters your mind with destructive thoughts. We all have them, common examples are:

- You cannot even do your job the right way, someone will notice and fire you soon.
- You do not have what it takes to be a good mother, our kids will turn out unruly.
- You are a bad wife, your husband will notice this and throw you out.

One thing I need you to know and accept is that these are mere suggestions without facts. There are helpful ways to challenge and minimize such damaging thoughts and replace it with something encouraging. You could literally tell yourself to stop when the thought springs up. It does not stop here because you might not really be able to silence your thoughts. However, what we recommend is replacing such thoughts with healthy ones.

### **Reflect on the Things You are Grateful for**

This is one of the healthiest ways to improve your self-esteem. It is simple and can make a huge difference if you make it a habit. All you need do is set some time apart and reflect on the things you are grateful for. These are the simple things of life, not necessarily huge and things.

For instance, here is a list of three things I am grateful for:

- The ability to solve people's problem via writing.
- Being able to offer words of encouragement and motivation to others.
- For my understanding and supportive wife.

As you can see, they do not have to be significant things. You could be grateful for the ability to take a hike to improve your fitness rather than being lazy. It could be for the blessing of your cute and obedient children and how their smiles always lighten up your day. Not only does this habit

build up your self-esteem, but it can also fill you with positive vibes and make you a happy person.

### **Invest Your Time with Supportive and Less Destructive People**

Your quest to improve your self-esteem is not complete without being careful of the kind of company you keep. You might have done everything advised above, such as being kind to yourself, silencing the critic in you, and ending the comparison cycle. However, if you are constantly with people who make you question your choice, your effort will not yield any fruit.

With the above in mind, be sure to do away with people that do not support your quest to improve your self-esteem. In other words, the people you spend time with should have a realistic standard and encourage you to be kinder to yourself. It is not always about physical interactions. You have to be careful of what you absorb from the media as well. Internet and social media could be the perfect ground for unhealthy comparison. It is best you limit your consumption.

### **Identify and Develop Your Skills**

One of the cheapest ways to build self-esteem is identifying what you are good at and continuing to develop it. In other words, identify your skills, abilities, and areas of your life that are very important and developing it. For instance, if you are a good basketball player, developing yourself such that you can feature in the college basketball team will build your confidence level, thereby building your self-esteem.

If you love helping people, sign up for volunteer causes, seek to help the aged and less privileged. The satisfaction that you will derive from this can help boost your self-esteem. The idea is to discover what you are good at and find opportunities to develop it.

## **Feel Comfortable Accepting Compliments**

We tend to be so hard on ourselves such that we feel we are not worthy to accept compliments. However, receiving compliments can help develop self-esteem as it makes you feel good about yourself and your accomplishments. This, in turn, builds your confidence, which translates to improving social skills.

Even if the compliment makes you uncomfortable, prepare your mind, and have a ready-made response when you get such compliments. With time, the urge to deny and belittle the complements will fade, which is a good indication that your self-esteem is growing.



# Overcoming Shyness

Many people struggle with shyness, even those who we wouldn't consider shy by any means. Even though it might feel like you are the only one, it is a pretty common issue. In the quest to improve your social skills, getting rid of shyness is one of the steps you need to take. However, getting rid of shyness does not happen overnight. You have taken the first step in picking up this manual.

I do not intend on boring you with the run-through of what shyness is or how it can affect you. I am pretty sure you are already aware of this, which is why you picked up this manual. I once struggled with shyness and know how agonizing it can be. Then, my default move, which I am certain many people can relate to, was to avoid all forms of social interaction. Many people interpret this wrongly yet, the victim suffers more as he has to deal with the uncomfortable and timid feeling that comes with shyness.

Without a doubt, shyness gets in the way of your interaction with other people. It affects your relationship and could end up leaving you dissatisfied with life. This is why this section of the book will shed light on practical ways to get rid of shyness. Note that it is a process which involves time, patience, and willingness.

How can you get rid of shyness?

## **Take Deep Breaths**

Deep breathing, even though it sounds simple, can work wonders in helping you relax. All you need is a deep, full-bodied breath. Suck the air in and hold it for four seconds. Do this as many times as possible before facing the situation (interviews, presentations, dates, etc.) that makes you uncomfortable.

Taking a deep breath has a way of forcing the body to relax, even in the face of situations that seem life-threatening. Be sure not to engage in deep breathing where it seems obvious and can be misconstrued as a sigh, which could then send the wrong message. You can do this quietly when the other party is talking. It must not be conspicuous.

### **Always Assume a Good Posture**

In communication and every form of interaction you have, the way you carry yourself is as important as what you say. In other words, be mindful of the message you are unconsciously passing with your body. Even though you are fighting shyness and timidity, you can assume a power pose that will make you come off as confident.

The simple things you can do about this is by ensuring you are mindful of the way you dress. Make sure you are always neat and presentable. Make sure you hold your head up always and keep your shoulders high.

### **Make Eye Contact**

As a shy person, we acknowledge that eye contact can be unnerving. However, the world will not come crashing down at you if you make eye contact. Eye contact goes a long way in building confidence and establishing a connection.

You can start by looking at yourself in the mirror and practice talking to yourself while maintaining eye contact. With time, practice with your siblings or spouse and when you feel you are ready, launch yourself out there.

### **Learn to Smile**

I was once a shy person, and people have mislabeled me as cold and unfriendly. I will not blame them. Someone told me I move about with a

straight face, always minding my business. This is typical of shy people. However, smiling is an easy way to improve your life and make yourself approachable.

It costs you nothing and can be pretty helpful in acknowledging the other person. It passes you off as a friendly, welcoming, and approachable individual and can help set the mood for a great conversation. Even if this feels awkward or strange, practice before putting yourself out there. With time, this will be second nature, and you will discover that you are making people's day better with your smile.

### **Be Kind to Yourself**

You will not overcome shyness overnight. However, the most important thing is that you are making an effort to overcome it. Do not be alarmed of how long it takes as long as you are making progress. Besides the fact that you are working towards your goal, you are sensitive enough to know how you are doing. No matter how slow you feel or how your progress is, resist the temptation to beat yourself up as it could end up delaying your effort.

### **Deliberately Put Yourself Forward**

As I reiterated in the opening paragraph, shyness cannot be wished away. You have to be deliberate in your effort to overcome shyness. One of the ways you can help yourself is by deliberately putting yourself in situations that make you uncomfortable. I know this is asking for too much, but it will help you.

Raise your hand and ask a question at the next Sunday school gathering. Volunteer to deliver the next seminar at work, invite a few friends for a dinner party. The idea is to do something, anything that will get you out of your comfort zone. The idea is to challenge your shyness and force it out. You might mess up at times , but that is okay. However, do not use that as

an excuse to recoil back to your shell. Rather, take baby steps and face the challenges step by step. With time, you will discover a method that feels natural for you.

## **Chapter 2. Non-Verbal Communication**

### **The Importance of Body Language**

Body language is a better judge of what a person is trying to pass along without verbal communication. There is a famous saying that states that actions speak louder than words, and it is true. It is crucial to pay attention to the body language, as it is the only way one can read between the lines. At times, one can communicate without saying one word. For instance, one can shrug their shoulders and inform you that they do not agree or do not understand what is going on.

In the process of communication, it has been shown that nonverbal communication contributes about 65-93% of the communication process. I mean that how someone says something means more than what they say. In as much as body language is an integral part of communication, one still has to prepare. You might want to communicate one thing and end up delivering the opposite because of fear or anxiety. It also means that one has to be very attentive to body language. Receivers of information are very sensitive to nonverbal cues one is sending.

#### **a. Overall Impression**

Body language is essential because it gives the overall impression. For instance, one might think that body language is only an additional point when looking for a job. However, it is everything, as it determines how interviewers view someone. It is crucial, and gives provides an impression of someone. Poor body language can create an environment where one is viewed in a certain way, and it traps them in that circle.

First impressions are usually striking and noticeable. It means that how other employees and employers see a person on the first day is the way he is viewed throughout his tenure at the workplace. Thus, one has to pay attention to their body language. One needs to pay attention to the way people around use body language in passing a message. In social settings and other aspects of life, it will help one know when to make their next move. In a world where social networks are the currency, it can help one navigate the social space seamlessly.

Body language is controlled by the brain, which means that one might pretend as they communicate verbally. But the subconscious will always betray them. For instance, one can pretend to listen to a statement, but be fidgety. It demonstrates a lack of interest, anxiety, or poor concentration. It is not easy to have proper body language, especially in stressful situations.

#### b. Controls brain perception of a person

Another famous quote when it comes to body language is that practice makes perfect. This is entirely true when people with adept social skills are examined. It is also right in the workplace, with people who are well-liked or receive promotions. Body language is not an innate ability- it is leaned, which means that it can be sharpened over time. This means that one has to practice their body language in daily social interactions to improve it.

Body language affects how people view themselves, according to Amy Cudder. If someone practices to be authoritative, then the brain receives signals that model it to create the impression that one is more authoritative. Thus, one ends up being more confident. Therefore, to develop such skills, one should learn how to be authoritative, as it helps the brain produce a perception about themselves. Positive nonverbal communication not only

helps one appear more authoritative, but it also helps them seem to have more control of the situation.

The same way our minds control our bodies; it is the same way our bodies regulate our bodies. Thus, body language is essential because it can be used as a tool to control your mind. If you fear to speak before other people, one practices speaking to audiences for some while. This gets them used to it eventually. It is only until then that they will get the confidence to speak in front of people.

Body language behaves the same way when one wants to project a particular message nonverbally. They have to bite the bullet and speak in front of people until they have mastered the body language. Body language plays a crucial role in relationships, career, and everyday life. Thus, paying attention to body language is bound to bring good results in every aspect of life.

c. Enables one to read between the lines

The ability to pick on negative body language can help one pick on nonverbal cues that communicate bad feelings. In a social setting, this is very important, because it enables one to know when to answer, and how to respond in a conversation. This is especially true when communicating with a senior. For instance, one has to deal with a customer who is not very welcoming. Body language will help one navigate the conversation according to what is being communicated non verbally.

It will also help one to know when to engage, and when to leave issues alone. It is a crucial negotiation skill that is often looked over, as it helps one understand the best times to communicate an item they desire.

d. Communicate sensitive information in public spaces

In social situations, body language can be used to pass secrets and ensure that the secrets are not received by anyone else in the same social setting. Language is risky to use, especially if one wants some information to remain private. In the era of recording devices and Google translate, using a different language is not enough to keep information private. Therefore coded body language has to be used effectively to pass on information to the necessary people.

For instance, a group of people in a competition can agree that touching the nose can mean that they take a particular move. Thus, having such inside information can help them have a competitive advantage over their peers. It can also help in the passing of sensitive information. A gesture from one party can help a group understand the piece of knowledge.

In highly sensitive matters such as combat, body language can be used to mislead the enemy, and keep troops safe. Thus, body language can be used to communicate specific sets of information that a group does not want to be interpreted with another group.



# **Identifying People's Non-Verbal Cues and Being Aware of Your Own**

Non-verbal cues do not have a direct verbal translation. And there is no single gesture that is self-sufficient to communicate what a person feels when they manifest them entirely. Hence, it is important to pay attention to as many cues possible than just one. On the surface of it, the objective of reading bodily cues is to be able to tell whether one is comfortable in their current situation. Blending cues with contexts that the subject person is in helps in reading their thoughts, hence putting more meaning into the deciphered messages.

The better you understand how people encode their feelings and thoughts into cues and how to decode them, the more aware you become at encrypting yours. You begin communicating your specific bodily messages more precisely. It takes quite some effort learning them and practicing them out till you are there. There are many physical cues with as many meanings too, and here we will bring you only some of them. Individualities are different, and sometimes, under similar circumstances, each will display different gestures, or for the very ones, send a different message altogether. By observing the suggested patterns for gestures, you are bound to get it right eventually.

Depending on the nature of the meeting, you can deduce whether one is dressed for success, epitomizes ambition, or are casual. You can also judge if they are comfortable or are being seductive or are portraying spiritual values. There is a message in their choice appearance, and beyond what they might want to say by it, it tells further whether they are in sync with the purpose of the meeting.

Pay attention to their posture too. Walking with head held high tells of confidence while a certain kind of slow walk can depict them as being indecisive or cowardly, probably due to low self-esteem. The chest pushed forward with expanded hands is a show of one who is full of themselves, a big-ego.

Expansive poses show the power and a sense of achievement. People hold themselves according to how they are feeling. Feeling of power and being in control is depicted in a leaned back relaxed posture. Maintaining an erect position, walking purposefully with palms down in an open, expansive body is an authoritative posture signaling your leadership ambition or capability.

We tend to close in and lean toward the people we like but keep a distance or lean away from those we do not prefer. This can, however, be affected by cultures. By crossing our arms or legs, we show that we are defensive, angry, or protective of ourselves. When it is the legs that are crossed, we tend to point the big toe of the foot on top toward the person with whom we are at ease.

Crossed legs also mean that someone is being resistant, unreceptive, and can be a bad sign in negotiation. It depicts their mental, emotional, and physical closure, and unwillingness to budge in bargaining. Lip biting and cuticle picking are soothing when individuals find themselves under pressure or in awkward situations.

Emotions naturally etch on the face. A deep frown, for instance, indicates that one is worrying or over-thinking.

A person facing away from you during conversation means they are bored, disinterested, or are being deceitful. When they look down, they could be

nervous or submissive. Good eye contact and dilated pupil is a sign of interest in the conversation and in the person that you are interacting with. A faster blinking is characteristic when one is thinking, stressed, or lying. We also glance at people in whom we are interested. A lie has just been told when the person looks upward then right. If they look upward then left, the statement they just made may have some truth.

Is one holding unusually more prolonged eye contact with you? Probably, they do not want to look shifty-eyed. In attempts to avoid fidgeting, they may also still themselves for too long when standing or seated or not blink. These gestures can be consciously manipulated to hide their lying intentions.

Genuine smiles engage the whole face. Faked smiles imply shallow contradictory pleasure or approval while half-smiles are sarcastic or show uncertainty. A grimace before a smile is a sign of hidden dissatisfaction. Facial displays of emotion if they are not bilateral, are faked. Genuine smiles, for instance, are symmetrical.

When one nods slowly, it means they are interested and want to listen more to your talk. Fast nodding says one has heard enough and wants you to finish or give them a chance to respond. One tilts their head sideways in concentration to the conversation but tilts it backward in suspicion or uncertainty. We also tend to face people we are interested in, or we have an affinity with. Exaggerated nodding implies anxiety about approval. When one is not sure what you are thinking about them or are unsure whether they will execute your command, they nod excessively.

People shrug their shoulders when they have no clue what is going on. This gesture comprises exposed arms to show openness, hunched shoulders for neck protection in case there is a possible threat, and raised brows of

submission. Raised eyebrows alone show discomfort. Worry, surprise, or fear can trigger this gesture. So a compliment, for instance, with raised eyebrows can be insincere.

When one laughs with you and is interested in your humor during a conversation, it is likely to be that they find your personality to be amazing. Mirrored body language means the conversation is progressing well and signals a feeling of connection between the two of you.

Does one seem sad, and their inner corners of the eyebrows do not move up and in? Then they are not as miserable as they seem. Reluctance to express specific thoughts and emotions can be shown by sucked in lips. One 'wipes away' a problem or concern by wiping their face down. Holding the chin in the fist says one is objected to what has just been said.

### Establishing Trust

Non-verbal cues can enable you to establish the level of trust between yourself and the person you are communicating with. By simply studying elements of people's body language, you will be able to know whether or not you can trust them. This is because there are elements of the non-verbal communication that tell you when a person is lying. Others hint to a person speaking the truth. For instance, a person who can maintain eye-contact for a considerable period is likely to be telling the truth as compared to someone who finds it difficult to maintain the same. This, therefore, implies that when you are interacting with someone, you should always focus on their eyes. Try to establish if they are looking directly at you or they seem to be looking away.

Similarly, on your part, it is important to ensure that you are able to maintain eye-contact while communicating with others. If you are able to

maintain good eye contact throughout the conversation, you will come across as somebody who is confident and trustworthy.

### Non-verbal Cues and Rapport

Good rapport can enable you to establish effective relationships with other people, both within your social and professional circles. Good rapport refers to positivity on your part that can easily rub off on other people. When you have a good rapport with someone else, they will want to spend more time with you, share their experiences with you, and trust you with their resources such as money.

While interacting with someone else, it is essential to look out for non-verbal cues that can let you know whether or not you have a good rapport with them. One of the most notable elements of non-verbal cues with respect to the rapport that you can look out in other people is the tendency to lean forward when talking to you. If someone prefers to lean forward every time they are interacting with you, it indicates that they like you. You can quickly establish a good rapport with them.

The tendency by other people to point their arms towards you can also let you know that you have a good rapport with them. You could be in the presence of other people, and one person seems to be constantly pointing towards you with their head or hands. They are letting others know that they have a high opinion of you. On the other hand, if someone looks away from you and does not point at you, then you might experience a difficult time establishing a good rapport with them.

On your part, you should also identify aspects of non-verbal cues that can enhance rapport between you and the people around you. First and foremost, you should always point or look at someone when talking to

them. The reason is that; the other person will appreciate the fact that you recognize their presence and their role in the whole affair.

### Always Keep Your Chin Up

The position of your chin while walking or interacting with other people is an essential pointer to the kind of image that you are trying to portray. When you walk around with your chin facing downwards, people may perceive it as a sign of timidity or cowardice. On the other hand, if you walk around with your chin upwards, other people will see you as a confident person who can be dependent on. It is therefore vital to ensure that you always maintain your chin up whenever talking or interacting with other people to send the right message.

### Avoid Fidgeting

Fidgeting is a form of nervous motion that will make you seem uncomfortable and nervous. To this end, you should remember not to fidget while interacting with other people. Instead, you should maintain a confident demeanor with minimum unnecessary movements. Furthermore, fidgeting can also interfere with the concentration of the person you are talking to. When you keep on fidgeting while interacting with others, they are more likely to spend more time focusing on your involuntary movements as opposed to full concentrating on what you are saying.

### Do not put your Hands in Your Pocket

Placing your hands in your pockets is considered an unnatural pose while interacting with someone. Most often than not, putting your hands in your pocket could tell the other person that you lack the much-needed self-confidence or that you are anxious. On the other hand, keeping your hands

out of your pockets is considered a reassuring pose that can tell the other person that you know what you are talking about.

### Firm Handshake

When it comes to handshakes, they must always be firm. A firm handshake is one of the most blatant displays of confidence. When you can hold the hand of the person you are greeting firmly, you will send across a message that you are confident about yourself. It compels others to take you seriously. A weak handshake can make you come across as someone with low self-confidence. A weak handshake might also encourage opportunistic people to try and take advantage of you. To this end, you should always ensure that your handshake is firm even when you feel intimidated by the person you are meeting. It will conceal your discomfort and fear, thus enhancing your self-confidence in the process.

### Lean Forward

Leaning forward tells the person you are talking to that you are interested in their point of view. When you are discussing something with someone else, you should lean forward to make them know that you are listening and willing to know more. It is an essential aspect of non-verbal cues if you are not necessarily interested in what the other person is saying. For instance, you might be interacting with your child, who is not saying anything meaningful. When you lean forward, the child will know that you are interested in them.

Finally, being aware of the non-verbal cues of others is vital in enabling you to understand them better. Non-verbal cues can give you information that the other person is not willing to share, and as they say, information is power. When you have such information at your fingertips, you can make

better and informed decisions. Similarly, you should also be aware of your non-verbal cues. You should never overlook elements of your non-verbal cues since you are continually sending out messages even when you do not know. Being aware of your non-verbal cues will enable you to send out the right message that will work to your advantage.



## Chapter 3. Communication

### Learn How to Make a Proper Introduction

Introducing yourself to someone you have never met is often the hardest part of being in a conversation with strangers. Rarely will you hear someone say, “Oh how I love the excitement of walking up to strangers and introducing myself.” Most of us are very apprehensive about introducing ourselves to strangers.

#### Be Bold and Take the Initiative

Have you ever noticed how when we walk into new places where we know no one, we stand to the side and start assessing — with prejudice — the strangers to determine who seems friendly and approachable? This is why, for instance, when you attend a networking event, you will see tons of people pressed against the wall with phone in hand and heads bowed. The same applies to a public area such as the train. You will notice many seated at the corner or edges of their seats with their heads down or focused on other things.

Instead of following suit, boldly walk into any room or area full of strangers with confidence while assessing who looks interesting. Now use the outward focus strategy we discussed in step 1 to look for people you have a commonality with.

Another great trick is to look for cues that signal an interesting conversation ahead. For instance, if you are attending a networking event where everyone looks crisp and clean dressed in a suit and tie, and you notice someone in a beach shirt and flip-flops, this could be the signal for a great

conversation because this person must have an interesting reason for going against the grain.

Once you find such a person, because many people are cagey about introducing themselves, center yourself and gather the courage to say a hello. This brings us to the next topic ...

### Shake Hands or Say Hello

The easiest way to introduce yourself is to offer your hand for a greeting or say hello. Extending your hand for a greeting is better because it makes you seem approachable, warm, friendly, and confident. This may seem like an awkward step, but we have been trained subconsciously to reciprocate a handshake when another person extends his/her hand. This has become an accepted line of social interaction so don't fear. However, if your hands are perspiring, something relatively common in those afraid of conversing with strangers, you can say hello and continue the conversation from there.

As you shake hands, resist the temptation to squeeze the hand too tightly. In no one's mind is a crushing handshake enjoyable. In the same breath, do not offer a limp handshake, what we call a wet fish handshake because such a handshake speaks of low confidence. Aim to strike a balance between the two.

### Maintain Eye Contact

This is the most important part of approaching a stranger. Walk into a room, scan and notice a stranger you would like to engage in conversation. As you walk towards that person to introduce yourself with a handshake, hello, and some pleasantries, maintain eye contact especially if the person is looking at you as you approach. This will portray confidence, which will draw the interest of the other person.

Moreover, as you shake the person's hand, maintain eye contact. This shows you are present and ready for an interesting interaction. Other than humanizing yourself, good eye contact allows you to read body language cues that you can then use to create rapport

### Attentively Listen

Nervousness causes many to monopolize a conversation, ramble or even over talk. For example, if you are anxious and nervous, after shaking someone's hand and saying something like "Hi, I'm X or Y," you may blubber on without giving the person a chance to introduce him or herself to you. This does not bode well in fostering a good conversation. Feeling heard is a core human need. If you deny the other person a chance to discuss the things he or she cares about, the conversation you are trying to start will be over before you get past the pleasantries.

After saying hi and introducing yourself by name, give the other person a chance to reciprocate and once the person tells you his or her name, remember it and use it during the conversation.

Using these four strategies, you can introduce yourself to anyone.

## **Tips to have a conversation**

Make small talk.

Sociologists have a rule that indicates that the best way to create a fluid conversation is to keep one important rule in mind: 30% talking and 70% listening. This is a general rule, and obviously, it will change from situation to situation, so keep that in mind. But in general terms, this will make you an interesting person to talk to, because you will pay attention and ask correct and specific questions. This, in due time, will make you a desirable person to talk to.

At the end of a conversation, don't forget to introduce yourself

This is only applicable if it is a first-time conversation, but it is a great way to ensure that the other person knows and remembers your name. Try to say something like "By the way, I'm..." More often than not, the other person will do the same. Always remember names, because that is a great way to make impressions on people. You will be more inclined to talk to someone who remembered your name or anything else that you told them. Also, if you remember their name, you will not only look smart and intelligent, but they will see that you were paying attention.

Ask them out for coffee

We talked about this tip before, but it is important to expand on this. A social gathering gives you a better opportunity to truly know another person, in a way that perhaps might not be possible in another context. Invite them to get some coffee or to go to the theater. To organize and plan with them, you can give them your phone number or email address. This gives them the possibility to contact you at any time. Don't worry if they don't give you their information in return, because that's fine. There will be

time for that in the future, once you get to know each other. One handy way to extend your invitation is to say something along the lines of “I gotta go, but what about we go out some time, maybe to get coffee or for lunch? Here’s my phone number if you ever want to call me.” Perhaps they don’t have enough time to make new friends. I mentioned this before - don’t take it personally. Offer your contact information to people who have the potential to be a good friend, and in time, somebody will get back to you.

These steps are clear, direct, and simple. But like every step that we talked about in this book, while this might help, it doesn’t replace professional help. If you feel like you can’t implement these steps, and no matter what you do, you can’t make new friends, then the best solution is to seek professional help. Going to a shrink isn’t a big deal, and there is absolutely no shame in it. Do what you can to get better, and the first step to do it is to deal with it.

### Dull Conversations

Congratulations, the guy you talked to called to see if that invitation for coffee was still on. You have a new friend! So you both decide on a date, place, and activity. The appointment comes, you sit down to talk and get to know each other, and then you notice that the conversation dies as soon as one of you stops talking. No matter how hard you both try, ultimately, the conversation dies. Even if you go back to your main passion (the one you talked about the first time), the dullness and repetitiveness bore you both. After a while, one of you decides to call it a night and go home. You go home confused. What happened? Everything seemed to be going great the first time, what happened the second time?

Dull conversations are the main obstacle that you will face when you try to form a new relationship with anybody. It is something that you have to

actively fight in every conversation, and if it is left unchecked, it will poison the bond that you have with that particular person. But the way to confront this is quite easy, and if you practice every day, you will become an expert at handling this.

In my experience, the best way to engage and create a fun environment for conversations is to find out what turns people on. No, I do not mean it that way, I'm talking about being turned on emotionally. This is the first step that you have to take, and at the same time the hardest, because you will be blind in this. The idea behind this step of the conversation is to find out what stimulates the other person on an emotional level, and as the name suggests, it might get emotional. Never talk about heavy subjects, at least in the first few times. If the other person needs to talk about a certain heavy subject, the subject will come up naturally. You can use this heavy subject list as a guide to see what is best to avoid:

- Abortion and health-related topics
- Religion (this is quite an important one, particularly because many people see religion as a way of life, so, unless you both share the same religion, try to avoid this one at all cost)
- Politics
- In some cases: Sports

While the rest might be quite obvious, you might be thinking that sports shouldn't be on that list, but the truth is that many people take sports way too seriously and will defend their colours or team with a passion. Unless you are knowledgeable on the subject, it's best to stay away from this topic.

Other subjects might be off the table depending on the case (for example, if you see that your interlocutor has a disability, don't bring that up unless the

subject comes up naturally), but in general terms, the list should help you stay clear of any problems. With that being said, if your values are rooted in those subjects (you might have a firm opinion on abortion or current politics), always be aware that while people might have an opinion on it, it does not mean that they necessarily want to share it.

We talked about finding out what the other person loves. One quick way to break the social rule or norm that might rule over the conversation (like small talk) is to stop using social scripts or if possible, avoid asking questions that society makes us feel like we need to ask. To do this, go out of your way to learn about that person's life:

- "What has been the best part of your year?"

- "What do you do as a hobby?"

- "Leaving work aside, what is your main objective during the day?"

According to several researchers on the topic, what guides our relationships and our interaction with the rest of the world is to feel important, to feel cherished, and to find other interesting people. This is normal, and this does not mean that we are all selfish (although if you need this a bit too much, you may end up having an egocentric personality, so be careful). The psychology behind this is quite straightforward: if you can make someone feel unique and special by listening and paying attention to their opinions, feelings or ideas, you will in turn become attractive to them.

When you talk to someone and want to show them your appreciation, you can try to ask them questions to find out what they believe to be significant. When they give you an answer, you can push their ideas a little further. This is tricky: Let's say that you ask them about what they love the most in the world. Their answer is "Carpentry". In this particular case, you could ask

them why and how that thing or action (Carpentry) is important for them. But this does not mean that you can push them around. Don't go hard on them. Remember, you are trying to be interesting, so avoid being aggressive.

If you are talking to someone at a party, try to commit to them entirely. Don't stay on your phone or talk to anyone other than the person you are talking to at that moment. If you dedicate your entire attention to that specific person, they will feel important and worthy of attention and do their best to earn it. Smile if it is a good story, laugh if it is funny, or show sadness if it is a sad story. Don't take a trip to the bathroom so you can check emails or upload a picture to the internet. People will eventually realize this and may stop talking to you. After all, their time is important, so why would they bother with someone who doesn't value it?

Your posture is also a window into your interest in the other person. People unconsciously pick up body signs that show us that people pay attention to them, or that they are ignoring them. Other than avoiding to check your phone, the following are several tips that you might not know about:

The direction of your toes. Yes, it sounds quite silly, but as I said, this is one of those signs that we pick up without even knowing. If you keep your toes pointed to the person speaking, their brains will pick up your feet direction and use that sign to gauge interest. If you are listening to someone talk about their experiences as a father, you can make them feel valued and worthy of your attention by keeping your torso and toes pointed at them while they speak. It's a non-verbal way to express interest and say "go on, I'm listening".

The triple nod is a way of expressing interest. It might sound weird at first, but studies have proved that people tend to speak two to four times longer if



you give them a triple nod. This works as a subconscious cue to keep going and expand their story. When someone finishes talking, and you feel that there might be more in it, look at them in their eyes and nod three times. More times than not, they will continue their story, and if they don't, you can always ask another question related to what they have been talking about.

If you see that the conversation is dying, ask open-ended questions. This will help to keep the conversation alive. For example, let's say that your interlocutor is talking about old Roman History, and you see that the discussion is reaching a phase where both of you don't know what to say. In that case, ask something that might take a while to fully answer. In the example that we were talking about, ask about the differences between Romans and Greeks, and how each civilization adapted to the other. Keep in mind that I'm just giving random examples based on conversations that I had in the past, and you can always ask whatever you want. This will help to avoid "yes" and "no" answers, allow your interlocutor to express himself, and share more information that you can use to continue the conversation.

Perhaps this is the perfect time to mention it, but conversations shouldn't be like a police interrogation. While a bit of questioning is fine, it can't be at the expense of your interlocutor's peace. I suggested furthering the conversation a bit more, but never push it to the point that you make the other person feel uncomfortable. If they don't want to answer a question, or they wish to go somewhere else to talk or do something else, let them be. They don't owe you an answer, and if they don't want to speak, they are under no obligation to do so. During my times reading and watching people interact, I've seen several awkward people forcing their views and their opinions over the rest because they wrongly believed that the primary goal

of any conversation is to win the argument. This is an absolute mistake and one you should avoid at all costs.

Other things that you can use to start and keep a conversation alive is to talk about something special that they are wearing or something particular about the environment you are both in. In the story that I told you before, my friend's wife asked her about the t-shirt. This is a perfect way to start a conversation because if they are wearing a unique piece of clothing, they will be more inclined to talk about it. Or if they have another unique piece of clothing, like special earrings, for example, it can spark a conversation about where they got them and if they got them during a trip overseas.

However, if they don't have anything in particular, you can always comment on your environment, and use it as a cue to talk about anything that comes to your mind. Say that at the party that you are both in, there are distinctive candles lighting up the place. In that case, you can comment that they remind you of the candles that your grandmother used to use (or whatever it tells you; of course, you do not have to follow precisely what I write here!). This, in turn, will create a snowball effect in the conversation and keep the ball rolling.

Keep practicing these steps, and with enough practice, you will see that in every conversation that you have, you will end up going far more in-depth than you expected.

But let's go down the negative road: No matter what you try, the conversation dies. You did everything you could, and you have to understand that you are under no obligation to like every single person you meet in your life. You may create a lasting relationship with some of them, and the rest will come and go from your life. That is okay, and the best

solution in these cases is to retreat and move over to another person who you might feel more connected to or have more things in common with.

# **Keep the Conversation Going Past the Pleasantries**

One of the most terrifying things about being in a conversation, especially with strangers, is the awkward silence many of us experience after engaging in a fair amount of small talk.

The awkward silence is something that causes many not to take the plunge into conversation. Now that you have overcome the fear of talking to strangers, introduced yourself in the nicest way possible, and through conversation starters engaged in a fair amount of small talk, the next challenge is the challenge of never running out of things to say. How do we continue the conversation while keeping it interesting and flowing?

To overcome this problem, the first thing you need to understand is why the awkward silence happens, especially when you are conversing with strangers. The awkward silence is internal because when you think you have run out of things to say that is exactly what is happening. You have activated a filter that sifts through what you think is good enough to say to a stranger thus limiting your choices.

This filter is almost nonexistent when you are conversing with people you know well. You can converse for hours about different unrelated topics without stressing over what to say next. Your “good enough for conversation” threshold is very low when speaking to a friend or acquaintance. If you feel like bringing up an interesting topic that pops into your mind, you just do.

Therein lies the answer to keeping a conversation going past the pleasantries. You must lose your inhibitions and not filter things out of your conversation. As long as a topic or thought is good enough to vocalize, do

so. You need to learn how to adapt to conversations on the go, which you can do by removing this filter.

In addition to keeping the conversation going past the small talk and pleasantries, you need to be emotionally vulnerable. This does not mean you need to reveal your deepest darkest secret. All it means is that you have to lead first by opening up first. Be the first one to move the conversation past the pleasantries by sharing something personal. Here is why this is important.

You will pick up a few things about the other person when you are attentive. Even so, you cannot outright ask a stranger to tell you his or her darkest secrets. After all, you would not expect someone you just met to ask the same of you. You are likely to be more trusted when you are vulnerable and share

something about yourself to the other person first. When people feel trusted, they reciprocate in kind. Because you have opened yourself up to them, they will open themselves up to you, which will take the conversation deeper.

Another way to take conversations past the pleasantries is to concentrate on the types of topics you bring up as you engage in small talk. In most cases, most of us have 10 or so questions we ask and when the stranger we are talking to answers most of these, an awkward silence ensues.

Here, you need to concentrate on using conversation prompts that call for more than one word answers. For instance, questions such as “how is work”, “how are the kids” or “how have you been” will do very little to take the conversation past the surface. This is why you need to bring up weighty topics for discussion. Keep the conversation deep and interesting

but avoid certain subject matters such as death or war. Our goal is to keep these conversations fun. Talking about death or war is certainly not fun.

Important and serious topics will foster a more interesting and engaging conversation. You will learn a lot about the other person by sharing impactful stories related to the topic in discussion. You will also have managed to take the conversation past the pleasantries.

# **Learn How to Turn Strangers Into Friends**

The greatest of things come to those who are willing to risk rejection and failure. The fear of rejection is the very thing that has been keeping you from creating lasting friendships and relationships with strangers. Now that you have implemented steps 1 through 5, you have overcome this fear. Congratulations! You are now ready for the challenge of turning one off chance conversation with a stranger into a lasting friendship. Here is how to do that:

## **Build on the Commonalities**

At this point, we shall assume that the stranger you want to turn into a friend is someone you have engaged in small talk, and after deepening the conversation, matching and mirroring, have decided that this person is someone worth making a friend.

To keep this conversation going and the friendship flourishing, you can build on commonalities. For instance, if both you and the stranger/acquaintance like hiking, and you and several other friends have planned a hike in the coming weeks or month, you can casually invite this person and then continue deepening the conversation on this point of mutual interest. Because the person likes hiking, he or she is more likely to say yes, and this will offer you a chance to meet the person for a second time. This future interaction will cement the acquaintance and turn it into a budding friendship.

## **Don't Forget the Contact Information**

After having a great first conversation with someone you just met, before you go your separate ways, read the situation. If you feel that the person had a great time conversing with you (especially if, in the earlier example,

the person agrees to come for the planned hike), take the initiative and ask for contact information.

Having contact information of your “new friend” is going to make communication easier for when you plan to meet up again. When it comes to asking for contact information, just be direct. Say something like, “I had so much fun chatting with you. Before you go, let’s exchange numbers so we can get together and chat more about that hike.”

### Be Friendly

In more than one occasion, we have indicated that acquaintances feel more attracted to us, and thus more open to friendships, if we are open and vulnerable at a personal level. This is what we mean by being friendly. Once you navigate through steps 1-5 of connecting with a stranger, that person is no longer a stranger, he or she is an acquaintance, which is a step away from friendship. Treat such a person as you would treat a friend, which means you should embark on creating a level of honest communication and familiarity while discussing and acting on mutual interests.



# **Learn How to Become the Center of Attention**

Now that you are coming to the end of this 7 step guide, you need to learn one more skill: how to become the center of attention. If you have noticed, the first 6 steps of this guide have a central theme: outward concentration on the person at the other end of the conversation.

Naturally, there are instances where you will want to hog attention when in a social situation. For instance, if we go with our hiking example from step 6, when you, your new friend and other friends do finally go for that hike, you may want to be the center of attention so you can keep the conversation going and keep your new friend from feeling left out. Here are several ways to do that:

## **Assume a Central Position**

If you are attending a social gathering, one effective way to attract attention is to stand or sit at a prominent position where attention is centrally focused. Perhaps stand in the center of the room and then ask your friends to join you there or seat yourself in the middle of the table. This will make you appear friendly and approachable, which means strangers will feel drawn to you.

## **Move Periodically**

Continuing with the social gathering example, even after assuming a central location, do not cement yourself there, which is what many of us tend to do. Instead, move positions at intervals of 15-30 minutes. This ensures you interact with as many people as possible, which also means you will end up attracting a lot of good attention.

## **Be the Conversation Starter**

We have talked about the importance of being the bold one. You have to realize that most people shy away from starting a conversation. Therefore, if you are the one starting them, you will be “the one” reaching out to those around you. You will automatically become the center of attention.

Moreover, remember to follow the rules of starting a conversation: keep the conversation light, and when you stumble upon someone or a group of interesting people, deepen the conversation, and rope in more people into the conversation.

### Master the Art of Conversation

Like art, conversation is a skill of nuance, elegance, and creative implementations. There’s an art to everything we do and without style, flair and practice, most things become labor.

You’ve probably come across many individuals who’ve mastered the art of conversation. From afar, these individuals often possess the ability to talk to anyone with ease, some are born skillful and gifted with a gift to gab, while others like you and have to practice to become eloquent conversationalists.

The art of conversation is an acquired skill that you learn from walking up to strangers without acting dramatic or being a comedian. Although there are many ways to master the art of conversation, below are a few exemplary ways:

# **How to Master the Art of Conversation**

## **Be Yourself and Relax Your Body**

When walking up to a stranger, don't pretend to be something or someone you're not.

When you try to be someone you are not, your body language will betray you by mirroring this deceit, meaning you'll have failed to start a conversation way before you get a chance to utter a word.

It's difficult to act relaxed when you're not and you may end up saying or doing incomprehensible things completely unrelated to your current conversation. To calm your nerves and relax your body, practice a slow walking pace and take several deep breaths and smile warmly to appear more pleasant and approachable.

When you're relaxed, act normal and friendly, it will make it easier for other people to open up and introduce themselves. If you aren't received well, understand there is a reason behind it and move on. Perhaps the stranger is not a conversation mood and your timing is bad.

## **Balance Between Talking And Listening:**

If you want to have good, and enjoyable conversation with strangers, strike a balance between listening and talking. A conversation can turn from nice and smooth to boring if one party does all the talking while the other party simply listens. This can make the listening partner slowly tune out thus killing off the conversation. There're many reasons that may trigger the lack of a balanced conversation; nervousness is the main cause. Nervousness freezes you and makes it difficult to find something to say.

When this happens, take one deep breath, one after another, wear a smile on your face, and focus on whatever you were saying. If it's the other person who freezes up, try to interrupt them. If your effort fails to achieve the desired results, politely excuse yourself, and move on. To strike up good conversations, both conversing partners should equally and comfortably express themselves; otherwise, the conversation will turn into monologue.

### Show Interest And Curiosity

To start genuine conversations that will last awhile, show interest first. Showing interest will help encourage the other person to feel comfortable with you, be relaxed, and interact with you freely.

Portray attentiveness and be curious through maintaining eye contact throughout the conversation, and listening keenly. This way, even if you're shy, you'll be able to approach a stranger and make it easier to strike up a friendship.

### Be Interesting And Variably Knowledgeable

Being interesting doesn't mean becoming an entertainer, comedian, or a brilliant narrator. No. To be interesting, all you need is to show interest in others, be well-informed and up to date with current trends, and avoid any talk that revolves around you and your experiences.

Be updated on local and world news, events, latest music, technology and new discoveries. Since we can't know everything that goes on in our surroundings, the little you know can keep up your conversation and make it interesting while you learn new things as well. When you feel unqualified to say something, listen and smile while you enjoy the comedy and humor rather than act ill, at ease, or as someone who doesn't fit in.

### Practice To Perfect

Like any art and skill, it takes practice to be good at anything including the art of conversation. Don't expect to be an expert after you've had your first few trials. A lot of practice, adjustments and different social situations exposure is necessary and the more you approach and converse with different people, the more you'll build your conversation skills.

### Silence Your Inner Critic

Unfortunately, you will have moments when your inner critic keeps on slipping in some comments meant to bring you down as you converse with a stranger. Your inner critic will probably slip in such thoughts as; he doesn't like me, I am so boring, he is just pretending, he is trying to be nice to me, he or she cannot be so nice to me; he must be hiding something. Such thoughts can make you anxious and lose words when conversing with a stranger. As such, you need to silence them if you are to have a meaningful conversation where there is no clear awkwardness during the conversation. To silence your inner critic, take a deep breath and challenge your inner critic by asking for evidence for whatever it is that your inner critic is saying.

Practice your conversation skills with people you feel comfortable with and family before venturing out to other social events. Practicing on your circle of friends will give you positive feedback that will allow you to identify your weaknesses and work on them.

To become skilled in the art of conversation, practice: there is nothing like too much practice.

## **Chapter 4. Recognize Social Anxiety and Shyness**

It is normal to feel nervous in some situations. But when the degree of the feeling of anxiety escalates to higher grades till you stay fearful, self-conscious and feel embarrassed always thinking that you are being judged or rated by others, then you could be suffering from social anxiety, also called social phobia. Socially anxious people possess fear and anxiety that makes them avoid people and situations and this ends up disrupting their lives. Their routines of work, school, home, and other activities become affected and maladjusted significantly. Social anxiety mainly chronically keeps dragging one's mental health and impacts negatively on their ability to develop their confidence and interact with people. The socially anxious are quite shy.

Different people exhibit different levels of comfort in different situations depending on their traits of personality and life experiences. As such, not every display of shyness in everyone, especially children, denotes socially anxiety. There could be more to pay attention to in order to arrive at such a conclusion. Even among the maturing and the adults, there are outgoing personalities and the withdrawn kinds of people who are not necessarily shy or socially anxious. Social anxiety sets in from the early years of one's teenage years, but it can also start earlier in the younger children as well as among the adults.

The socially anxious are always conscious of situations in which they may feel judged by other people. They perceive themselves from the eyes of everybody else and think that they will be seen as inadequate, hence want to stay away. They really are fearful that whatever they would do, say or

present to people would make them embarrassed or humiliated before the people. They always foresee how the congregation would respond in a manner suggesting that they did not do well, or they just did it wrong.

The socially anxious have intense fear getting to interact or talk with strangers. They do not know how to initiate a conversation or even sustain a conversation with people they do not know. Oftentimes, they even fail to greet and might not respond audibly to greeting. The anxious know they are anxious. They really fear that everyone else will notice their anxiety by their looks or behaviours. They are uncertain how to carry themselves in a way to show their confidence, and this causes them more anxiety. This, further, causes them embarrassment and they begin to sweat, blush, tremble and their voice becomes shaky.

The socially anxious just end up avoiding speaking to people and doing things, however small, because they fear to embarrass themselves at it. They doubt their capability to carry on a sound conversation, to understand what is spoken to them, to use appropriate terms e.g. technical or professional, and are uncertain how appropriately they can respond and keep the conversation sound and alive. This is the very knowledge that makes them think they could become the centre of attention for everyone. They do not want to be the main presenters at an event, or to have a lengthy session addressing a group of people, or to become a subject upon which the rest can observe and learn or discuss issues.

Required to facilitate or perform at an event, the socially phobic will have a lot of fear in anticipation for the dreaded activity or event. The phobic are more inclined toward the thoughts of not getting or comprehending instructions right and therefore fear that they will not do it right. That forms their basis for fear of events where they need to be lead persons. When the

event is at hand and they are at the activity, they really endure the sense of being alive to the world present with them. They are intensely fearful and anxious doing it and are consciously trying to avoid making mistakes or attracting congregational participation in the course of action. Just, it is not natural for them to be subject persons at anything good or bad. And they might even wonder why they had to be chosen in the first place.

At the end of the session, the socially phobic believe they never gave their all. They constantly think that they excluded something important, they included some unimportant stuff, they did not say something perfectly, they overemphasized a trivial point or activity etc. Then they start ruminating on that for a long-time post-event. They will identify flaws in their interactions with people and their activity and their presentations and prove to themselves why they should not have taken up the step in the first place, or how they could have perceived and performed things better.

Socially phobic people are akin to overthinkers. They expect negative things to arise in the course of every good action. When things seem not to go as well planned or intended it is normal to them. When it all goes well, it is strange. Now negative anticipation is not just it to the phobic – overthinkers by now. Negative events are anticipated to yield the worst possible outcomes. A socially phobic will expect not to be agreeable to by their counterpart, and beyond that, they will perceive a possible conflict that could quickly ensue into a fight or exchange of abuses. This imagined experience will make them want to stay away from trouble by staying away from people, or just not expressing themselves at all.

Social anxiety in children may manifest in the form of crying, throwing tantrums, clinging closely and strictly to their caretakers and refusing to talk to everybody, including their very caretakers. They will hide their face



away on the caretakers. A socially anxious child can even run away from home and end up in odd places – streets or in the bushes or plantations. They fear coming face to face with people and fear the consequence of not being able to speak up, which could be punishment, that they cannot mentally withstand.

Physically, socially phobic people blush a lot. They do not know how to acknowledge appreciation, and they do not as well know how to cope with disappointment. So, they face away from their counterparts. Anxiety raises the heartbeat. This is associated with the fact that they are not in a natural state of ease, which raises their alertness to internal and external uncertainties. They may have difficulty catching enough breath. Nervousness will be seen as trembling and sweating in the socially phobic.

Some experience stomach upsets and nausea, dizziness, light-headedness and mental emptiness. These symptoms characterize the socially phobic as one who does not experience life as it really is but exist in another ‘cloudy atmosphere’ that seems like not the natural one we know here on earth.

Some develop abnormal eating habits – either overeating or underfeeding, or preference for certain foods over others or even addictions. They might also experience unusual muscle tensions whose causes may not be medically founded. It will be important to mention at this point that social phobia like overthinking, leads one into inactivity and inaction. They do not exercise their faculties and capabilities thereof. This could explain how it can lead to physical health issues.

Socially phobic individuals generally tend to avoid everyday events like meeting and interacting with unfamiliar people, attending social or family gatherings or parties, going to school or to work, initiating conversations, eye contact, eating in front of other people, using public washrooms,

entering a room in which people are already seated, dating etc. if left untreated for long, social anxiety can lead to low self-esteem, passiveness in life, negative self-talk, poor social skills, hypersensitivity to criticism, low academic and life performance, drug and substance abuse or other forms of abuse, withdrawal from social circles and relationships and poor skills.

I



Image for communication

Social anxiety negatively impacts on self-confidence in the way that the victim does not go out to learn life skills or use them in practical ways. They develop doubt in the endowments and capabilities to perform simple tasks as well as face challenges that may come their way. When one gets to a point where the normal things that people do seem too big and difficult to comprehend and do, then they associate their incapability with their worth, as low, insignificant or inconsequential. They also develop the belief that they are mentally incompetent compared to their peers and generally stay away from responsibility.

# Controlling Fear

Do not tell everyone

You do not have to tell people that you are a person. Your close associates already know about it and have a way of accepting and dealing with your plight positively and constructively. The rest of the world have no idea about your shyness and have no interest and business with it. So, with respect to your shyness, ignore them. Your anxiety is not visible or amplified as you think.

Take yourself lightly

Your friends will once every regular while bringing up the topic of your shyness right before you. Do not take it so seriously or personal. They are likely trying to sensitize you to overcome it. And the best way to start is to talk about it casually to keeping your tone light and friendly. Do laugh about it. Speak too about it light-heartedly. It truly does not hurt. It helps.

Have your tone of soundness

You are bound to blush in some situations. You might sometimes want to fidget. But trust your mental soundness and keep it clearly above your displays of weakness or submission. Acknowledge the fact that you blushed and say that in a confident tone, to tell your audience or counterpart that you are not entirely the weakness they might have just seen when you blushed.

Know your entire individuality

You have so much more to tell and show about you. It is unlikely that you have never been good at something before. It is unlikely that you have never accomplished a goal before. It is unlikely that you have never face

people and individuals before. However, you seem, you have made it here. And you came this far not because of the shyness trait and label on you but for all the other good traits that you possess. Define yourself on the basis of the sum of all your facultative strengths and endowments, rather than a single undermining trait and live up to your true identity.

### Ignore your inner critic

Do not give in to the tendencies to cast yourself down into negative light in your own eyes. When you catch yourself nailing yourself down with negative self-statements, tell yourself to stop. Dwell on the thoughts that you have the innate and intrinsic power and skill to live your life in the positively.

### Build your strengths

List down endowments and strengths that set you up for a life of activity and action. Learn, practice and master your skills and solving problems, creating new ideas and things and overcoming difficult moments. A conscious awareness of your gifts natural and acquired will remind you how much you have to offer to the world, and point you to a place of relevance, where you can prosper in your capabilities.

### Make your relations wisely

Invest your time to find and make friendships and relationships with people who understand you for who you are with your strengths and limitations. Have your checklist against which you will determine the degree to which to interact with the people you relate within your life. Have good concern for the people who are warm, responsive and encouraging to you and your objectives. Give and receive your rewards in such associations with an open

heart and mind, and you will surely open your chances of growth and prosperity.

Cease from your naysayers

Everyone has a group of people who will act with cruelty and sarcasm towards them, and you are no exception. Simply avoid them. Many who really do not care what you do with your life will not stop to think whether they are helping in advancing goodness. They will want to force you away from your good intentions and into their ill demands with the view to show you as incapable and inconsiderate. Always keep a healthy safe distance away from them.

Observe closely

Many people are dealing with themselves harshly thinking that they are the only ones who have made poor choices in life and are thus leading a regretful life. But with a little bit more interest to really observe how others lead their lives, you will notice how they also exhibit their signs of weakness and insecurity and how they could be suffering from that. You are not alone. But you can be better off if you took the relevant steps to free yourself of self-criticism and lead a freer life – wilfully and thoughtfully.

See the big picture

When a thing or two goes wrong about a situation, you do not need to blame it all on your bad spells. Your shyness mostly has nothing to do with what goes wrong. In every event, there are a number of players, each with their roles to play and contribute to the successful completion of it. It is not always your mistake. Also, the fact that something went wrong at the start does not mean it cannot get better with time. Similarly, minor negative events do not outdo the many positive things that happen. Know that the

intended outcome of a process does not end up at one minor misguided event.

See yourself in a better light

The socially phobic normally has a negative image of themselves and bearing. You think you do not deserve much credit for anything because you are useless. You think you are irredeemable. But that is not true. People see you more positively than you actually think. They know you have greater potential. They know they owe you more respect. They are willing to sacrifice more for you. Think of yourself in this way too, and you will be readier to advance your course of growth and development as a person.

Belittle your fright

So, you are preparing for the forthcoming event or activity and are developing fear and anxiety as has been usual with you. Instead of freezing out at the thoughts of fears, stare the fears down and lean into them until they are no more. The decision you make to zoom in on dealing with your fears is critical for you to gain ownership and control of your plans and activities and that way ensures that all goes according to your intentions.

Deal with your fears

Create time every day to note down the worries and bothers that baffle your thoughts and minds. Make a plan to settle each of those worries with a zeal and commitment at it every single day. Some can be silenced right away, while some can be addressed at the end of the day. There are others that simply require you to address them by evaluating your long-term plans and staying optimistic that your goals will come to pass when duly worked at in every possible necessary way.

# Overcoming Social Anxiety

## Challenge your negativity tendencies

Your default tendencies as a social phobic are to think that you have no control over your feelings and actions. But the truth is that you actually do not give thought. Begin to think that you can do something about your feelings and thoughts. Learn to question your feelings and thoughts as they arise and take note of what they really mean and whether it is beneficial for you to honour and act with them.

## Practice mindfulness

Practising mindfulness is simply training yourself to be present when thinking, feeling and deciding on anything you want to do. Be present with yourself and aware of what you want to get out of imaginations and actions and be sure that you are actively and soberly going through the process with your full senses. Being mindful helps you not to judge yourself, but to understand and regulate yourself till you achieve your goal.

## Take time out

The phobic tries to remain in familiar environments and do the same things over and over. But you can make an objective to try out new places leisurely. Instead of working from your house, trying to carry your laptop to the coffee shop and or to the park, etc. and work from there. Observe how people meet each other and converse there. The thought to expose yourself to the new relaxed environment will open up your social being and help you expand your receptiveness and social interests into a larger wider world.

## Heal yourself beforehand

Identify some ten most dreadful situations in your social life and list them down in the increasing order of impact. Expose yourself to these events beginning with the least dreadful to the most dreadful. For instance, begin by just entering a dark room and staying there for a while before turning on the lights or walking out. Then walk on the streets and try saying hi to strangers. The objective is not to see how they will respond, but the fact that you overcame your fear and did something you initially dreaded. Repeat these actions until they become natural with you.

Focus on the activity or event

When preparing for an activity or event, focus on giving it all your attention so as to bring it out the best way you can. Do not think of your limitations at it, but what you have to put in and shape it out the best way possible to your abilities. Dress well for the event and walk into the interview knowing you did everything possible to make the event a success. Recognize, too, that everyone is concerned with the completion of the activity at hand, not with you. The more you focus on the task, the more composed you become and the more insight you gain and offer. That is what is needed for the start.

Match up your lifestyle

Know your foods, exercises, clothing, colours and hairdos, your, etc., read books, try new hobbies etc. Avoid foods that upset your moods. Giving adequate attention to yourself, your body, your mind, your outlook sets you up for positives actions and results. Optimism and positivity go with a positive outlook. Being tops with yourself, sets you top with the rest of the world.

Finally, be gentle with yourself and always remember to act confidently. A combination of all these factors will help your top face your fears.



## **Chapter 5. Self Confidence and Self Love**

Everyone desires to be happy, fulfilled, and successful in what they do. However, this does not come on a platter of gold. There are many factors that come together to make this possible. One of which is self-confidence. This chapter is dedicated to shedding light on why you need to develop self-confidence. But before that, a little about self-confidence:

Self-confidence is having faith in yourself and your ability. It is faith in yourself to surmount any obstacle or challenge that faces you. It is self-confidence that keeps you on track when the going gets tough. It is the ingredient you need to forge ahead when everyone doubts your ability.

Self-confidence is not about being able to combat all challenges alone. It is also about having the wisdom to understand your restrictions and limitations as well as ways to make up for that.

### **How do you know a Confident Person?**

When you have a goal and a passion, not everyone will share it. Also, the goal will not make sense to everyone as well. As a result of this, it is not uncommon for short-sighted people to criticize your effort. A confident person is smart enough to own up to mistakes and forges ahead, without worrying about what others think or feel.

Life throws us difficulties and challenges every step of the way, however, a confident person will rise above this. It is self-confidence that will keep his resilience in the face of dangers and difficulties. A self-confident person is not afraid of making mistakes and learning from them as they know that no one is above mistakes. They are mentally strong are not bothered about others rising or doing well in their chosen field and career as they are not

intimidated by the success of others. As a result of this, they willingly offer help to those who need it.

## **Why is Self Confidence Important?**

As you go through life and all it throws at you, it is important to be able to keep your life in order and stay on track. In our quest for daily bread and our bid to pursue our passion, the ability to keep going is very important, despite all odds. Odds might come in, and from various angles which could be from people of authority, circumstances beyond our control, etc. It is self-confidence that will prevent you from being overwhelmed and outwitted.

All in all, self-confidence is a vital ingredient that is paramount to our success. This is why self-confidence is one of the main attributes of great leaders. It is not an attribute for leaders or top executives alone. If you are wondering why self-confidence is important, here are some cogent points why you must develop your self-confidence.

### **You get to Build Your Resilience**

According to Friedrich Nietzsche, “What does not kill you makes you stronger.”

This is a theory with the intention to prove that difficult times are not there to clip our wings. Besides, it takes courage and determination to face challenges that can "kill someone." As long as you are human, you are bound to face setbacks and failures, no matter your level of confidence. The place of self-confidence in this is the ability to handle these challenges and difficult situations such that you come out strong. Bear in mind that there are times things will not go as planned, but you can rise above the disappointments.

With time, with every obstacle you surmount, you will discover that mistakes and setbacks are all ingredients on your path of growth and

success. With self-confidence, the fear of failure is out of the way. With this, breaking new grounds and stretching yourself does not scare you as you are confident in your ability to rise against all the odds.

### **Self Confidence helps you get what you Want**

There is a way self-confident people carry themselves is such that everything about them reflects it. In a discussion, for instance, a speaker who engages the audience by distributing eye contact evenly in the room and makes the audience part of the discussion will come across as confident. This is in contrast to a presenter who looks down throughout the presentation and avoids the audience's gaze.

A self-confident person is not afraid of expressing himself to get what he wants. This is different from being arrogant. This is because self-confidence helps you engage others, ask the right questions for you to get what you want. In other words, you know how to play your cards right, without using other people to achieve your goals. This explains why an employer would rather hire a candidate that displays confidence in an interview, compared to another, irrespective of his brilliance. A brilliant person, without self-confidence, might even find it difficult to express himself articulately to get what he wants.

### **Self Confidence Fuels Your Dream**

Many people have the ideal life they have always wanted in their mind. However, they discover that they cannot seem to make it a reality. Many times, what such people lack is confident to go after what they want. Being self-confident does not mean life will be rosy, and you will have all you need to accomplish what you aim for. However, with confidence comes the assurance that you can accomplish what you set out to.

As discussed in the opening paragraph, self-confidence gives you the guts to go after something, even though many others lack faith in you. Among other things, it is what will keep you going, ensuring that you stay true to the task, against all the odds.

### **You get to have Improved Relationships**

One of the attributes of less confident people is that they become less focus and obsessed with themselves. I have been there before. There were periods when I was bothered about the opinions of others and needed their validation. I walked with the consciousness that people were constantly evaluating me and carefully scrutinizing my words, in case I said something stupid.

The reality, however, is that this is not always true. People are more caught up in their own life, challenges, and worries to be scrutinizing another person. Hence, when you improve your self-confidence, you will build better relationships and interactions because you will not worry so much of what people think of you. This will keep you relaxed and focused on building better relationships.

### **You get to make the right Decisions**

One of the attributes people without adequate self-confidence is their tendency to want to please others. They act to please others, rather than do what they want. As a result of this, they are prone to making the wrong decisions.

Self-confident people, on the other hand, make decisions that go alongside their wishes, desires, and goals. They are passionate about what drives them and expect others to see and believe in their dreams and visions, rather than living life to please others, which affect the type of decisions they make.

## **Self Confidence Fosters Productivity**

Many of the points we have discussed above points to the fact that self-confidence boosts productivity. With self-confidence, you get to pursue your dream, go after what you want with zeal and determination, and build resilience. Together, these traits help improve your productivity.

Lack of or inadequate self-confidence, on the other hand, has a way of making you focus on the task that will work against your productivity. You find yourself doing things to pass some time. This, in turn, prevents you from focusing on what can make you productive. Being confident in your abilities, on the other hand, will make you productive.

## **The Relevance of Self-Love**

If there is an important lesson you need to learn, a lesson you need to sink into your consciousness, it is that you are the most important person in the universe. I do not know how many years you have lived on this planet, but you have survived all odds, and you are still standing. You have risen against the tides as well as everything life threw at you.

If you consider yourself in relation to the entire universe, you might just be another being. But in your world, you are very important, you matter!

In improving your social skills and developing self-confidence, the importance of loving yourself cannot be overemphasized. It is one of the best things you can do for yourself. The previous section talks about self-confidence. However, you need to know that loving yourself is part of the recipe for developing self-confidence.

Loving yourself is the secret to a happy and content life. When you are at peace with yourself, it will reflect in the ways you behave and relate to others, hence reflecting on your social skill, the overall theme of this manual. There is so much about loving yourself that it is the key to a carefree life, a life void of worry and unhealthy comparison that might shoot down your confidence and social skills.

It is, however, to note self-love does not come on a platter of gold. In fact, one of the reasons many people struggle with social skills is due to their lack of belief in themselves and their attitude. This is not surprising as man, by nature, is wired to be his biggest critic.

Thanks to Mother Nature, we tend to be harder on ourselves than we are on others. With time, as this self-hatred progresses, it bites deep into various

parts of our life. This attitude gradually lowers our confidence level, steals our self-esteem, and the result is glaring — poor social skills.

This is why loving yourself is one of the most important things you can do to boost your self-confidence and in turn, improve your social skills. Now here comes the question: How can you love yourself? There are many things you can do to develop self-love. However, we have handpicked the critical ones which you can apply, and you are guaranteed to see a significant improvement in your life.

### **Have Time to Yourself**

By having time for yourself, we mean having time to do what you love. It could be a few days set apart in a month or a few hours in a day. With this, you get comfortable with yourself and your company. This is one of the best ways to develop self-love.

Having time to yourself could mean going to the movie theatre, going on a date with yourself, cultivating a garden, trying something new. The idea is to spend time and get comfortable with yourself to develop your social skills.

### **Give Yourself a Break**

It is natural for us to be hard on ourselves at times. We have set some unrealistic standard for ourselves, standards that we do not use for our friends and loved ones. No one is perfect; hence, there will be mistakes at times. When you do, learn from your mistakes, pick yourself up, and move on.

Being too hard on yourself for your mistakes will have some negative psychological effects on you. This will affect your self-confidence and your ability to improve your social skills.



### **Say No to Others Without Feeling Guilty**

One of the things that sets self-confident people apart is the ability to live their lives without worrying so much about the approval of others. Pleasing others is not in their dictionary, unlike people who lack self-love. Lack of self-love is seen in the way people bend over backwards to please others and get on their good side. However, the ability to respectfully say no to others when necessary is essential to foster self-love.

### **Have a List of Your Accomplishments**

This is not about being proud; it is about having pride in yourself and your abilities to make things happen for yourself. At times, the motivation you need to keep going is found from within. In other words, looking back at how far you have come can rekindle some hope in yourself and your ability. The satisfaction and hope from what you have been able to achieve could be the torch needed to see the tremendous potential hidden in you.

Without obnoxiously tooting your own horn, feel free to let others know your accomplishment without feeling guilty. Be proud of what you have achieved and give yourself credit for it.

### **Let Go of dark past and Hurts**

No one is perfect, and the fact that you are human already qualifies you for mistakes and errors. Some errors are simple to forget while others linger on. The weight from this past error could hold you down and prevent you from living life to the fullest, hence hurting your progress and affecting the relationship you have with yourself. and hurt your progress.

You have to realize that everyone has a questionable past; hence, you have to stop being hard on yourself. This only makes you a human being, not a bad person. With this in mind, you have to let go of the dark past that has been holding you down to develop a love for yourself.

### **Stay Away from people that bring you down**

In other words, know your worth. You are better off without some relationships. Individuals who do not add value to your life or disregard your value is not worth it. Being around those who bring you down will diminish your self-worth and affect your social skills.

The people who are worth being friends with should be those who inspire, motivate, and drive you to success. They should support and keep you going despite all odds.

### **Make the Necessary Changes in Your Life**

The only thing constant in life is change. Besides, bear in mind that there is neither anyone nor anything that can keep you happy for life. If people can keep themselves happy for a long time, the rate of divorce would not be so high. The point here is that you need to get comfortable with doing what you have not done before. The experience that comes from attempting new things is enough to help you develop the kind of love and motivation you need to keep going.

### **Be Grateful for what You Have**

By now, we have realized that things will not always go our way. However, learning to accept what life throws at you graciously is one of the keys to being happy and content with your life.

Besides, many people desire to be where you are. While you might not have a say at the what life throws at you, you are in control of the way you react. Hence, choosing to be grateful for what you have will help you develop self-love.

## **Chapter 6. Exercises You Can Do to Improve Your Social Skills**

Here are some highly useful tricks and exercises you can try in your free time to help you get closer to your goal of achieving greater charisma.

While a total shift of attitude: from negative to positive, unsure to confident, greedy to grateful, out of focus to present takes time and a steady amount of determination and energy, exercises can help you fine-tune and hone your skills to really shine when you need to the most.

## **1. Exercise to Build Rapport**

Humans are largely emotion-driven beings. Very few of us use logic to guide us. When conveying charisma and confidence, you will not be successful unless people trust you. This is the essence of rapport.

Do this exercise with someone don't yet know. This may seem daunting, even scary, but they will not know it is an exercise—only you will. What is even better is that you are going to do the exercise in a low-pressure environment, such as the grocery store. This is going to take you to task regarding building instant rapport. If it does not work out the first time, try it again!

The meaning of genuine connection is hard to put into words, but it is the same way we instantly know if something is inappropriate or even obscene—it is an instinctive, almost primal reaction. When you experience a genuine connection with someone, these are a few of the signs you will be looking for:

- a sudden, genuine smile or laughter that is mirrored in the eyes
- the sharing of a personal fact, feeling, or story
- the other person letting their guard down

When you are caught in a moment with someone else—and by caught I mean you are both in the same moment by coincidence, and cannot leave that moment, such as in a checkout line at a store, in an elevator, waiting at an airport gate, or on public transport—try to make brief conversation with them. This is much easier with someone who is the employee in a situation where you are the customer, of course. You can ask them how their shift is

going, how life is treating them, or what they think of a product you are buying.

In a situation such as an elevator, choosing a non-invasive question or topic is important, especially if you are male and the only other person is a woman. For the purpose of this exercise in those situations, it is best to wait for another opportunity, as women are frequently on their guard around men they do not know, for obvious reasons. We do not want to make someone afraid or uncomfortable for the sake of an exercise.

However, if the person you're with is obviously happy (if they're smiling, for instance) you can ask them, "What's your secret to being in a great mood?" Make sure you are smiling as well so that you are not accidentally misunderstood as being sarcastic.

Look for some component of their answer that will help you create a conversation. Say for instance they answer, "I just like to be cheerful. My mom raised me to always look on the bright side," you can say, "That is a good way to look at life. Where were you raised?"

They might answer with "Maine. I'm going back home to visit in a month, I can't wait!"

When someone shares something personal such as this, then you know you have scored a win in the rapport exercise.

## **2. Exercises to Instantly Reduce Stress**

Why do I need to reduce stress, in the middle of a book about improving my charisma? You might ask. The reasoning behind this is that we all carry stress, visibly, in our bodies, in our faces, and in our eyes. Other people can sense it from a mile away, and while happiness is contagious, so is anxiety and stress. We might not even realize we are holding on to stress, it is just that natural. However, if we learn instant tricks to let it go, we can shift that stress right out of our bodies before walking through a door to a party, date, meeting, or interview.

The breath in calm, breathe out stress technique: Breathe is extraordinarily powerful. We need it to live and we breathe thousands of times a day without focusing on it or controlling it. When we choose to control it, however, breathe can be an effective tool to use in calming the mind and relaxing the body. Think about when you are at the doctor's for a simple checkup and she asks you to breathe so she can listen to your heartbeat. Unless we are feeling ill or out of sorts, this moment almost instantly calms us down, right?

In the cab, your car, the elevator, the lobby of the building—anywhere that you can do a series of slow, deep breaths without someone giving you the side-eye—breathe in through your nose, deeply. You will know you have taken in enough breathe when your stomach pushes out, and always remember to keep your shoulders still. Healthy, natural breathing has everything to do with your diaphragm and nothing to do with your shoulders.

Hold the breath for half a second. Imagine the fresh air you have just taken in surrounding and latching onto the stress in your body, then exhale through your nostrils and imagine the stress leaving your body, never to

return. Do this again and feel the stress in your hands be pulled out of your body. Do it one more time, and this time imagine the stress leaving your face.

Facial exercise: Our faces can be exhausted, especially when we deal with other people all day long. Refresh your facial muscles by taking a moment in private (you can do this in front of the bathroom mirror at work or in a restaurant if you're not at home, or even in a bathroom stall), and moving your face in as many different positions as you can. It is going to look very silly when you do, but it works! Actors often do this before the director begins to shoot a scene, just to "reset" their face and deliver believable facial expressions.

### **3. The Instant Focal Shift**

When entering a room, an instant rapport and charisma boost is to immediately shift your point of focus away from yourself and towards the others in the room. People notice when someone is giving them their full attention, and they respond positively to that. They also respond immediately to someone who seems to be distracted, disinterested, or caught up within themselves—and the response is not a good one.

This is something many of us fail to consider when we walk into a meeting or interview. We are primarily focused on a) getting there, b) finding a place to sit, and c) gathering our thoughts together. In order to make an excellent impression, you need to get your thoughts together before you enter that room. Then, when you do walk through the door, acknowledge everyone in the room with your eyes. Try a genuine smile when you make eye contact with someone. Once you've acknowledged everyone, that is when you can look for a seat—usually, someone will pull out a chair or guide you to a seat that's empty, which is a great opportunity to start things out with a "Thank you."

Focusing your attention on to other people instead of yourself has the added benefit of moving your mind away from any nervousness, insecurities, or bad habits you might have—when you stop focusing on yourself, it is easier to project confidence, rather than exude anxiety.



#### **4. Try a Powerful Pose**

One of the fastest ways to hack the human brain and cause an inner upswing of confidence is through body language. A Harvard professor performed a study where volunteers were asked to assume poses of confidence and poses of insecurity. When the volunteers posed confidently, their levels of cortisol, the hormone produced during times of stress, dropped, and their testosterone levels rose. The insecure poses had the opposite effect.

Want an instant confidence boost? Here are some physical poses to do to instantly raise confidence chemically in your brain:

- At your desk, lean comfortably back in your chair with your feet up, and then fold your hands behind your head.
- Stand facing a table and lean forward to rest your weight on your hands—keep your palms down on the table's surface.
- Stand tall, feet apart, with your hands on your hips.
- Sit in your chair, and then lean back. Cross one leg over the other leg's knee, resting your ankle on your knee. Again, hands are held behind your head, crossed and cradling it.
- Sit in your chair with your legs apart, and rest your arm across the back of an empty chair next to you.

## **5. Ask a Friend to Become Your Charisma Partner**

So many of us are hesitant, even loathe asking for help when it comes to feelings and emotions. Confidence is a feeling—and at first, when you are just learning to become more charismatic, it may be as easy to lose confidence, as it is to gain it. Again, there should be no shame in this. Shame is a useless emotion and will only hold you back. By reaching out for help, you are showing, proving, that you are a strong person who knows when they need some assistance. Strong people solve problems—weaker people ignore their problems because of their egos or their pride.

When your confidence is flagging, reach out to a trusted friend for help. Studies show that people who receive a boost from friends or peers enjoy long-term healing effects from such a connection, which in turn boosts their overall confidence. Conversely, you can be their lifeline when your friend needs help with their own confidence.

## **6. Use Music to Pump You Up**

Music is an incredibly powerful tool when we want to give our brains a boost. Music can help the workday go by faster, can help a trip become more memorable, can connect us in large groups, and it allows us to tap into our deeper emotions. By listening to a high-energy song, your serotonin and endorphin levels will naturally increase, your tension will lessen, and your confidence will rocket skyward. Studies have discovered that songs with a heavier bassline work the best in pumping us up—think of rock anthems or stadium dance songs. Make a short playlist that can become a go-to on days you need some help with confidence.

## **7. Adopt an Alter-Persona**

At first, you may think, wait, seriously? Pretend to be someone I am not? Sort of, but actually, we are talking about being a different version of you. Celebrities, performers, and even mixed martial artists and professional wrestlers do this. It is okay to have different sides of yourself—that is very natural. So consider cultivating the "big energy" version of yourself when you need a confidence pick-me-up.

One of the easiest ways to practice this energy-shift is to imagine a charismatic, powerful and present character, then be that character during your next work-related phone call. Ask yourself what would this character choose to do, what they would they sound like, and say?

After a while, you are going to develop and utilize your own Charisma-based skill set, but playing a role in the interim can help you adopt some of your alter ego's techniques and style.

## **8. Refuse to Allow a Less-Than-Awesome Self Image**

This is such a widely overlooked problem that it is often the last thing we think about, although it should be our first! What is your self-image like? When you leave the house to conquer your day, do you feel just a little bit like an imposter? If your outer shell does not match your inner core, it is going to show. We want to come across as present, authentic, warm, and real. How can we do that if instead, our self-image is afraid, indisposed, unsure, and distorted?

Take some time to look inward. Be honest about what you see. Do you feel good about the image of you that you are imagining? If not, then it is time to take some steps:

- When you picture yourself, first picture your body. This may be uncomfortable for those of us with body-related hang-ups, such as our weight, our physique, our height, or an area of the body that we are self-conscious about. Next, imagine if a graphic artist used Photoshop to make you look better. See that improved image in your mind. This is not to allow you to feel bad about your current body. We have all seen living, breathing, examples of people with our exact same body type who we have thought looked terrific—this phenomenon happens all the time! The problem arises when we cannot feel how those people look—the issue is not a physical one, it is an emotional one. So use that inner graphic designer ASAP. Now, every time you imagine how you look, see that improved image—soon you will emanate that and project it. That is how others will see you.

- Beyond your physical persona, how do you see your attitude, your personal power, and your energy? If you see it all over the place or lagging, you can improve that as well, using your mind to re-draw that person you see. Imagine yourself confident, winning, being charismatic with others. Refuse to see the former image—the new image is your reality.
- Kick the negative thoughts right out of your head. This is serious! We discussed this earlier but it is essential to that better self-image that you follow through. The instant a negative thought pushes its way into your head, boot it out! Do not let it linger for a minute. You do not have the time or energy for that. Always...think...positive thoughts! An example: many of us have these instant reactions to frustrating problems: "This is too difficult" and "I can't," or "this is a bad day." Those are all self-defeating. They will literally make the situation harder for you. Pronouncing a day as "bad" will ensure that it is bad. Why settle for that when you have the power to change things with mere thoughts and words? Instead of "this is too difficult," say "I've got this" or "I can do this"--then give yourself the time you need to think it through, try different approaches, and get it done, and never be afraid to ask for help. Rather than saying "I can't," say "I will figure out a way." Instead of saying "this is a bad day," give yourself permission to say "this is a challenging day," and consider admitting that "I'll probably learn a lot from today."

- Learn about who you are. If you do not know yourself then you will be ill equipped to defeat your own bad habits and thoughts. Knowing ourselves means learning about both the good and the bad. Once we do, we can utilize our strength and wisdom to change that bad to good.
- Be a person of action. Acting in a positive way will activate all the other areas of yourself, and trigger them to be positive as well. Positivity is essential to success when it comes to charisma and confidence. People become what they choose to do. Your choices build the future you, day by day. If you choose to live positively, you will become more positive, it is as simple as that.
- Choose to be kind and generous. You might think this is a little too hokey, but studies prove that when people choose to be kind, they grow more powerful. A kind act provides an instant surge in empathy and presence, which in turn, activates our charisma. Being generous taps into your feelings concerning abundance and gratitude. Choose to act with kindness and generosity when you can; soon, you will be hooked on the positive feelings and feedback that comes from living this way.
- Become a lifelong student. Take time each day to practice something you want to be competent in; study things you want to retain. When you raise your competence level, it naturally transfers into your confidence.
- Slow your speech down. Not too slow, but not fast, either. People who speak too quickly are doing so because they are afraid they are going to run out of time, or the other

person's attention, or both. When you speak with purpose, you command attention. Not in a forceful way, but in a way that shows you are speaking from a place of inner conviction and strength.

- Build your confidence by setting small, realistic goals, then achieving them. By doing this, you are proving to yourself that you are capable of achievement.
- Get rid of bad habits, one (small) habit at a time. Getting in the practice of both noticing your bad habits, and conquering them, will give you the confidence you need to tackle bigger habits that need to change. Try waking up a few minutes earlier each day or walking an extra 15 minutes when you go out to exercise.
- Be a solution-based person. If your point of view tends to settle on the problems, such as "Okay I see what the problem is, it's (you describe the problem and stop there)," then it is time to shift focus and become the person who has an idea of how to solve the problem. Don't let the sentence end with the problem, instead, say "We can see that this is the problem, and I think doing (a, b, or c) is a way that we can try to solve it." When it comes to personal issues, take negative thoughts such as "I always procrastinate" and turn them around, instead of saying "How can I learn to stop putting things off?" Then focus on the solution.
- Choose to volunteer in some capacity. This goes back to the being generous and kind, but it takes it a step further in that you're going to be around people who are unfamiliar



to you (at first). This brings together the importance of generosity with the opportunity to practice your charisma skills.

## **9. Become an Intuitive Communicator**

When someone is speaking to you, there are important techniques you should use. First, never try to anticipate their words or finish their sentences. Even if you know, where their point is going, let it go there—this is their story to tell and you are showing them respect when you give them room to tell it in. Be present while listening—do not let your mind wander off to start formulating a response because you have not heard the whole point yet. Remember, charisma takes work, and being a good listener involves an investment of time and patience.

When the person is finished, wait a moment before responding. It can be helpful to ask them clarifying questions, or repeating back certain things they stated, adding a "is that correct?" to make sure they know you listened to them. If you respond immediately after they stop talking, they are going to know that you were not really listening, but instead just waiting for your turn to speak, which is the opposite of empathic and charismatic, as well as disrespectful.

## **10. Work on Your Body, and Gain a Happier Mind**

This may seem obvious, but many people fail to realize the immediate impact any kind of physical activity has on the mind and positive hormone levels in the brain. Often, we ignore our body throughout the workday and are just too tired to do anything physical once we return home. The simple fact is there is always time for exercise breaks, we just overlook them.

If you work for 40 minutes, then take a 5-minute break to stretch or lift free weights standing by your desk, in an 8-hour day you will have accomplished a decently sized workout.

Movement, strength-building exercise, cardiovascular activities, and toning exercises all serve to support our charisma-building agenda of positive thinking, better posture, inner strength, and gratitude. Do not ignore your body if you want to cultivate a more confident mind.

## **11. Refuse to Engage In Negative Conversation**

One of the easiest ways to get people talking is to complain about something, however, you will notice that if you do, the only people you have caught the attention of are the negative folks. This is too easy, so do not fall for it—refuse to begin conversations by pointing out the negative aspect of something.

Case in point: a father and son were standing in a long line at a Salvation Army store. The only cashier was patiently ringing up a full shopping cart worth of garments for a Native American woman. While this was happening, the man in front of the father and son was growing increasingly impatient: sighing loudly and looking around for someone to connect within anger. The father refused to meet the other man's gaze, instead of looking out over the racks of clothes beyond his son.

The woman checking out realized she would need her husband's credit card, and that he was waiting in the car for her. She apologized and left the store to retrieve it. The line of customers waiting was respectfully silent, but the man in front of the father and son finally voiced his opinion that "That is the most annoying customer I've ever seen in my life."

This time, the father allowed the man to make eye contact with him.

The father said, "You know, businesses like these assists many folks. If someone wants to spend a lot of money here, I imagine that could only be helpful to the charity itself."

The angry man replied, "I am allowed to have opinions. This is America."

The father nodded, and said, "That is true. And she was here first."

Nobody else spoke, but everyone else was listening. Whom do you think the rest of the customers empathized with the most in this conversation? Perhaps some had sided with the angry man, but the father made a better impression.

## **12. The Importance of Boundaries**

When navigating the social and business world, it is essential that we know our own personal boundaries, and are prepared to defend them. Being charismatic does not mean being a pushover. There is a fine line to walk between charm and acquiescence. A confident person does not sit idly by while someone else marches all over his or her personal space, ideals, ethics and values, and self-respect.

If you are starting your own business or have just landed a work-heavy new promotion, you might be tempted to forego all personal time or pleasure and just dive in, headfirst. The trouble is you are on a fast track to exhaustion. You need to learn to delegate; you also need how to say no, in a secure, non-threatening manner.

When framing a decline, state it simply and do not pile on the excuses why you are not able to perform what has been asked of you at this time. Offer an alternative solution that is in everyone's best interests.

### **13. Don't Live For Validation from Others**

It is important to win the respect of other people, but at the end of the day, nothing you do should be solely for the purpose of others' validation. You need to foster self-respect and a feeling of accomplishment. Those things come from within, not from the words of other people.

#### **14. Don't Be Afraid to Become Passionate**

Getting passionate about something lights a fire within you that others can see and admire. Do not be afraid to let yourself show what truly excites and motivates you in life. Hiding creates the opposite effect of being charismatic.



## **15. Be True to Yourself**

Finally, everything that you do should contain a reflection of who you are as a person. There are always more choices and opportunities. Do not live your life chasing someone else's dream; cultivate your own goals and dreams, then go after them. No one has the right to dictate how anyone lives his or her life. Life is an exciting journey, with reveals and hidden knowledge just for you—get out there and explore what intrigues you the most.

## **Chapter 7. Conversation And Tips For Improving Conversation**

### **Starting a Conversation**

It is obvious that a conversation starts at a point and therefore there is a point at which it should also come to an end. This is because making a conversation too long can create discomfort and sometimes points to insensitivity. When a conversation is flowing well and both of you seem immersed in it should not mean that you keep going on and on.

This is particularly if you are the one who initiated the conversation. If the other person opened up to you and gave you room to converse with them, they are probably trusting that you know the proper timing to end the conversation.

There are people who are giving the courtesy by accepting to go on with the conversation. But they could be sending signals about wanting to leave it at that. The possible care that it will be rude to just pull out the conversation when you seem to be keeping it rolling.

### **Opportune Time to End**

When you are conversing with someone you just met, you will be helping yourself to keep the conversation relatively brief. The briefness depends on the conversation and the level of engagement between the two of you. You should be able to judge that by your intuition. The danger in keeping a conversation stretched is you both start to notice certain awkward moments. There comes in some form of strain on both of you.

When a conversation starts to have some strain, it becomes uncomfortable and it can feel forced. The other person who is stranger can start feeling bored and since they still have power over you, if you approached them, they probably will not think well of you. And ending the conversation beyond the ideal time becomes even difficult and may create an opportunity for the other person to show negativity towards you.

However, conversations can also feel awkward when they are brought to an end too quickly. This happens particularly with people who have anxiety over social interactions. When one has too much anxiety, they feel tension when there is a moment of silence comes about. They doubt themselves and perceive the danger of losing control of the situation. They then opt to bring the conversation to an end that could be abrupt and unexpected by the other party.

In this case, the other person starts to be caution in the future when they encounter you. This is particularly if they perceive they are some kind of threat and they make you uncomfortable. They want to hurry and go and hence it kills future conversations. When you end a conversation unexpectedly the other person feels awkward and questioning why they gave you attention in the first place.

When it is someone familiar such as a partner or friend abruptly ending a conversation can indicate that you lost your cool. They may also feel you are sensitive about the subject of the conversation and this may start to reduce the richness of the spectrum of your conversations. It can even start to change the fun in the way you relate with the other person.

Conversations should be brought to an end timely. This is when both of the people conversing have expressed themselves well. Having nothing more to be said means that it is time to bring the conversation to an end. Do not try

to extend it or introduce a new subject as there will be a disconnection in the flow of the subject. Usually, a conversation that has to go on just switches to a new subject without the knowledge of those talking. You only realize later that you lost the original subject of the discussion. However, when there is a clear show that everything has been said, it is a signal of concluding the conversation.

### Make an Impression that Is Positive as You Close

Sometimes pauses naturally creep in when a conversation is switching topics and when the general tone of the conversation is changing. These poses that are necessitating a change of the mood or topic are the perfect timing to close the conversation. Signal that it is time to check out of the interaction and take an active role at this. You could do this by saying you like what the other person has said and how they are insightful.

It is about being gracious and warm, and showing that the conversation has been important because of the insights that the other person shared. For instance, intimate that “I am going to be thinking about how you described the food at the hotel. You are fun.” This is a show that you paid attention to what that person was saying and that makes the conversation feel worthwhile. It is a conclusive signal while validating the other’s role in the conversation which means that you found them refreshing.

When, for instance, you are talking about a certain event that is a current affair show that you have been enlightened. You could compliment the other person for their knowledge about it saying they are probably the best people to listen to on that matter. Say you are actually heading over to check out the article they mention in the paper. This signals the end of the conversation but showing you are not dismissive.

Once you are clear with your signal to bring the conversation to a conclusion, come up indicate that you look forward to meeting again. Plan on seeing the person again in order for them to be aware of you. If it is a stranger, suggest that you could arrange for a sit-down with them and familiarize themselves. Be specific about the day and time and let them suggest a different time. However, do not say you would like to see them sometime or to go out with them in the future. This in itself means that it will not happen.

If it is someone familiar, wind up by saying you will keep in touch. Say that you will call them. If it is someone that you are bound to meet later, tell them, "I'm going to see you tonight, right?" This ends the current conversation while starting to build the expectation for the meeting to come. It is about reinforcing the connection that is existing even as you part. Let them not feel as if ending the conversation means you are not interested. It could be that you need to get somewhere. It could also be releasing them to go if they send a signal to want the conversation. However, you are not just going to tell them to go.

However, it is not good to keep the parting moment drag on too long. Be on point and express what your feeling is about the conversation and deploy a body language that conveys the same message. Tell them goodbye mentioning their name as well to keep them alert. This could be a handshake, a smile and signaling eye contact. Then make the move to get going in order to avoid being ambiguous and overdoing things.

### How to Dodge Conversations That are Problematic

In some instances, you can initiate a conversation and it soon takes a turn to the worse as opposed to better. This can be weighing heavily on you and you feel the conversation should be halted. There are times when a

conversation is talking about a sensitive matter or is too aggressive than you could have it. You need to either get out of the conversation or simply halt it without making those involved feel offended or appearing a contemptuous person.

Conversations that have become too argumentative can be consuming and exhaustive and draw the worst out of you when you get carried away. The case is the same when you find yourself in the enmeshed in a conversation with a snob who is bragging about his qualities and exploits the whole time that you feel the conversation is suffocating you.

One way is to wait for the moment when they are pausing between sentences and fix a question or a series of questions. The yes/no questions work best in these situations as they can disrupt the follow of thought of the person. Once you successfully affect the questioning you gain the conversational ball that hands you the right to direct it. After realizing they are paying attention to you, at least for now, appreciate the last few things he said and congratulate the person for sharing their thoughts. Wish them well and notify them that you need to catch up with some friend on the other side of the lobby. Let them excuse you and shake hands with them as you smile and getaway.

This could sometimes make the other person realize how good you are and rethink their own way of engaging you. It may surprise you when the next time they ask you if you were offended by something to which you say no. Some may realize how overwhelming they were and just get straight to apologize if that was too much for you to handle. Sometimes, getting out of certain conversations in the best way possible and at the most opportune time could be the thing that gets friendship rolling.

Handling the Kind That Is Always Complaining

There are people who think anyone who they meet is supposed to hear the adversity that is in their life only. They have all the positives to say about you and all the negatives to say about themselves. Sometimes they talk as if the positives they are noting about you are only making their problems worse. These are sympathy solicitors that want to control you by appealing to your emotions and triggering your soft spots.

It is never fun to meet someone who wants to make you responsible for their problems or to make you share them. It can just be as overwhelming as interacting with a braggart who wants to dominate you with egotism. They are suffocating and can make you have to resign to listen to things that have very little to do with you. This is not to mean you are not pitiful but that you are interacting and everyone has their issues in life. They probably also need some social skills just as much as you are trying to learn and practice execute. They have to know how to interact with people who are not at first are not related to their life and what is going on it.

You will have to handle this kind with a similar process of questioning them with yes or no questions. This makes them think you are starting to get concerned and it switches them off for a moment. Send some sentiments of sympathy for their predicaments in order to make sure they know you listened to them. It can be fine to even express your thoughts of concern through some advice that is unsolicited and which you do not care if they will matter. This should be short and easy to understand. Avoid being thoughtful as you advise.

These could be telling them to keep trying, to hang in there and telling them that their way is for them to be hopeful. Tell them that it always works in the end. Tell them, you have to proceed to catch up with a friend. Call out their names as you say goodbye to them. They possibly will have no chance

of finding the flow to keep telling about their problems and you quickly will have gotten out of such an undesirable situation.

### Conversational Cues

Okay, everything seems to be going great. You are talking, people seem interested in you and your opinions, and the conversation is alive. They laugh at your jokes and comments, and they always keep in touch with you whenever there is a party coming up or any kind of social gathering that you might enjoy. That's great! So you decide to take the very same steps with another new group, and suddenly, it doesn't work. People feel a bit overwhelmed by your presence, or they don't pay attention like the first group did. What happened? You did exactly what you did before, and they responded differently. Where did you go wrong?

Well, the obvious answer is that you probably didn't do anything wrong. People respond differently to the same stimulation (that's the best part of society), and we must adapt accordingly. We talked about how we don't act the same way in front of our bosses as we do in front of our families, and we adapt our attitude and approach of talking in an unconscious way. However, sometimes, we do things or act in ways that people who don't know us may not like. The best way to see if you are doing something that might be interpreted as an offence is to follow this guide.

### Signs and conversational cues

#### 1- Personal Space

Have you ever been in a conversation where one of the people involved is way too close to the other, almost like they were over them? This is what invasion of personal space looks like. If you are standing too close to someone, people won't care about what you are saying, because it is an



intimidation tactic that is often used to overpower someone, since you are using your entire body to express your idea. This is entirely wrong, and it is something that should be avoided at all costs. In the same vein, if you are standing too far, your interlocutor won't be able to hear you correctly or give you the attention you deserve.

The best way to tackle this is to try to maintain a distance of three or four feet, and this depends on how familiar you are with that person. If it is a first-time conversation, use the range that I mentioned. But if you are quite familiar with that person, or you have seen each other before, you can talk closer. Be aware of hugs and kisses on the cheeks. People from South America and parts of Europe are used to it, and if you don't like it or are not prepared, it can result in an awkward situation. If you are hugged and don't particularly like it, you can try to politely refuse and explain that you don't enjoy it. The person should understand that hugs and invasion of personal space aren't for everybody. Keep this in mind if you ever travel to South America or Spain.

## 2- Tone of voice

If you work in an office where there are hundreds of employees, you will encounter this problem at least twice a week. Some people don't listen to their voice to see if it is too loud. I met someone who grew up in a house where the custom was to speak loud, and this led to several problems when it was time to enter the real world, to the point that he had to go to speech therapy to see if there was any way to improve with this. While this particular case is a bit on the extreme side, you will see this happening every day. But what if you do it without even knowing?

If you are in doubt about your voice, try to record it saying anything; for example, read a paragraph from the book you are currently reading, and

listen to it. Does it sound loud? If you are still in doubt, you can try to consult with a doctor. They will guide you and help you if you have any speech impediment or complication.

In a conversation, always pay attention not only to what your speaker is saying, but how and why they are speaking. These are as important as the message itself, and you can learn a lot about the message by watching the tone, inflection, pitch, volume and articulation of their speech. The last thing that you want as a speaker is to have listeners misinterpret your message because you raised your voice a little, or moved your hands in an aggressive way, as this will lead to confusion.

### 3- Vocal Register

As a corollary to the previous point, no matter how important the message is, the tone and vocal register are what people will remember from your speech. The most important thing in a conversation is to use the correct vocal register for the topic you are discussing. For example, if it is a happy situation or a friendly gathering, you don't want to use a lower voice because that expresses sadness. Try to use a higher register in your voice to express your happiness. In the same vein, if you are at a funeral or at a hospital, you want to use a lower register because that is what is suited to the place and situation.

### 4- Tone of your Text

This is something that you will have to learn the hard way. No matter how much you practice, you will eventually make a mistake. But the best way to check if you are doing it correctly is to read a message you have composed on email or text two or three times after you have composed it. Sometimes, you will realize that perhaps it wasn't the best way to express yourself, and

you can change or adapt accordingly. For example, if you are writing an email to your boss using your company's address, always be formal and avoid every attempt at friendship. Keep it professional, and it will be appreciated. If, however, you have a bond with your boss, then you can talk to him in a friendly manner over texts or on the phone. Be professional in a work environment, and helpful outside of it. This way, you keep a safe distance between your work life and personal life.

If you are in doubt about the tone, try to read it for a friend, family, or someone you trust. This way, they can give you an outside perspective of the situation. If they offer a critique or ideas, be open to listening to them. That's why you are talking to them, after all.

## 5- Fidgeting

This is a social cue that we have ingrained thanks to Hollywood and TV shows. You know when someone is playing with their hair while they are listening to you? How many times have we seen people in movies flirting with this exact move?

No matter what pop culture says, the truth is that most people take it as a universal sign of discomfort. If you are talking to someone, like a new friend, for example, and they start playing with their hair or shifting their weight from one foot to the other, they might be uninterested in the conversation or might be feeling uneasy about the subject that you are talking about. In the same vein, if you want to express and show how confident you are, you have to be aware of your fidgeting, and try your best to cut that habit out. Fidgeting is also a way to express nervousness, and you don't want that. Of course, if you are feeling uncomfortable about the subject, you can always politely tell your interlocutor that you can change

the topic. Or, if you don't feel comfortable saying it, you can always just change the conversation.

## 6- Wardrobe choices

My mother once told me that I should “dress for the job that I want, not for the one that I have”. This is a great piece of advice because it works on many levels. Unconsciously, we are more prone to following and listening to the advice of someone who is well dressed than the one of someone who doesn't care about their appearance.

On the other hand, a great way to see if your coworker or someone close to you is having a really bad time is to check their clothes. If you see that they are untidy, aren't clean, or look like a truck went over them (metaphorically speaking), you can try to talk to them to see if there's something wrong. Perhaps they are waiting for someone to ask them, and that person could be you. Practice empathy and active listening, and keep your eyes and ears open for any sign of a problem. Sometimes, our body language says more than what we actually say with words.

## Chapter 8. How Social Interactions Can Affect To Create New Friendships

No matter who your friends are, you owe it to them to be a friend who has great things to offer. As you probably have first-hand experience with, being friends with someone who does not value you or does not take the time to check-in with you can feel like you are involved with someone who is selfish. Toxic friendships are dangerous and upsetting, so don't be that type of friend. Know that friendships take work and effort to maintain. You cannot expect to make a bunch of new friends and keep them all by doing nothing in return. You need to be there for them, show them that you care about what is going on in their lives.

If you want to make sure that you are being the greatest friend possible, consider these tips on keeping your friendships active:

- **Spend Time Together on a Weekend:** When you are able to hang out with someone on a day that is not filled with obligations, you will get the chance to do more of what you want to do. Sunday mornings are normally a great time to spend with people. They are relaxed and open to many possibilities. Ensure that you do not have any other plans that will cut your time short with this person. Have breakfast together, and stay as long as you both want. From here, you can decide what you'd like to do next. Be spontaneous! Consider both your interests so that you can engage in a fun activity that you will both enjoy.
- **Become Comfortable with Silence:** In friendship, especially those that are well-established, you shouldn't expect every single moment to be filled with conversation. Learn how to accept silence as a treasure. Be

comfortable in these moments, and do not feel that you have to fill them just for the sake of filling them. Those who are comfortable with one another, in general, do not need filler conversation in order to maintain this comfort. It might take time to reach this point with your various friendships, but know that accepting silence is not a negative thing. It can provide you with moments of reflection that can be great for the friendship. You might realize how much you enjoy spending this time with one another.

- **Reach Out When You Are in Need:** Having fun within a friendship is a great feeling, but being able to count on someone when you are unhappy can also be just as great. Make sure that you are working toward confiding in your friends because they are there for you. Whether you need emotional coaching or physical support, you should be able to reach out to your friends when you are in need. This type of reciprocated support system is what will take your friendship to the next level. It can be easy to think of fun things to do, but helping one another in dire times will become even more of a learning experience.

- **Make Time for Them:** You might have a busy day ahead of you, but when your friend asks you if you can be there for them, you should try your best to be there. Much like romantic relationships, friendships can also come with some forms of sacrifice. You do these things because you care about these people, and the action should be coming from a place of love. Never make your friends feel guilty for the time that you decide to reserve for them. They are just as important and worthy of support as you are. Even if there is not a bad situation unfolding, being there for your friends in general shows that you are committed to the friendship. Anything that you make time for is something you consider important, and it can mean a lot when others see this.

- **Share Your Ideas:** Your friends can help you develop your ideas. When you are able to brainstorm with them, a creative way of thinking happens. This creativity can take you far by opening your mind to new ideas or inspiring you to seek out new opportunities. It is no secret that friendships can help you grow, and it is a sign of a great friendship when you are able to discuss ideas with one another. Even if your friend isn't doing anything other than listening to you, this might be the exact boost of confidence that you need to keep reaching for your goals.
- **Create Together:** Working together to create something can be a great way to build your friendship. While you do not need to become business partners, even creating a piece of art together can be a way for you to bond. The creation process is fun and exciting. It becomes even more interesting when you share this with someone that you enjoy spending time with. This process will allow the two of you to come together with your ideas and select the one that you would like to see through. Not only is this fun, but it can help you grow individually.
- **Pay Attention to Details:** When you first meet someone, you likely aren't going to know every single detail about them. This part comes after some time of getting to know one another. Having attention to detail is a great trait to express within a friendship. From remembering your friends' birthdays to their favorite colors, you will be able to show them how much you care by taking the time to retain these details. Do not consider any detail too large or too small; know that they are all equally important. These details are what make your friends who they are.
- **Take a Trip Together:** Going on a vacation with your friend is a fun way to bond. While a European vacation might not be realistic for your time and budget, you can still find ways to travel together. Taking a simple

road trip together to a nearby town for the day can prove to be just as fun as a whole vacation. When you are exploring a new place together, you will both be at the same starting point. From deciding which route to take and where you'd like to stop for food, you will be coming together with your friend to make these decisions. This is a meaningful way to spend time with one another.

- **Share Your Past:** Maybe your friends weren't there in your past, but that does not mean that you need to keep this from them. Sharing your past is a way of showing your friends how much you trust them. As you know, your past has a lot to do with the person that you have become today. It provides people with a deeper understanding of why you are the way that you are. If you feel like sharing this with a friend, this is a great thing. It will strengthen your bond and allow for a better understanding of who you are.

These ideas are only meant to get you started with strengthening your friendships. The best ideas come from the heart. You know your friends best, so make sure that you think about different ways to spend time together that will benefit things that you both enjoy doing. The simple idea of trying something new together can be enough to replenish the friendship. Because you are going to be putting in the time and effort to try this new thing, your friend is going to see how committed you are to the friendship.

The best part about friendship is that there are no rules! As long as you are treating one another with kindness and respect, there is nothing that you absolutely must do in order to be considered a great friend. What matters most is that you both feel fulfilled within the friendship. If there ever comes a point where you do not feel that you are fully being appreciated, speak up. Your friend won't always realize that you feel this way, so it is better to talk



about how you feel and be honest about it instead of holding onto these feelings passive-aggressively. Do not assume that your friend can read your mind. It is within this excellent communication that you will be able to work through anything together.

Know that some people require different types of friendships. Traditionally, a friendship involves speaking to one another often and making the time to see each other in person whenever possible. Some people want what are known as “low maintenance friendships.” These are the types of friendships where you do not talk or hang out as often, but you still maintain a successful friendship. Much like your own social abilities, some people are only going to want friendship in small doses. This is okay, as long as both parties are happy and understanding of the dynamic.

Beware of those friendships that drain you. The opposite of low maintenance, having a friend who demands to see you all the time and wants to talk 24/7 can become a bothersome person to have in your life. While it is nice to think that your friend values you so much, it can actually become hindering to you if your friend starts ‘punishing’ you for the time that you cannot devote to them. This can include giving you the cold shoulder or treating you poorly in general. Be on the lookout for friendships like these because this is an indication of toxicity.

## **How to Be You**

It is easy to become lost in others' habits and mannerisms. While you feel that you might have the hang of socialization and friendship, know that staying true to who you are is still very important. Do not allow the opinions of others to completely take over your own morals and values. You are still your own person, no matter how many friends you acquire along the way. Remember, your true self is what got you these friends, to begin with. If you simply transform into someone else, people might begin to miss the original version of you that you presented them with.

The more time that you spend with someone, the more likely it is that you will pick up on their behaviors. This is something that happens naturally within friendships. Think about the person that you are closest to right now, no matter who it is. Chances are that you have some similarities in the way that you talk, think, and act. This doesn't have to be a bad thing, as long as you remember that you also have your own wonderful traits. Adopting traits from your friends can be great, as long as you do not completely take on their personality, too.

Spending some time to work on yourself will make you a better friend. Now that you have the ability to make friends and build connections, spending time alone is likely the last thing that you will want. Know that this will benefit all your friendships and future interactions, though. Check-in with yourself regularly and ask yourself if you are being the best version of you that you can. Do you still love the person that you are? If the answer is no, then something must change.

If you stop loving yourself, you might project these insecurities onto your friends. By making them feel unintentionally guilty for not building you up,

it can be very easy to become a toxic friend that you would avoid yourself. Know that you can be just as happy alone as you can be with a friend. Hang out with yourself, and get to know yourself as you would another person. While these situations do not have to happen all the time, it is still a good idea to take part in them occasionally so that you know for sure that you still love yourself and the person that you are becoming.

Take the time to reinvent yourself, if you must. Do something new that you are unfamiliar with. When you have more friends, you will likely have more confidence. Know that you can still find ways to challenge yourself that will be different from the ways you utilized before. Put yourself in situations where you do not feel like you know exactly what is going to happen. This is a great way to catch yourself off guard and to really observe how you respond to new situations. You will probably find that there are many more interests that you may find yourself wanting to explore.

When you do not feel like yourself, open up to your friends. They might be able to remind you of the ways that you are truly a great person. It is common to lose sight of ourselves over time. This is something natural that nearly everyone must experience. It can happen a lot in socialization because of the pressure to transform into someone who is liked by the masses. Understand that not everyone has to like you. There is no obligation to please the world. As long as you are happy and you are treating your friends well, feel proud of who you are.

## Chapter 9. Meeting People

### Introducing Self and Other People

When people learn how to introduce themselves and others in informal and formal situations, their level of confidence tends to reach new heights. The skills of meeting people and making introductions are the foundation of bringing individuals together. People who have mastered these skills automatically and unconsciously play the role of host wherever they go, which can be quite interesting to watch.

People interact with several different social circles. Many socialize with workplace colleagues, neighbors, family members, and so on. In most cases, people keep their different social circles separate, either unintentionally or intentionally. However, there are many situations where those groups of people will meet, for example, at parties, funerals, weddings, and so on. When this happens, one may have to make numerous introductions.

### Introducing Self

People are bound to see someone they do not know, no matter where they go. At a large get-together, party, or formal event, everyone should make the most of the opportunity by introducing self to others. A self-introduction to a new acquaintance is as easy as saying, "Hello, my name is (insert name here). I don't believe we've met." On the other hand, if the person one is approaching is familiar, using his or her name will make an individual's introduction a bit friendlier. For example, "Hi Mr. Simons, my name is ..... It's an honor to meet you."

### Introducing Others

If the people one is introducing are of the same gender and age range, it does not matter whose name one says first. However, if they are of different gender but are in the same age group, one should say the female's name first. For example, "Susan, this is my neighbor Paul. Paul, this is Susan." On the other hand, if they have a different age range, it is important to say the older an individual's name first. For example, "Uncle Simon, this is my friend, Ivy. Ivy, this is my uncle, Simon Books." Finally, if one of them is a VIP, his or her name should come first.

### Things To Keep In Mind

It is important to remember that when introducing relatives, one should offer their full names. An individual's friends or co-workers would not call an individual's parents "Dad or Mom"; however, they might have to unless one tells them their names.

It is also helpful to add a little more information about that one is introducing. For example, Paul, this is Ivy. She loves hiking too." This gives Paul an excellent conversation starter and or topic, for which he will appreciate. In addition, a firm handshake and friendly smile will win everyone over and make a great impression.

### Introducing Other Informal Settings

In work and other formal settings, it is important to use the first and last names when introducing individuals. Introductions made in formal settings, such as business events, should take rank and position into consideration. One should state the name of the most senior person first. For example, "Mr. Jackson (manager), this is our new Accountant, Samuel Sanders."

When introducing a special benefactor or client, state his or her name first. This applies even if the person to whom one is introducing him or her to has

a higher position in an individual's place of work. For example, "Ivy Summers, please meet Professor Paul Strongman, who is our company's President." On the other hand, when introducing individuals of equal rank in the academic or corporate world, one should start with the person one knows less well.

### Other Things To Keep In Mind

1. Following the introduction, always continue to address others as Mr. or Ms., unless one is expressly asked to use their first name. However, it is up to one whether to accept the offer or not.
2. It is important to use an individual's first and last name when introducing oneself.
3. At dinners or in formal settings, the host meets, greets, and introduces people who do not know each other. In networking events, however, people are free to introduce themselves.
4. Since some people tend to struggle when it comes to remembering names, re-introductions may be necessary.

It is important to make the most out of any introduction opportunity. Meeting a new person can be as fun as opening a gift. A new acquaintance may turn out to be a great client, best friend, or even an individual's future love. The benefits are endless. The only mistake one can make is not introducing self and other people when an opportunity arises.

Proper introductions help make people feel at ease in both formal and informal situations, which helps them have conversations more comfortable. In other words, the aim of introductions is to give people an

opportunity to meet someone new. Knowing all the rules of introducing self and other people, as well as all types of introductions, should be easy for anyone. Mastering the skill of meeting people can help one look good to those whom one is meeting for the first time or introducing to others.

## People Connections

People connection is simply the process of how human beings link up and form a deep understanding of each other when they realize they share the same goals and vision. People connections improve our social skills. This skill helps people avoid being anxious or awkward in social setups and instead put themselves out there.

Connecting with people nowadays can be either physically or by using technology. By just clicking a button, one can make new connections on different social platforms. However, the most important and valuable people connections happen face-to-face.

## How Do You Meet New People?

In order to develop this skill, one has to meet new people first. The process of meeting new people can start by just talking to that co-worker you never say hello to or that neighbor you pass every day walking his dog. Attending things like art galleries, book clubs, cooking classes, or music recitals is a good way to meet new people. In order to meet new people, be open to trying out new things that you would otherwise say no to. When you establish the connections, show genuine interest.

## How To Develop People Connection

Many of us struggle to meet people and develop connections with them. If one feels uncomfortable or shy about putting themselves out there, here are seven ways they can improve their people connection skills:

Being a social person - Many times, people avoid putting themselves in social situations that will make them feel shy, awkward, or anxious. In order to connect with others, talk, interact and mingle with people you do not know. Do not let shyness or anxiety hold you back.

Encourage them to talk about themselves - If one lacks this skill, the best way to start developing it is by encouraging others to talk about themselves in social setups. When conversing show interest in their careers, family or current events but avoid controversial topics like politics.

Offer flattering remarks - Learn to politely compliment or praise the people you meet on anything they have done or accomplished. If you are from watching them perform, commend them for their performance. This is usually an icebreaker when starting conversations.

Have proper etiquette - Politeness and good manners, in general, helps improve an individual's social skills. When approaching new people, ensure that you maintain proper etiquette, you actually do not know whom you will meet.

Have a target - Setting a target for yourself is a good way to develop this skill. If your target is to connect with two people per day, strive to talk to at least two people. You can start small then increase the target number when you get more confident.

Be keen on people's body language - One can learn a lot by just observing an individual's body language. Be keen to note if your presence is making someone comfortable or uncomfortable and react appropriately.

Uncomfortable people will most likely not be open to holding a conversation for too long.



Pay attention - When meeting new people, it is always good to ensure that there are no distractions interrupting your conversations like a cell phone that keeps buzzing. Referring back to the things that they have just said shows you were actually listening and makes them want to listen to you even more.

### How To Build On The Connections After The First Meeting

After connecting with people in social gatherings, the connection can quickly end as soon as the event is over. However, one can strengthen it by doing the following.

Extend an invitation - Once you establish common interests, be the one to break the ice and invite them for tea or to such-like events. Offer the invitation when winding up on the conversation. You will be surprised how many actually show up.

Exchange business cards - If it is a business setup, feel free to give out your business card, in case they want to get in touch with you and politely request for theirs.

Attend similar events - The best way to meet someone again after making that first connection is by attending another event similar to the one where you initially met. If you met at an art gallery, the chances of bumping into them in another art gallery are quite high.

### The Benefit Of People Connections

Connecting with others and improving your social skills has the following benefits:

It boosts an individual's self-confidence - Being able to meet, interact, and connect with other people is a sure way of boosting an individual's self-

confidence.

Helps build relationships - Making new connections can help build new relationships as well as future friendships. These new connections can open the door to new job opportunities or businesses, new friendships, and help you understand others better.

Improve communication - Connecting with others is likely to help one develop better communication skills. By connecting with many people, one is able to learn and grow their own communication skills.

Helps one become more efficient - By connecting with others, you quickly learn what you like and dislike about people and avoid people you do not like.

Not everyone in an event will be interested in connecting with you and vice versa. However, the goal is to focus on your targets and surpass them. Avoid dwelling on any rejections and celebrate any positive connections made.

## Making Friends

Making friends is a social skill that everyone has to practice in their lifetime. When young, it was much easier to make friends than as an adult. This is true because kids are not afraid to show vulnerability. They do not dwell too much, into what they are ripping out of friendship as adults do. Friends become a big part of our lives. They are the people who will always be there through sad times and happy times. However, there are different types of friends:

1. Regular friends - One meets these friends every so often to catch up. Conversations with them are usually about regular topics

2. Acquaintances - These friends are the ones you meet every day just because you attend the same school or organization. Your conversation with them is usually hi-bye or how are you doing. You never meet them anywhere else.
3. Best friends - These are your ride or dies, and your conversations are not limited to anything. You trust each other and share very personal information. Even though you may not meet up often, your relationship is solid strong.

Most people strive to make regular as well as best friends.

### Conditions For Making New Friends

The following are three conditions that allow people to make new friends:

1. Location- An individual's location and proximity can influence his or her ability to make new friends.
2. Repeat interactions- A person's openness to attending interactions like school or church can influence their ability to make friends
3. Open-mindedness- an individual's ability to put themselves out there can influence how often they connect with others

### Tips For Making New Friends

Making friends can seem like an easy task, but a lot of people struggle with it. Here are a few pointers on how to make friends:

- Put yourself out there - In order to meet new people, and improve your social skills, be open to attending parties, workshops, clubs and any other social setups where people gather to do various activities. These gatherings offer a great way to meet people quickly.
- Make the first move - The same way you feel intimidated about approaching people you do not know is the same way others feel. Take the first step, say hello, and get to know the other person.
- Get to know people - Share something about yourself and give the other person an opportunity to share as well. Friendship is a two-way street. Start conversations about things that have happened recently.
- Have an open mind - People are diverse beings. You might be looking for friends who share common interests as you, and when you meet them, you end up not liking them. At the same time, you can meet people who are opposite and become best of friends.
- Be yourself - When meeting new people always be yourself. This helps them decide if they like the real you or not. Pretending to be someone else is hard work to maintain.
- Find a way to keep in touch - Making friends requires continual effort. Invite them out for lunch or tea or get their contacts and communicate every so often. Technology has made it possible to keep in touch.

- Stay up to date - A good way to break the ice is to start conversations about current events and news stories that everyone is talking about. Ask them what their take is on certain issues as long as they are not too controversial.

## How To Keep Friends

Making friends is the easiest part; keeping them is usually the hard part.

Once you meet someone always:

1. Be real - Keeping it real is what builds a friendship. People appreciate friends who tell it like it is, friends who do not beat about the bush or lie in order to make them feel nice. Such friends are likely to reciprocate the same.
2. Be present - In order to keep long-lasting friendships, being present in each other's life is important. This does not only mean being physically there but also connecting with them either through text messages, calls, or on social platforms.
3. Be understanding - As much as friendship is a two-way street, sometimes life happens and one cannot show up for all the birthday parties and hangouts. Instead of assuming, they do not care, be understanding, and reach out to them. You never know what someone is going through.

## Importance Of Making Friends

Making Friends comes with many benefits. Your friends are the people who will be with you through the difficulties of life, challenge us to grow and at the same time, drive us nuts; however, they are important for our well-being.

1. Friends help us improve our social skills - By putting yourself out there to meet and make new friends; you are improving your social skills. Meeting people requires communicating and interacting with others.
2. Friends are important to our health - Friends are equally important as the food we eat. We need them to keep us physically and mentally strong and healthy.
3. Friends improve our quality of life - Despite what life throws at us, friends help us improve our quality of life. Friends will always be there to laugh, cry, support, help us, and put things into perspective.
4. Friends improve our relationships with others - Through friends, we can meet and interact with new people. Many of our relationships with others are based on friendships.

Bottom line, you need friends, and they need you. Meeting people is an important social skill that is necessary. Finding, picking and keeping the right friends will always be part of our lives.

### Making Use Of Social Media

In 2019, there are 3.4 billion social media users throughout the world, and with technology advancing more and more people are connecting online. The beauty of it is that people are able to travel across the world and still keep in touch. Social media has opened up new doors for people to improve their social skills; however now individuals need to keep up with the new applications and the ever-evolving tech world.

While social media does not offer the deep connections that come with connecting with people face-to-face, it offers more convenience. It has

greatly challenged our social skills but also provided endless ways for people to connect online.

### Advantages Of Social Media

1. People can stay connected - Social media has enabled people to keep in touch
2. Job opportunities - Many people are earning a living through various social media platforms.
3. Networking - It is easy for people to meet and make connections.
4. Support - People online can be compassionate, especially when it comes to supporting a cause, seeking justice or support people going through difficult times.
5. Marketing - Many businesses now use social media for marketing their products and services.
6. Enhance Education - Students all over the world can take courses online. They can receive assignments and participate in discussions using various social media platforms.

### Disadvantages Of Social Media

Just like most good things, social media also has a negative side to it. A few disadvantages include:

1. Cyberbullying- Social media has created an opportunity for people to send messages to threaten and intimidate others.

2. Challenge our social skills - These platforms have made people so glued to technology that they struggle holding a normal conversation with people physically.
3. Create false assumptions - People only share what they want you to see and not their real lives.
4. Comparing our own lives to other people - People sometimes fall into the trap of comparing themselves to others, forgetting that people only share what they want you to see.
5. The internet always remembers - It is very difficult to delete something once shared on the internet, and sometimes things have a way of coming back to haunt you.
6. Low productivity - People can spend hours perusing through social media, instead of doing other constructive things. It is more or less an addiction.

### Importance Of Social Media

1. Boosting people's confidence - When people share their photos and videos, they get a lot of feedback from others, which in turn can motivate them to share more things that get them out of their comfort zone.
2. Getting news in real-time - With headlines appearing at our fingertips, social media keeps people up to date on current trends and news.
3. Improve lifestyle change - Many people, such as celebrities; promote their healthy lifestyle through these platforms. They share exercise routines, diets, and



products that they use to motivate their followers to make the change.

4. Freedom of speech - with the various platforms, social media has made it possible for people to express themselves.
5. Help people to reconnect - Many people have reconnected with their old friends through social media. It actually made things easy when trying to track someone down.

### How to Make Use of Social Media to Improve Our Social Skills

Using social media platforms can be seen as a big waste of time, but this is not the case. These platforms can help one reach millions of people all over the world in a split second. In order to improve our social skills online we can:

1. Creating videos - Social media platforms usually allow their users to share photos, video, or texts with other people. In order to improve our social skills, one can opt to share content using a video as opposed to writing or texting. Videos give a clearer view of what one is trying to communicate.
2. Offer good customer care - People online use the various social media platforms to rant, complain, and share their disappointments about a product or service they disliked. Companies and businesses in question can use the same platforms to listen to their customers and address their concerns.
3. Identify the target market - One can use social media to reach a certain target market. These platforms offer the

ability to share posts to a specific area in order to reach your target audience.

4. Staying Active - Engaging and interacting with people online at all times is one way of improving an individual's social skills. In addition, being consistent helps build on old connections as well as gain new ones.
5. Broke Barriers - Social media has broken down barriers of communicating with others. We can now keep in contact with anyone directly as long as he or she is also using the same platforms.

Social media platforms have greatly improved our communication skills, what we can do, is using to them improve our own social skills and life in general. These platforms will only become more pervasive in our lives, so the sooner we get on the bandwagon, the better.

## Conclusion

If you desire to enjoy all that life has to offer, improving your social skills is non negotiable. It is high time you crawl out of the shell you have built for yourself due to social anxiety, shyness, and lack of confidence. Remaining in this shell will only end up robbing you of all the goodness and riches out there. There is meaning and sense in life when enjoyed in the company of others, and not in isolation.

If there is one thing I regret about my early years, it is not working on developing my social skills. When I think about how awesome my life could have been, the opportunities and relationships that I missed out on makes me sad. And I am sure there are many people in my shoes. Luckily, I was able to take practical steps to improve and get my social life in order before I become an old man full of regrets.

You can also do the same. It is not too late to develop charisma and initiate contact with that girl you have always eyed. You have potential; do not let shyness and lack of confidence rob you of maximizing your potentials to the fullest. In my quest to improve my social skills, one of the things that got me going is that people are too busy with their lives to capitalize on how I made a fool of myself. They are actually interested in what I have to say than how I comport myself. Armed with this information, launching out was easy for me.

The practice and tips presented in this manual will not transform you overnight. Besides, it is not about theoretical knowledge alone. You have to get out there. We have presented tons of information in this manual. Be sure to take each chapter and work on the recommended ideas and suggestions. With time, dedication, and resilience, you will notice considerable

improvement. Rome was not built in a day, they say. And as with any other skill, social skills takes time and effort. It is a course on its own. Besides, looking at the amazing turnaround that developing your social skills can have on your life, it is worth every effort.

I am pretty sure if you can pay the price to work on developing your social skills, your future self will thank you. It will not come on a platter of gold. Your voice might fail you at times. You might sweat and even forget what you wanted to say. Do not beat yourself up. Whether you see it or not, your efforts are all working together to help build your social muscles.

Remember, baby steps. By getting yourself out there, you have overcome the greatest barrier. And by keeping up with the practice, you condition yourself for improved social skills. It is also important that I point out that you will face rejection. I do not mean to be a prophet of doom, but to prepare your mind. When you are rejected, do not take that as an excuse to recoil into your shell. Let the rejection be a fuel to help you bounce back and also get better at handling rejection. Bear in mind that everyone who succeeded has failure as part of their success story.

Building your social skill is not rocket science. I am pretty sure there are many people out there that were once socially awkward. These people, however, got uncomfortable with their life and took the necessary steps. These are people who, when you see them today, you wish you were like them. You might, however, not realize something – they paid the price. You can as well. And with utmost dedication, you can improve your social skills such that it becomes a natural part of you.



## Public Speaking:

How to talk to anyone improving Social Intelligence skills & Persuasive Relationship. Learn Effective communication without Fear & Shyness. Gain Confidence and feel free from Anxiety.

Ted Goleman



## Introduction

Interactions, in general, are very simple in nature, although complex individually. Every interaction is based on a certain motive that can be expressed through interest. If a person finds you interesting or if you have something of value that can be acquired through social interaction, then social interaction will be easy to achieve. These statements lead us to the conclusion that you must possess certain value to be a person of interest, someone worthy of social interaction.

Thus, the goal of this book: to explain how to engage in conversation with people and improve social skill to accomplish your goals. Since conversation is a form of communication that can be considered a social interaction, then it is very valuable to understand what your ultimate goal should be “underneath the curtains.”

People feel badly when they are rejected or feel unwelcome somewhere or in some situations. It is a natural feeling, but these situations tend to scare people and lead them to the circle of blame that results in even more rejections and social failures.

You should never blame someone else for bad things that happen to you in social interactions.

Instead, the first question to ask yourself should be, “What could I have done better in that situation to avoid this unwanted outcome?” Objective reflection on your actions is the best way to achieve your goals in the long run.

The cruel reality of life is that we cannot expect to be accepted simply because we exist. It is true that we have feelings and rejections that make us



feel badly, but in order to be accepted anywhere and by anyone, you need to prove your worth and value in some way. A simple example can be derived from a situation where a man approaches a woman with the intention of seducing her, getting her number, or asking her out on a date. To achieve his goal, this man is expected to impress the woman in some way and create attraction and interest between them.

If he fails, the only person he should blame is himself, and bitterness is not the solution. He cannot expect to approach the woman, startle her, ask for her number in the first sentence, and expect a positive outcome.

This is an unrealistic view of this situation, and it needs to be corrected. You must present a certain value and need to do it successfully to expect a positive outcome in any social interaction. One of the main goals of this guide is to provide you with some tools that can help you present yourself as a person of value, making you someone worth the time and effort to talk to and interact with positively.

# **Chapter 1. How To Talk To Anyone By**

## **Establishing A Relationship**

Some people out there marvel at how easy it is for other people to start a conversation. Others out there are intimidated just by the thought of walking up to a stranger and starting a conversation. You have even given up on making friends since you do not know the magic involved in maintaining friendships. Talking to a crowd is a nightmare as you would rather have the ground to open up and swallow you than survive hundreds of piercing eyes all directed at you.

Human beings are social creatures. We live, thrive, and survive via interaction with others. This explains why it is vital to know how to comport ourselves in a social environment. Besides, to interact and relate effectively with other people, it is essential to have the right social skills. This is why we define social skills as the skills that help us in interacting and communicating with other people. This communication and interaction could be verbal or non-verbal via body language and gestures, etc.

Over the years, humans developed many means of communication. This explains why you can say a lot with your body language and personal appearance.

In the study of communication, the message being passed across is not only about the words spoken. The tone of voice, volume, pitch we use, and gestures all add to the message we are trying to convey. Some people have developed a better way of communicating their feelings and messages with others.

This is what social skills is about. Being mindful of how we communicate, the messages we send and taking note of how our method of communication affect others. Not only that, it is about looking for ways to make our communication effective and efficient.

Social skills are like any other skills – it can be learned. Even though some people are born with excellent social skills, others can easily

Having a healthy social relationship is vital to our quality of life and wellbeing. There is a lot to gain by having an excellent social skills and striving to improve them. In fact, ensuring a healthy social relationship with others is one of the keys to managing your mental health and preventing psychological disorders. Having a good social skills, via being an excellent communicator, can be the ticket to getting what you want easily.

Remember the example in our introduction. The character would have gotten the job on a platter of gold, all things being equal, had he worked on his social skills while preparing for the interview. However, failure to take the social skill into cognizance robbed him of the job. With this, we proceed to the next section that discusses why social skills are pretty vital than people think.

# **Why Social Skills are More Relevant Than People Know**

Have you ever experienced the awkward silence while having a first date?

You might have done something so silly even before someone you just met. For instance, offering Cheeseburger to a friend you know is trying to lose weight or made an insensitive joke that ended up making people uncomfortable. Your friends might even try and set you up on a blind date, but the date was filled with awkward silence, and you ended up blowing it. You might even try to start a conversation, only for you to run out of what to say after a couple of minutes!

If you can relate with any of the above, then you know how essential social skills are. The truth, however, is that these examples do not tell the whole story. Poor social skills will cost you more than losing out on a potential date and a temporal moment of being embarrassed.

I will shed light on some essential reasons why social skills are very important.

## **Poor Social Skills will Cost You**

It is essential to make something clear at this point. Social skills are not only an important factor in building relationships, making friends, and going to parties. Social skills are vital in all aspects of human life. As long as it involves people, social skills are relevant. From our opening example, it can be the difference between getting a job or not, closing a deal or not, getting the manager or client to like you or not, etc.

I will never forget this example, because of what it cost me. Many years ago, I was a freshman in college. There was a quiz competition taking place

at school, and the whole student body was the audience. There was a question that none of the students having the quiz could get right. They threw these questions to the audience. Everyone was giving what they thought to be the correct answer, but no one got it right. I had my answer, out of timidity, could not say it but told my friend. My friend gave the answer, and surprisingly, he was right.

Because this was a question that gave a lot of people a tough time, my friend was handsomely rewarded. Now, I guess you know how I felt then. Not only did the timidity (which stemmed from poor social skills) made me hate myself, but it made me lose the gift and recognition. Even decades after the incident, I still remember it vividly because of what it cost me. It is one of the experiences that motivated me to work on improving my social skills.

Poor social skills have cost people opportunities, promotions, etc. Decisions are made in your workplace daily, which revolve around your social skills. Some people, due to their ability to take the initiative, make people feel relaxed and welcomed around them, have been promoted, and seized the opportunity. Some people, on the other hand, have robbed themselves of opportunities that could have been the turning point in their life due to poor social skills.

The truth is a failure to deal with and relate with people in the right way will make you lose opportunities. And the worst of it is that you might not be aware of what you are missing!

### **Extroverts even Strive to get on the good side of People**

If you have ever watched a talk show of your celebrity being interviewed, you will be amused at how easy they flow and how they have a relevant story to substantiate their point. It is rather fascinating to watch public and

motivational speakers keep the audience glued with their speech and engaged the entire duration.

These celebrities appear so good that what they say, it seems to flow naturally. However, what is hidden to many people is this: What you see and watch is the result of weeks of preparation. These speakers and their deliveries have gone through practice, scrutiny refinement, before they are ever ready to deliver to the audience.

It is not surprising that their speech flowed smoothly and they could keep the audience glued with ease. The hours of dedication and diligence they invested in practice made it possible for them to appear flawless and get on the good side of their audience.

We encourage you to take this approach to improve your social skills. You do not need to have a presentation or speech before you practice. Every highly social person knows this. Besides, your practice can be as simple as in day to day conversation.

There is a big chance people won't tell you if your social skills are missing out.

Let us assume you are going out on a date or a business meeting with a client. While you are not aware, there might be a little piece or strand of vegetables stuck between your teeth. The sad part is that even though everyone sees it, no one cares enough to bring it to your attention. People might do this out of respect or just trying to mind their own business.

Besides, if you ever suffer from mouth odor, there is a big chance many people will not tell you. Only loved ones care enough to tell people something like this.

At one time or the other, we have been in situations like this. There is this oddity that affects our ability to make a good impression which ends up putting people off. It might be difficult to spot this idiosyncrasy, but once you do, it can turn your life around for good.

I believe this example will shed more light on what is being emphasized in this section.

Back in high school, Jackie was my friend, one of the best students then. She applied to dozens of scholarships without any positive feedback. Jackie was really brilliant, which was evident as she passed the written test with flying colors but could not scale through the interviews.

However, she realized her error when she sought assistance from her friends. While having a practice interview with her, we noticed she never smiled and even did not maintain eye contact. Jackie thought all she needed was the book knowledge, but little did she realize that her body language was off, which cost her fantastic opportunities.

This was a vital piece of the puzzle that continued to elude Jackie. None of the panels of interviewers bothered to correct her. Instead, she kept wasting opportunities which baffled her. This explains how vital feedback can help build your social skills.

Now that we have set a foundation for why social skills are pretty vital, it is essential that we add to the building block of the foundation. The next section will shed light on the relevance of the brain to social skills.

# **The Relationship between the Brain and Social Skills**

Right from a tender age, our subconscious mind has developed the right skills to absorb all sorts of information. Like a tape recorder or a video camera, our subconscious mind does not rationalize what it takes in. Rather, it absorbs all data from the senses through experiences.

The subconscious mind, as well, does not analyze any information to determine what is essential, relevant, sensible, and healthy. It takes in everything supplied as well as the impression coming from such. Therefore, when a small child sees his father continually talking down to his mother, disrespecting her, and never giving her a single iota of respect, it might affect his relationship with women later in life. It will not be alarming if this kid, at a tender age, is beating up his female classmates.

## **The Concept of Self Talk**

Have you ever noticed that there is always some form of "conversation" going on in the mind every day? As we go about our day to day activity, our mind constantly feeds us information that affects our output and reaction to life. As a result of this, people who are shy, cannot face the crowd, have low self-esteem, lack of confidence, etc. are all victims of negative self-talk. This self-talk keeps your thought filled with information suggesting that you are not smart enough; you are not capable; you are not good enough, etc.

The good news, however, is that this depreciating self-talk can be remedied with affirmations. It is a step by step process, and it involves identifying what you are telling yourself first. Some examples of negative self-talk



statements is: I am not good enough, my ideas are silly, I am not that smart, I am timid, I might not be accepted, people will not like me, etc.

One vital piece of information about the subconscious mind is that it will give you what it takes in and processes on a daily basis. What I am trying to say is that if your subconscious mind holds negative beliefs and conclusions about you, you will see the reflection on your life and experiences. This is why the subconscious mind is so powerful in helping us improve our social skills. You have master how to work on your mind. This starts by accepting responsibility for your life, which can help you think differently, thereby changing the course of your life.

### **How can You get Your Mind Right?**

Getting a hold of your mind to fix your thoughts does not require you to relive some painful memories that caused the negative self-talk. The solution we are presenting here is an affirmation. You can retrain your mind through positive and repetitive statements in a bid to suffocate the conflicting messages in your mind.

Someone might object: How can repeating a piece of information over and over alter the subconscious mind? The fact is that these negative thoughts have long been rooted in our mind; hence, it will take a conscious action to dissolve them.

Armed with the knowledge and ideas of the many negative self-talks that affects your social skills and triggers other feelings of inadequacy, you need the affirmation to replace such messages. It is not about creating the affirmations alone but repeating them as much as you can for it not only to sink into your subconscious but for your subconscious to accept them. It is a ruthless exercise as you are attempting to challenge the beliefs that your

mind has held on to for quite a while. All you need for this affirmation is a clear identification of the problem.

Here are a couple of examples to make the exercise pretty easy and straightforward:

Negative Self-talk	Affirmation
People will not accept me.	I am loving, gracious, attractive and a kind person.
I am unlovable.	People are drawn to me easily.

Affirmation is powerful and effective when they are brief and concise. Besides, you do not need to repeat them aloud. It can be in your mind. For instance, before a presentation, a shy person can keep telling himself, "I've got this" moments before the presentation. With this, you are automatically configuring your brain for success with the presentation.

### **The Power of Imagination**

It is essential to point out here that humans are composed of energy and intelligence. The same way, we can liken our thoughts and imaginations to electrical pulses coming from the brain. Imagination, which involved forming images in your mind is a pretty potent tool in helping to turn your life around.

This is why one of the most common and effective means of stress relieve is visualization. It involves the person creating images of a safe, calm, serene, and peaceful environment where he lets go of all worries, stress and concerns. You can also use this tool to improve your social skills. For

instance, you can imagine yourself walking up to a stranger and starting a conversation, delivering a speech, closing a sale, building rapport with your boss, exploring new ideas, etc.,.

Visualization is pretty powerful and effective. And bear in mind that the key also lies in training your mind.

### **The Power of Emulation**

Finally, in this section, we want to shed light in one powerful tool that can help shape your social skills. This involves emulation, that is in your vicinity, at the local grocery store, nearest bar, or wherever you do frequent, you identify someone with the right social skill you would like to emulate. This should be a person with charisma, who is always lively.

The goal here is not to meet the person and become a friend or an acquaintance. Rather, what we are suggesting is an understudy of this person. How does the person respond and relate to the outside world? What is his disposition to other people? Does he employ the power of humor to make others feel comfortable?

We recommend getting a piece of paper and writing down all the traits you admire about this person. Circle the traits that help will help in improving your social skills. You can include this in an affirmation for you to develop each of the desired traits.

This is an example: I am a lovable and easy-going person. I am simple, generous, and friendly. Whatever life presents to me, I see the humor in it. I am capable, and others enjoy my company.

## Setting Goals to Improve Your Social Skills

As with many other skills, social skills can be improved. You can take the right steps and give it what it takes to develop and increase your social skills. Having the right goal is very vital to improve your social skills. We are not talking about broad goals with no specific directions here, for instance, “I am sad and all alone” is vague and directionless.

We believe you already know what your overall social goals are. It might be to act more comfortable around people, to make more friends, have a smooth conversation, etc. It does not have to be very specific, as long as it seeks to overcome your problem.

It does not stop here. You also have to figure out some mid sized goals by thinking about the obstructions that might want to prevent you from achieving your goals.

Not only that, but we also recommend looking inward to determine your mid goals and to visualize yourself when trying to meet your primary goal. This has to do with reflecting on the periods you have really tried to achieve your goal. In this case, at what point did the negativity or self-critical thought arise? Where did you lose interest and motivation? For instance, you might think about how the idea of making more friends appeal to you but suddenly cringe when you realize how people can be unreliable and deceitful.

Here is a list of sub-goals for someone whose overall goal is to make more friends:

- I need to take more walks in the park and meet people.
- I need to smile often, even at strangers.

- Puppies are adorable, a walk in the park with a puppy can help me meet people.
- I need to work on starting a conversation with strangers.

You can break these sub-goals further into smaller ones. You might make it include specific things you want to do outside. Hence, rather than saying you want to take your dog out for a walk, you might think about dog shows, a trip to the vet, etc. and how this can fit into your schedule.

Besides goals associated with a larger objective, you might also have a couple of isolated goals you can work on. For instance, you might want to start paying attention to your overall appearance since it can help your cause. You can also break it down into specific and sub-goals that will give you a sense of direction on what to do.

Bear in mind that the idea is not to have a perfect goal. Rather, it is about giving you clarity on your issues and how to go about approaching them.

### **Working with Specific Goals**

One of the most important steps to take in improving your social skills is to map out your goals. It is, however, vital to establish that the way of tackling the goal is completely up to the individual. You might want to set up a specific period of time to work on your goals. For instance, for the next four months, you might make it a goal to meet and talk to at least one stranger per week. Should this be your goal, there are specific steps with which you can structure your goal that will help you achieve this.

It is, however, important to note that not many people are cut out for pursuing their goal in a very proactive way like the last example. Others prefer a pretty casual approach. Armed with the knowledge of what they want to work on, they prefer to do this as opportunities come, rather than

being proactive. What some people need is a clear and focused goal to keep them motivated and on track. To other people, this is an unnecessary pressure that keeps them discouraged.

### **Standard Suggestion for Setting Workable Goals**

#### *Give Yourself a Two to Six-month Window to Achieve the Goals*

The idea here is not to set goals that will be over through the weekend. This is much better as a piece of a bigger puzzle. On the other hand, as well, the idea is not to set a goal that will take you years to accomplish. If you are not in a relationship, for instance, a goal like this is not very helpful: "I want to spend my life with the most beautiful woman on this island." Rather, we recommend a pretty manageable goal that will help in the short term and also work together to make your overall objective a reality. Hence, you could focus on asking out the girl that smiles back at you for a cup of coffee.

#### *Make Your Goal Challenging But Possible*

If your goal does not get you out of your comfort goal, you have not started. Hitting your goal should make you push yourself and probably scare you. Besides, if your goal is way too easy, you will not be challenged, which will make you complete it on time, and eventually, you will have to set harder ones.

The idea is not to set hard goals because if you set hard and ambitious goals, it might keep your adrenaline up for a while. With time, however, you might get frustrated and unable to meet up. With this in mind, aiming to settle down with the prettiest girl in the county eventually might be biting more than you can chew.

#### *Avoid Focusing on Too many Things*

When you think about everything that poor social skills have robbed you of, the opportunities you have missed and how far you could have gone, it is easy to succumb to the desperation to get your life in order. However, one thing you fail to understand is that these things take time. Improving your social skills, just like any other skill, is a process that takes time and commitment. You cannot combine a lot of things at once and expect to achieve success.

In addition to this, you also need courage, willpower to handle challenging goals. Bear in mind that improving your social skills will get you out of your comfort zone. This makes it important to take it easy work with goals you can handle.

*Your Goals should be Concrete and Measurable*

In other words, it is not about setting goals alone. Be sure to have specific tasks that will make your goals achievable. Not only that, you should have a means of tracking your progress. The following example demonstrates sample mid-range goals:

- Fear of meeting people: Introduce yourself to at least two new people and always make plans to meet up at least twice a month.
- Feeling uncomfortable around people: By the end of two months, be comfortable attending a get-together and mingle
- Fear of facing a crowd: before a month runs out, be comfortable asking questions or voicing out your opinion in a group setting.

One final note, feel free to adjust your goals while at it. Goals are not rigid, and the ones you set are essentially a guide and a road map for what you want to do. As you work toward achieving your goal, you will see the need to make adjustments as you go. Whatever the adjustment is, feel free to

make it, as long as it helps your overall cause – improving your social skills.

Also, it is not a good idea to have goals like “I want to be the friendliest person in my street” or “I want everyone I talk to, to conclude I am the most interesting person ever.”

I agree it might be tempting to be ambitious, but you have to take baby steps. As a shy person, assuming your life will be fantastic with better social skills might not be true. As a result, do not fall into the trap of fantasy goals as they could be motivating and exciting. But keep in mind that if your goal is taking too long to accomplish, discouragement will set in. As a socially awkward person, your first priority should be working on improving on this first.

Excessively ambitious and unrealistic goals cause unnecessary pressure, and there is a big chance you might end up feeling like a failure when you fall short of your expectations.



## Chapter 2. Interpersonal skills

### Listening Skills

While speaking is one factor in having great social skills, listening is equally important. When you become great at speaking to others, you must remember that you also need to allow others to speak. Speech is a huge form of expression, and you become more likable when you are able to listen to what other people have to say. There are different types of listening actions that you probably utilize every single day without even realizing it. Some situations only call for a listening ear so that a person can vent to you. Other times, the person will want your input. By observing the social cues that you are given, you should be able to differentiate between the two.

The best way to show other people that you are paying attention to them is through active listening. You should be able to demonstrate this by acknowledging what the other person is saying while being free of distractions. If you were to pull out your phone while someone was trying to have a conversation with you, this would come across as rude. Even if you do respect the person very much, it is an act of dismissal when you are not fully paying attention to what they have to say. Do your best to make eye contact with the person and do not allow yourself to lean on distractions as a crutch. While being on your phone might comfort you, it is sending the wrong message to the person you are supposedly listening to.

Some situations will be more casual. You might be listening to a friend talk about her new puppy, and though you might not have to come up with a profound response in return, your listening skills will be an indication of how much you care. Simple thought behind these actions can save you from

having misunderstandings. So often, people feel the same way, yet their actions say otherwise. No matter if you are having an in-depth conversation or just catching up with someone who you are close to, be respectful by providing them with your undivided attention. Once you get into this habit, you will notice that others are going to start paying more attention to what you have to say in return.

## **Passive vs. Active**

Going deeper, it is important to learn about the two main types of listening that you can perform—passive and active. As you become more knowledgeable about both, observe the way that you interact with other people. You will likely notice that your listening skills could use some improvement. Again, this does not mean that you are doing anything wrong. Noticing your weaknesses will give you the ability to become better, both for yourself and for those around you that you interact with. It is a chance to take an honest look at the way you present yourself to others and think about how you can become better.

### **Passive**

When you listen passively, you are listening to simply hear information about how you would like to perceive it. You might be very attentive and respectful, but passive listening indicates that you aren't making a true attempt to contemplate what is being said from the speaker's perspective. An example of this comes from hearing about the daily specials at a restaurant. You might be in the mood for some pasta, and while listening to the specials, you are likely going to tune out every other dish that isn't pasta. If someone were to ask you to repeat the information, chances are that you wouldn't be able to. There is a certain disconnect when it comes to passive listening. While it isn't necessarily going to be destructive to your interaction, it might hinder the way that you process the information given to you.

Going off of the above example, imagine that your friend was in the restroom while the specials were being recited. Once they have returned, they might want to know what they were. If you aren't able to recite them because you only listened passively, this shows that you weren't listening to

take on the information in its entirety. Instead, you were only listening when it pertains to you and your situation. Even if you do not mean it this way, it can appear that you are being self-serving when you only listen passively. It can quickly become a bad habit once you start applying it toward other areas of your life.

Consider if your friend was going through a tough time deciding on which job offer to choose. While you might passively listen to their struggles, you likely won't be able to give them much input if they ask for your opinion. Passive listening allows you to hear what is being said, but you do not go much further than that. You do not take the situation into account as if it were happening to you, so it is likely that you won't form any strong opinions about it. In this case, you wouldn't be much help to your friend on which job might benefit them more.

When you blindly accept opinions from other people as your own opinion, this is another example of passive listening. It does not allow you to think for yourself on how you truly feel about the topic. Instead, it gives you a guideline that someone else stands with that you trick yourself into thinking that you should believe too. Being an independent thinker is an incredibly strong social skill to have. It also makes you a more interesting person to talk to. While you do not want to have disagreements with everyone that you talk to, it is important that you stick to your values. Passive listening skips over this step entirely and does not come with any additional thought processing.

If you find that you often participate in passive listening, you will probably find yourself burdened with will-power issues. You aren't going to feel the need to stand up for what you believe is right or wrong when you are simply going with the flow of the conversation. The right balance must be

found here. You can be agreeable without being entirely passive. As you observe your listening skills, keep this in mind. Nothing happens overnight, so do not allow yourself to feel bad if you realize that you take on a passive approach. This can be a safety net for people who struggle with their social skills. Much like any other social habits, passive listening can be corrected and changed for the better.

### **Active**

When you listen actively, you are being mindful of what is truly being expressed. While it is not always necessary to have a response to what the other person is telling you, active listening engages your brain differently. Instead of jumping to conclusions or feeling that you have to agree with an opinion being stated, work on simply absorbing what is being said. Pay attention to the words being spoken as well as nonverbal communication. Watch the person's stance, eyes, and expression. These cues can tell you a lot about how the topic truly makes them feel. For things that are especially difficult to express, the words themselves might not fully represent the feelings.

An example of this is when you know that a friend is having a hard time, yet they tell you that they are fine. The words that they say might reflect this sentiment, but you might notice that they are teary-eyed and shifty due to the weight of what they are going through. Being an active listener will allow you to be there for your friend if they want your support. By truly paying attention to the cues that are being given, a promise of support can be enough to turn their whole day around. Compared to a passive listening situation, you might have missed these cues and continued on like nothing was wrong. This could have potentially led your friend to believe that you do not care.

When there is a problem that needs to be solved, an active listener will find a way to chime in and offer a solution. By paying attention to the details that are being expressed, you will find it easy to come up with ideas on how to solve the given problem. Many people are under the misconception that they do not know how to talk to others when in reality, it is the listening that you must improve on. You will find that talking points become easier when you are actively listening because there are already ideas for you to consider. Being included in conversations this way can do a lot to boost your confidence. The more you are able to participate, the more comfortable you will become with your listening and speaking skills.

When you practice active listening, you are able to stay in peak mental shape. Because your brain is fully engaged in the conversation that you are having, you ensure that you exercise your critical thinking skills and your empathy. This doesn't happen with passive listening because the standards are different. By staying aware and on top of the conversation, you are becoming a part of a high-engagement experience that will allow you to grow as a person.

The next time that you talk to someone, make sure that your active listening skills are engaged. You will probably find that you can identify with the person much more easily, as well as know what you need to say to them. This also puts you in the position to consider new thoughts and ideas. When you listen to other viewpoints, you can often find inspiration that you might want to explore in the future. Overall, there are countless benefits that you will experience as an active listener. Even if you find that you mostly listen in a passive state right now, there are ways that you can transform your skills.

When someone is speaking to you, enter each conversation as though they have something valuable to teach you. Listen intently to what they are saying without passing any prior judgment or suggestions. Allow them to fully express their thoughts before chiming in with your own. If a solution is being sought, do your best to take the words that you were given with all of the non-verbal cues to come up with a response that is both empathetic and understanding. Once you master this, active listening will become second nature to you.

# Empathy and Understanding

Simply put, empathy is the ability to stand in someone else's shoes. When you have empathy for a certain situation, you can imagine if it were happening to you. This is an emotionally important skill to have because it allows you to help those around you. When your friends or loved ones come to you for advice, you will be able to consider their experience and understand what they are going through. Empathy brings people closer together; it connects you without having much to be said. As you work on improving your social skills, empathy is definitely one to prioritize.

There are different types of empathy to consider. Some come from natural feelings that you already have, while others are triggered because of the other person saying or doing something. It is fascinating to take a closer look at what allows for this understanding. By doing so, you can actually learn a lot about yourself. The following are some of the most common forms of empathy that you will experience:

1. **Affective:** This type of empathy revolves around the idea that you can understand someone because you can understand their emotions. For example, if your friend is going through a breakup and starts crying because she misses her ex-partner, you will likely be able to identify with this emotion. When you have this type of understanding, you are able to approach the situation from a place of concern or care.

What you must be careful of is that you cannot get too emotionally involved in the other person's situation. This might eventually lead you to develop feelings of personal distress because you are able to relate so easily. When



we go through things in life, it becomes easier to emotionally identify with others who are experiencing the same things that we have experienced. A careful balance is necessary in order to ensure that you are helping the other person, without hurting yourself in the process.

2. Cognitive: This type of empathy is felt mentally, but not emotionally. It is the ability to allow yourself to think the way that this person is thinking without placing yourself into their emotional state of being. While it is still a form of empathy, it is more removed than affective empathy because you are simply staying on the outside of the situation.

This can be a great starting point in practicing your empathic skills. When you can listen to someone express a problem and still come up with a few solutions based on the way that they are thinking, it is a skill to be proud of. You will also be more protected because you aren't emotionally involved. Be careful that you do not come across as cold when you express cognitive empathy. Your behavior will be misunderstood if you do not incorporate some warmth in your language or your attitude.

3. Somatic: This is a unique form of empathy because it is physical. This happens when you can identify with someone so strongly that your body has some kind of physical reaction. This can be in the form of a stomachache, for example. If you have ever heard about some bad news, it is likely that you felt it in the pit of your stomach. This is a somatic reaction. It doesn't always have to be a negative response. You can also feel happiness

physically. Somatic empathy is a very strong form of empathy that is a great skill to have.

Out of all three forms, this one can become the most bothersome if you allow yourself to feel too much negativity at once. Feelings of sadness, fear, and embarrassment have the ability to weigh you down, even if they are not directly related to you. Know that there is nothing wrong with you or with the way that you function; you are simply in tune with your empathetic side when you can experience these feelings physically.

Whether you have felt all of these or none at all, there is room for you to improve your skills. When you are able to display empathy, you will become a better listener. No matter what type of conversation you are having, you should always be aiming to use your active listening skills. This becomes a lot easier when combined with empathy because you will be able to listen and form your own opinions a lot more quickly. Based on the information that is given to you and your perception of what should be done, your suggestions will be full of valuable advice.

You won't have to worry about or become self-conscious of the way that you interact with others. There is a general misconception in place that people who have social prowess always know the right thing to say. This isn't true! Those who are extremely social might always have something to say, but there is no guarantee that it will be profound or from the heart. By showcasing empathy and active listening to the people that you speak to, you are offering many valuable qualities. People will take notice of this, and they will want to be around you more. It all starts from the very first steps of the way that you present yourself to others in a conversation.

Even if you have these skills, yet you are feeling unsure about what to say in a conversation. Do not feel like you need to fill every single silence. Not

all silence is uncomfortable. In fact, it can serve a reflective purpose. Only speak when you feel that you have something relevant to say. This will avoid misunderstandings or filler topics that will not actually benefit the interaction. It is much more desirable to say what you truly feel than what you believe the other person wants to hear. This is an honorable approach that is to be appreciated.

Your empathy and understanding should be utilized, even when you are speaking to somebody that you don't particularly like or identify with. These skills can actually help you form a better bond sometimes. Remember that empathy does not mean that you must agree with the other person and their situation. It is simply a way of showing that you are listening to their experience for what it really is without applying any of your own judgment to it. When you put yourself in their shoes, you might realize that you really aren't very different at all. Certain things can become lost in translation when you put too much focus on reaching the same conclusion. We are different individuals and will form different opinions, but that doesn't mean that we can't get along or be friends.

The next time that you engage in a conversation, observe the type of empathy that you currently hold. By doing so, you will know what you have to work on to become a more well-rounded conversationalist.

Communication takes work, but it doesn't have to be difficult. You will probably enjoy all of the new things that you find out about yourself in the process. Know that everyone will have a different starting point, and the point that you are at right now is entirely valid. No single person's influence should be enough to make you feel that you need to change who you are. Instead, you can work with the listening skills that you have, and think about ways in which you can enhance them.

## **Conversation Skills**

The biggest struggle for anyone who is looking to improve their social skills comes from not knowing how to hold a conversation. There are so many factors involved that have the ability to intimidate you. When you feel intimidated by going into the conversation, you won't be able to show the other person the best parts of you. Instead, you will likely be hiding behind a defense mechanism. In this chapter, you will learn ways for you to comfortably venture out of your shell and feel great about the conversations that you have.

Talking to other people can be scary. When you are unsure of what they will say or how they will react to you, it can cause you to become nervous. This chapter will focus on how you can get over this nervousness and allow yourself to communicate effectively. By working around your shy tendencies and doing things that will allow you to boost your charisma, you will see that you can become great at having conversations. Whether you know the person already or you are talking to a stranger, the confidence that you will feel will be enough to get you through any conversation.

## Combat Shyness

If you are ever in a situation where you feel that you have to withdraw from what is going on, you are probably experiencing a certain degree of shyness. Many people experience this. In fact, there are up to 17 million individuals in America alone that feel the same way you do. To know that you aren't alone on this issue can help you to overcome it. By incorporating these strategies into your conversation skills, you will find ways to get past your shyness and actually enjoy talking to other people.

- **Act Confident:** Whether you are able to feel it or not, it is always great to act more confidently than you feel. By doing so, you are building yourself up and showing other people that you actually do hold this much confidence inside. Even if your voice shakes when you speak, imagine that you are an interesting and charismatic person with a lot to say. After some time, you will start believing this about yourself. The way that you talk to yourself has a huge impact on the way that you are able to talk to other people.
- **Participate:** When there are conversations that you can become a part of, do your best to participate. Even if you don't have anything new to say, you can still comment on what other people are saying. If you like something that is being said, express this. A simple agreeable remark is great for boosting your conversation skills. The more that you do this, the more you will feel comfortable with contributing new things to the conversation. Don't overwhelm yourself or believe that there are any standards that you must adhere to. Your level of comfort is your only priority.

- **Try New Things:** It is one of the most common ways to work on your shyness, but that's because it is one of the most effective. Trying new things will allow you to step outside of your comfort zone. If you are tired of feeling a certain way, then you know that something must be changed in order to feel differently. Get out of your routine and try something that has always been of interest to you. Again, this is not about shocking your system. It is simply so that you can have some new experiences and maybe find some new interests.
- **Speak Up:** The volume in which you speak says a lot about how you are participating in a conversation. It can be hard, but it is important that you speak clearly and loudly enough so that others can hear you. The last thing that a shy person wants is more attention on themselves in a social setting. If you speak too quietly, then you will be asked to repeat yourself. With a reasonable volume and a steady tone, do your best to speak up when you are a part of a conversation. This will also imply that you are confident and sure of yourself.
- **Embrace Vulnerability:** Being vulnerable is not a bad thing. It is a natural human emotion that many people feel. Learn to embrace this feeling and accept it. When you try to challenge this, it can make you feel bad about yourself, as if you are not good enough. Don't worry about the amount of vulnerability that you have inside or how often you express it. Any level of expression is normal and valid. The vulnerability can actually be a great quality to have. It normally shows that a person is empathetic and understanding.
- **Be Aware of Your Body Language:** As you know, communication is done more than just verbally. Your posture can also be a great indicator of how you feel. Just as you must learn how to decipher others' body

language, you must be aware of your own. Stand confidently and face the person that you are talking to. Avoid slouching and keep your shoulders back and comfortable. Maintain a relaxed and confident stance. Keep your hands free of any fidgeting if you can help it. This will keep you grounded and show that you are interested in the conversation.

- Practice Mindfulness: Being mindful means that you are taking others into account. When you listen to what is being said and consider where the person is coming from, you might be able to better identify with them. By staying aware of the way that the conversation is flowing, you will likely find it easier to open up to other people. Instead of thinking about all of the ways in which you do not identify with someone, focus on the simple commonalities that you do have. This can be anything from living in the same neighborhood to being born in the same era. You aren't as different from other people as you might think.

Your shyness doesn't have to define you. The traits that you do possess go beyond the fact that you might feel a little shy in social situations. Don't lose sight of these great qualities that you have. It becomes easy to only focus on what you see as your flaws, but these aren't the only things that make you who you are. Know that you are a whole person with valid emotions and interesting ideas. People will enjoy speaking with you, as long as you give them the opportunity to do so.

While it is important to work on expanding your social horizons, know that you do not have to banish your shyness before you can experience great interactions with other people. Work on yourself while you work on stepping outside of your comfort zone. Accept who you are while believing that other people will see the same great qualities that you can see. Every single person has something that they are insecure about, so know that you

are not alone in your struggle. Most of the time, people are too busy thinking about their own flaws than paying attention to yours.



## Chapter 3. Persuasion

### Basics of persuasion

Persuasion is making people follow your idea or support you in doing something. This happens in arranged interactions such as business meetings, job interviews, and in daily social interactions. For persuasion to be effective the individual that is using this method must know some basics.

The topic of persuasion is very important as it determines the effort and tactics used in persuasion. If the topic is too complex for the audience, it might not be easy to convince them and therefore all the efforts available that seem effective can be employed to convince the audience. The topic might also be too complex for you as the persuader, and therefore, seeking help from the experts is always useful. It might not sound good when you give wrong information about something and expect people to believe you.

The age and level of education of the people you are talking to is also an important aspect to have in mind. This helps to choose the language and approach to use to persuade them; the method you use to persuade children is not the same as the one used to persuade adults or students in college. Also, experts in health cannot be persuaded using the same language as that used to persuade mothers who have little knowledge in the field of health.

Tools for persuasion which include facts and aids such as videos should be considered and their accessibility; you cannot use something you do not have, and therefore as you prepare for the persuasion always keep this in mind.

# **Methods of Persuasion**

## Reciprocation

The society operates on the principle that I give you back what you gave me. This can be in the form of behavior, favor or even something physical. For example, if I helped you when you needed help, when I need help you will help me as well. This is because, after I help you, you become obligated to do help me at a later time when I need it and not to the other person who did not help you. This method of persuasion works because the groups in the society that uses the principle of reciprocation are always competitive compared to the groups that do not use. Members of such a group will gladly give out resources because they know that it is a credit that will be paid back when the time comes. Therefore, when you are persuading people, master the skill of sharing or exchanging favors with the ones you intend to persuade and you will create a partnership that would enable you to get what you want from them.

## Use of Scarcity

According to research the merit of something does not matter unless it is put in a context where it is required. Simply put, people will always be in need of what they cannot get at that time. When you have an idea, and what you are offering to the people is something that they can easily get it somewhere else, there is a likelihood that they will not listen to it and take it. Therefore, for a persuade to be effective in using this method, he or she should present arguments that have many advantages to make the other party realize that your idea is the one with more merits and move in your direction. Again, it is important to know that sometimes people are interested in what they would lose, because in some instance what one loses

can be more valuable than what he or she is gaining. Therefore, it is also important to always good to explain on the losing side to persuade those who feel that they will lose the most important thing or part. However, to make sure that the negative side does not affect your persuasion, bring in new information to guide them to your side. There are people, who are quick to analyze situations, and it is not easy to convince them, always do your research well to make sure that they are not left out.

### The Use of Authority

Most people trust information from the expert or from powerful people; if it is from the experts then it is true. This one becomes difficult because it is not always that a doctor will talk to people about health issues or a lawyer about legal matters, but you can always include them in your conversation to assure the people that what you are telling them is the knowledge that is approved by experts. If this is not possible you can use terminologies from the field of your topic and quote phrases or words spoken by experts in the field to establish the authority of your information.

### Use of the Consistency

Persuasion is sometimes a process, and you must involve the people in the process up to a point that they feel that there is no way back. This is done during a discussion when decisions are made at each stage and there is no reversal of a decision that is made in the previous stage. The persuader can use a language such as, we can now count on you, right? The person agrees to the statement, and the next state is welcomed for discussion. The fact that they agreed in the previous stage prompts them to agree to what they are being asked regardless of what they feel about at that stage.

### Use of Liking

People will always agree to follow the people they have a liking for, and dismiss the other person. Persuaders have known this behavior and mostly use it to their advantage. That is why most advertisements are done by famous and most like celebrities; the advertiser knows that if they like the person, they would tend to like the product that is associated with that personality. The thinking of the audience is that by using the product, you are part of the person advertising the product. The same idea can be used to support big ideas and programs.

### The Use of Consensus

The consensus method uses the idea that if you get more people on your side, there is a possibility that the others will follow you. This method is used mostly used in parliament discussions; the idea that is supported by many people is endorsed and assumed that it is a decision that has been made by all the members of the parliament. Persuaders have known that if they get many people to their side not matter by what mean, their idea would easily be taken as acceptable by all and endorsed. The other group is therefore persuaded to join the large group.

The choice of method depends on many things such as the characteristics of the audience, the topic you are talking about, how much knowledge you know about the topic. Different methods can also be used in one situation; for instance, when politicians are persuading people, they can use reciprocation and consistency to let people agree with their idea and follow them. The most used method for small children is the use of the liking method; you can cover sweets with their best cartoon, and you will be sure that they will compel their parents to buy for them the sweets.

## **Chapter 4. Social Intelligence And The Ability To Relate To Others In An Efficient, Constructive And Socially Compatible Way**

Scientists over time have come to the conclusion that, despite earlier findings, that we humans don't have one but several uniquely different sets of intelligence.

Most scientists concur that we have the following main sets of intelligence.

1. Mental intelligence
2. Emotional intelligence
3. Social intelligence

Though not universally agreed, there are those others who add the following extra sets of intelligence;

1. Psychological intelligence
2. Spiritual intelligence

It is commonly held that, apart from the traditionally known general intelligence, more specifically, mental intelligence, emotional intelligence is the second most important intelligence, if not the first.

Yes, there is a new scientific school of thought which asserts that emotional intelligence is superior to mental intelligence. Closely related to emotional intelligence is social intelligence. The boundary between social intelligence and emotional intelligence is hard to demarcate. Some scientists assert that social intelligence is a subdomain of emotional intelligence while some

others assert that emotional intelligence is the one that is a subdomain of social intelligence.

Yet still, some consider emotional intelligence and social intelligence as two distinct yet mutually interdependent intelligences. These different perspectives simply point out to the fact that these two kinds of intelligences are yet to be deeply researched and strongly established.

Nonetheless, without dwelling further in the dispute as to which of these intelligences is the most superior intelligence or the boundary between them, it is our aim to unravel what emotional intelligence and social intelligence are so that you can make your very own deductions. What is clear is that IQ is not the sole or accurate measure of all forms of human intelligence.

For simplicity and convenience of our discussion, we will consider social intelligence as a subset of emotional intelligence – even though there are strong persuasions to consider it the other way round.

### **Emotional Intelligence**

*So, what is Emotional intelligence?*

Emotional intelligence refers to one's capability to recognize own emotions and those of others; differentiate feelings and label them accordingly; and utilize this intelligence information to guide one's thinking, words and actions in such a manner that achieves one's goals.

Like other scientific constructs, Emotional Intelligence has its own various models that support its realm. However, the three most prominent models are;

1. Ability Model
2. Mixed Model

### 3. Trait Model

Out of these three models, the model that has won the greatest concurrence from scientific community is the Mixed Model which has been advanced by Daniel Goleman. Thus, we are going to dwell more into the Mixed Model.

#### *Why Models?*

Scientifically, any construct must be testable and measurable. Models help to advance testability and measurability. That which is not testable and measurable lacks scientific dimension and thus cannot be effectively concluded.

#### *Daniel Goleman's Mixed Model*

Daniel Goleman asserts that Emotional Intelligence has 5 components, which, in this book, we will refer to them as the 5 Components of Emotional Intelligence (5 EIs).

#### *The 5 components of emotional intelligence*

The 5 key components of emotional intelligence are;

1. Self-Awareness
2. Self-Regulation
3. Motivation
4. Empathy
5. Social skills

#### *Self-Awareness*

This refers to being aware of one's emotions. This has three stages;

- Recognition – this refers to recognizing one's emotions and their impact

- Assessment – this about knowing one’s strengths and weaknesses
- Assurance – this is a strong sense of one’s self-worth and capabilities. It is one’s self-confidence

### *Self-Regulation (self-management)*

This refers to managing one’s internal states, impulses and resources. It involves three critical steps;

- Control – involves being in charge of disruptive impulses and their distressing effects such as anxiety and anger.
- Integrity – involves maintaining standards honesty
- Conscientiousness – involves making deliberate and informed decisions devoid of impulses and taking responsibility for the decisions made.
- Adaptability - is the ability to adjust to changing circumstances
- Innovation – refers to being open to new ideas and information and adjusting accordingly

### *Motivation (self-management)*

- Initiative – this is readiness to seize new opportunities
- Drive – this is the energy to propel oneself to achieving own goals
- Optimism – remaining positive despite setbacks
- Commitment – being disciplined and focused towards achievement of set goals

### *Empathy (social awareness)*



Empathy refers to a state of being aware of other people's feelings, needs and concerns. It has the following key dimensions;

- Political awareness – reading a group's emotional and power dynamics.
- Understanding others – being cognizant of other people's feelings and perspectives and taking active interest in their concerns.
- Leveraging diversity – refers to cultivating opportunities through the different kinds of people. That is, taking the sum total of their differences.
- Developing others – enabling others to achieve their highest aspirations
- Serving others – uplifting others to achieve their needs

*Social Skills (relationship skills)*

This refers to being adept in inducing desirable responses in others. It involves;

- Communication – listening attentively. Being able to detect verbal and non-verbal cues for negative emotions, more so, anger and fear; to judge trustworthiness of others; and being able to send convincing responses
- Building bonds – nurturing constructive bonds
- Collaboration and cooperation (team capabilities) – working with others synergistically to achieve shared goals
- Influence – having persuasive power to achieve desired response from others

- Change catalyst – being able to trigger or manage change
- Leadership – optimizing the blend of the above-mentioned social skills to achieve set vision (mission and goals).

### *Functional regrouping*

Functional regrouping helps you to easily identify these 5 components based on their functions

There are two ways to carry out functional regrouping

- Recognition –vs- regulation
- Intrapersonal –vs- interpersonal

### *Recognition –vs- regulation*

#### 1. Recognition

- Self-awareness
- Social awareness

#### 2. Regulation

- Self management (self-regulation and motivation)
- Relationship management (social skills)

### *Intrapersonal –vs- Interpersonal*

#### 1. Intrapersonal intelligence

- Self-awareness
- Self-management
- Self-motivation

#### 2. Interpersonal intelligence

- Social awareness
- Social competence

### *The four stages of emotions*

Emotions happen in stages, the following are the four main stages;

- Perceiving emotions – this is the first stage where the emotional signal is received and converted into interpretable form.
- Reasoning with emotions – this is the second stage in which the perceived emotion is synthesized (interrogated and thought out).
- Understanding emotions – this is the stage at which meaning is derived from the synthesized emotional information.
- Managing emotions – this stage involves response and control. In this stage feedback is given in such a manner that is intended to achieve a certain goal.

### *Why is it important to have emotional intelligence?*

Emotional intelligence is important in all spheres of our life. We need it to progress in careers, to have successful families and have lasting relationships.

Importance of EQ can be seen in the following situations;

- Survival – people with high EQ are found to live longer and happier lives than those with low EQ. This is mainly because they are less susceptible to stress and more adaptable to changing circumstances.

- Decision-making – decision making is 50% dependent on IQ and 50% dependent on EQ. Thus, if two people with the same IQ level make decisions, the one with higher EQ level is more likely to make better decision as compared to the one with lower EQ.
- Boundary-setting – boundary-setting is important in your private life just as it is in your public life. It is commonly said that people who don't set boundary limits become doormats for others to wipe off their shoes. This is true. People with higher EQ are able to set boundaries of whom they can entertain, why, when and to what extent. People with high IQ also set boundaries, but, they are often rigid or sometimes choose avoidance rather than boundaries. Boundary-setting is one of the mechanisms that enable one to filter out what is not necessary and embrace that which is. It is not necessarily about keeping off someone, but, more about choosing what you allow to affect you. So, the boundaries are more emotional rather than physical. This is the reason why people with high EQ have wide and diverse networks. They don't just keep off someone but emotionally filter in that which is necessary and filter out that which is not. They just don't get worked up because someone said something unpleasant, or stop relationship with such a person on that basis. But, they simply don't allow that unpleasant utterance work them up. They simply discard it.
- Communication – communication experts asserts that communication is 70% body language. When you are

speaking, the greatest impact of your speech is not so much as to what you say but about how you say it. Of course the speech must not sacrifice substance. In your speech, how you manipulate your vocals and how you gesture has a great impact on those that you address. One person can make a speech from a given script and the audience remains simply silent and bored (switching of listening). Another person can make a speech from the very same script and the audience gets moved to tears, or laughs, or claps and at the end of it receive a standing ovation. The difference is not the substance (what is said) since the script is the same. The difference is in how it is said (the body language). The greatest orators are masters of body language.

- Unity – people with higher EQ are known to easily master group's underlying political currents and thus harness them to rally the group members together. By being empathetic and compassion, they are able to enable each member of the group feel considered and cared for. This helps to resolve conflicts and glue the group together, thus, fostering unity.

*What are the signs of low emotional intelligence?*

It is inspiring to know the importance of high emotional intelligence.

However, if we can't realize ourselves to know whether we have high or low emotional intelligence, then we cannot improve ourselves.

Thus, it is important that we are able to observe telling signs that can inform us as to whether we or the people we relate with have low emotional

intelligence. This would help to avoid unnecessary consequences.

The following are telling signs of low emotional intelligence;

1. Getting involved in lots of arguments
2. Not understanding others' feelings
3. Thinking that others are too insensitive
4. Mentally blocking yourself from others' point of view
5. Blaming others for their mistakes
6. Inability to cope with emotionally-charged situation
7. Emotional outbursts
8. Difficulty maintaining friendship
9. Expressing inappropriate emotions
10. Non-adaptive tone to changes in emotional situations
11. Trivializing emotional expressions
12. Getting easily stressed by minor challenges
13. Lack of assertiveness
14. Limited emotional vocabulary
15. Quick to make assumptions and rigid in defending them
16. Holding grudges
17. Not being able to tell one's emotional triggers
18. Frequently feeling misunderstood
19. Getting easily offended

## 20. Blaming others for how they make one feel

Not getting angry when the situation demands (it doesn't necessarily mean you get out of control)

Getting surprised when others express sensitivity to own comments or jokes

*Three levels of emotional intelligence;*

- Emotional sensitivity
- Emotional maturity
- Emotional competence

*Emotional competence refers to;*

- Being in control of one's emotional impulses
- High levels of self-confidence
- Being in control of one's ego
- Overcoming inferiority issues

Emotional maturity refers to;

- Being self-aware
- Uplifting the good in others
- Overcoming cravings for instant want satisfaction
- Being flexible and adaptable to changing circumstances

Emotional sensitivity refers to;

- Being able to effectively communicate one's emotions
- Understanding limits of emotional arousal
- Being cognizant of interpersonal needs

- compassion

Characteristics of High EI person;

- Freely expresses own feelings
- Not overwhelmed by negatively impulsive emotions
- Strikes an optimal balance between logic, reason and reality
- Independent, autonomous and self-reliant
- Has positive regard to other people's feelings
- Knows when to listen and when to talk
- Emotionally resilient
- Not immobilized by fear
- Not motivated by wealth, fame, power, status or approval

*Characteristics of Low EI person (supplementary);*

- Lacks empathy and compassion
- Lacks emotional communication skills e.g. Poor listener, interruptive, quick to invalidate, fails to perceive emotions being communicated,
- Focuses on facts rather than feelings
- Does not consider others feelings before acting
- Insecure and defensive – find it hard to admit mistakes, to express remorse, or sincerely apologize

Negative effects of low EI;

- Social delinquency



- Anxiety and depression
- Attention deficiency
- Aggressiveness
- Bullying
- Poor relationships – parent-child, teacher-student, therapist-patient, etc

### **What are the effects of emotional intelligence?**

General emotional intelligence has an effect on the following;

- Performance
- Mental health
- Physical health
- Social health

#### *Effects of emotional intelligence on your performance*

High emotional intelligence can boost your performance both at work and study. Motivation is one key ingredient of high emotional intelligence.

With motivation, you can go extra mile in boosting both work and study performance. On the other hand low emotional intelligence can result into lack of motivation which makes you underperform or even quit performing certain things e.g. quitting studies or quitting work.

#### *Effect of emotional intelligence on your mental health*

Emotions have a great impact on your mental health. Negative emotions, a product of low mental intelligence, are known to wreck havoc on your mental health. They cause stress and, to the extreme, depression.

#### *Effect of emotional intelligence on your physical health*

Stress and depression are a product of mental illness due to low emotional intelligence. Both stress and depression have been found out to be leading triggers of high blood pressure, obesity, and diabetes, among other physical health conditions. Studies have also found out stress and depression suppresses your immune system. A suppressed immune system makes your body more susceptible to infections and diseases.

### *Effects on your social health*

Good, positive and productive relationships are a measure of your social health. High emotional intelligence enables you to communicate your feeling in a manner that can be positively perceived and easily understood. This brings about appropriate response to your emotional communication.

On the other hand, high emotional intelligence enables you to properly perceive emotional signals from others. This makes you understand others well. This also enables you to make appropriate response.

Relationship become healthy when emotional communication is effective and sound. The resultant effect is strengthened bonds, less conflicts (unnecessary emotional noise) and more effort towards attainment of group's social goals.

### **The Nature of Social Intelligence and its Role in Building Social Skills**

What is social intelligence?

Social intelligence is the ability to create mutually beneficial relationships.

### **How to Improve Your Emotional Intelligence**

Unlike IQ, which extremely static and slow to adjust, EQ is extremely dynamic and elastically adjustable. This makes it practically easy to improve your emotional intelligence.

*How do you boost your emotional intelligence?*

To boot your emotional intelligence, you need to build the following key skills

21. Self-awareness skills
22. Self-management skills
23. Social-awareness skills
24. Social-management (relationship management) skills

The following are some of the ways by which you can boost your emotional intelligence;

*Build your self-awareness skills;*

- Tap into your emotions (self-awareness)
- Note and record your emotional reactions to key events in your day
- Listen to your body
- Observe the correlation between your emotions and your behaviors

*Build your self-management skills;*

- Detach your mind from the expressions of your emotions
- Examine your emotional trend
- Decouple your behavior from your negative emotions

*Build your social-awareness skills;*

- Be open-minded
- Boost your empathy and compassion
- Master people's body language

- Explore the effect you have on others
- Practice emotional honesty

*Build your social-management skills ;*

Social management skills are simply relationship management skills. It is about managing how you relate with others. Your competence in managing relationships is what is commonly known as social competence.

*Practicing as the best way to empower your emotional intelligence*

Just like IQ, practice boosts the optimal use of your emotional intelligence. Unlike IQ that is less elastic, EQ is extremely responsive to practice. By practicing, you not only optimize your EQ utility but also expand its capacity.

*Strategies to counter your low emotional intelligence*

The following are 5 key strategies to counter your low EQ and hence contribute to improving your emotional intelligence;

1. Get feedback – feedback from people, more so your friends and loved ones can enable you learn their perception about your EQ
2. Beware of the gap between intent and impact – when you utter a word or act in a certain way, try to imagine its impact on others. You may crack a joke that you deliberately intend to poke another person, but without imagining its impact, you may end up hurting and dampening spirits instead of lighting up the moment.
3. Master how to make a pause – whenever responding to people's emotions, it is always good to pause. This gives you an opportunity to think. At the same time, it gives the

other party an opportunity to reflect. Both ways, it helps to mitigate the severity of negative outcomes.

4. Master how to redirect after a pause – once you've paused and realized that your approach hasn't been positive, how you redirect your approach matters. Find a less pervasive approach. If possible, postpone the subject at hand to a fairer time or switch to another less divisive subject.
5. Wear both shoes – always put yourself in the shoes of the person you are engaging with. This helps to reduce the gap between your intent and impact.

### *How to raise your EQ*

The following are general ways to raise your EQ;

1. Knowing one's emotions
  - Recognize how you feel and identify and label each feeling
  - Understand why you feel that way
  - Distinguish between feelings and actions
2. Motivating oneself
  - Productively harness your feelings
  - Practice emotional self-control
  - Delay gratification until you achieve your goals
3. Recognizing other people's emotions
  - Be sensitive to other people's emotions
4. Managing your emotions

- Understand one's feelings
- Balance between over-sensitivity and emotional suppression

#### 5. Managing relationships

- Be perceptive
- Resolve conflicts rather than ignoring them
- Be considerate and co-operative

#### *Further tips on improving your EQ (more so, at workplace)*

- Understand the root cause of your feelings
- Know your frustration tolerance
- Express your anger in the most appropriate way (not to hurt or victimize but to make your feelings known)
- Monitor your actions
- Work with your strengths
- Focus attention on improving your EQ
- Nurture self-esteem
- Keep off self-destructive behaviors
- Stabilize your emotions through mindfulness meditation

### **Daily Habits to Improve Your Emotional Intelligence and Social Intelligence**

Habits are learned repetitive ways of doing things. Habits are important in our daily lives as they enable us keep routines.

The following are the 30 daily habits you can practice to improve your emotional intelligence;

1. Meditate often and much – meditation is your mind’s tonic. It relieves your mind from extreme vibration of razing thoughts. You are able de-clutter your mind and focus attention. Meditation is your mind’s sweeping broom.
2. Practice mindfulness – mindfulness is a mental attitude and posture that enables you to become self-ware of the present moment. It helps you to avoid being dragged by thoughts of the past; It helps you be aware of negative thoughts without attaching to them; It helps you to avoid negative thoughts about the future which brings worry. Without regrets and worries, you fully live in the present; You fully utilize it; You get fully attentive to your emotional energy; You don’t react based on your past or future; You are able to overcome stress and thus depression; You are able to detect, monitor and manage your emotional impulses; And, you are more composed regardless of the turbulence of the moment.
3. Practice compassion – compassion is a love in action. It is a love triggered by empathy, that is concern for others. Compassion can be expressed by visiting the sick; helping those in calamities; donating to those in dire need of material help such as food, clothing and shelter; sharing time and presence with the lonely; taking care of the children and the elderly in their homes, among so many

others. Compassion shapes your attitude. Compassion boosts your positive emotional energy. Compassion helps you to cut down on your pride and ego. Compassion helps you to sweep greed from your heart. Compassion humbles you. Compassion increases your EQ level

4. Balance between work and play – the dullest people are those who have no time to play. Dullness is a sign that your intelligence is operating sub-optimally, more so, your emotional intelligence. Thus, to light up that bulb of emotional intelligence that has been dimmed due to low energy, you need to play and exercise. The energy will rise up to brighten it. You obviously will gain the joys of it. The energy of your joys will be radiated into others and a happy bond will develop.
5. Be curious about others – being curious is not about being suspicious. It is simply about being keen and interested in knowing others. Have that curious attitude and develop that curious posture. This helps others know that you have interest in them and their wellbeing.
6. Accept your imperfections – never ever assume a perfect posture. Be humane and humble enough to submit that you are an imperfect being. Thus, whatever position you take, or whatever statement you make, don't assume that it is error-free. This way, you can positively respond to criticism from others.
7. Accept others as they are – don't try to change others. Don't try to convince others. Don't try to overly persuade



them. Simply inspire them. But, before you can possibly inspire anyone, you must first understand and accept who the person is. Convincing and persuading are externally driven efforts. Inspiring is internally driven effort. In inspiring, you are not lighting the fire outside the person, but, on the contrary, you are igniting inner flames within the person.

- 8.** Improve your motivation – motivation is what drives you. Cultivate a positive mindset. This will help you have a winning attitude. It is a winning attitude that drives you towards achieving your goals.
- 9.** Keep safe boundaries – yes, avoid psychic vampires. Psychic vampires are those people who, no matter what, deflates your emotional energy.
- 10.** Be more proactive and less reactive – to be proactive is to anticipate a likely situation and prepare for it in advance rather than wait for it to occur and react to it. Listen to your instincts. Learn what happens in possible circumstances that you are about to deal with. Map out a “what if” scenario and lay out appropriate responses. This will help you avoid negative impulsive reactions.
- 11.** Practice intimacy – learning to practice the right kind of intimacy to different kind of people helps you to strengthen bonds. Intimacy is simply body connection enabled through sensory cues. Touch intimacy (e.g. hug, pat, kiss, greetings, etc), eye intimacy (e.g. gazing, squinting, etc), scent (e.g. rose fragrance, etc); seductive

words (e.g. poem, song, speech, story, etc) can help enhance intimacy. However, there is nothing as offensive as wrong intimacy signal. So, learn and respect people's age, culture, profession, status, religion, gender, etc.

12. Boost your bouncing mechanism – ability to bounce back from adversity
13. Practice assertiveness – be firm yet polite
14. Practice positive thinking – positive thinking is simply the art of turning negative thoughts into positive thoughts. It is finding the positive side of every negative thing. Just as a shadow means that the opposite end has a source of light so do negative thoughts, negative occurrences or negative people have their positive side.
15. Occupy your mind with more inspirational materials – read inspirational content, tell inspirational stories, etc. Learn to tell positive stories. Practice reading and listening to inspirational content. All these helps to shape your attitude. You end up with a more positive attitude which boosts your positive self-image, increases your self-esteem and improves your self-confidence and assertiveness.
16. Always pause when angered or when argument becomes heated.
17. Always ask other people's perspectives – it is always important to remember that not all people respond by expressing their mind about certain issues. Thus, it is necessary to ask their perspectives. This will help to lower their resistance to your point of view. It will also help to

avoid rebellion. Also, asking for people's perspective to their point of view enables you to know their feelings and emotional state.

- 18.** Respectfully disagree – there will always be disagreements. This is the beauty of diversity. However, what turns disagreement into nasty affair is loss of respect to the rules of engagement. Most disagreements are about issues. Don't personalize and start attacking the personality of the one you are disagreeing with. Respect someone's personality and stay on the issue.
- 19.** Stick to mantra that resonates with you – a mantra is a cue word that you keep repeating to remind yourself or reinforce a certain thought or action. For example, “rise above them” is an easy mantle that can help you stay safe from heated argument or angry outbursts. When someone engages in emotional outbursts such as verbal insults, that means their EQ has gone low. When you silently repeat the mantra “rise above them”, you are simply rallying yourself to raise your EQ level so that you don't resort to insulting back or overreacting. Another great mantra provided by Michelle Obama is “when they go low, we go high”. This offers a positive challenge on how you should respond to those who go low in terms of EQ.
- 20.** Reflect on your emotional responses at the end of the day – so many a times, you may not realize your faults at the moment you are expressing emotions. Later in the day, while your mind is at rest, it becomes easier to reflect back and establish whether your behavior was appropriate or

not. Practicing that can improve your learning of emotions and thus boost your EQ.

- 21.** Assume the best intent in others – never premeditate negative intents in others. Always wish the best intents in others. This way, you can avoid overreacting to their negative comments or negative body language. Also, it enables you to consider the possibility that some of the negative signals could be “noisy” signals, that is, unintended signals. However, this does not necessarily mean that you suppress your instincts. Take note of your instincts as positive alarms that you need to be more observant and more careful. Instincts can help you avoid danger.
- 22.** Exercise daily in the morning – exercising in the morning helps to set positive mood for the day. This also boosts your brain’s oxygen intake thus minimizing stress. It also helps to release ‘happy hormones’ which enables you have a radiance of ‘feel good’ effect.
- 23.** Breathe before you speak – breathing is one of the best ways to release tension. Breathing before you speak releases accumulated negative energy. It also enables you to be in control of your body language e.g. tremor, shaking, harsh tone, etc, which could be signs of uncontrollable anger or fear.
- 24.** Encourage criticism – criticism, whether positive or negative helps one to learn. You can learn both the information in the message and the intent behind the

message. A positive intent means that person cares for you, irrespective of whether the criticism is positive or negative, though, negative criticism, if persistent could point to an adversary. Encourage positive criticism and learn what is being conveyed. Criticism is the most important feedback you need so as to take a corrective action on your EQ.

- 25.** Be honest with yourself – don't find excuses for your emotional failures. Accept them as part of your learning process. If you are feeling jealous, accept it. Don't deflect it for it will grow into a monstrous outcome.
- 26.** Give back to society (compassion) – join charity organizations to volunteer during your free time. Participate in corporate social responsibility. Be concerned about the welfare of the unfortunate.
- 27.** Communicate with awareness (mindful communication) – e.g. be aware of your vocals and other emotional cues.
- 28.** Manage your stress – carry out those activities and diets that can help you be free of stress.
- 29.** Give gratitude – acknowledge and reward good behaviors. Appreciate others for doing good to you. Appreciate the good things that you have in life.
- 30.** Observe those around you – each person is different. Different people are triggered by different emotional cues. Learn those positive cues that inspires of each of your relationships. Also learn those negative cues that

discourage some. Practice the positive cues as you avoid the negative ones.

Tips on do's;

- Take time everyday to appreciate that which is good in others
- Take time everyday to appreciate the abundance of goodness around you
- Increase your emotional word vocabulary
- Be your own best friend
- Listen with your heart
- Talk back to yourself
- Tune into your body
- Smile more and often

Tips on don'ts;

- Never speak out of anger
- Never act out of fear
- Never choose from impatience

## Chapter 5. Overcoming Fear and Social Anxiety

Social anxiety is the physical and psychological discomfort that we experience when we are in a group of people or in front of a responsible person, or when someone asks us uncomfortable questions, as well as encountering someone's aggressive behavior, etc.

Social anxiety sometimes prevents us from defending our interests and fully communicating with others. And when we have no opportunity for self-assertion, we begin to feel incompetent and incapable. And the more we feel our incompetence, the more social anxiety increases, depriving us of the opportunity for self-assertion. Thus, a vicious circle arises. In this circle, there are three elements that are closely related. The first is social anxiety, the second is the lack of self-affirmation and communication, the third is a feeling of incompetence.

To learn self-affirmation and to communicate better with anyone, it is necessary to overcome these three circumstances. In this chapter, we will see how to reduce social anxiety.

### Relaxation

The objective reality is that we cannot both be alarmed and relaxed at the same time, but we can very easily learn how to deal with anxiety — learn how to relax. Numerous experimental studies show that relaxation can be useful for controlling stress and reducing vulnerability in stressful situations.

The ability to relax implies that we are able to recognize that we are tense. Therefore, it is important to identify tangible voltage signals, to pay

attention to what we feel. You can, for example, determine whether you are tense or relaxed at the moment. Are your hands tense? And the back? Do you have lower back pain? In the stomach? Does the headache? All this may be a sign that you are tense. Is your neck relaxed? And shoulders raised? Are the jaws clenched? If you are tense, you are overloading your body. Therefore, it is very important to pay attention to the stress that your body is experiencing and to relax as soon as you feel it.

Your body has sixteen muscle groups. Learn to relax them one by one. Within a few seconds, increase the voltage on one of these groups, and then relax as much as possible. The contrast of tension and relaxation will make you feel the difference between these two states. In addition, the tension of a certain muscle group helps you to be more attentive to what is happening in this part of your body in different situations.

At the beginning of your workouts, each relaxation exercise can last thirty minutes. Subsequently, you can reduce the time of each session to fifteen minutes. It is better to practice twice a day, at least first. This small effort for regular workouts will allow you to achieve deep relaxation at the right time. The course of training can be held in ten sessions, but you may like the effect so much that you want to do differential relaxation all the time: on the subway, on the bus, at work, on the car, etc.

To engage in relaxation, you must choose a quiet place so that no one there can disturb you. Sit in a comfortable chair, with comfortable support for your head, arms, and legs, or even better, lie on the floor with a mat. It is also a good idea to use a small pillow under the head. In addition, it will be easier for you if you turn off the light and close your eyes.

In everyday life, when you feel stress throughout the day, in the evening before bedtime you may not be able to conduct a full set of exercises for



relaxation. However, you can spend partial relaxation, that is, to relax only those muscles that you do not use regularly. This is called differential relaxation.

Very often, women who sit at a computer all day complain of back pain. If this is your case, note that you can relax the muscles of your face, neck, shoulders, abdomen, thighs, legs, thereby reducing tension in your back and arms. This is just one example of the use of differential relaxation. With this method, you can get rid of the nervousness and anxiety in everyday life. And if you learn to stay calm, you can easily cope with difficult situations.

### What Social Situations Cause You Concern?

Social anxiety is the discomfort and fears that have already been studied and that have yet to be studied further. Very often in childhood, we got used to being afraid of something. There is little benefit from studying specific situations (which led us to a sense of social anxiety) in order to understand what exactly frightens us at the moment. It is much more useful to first understand what exactly makes us uncomfortable at the moment when communicating with other people. Maybe the fact that these people occupy a high position, maybe they are older or younger than us, is watching us, condemning us, aggressive towards you, they are of the opposite sex, and so on. By asking these questions, you can find different aspects of the social environment that are worrying you.

First, we need to perceive all aspects of the current social situation, because of which we are worried about. Ideas about them develop in the form of thoughts and images. So we can reduce our fears by changing these thoughts and images. Now we will see how this can be done.

### Building a Hierarchy of Our Social Fears

We will build a hierarchy of our fears, defining those social situations that cause us mild anxiety, then those that cause average anxiety, then those that cause very strong anxiety. Here is an example of a hierarchy built on observing your fears.

1. I walk down the street and greet the neighbor.
2. I walk down the street; the postman caught up with me and greeted me.
3. I walk down the street, and a group of five people greets me.
4. I am waiting for the bus, and people are looking at me at the bus stop.
5. I am going to buy a liter of milk at the grocery store. At the exit, I pass by a group of people who are looking at me.
6. Entering the supermarket, I stumble, and two people look at me.
7. Entering a crowded supermarket, I stumble, and twenty people look at me
8. I am going in the wrong direction in the supermarket aisle, and twenty people look at me with disapproval.
9. I am late for class or lecture. Entering, I interfere with the listeners, and everyone looks at me.
10. There are no empty seats at the end of the lecture hall, and I sit in the middle.
11. There are no empty seats at the end of the hall, and I sit down in one of the first rows.
12. The teacher (or lecturer) makes me a comment for being late, and many people look at me and laugh.

Here is another example of building a hierarchy of fears expressed by ideas, needs, and feelings.

1. I do not buy clothes that I have already measured in the store.
2. I started a conversation with a neighbor.
3. I started a conversation with a group of five people.
4. In a large department store, I insist that the seller helped me find the necessary goods.
5. I am very busy and therefore quickly ended the conversation with a colleague.
6. I ask questions to the seller of electrical appliances, but I do not buy anything.
7. I compliment my spouse or friend.
8. I have a car, but I refuse to take a friend home.
9. I clearly expressed my disagreement with my spouse or with someone I love.
10. I clearly asked someone I love to do me a favor.
11. I expressed my anger at family members (parents or spouse) and am not trying to apologize.
12. I expressed my sexual fantasies to someone I love.

As you can see in these examples of hierarchies, the first scenes cause a little alarm, the last scenes cause severe anxiety, and the middle scenes cause a middle alarm. After these explanations and these examples, you can probably build your own hierarchy of fears.

## Exercise

Make a list. On it, there are twelve positions for describing social situations that cause you concern. Describe each scene, giving all the details about the people who took part in it, about the place, about the relationship, about the behavior of people and so on. Fixing the details will help you find the least exciting scenes by changing these details (for example, speaking to the public from one hundred and fifty spectators, fifty spectators, twenty spectators, ten spectators, and so on).

Under number one, describe the social situation that is causing you some slight anxiety, and at number twelve - describe the social situation that causes a very strong concern. Then find the situations between these two extremes and arrange them in order of increasing anxiety from lesser to greater. Your description of these scenes should be specific enough so that you can easily imagine them. In addition, the degree of anxiety should gradually increase by a small amount from one scene to another.

Now that you have built your own hierarchy of fears, assess your level of anxiety in each of these situations on a scale from zero to one hundred, where zero means no anxiety, and one is the point of maximum anxiety or even panic. Put your score from zero to one hundred next to each of the scene descriptions. It is important that you build your hierarchy so that the difference in estimates of neighboring scenes does not exceed ten to fifteen points, in other words, there should not be too much difference in the estimates of one after other scenes.

The practice of visualization: first, you need to try this practice yourself. Imagine or remember a specific situation. This allows you to better visualize each of the scenes in your hierarchy.

Stay as comfortable as possible, for example, lying or sitting in a comfortable chair. Then close your eyes and imagine pleasant scenes for you. For example, an evening on the river bank, a village or a ski resort ... To your personal taste. Imagine this scene clearly, with all the basic details. Try not to be distracted from this scene. Present it as if you are present in it, rather than looking at it from the side. You are a member of this scene. You see objects, people, you hear sounds, you touch things, people, and you experience emotions as if you were there.

To help yourself more accurately, imagine your presence in that situation, ask yourself the questions: “In the place where I am, what do I see and what do I hear? Where are the other people? What emotions do they express, how tall are they, what are their voices? What am I thinking about? What do I say to others? I want to eat or drink? What does my body feel?”

Imagine this scene for about two minutes. Then relax. Forget this situation, focus only on relaxation. Then again, remember this scene for another two minutes. Relax again.

If you have difficulties with the presentation of this situation, you can start by performing the following exercise. Look at some object or person. Then close your eyes and imagine this object or this person.

### Long and Gradual Impact

The procedure for obtaining a long and gradual impact is based on the principle of repression, which has proven itself experimentally. This principle allows us to state: if a person often faces a situation that scares him or causes him anxiety, but presents no real danger, then this alarm will gradually decrease and then finally disappear. In addition, this process of

crowding out anxiety can be accelerated if a person learns to relax in this situation.

In this exercise, you will represent all the elements of your hierarchy, starting from number one, that is, from the least disturbing scene. Do this exercise for 20 minutes for several days in a row until you reach the end of your hierarchical table.

Stay as comfortable as possible, relax and try to present in detail the first scene. Concentrate and try to see everything, hear everything, touch everything and feel everything. If you are still worried, continue to present scene number one until your alarm level drops to zero on the proposed scale. Then continue to present the same scene for about fifteen seconds. It is very important to represent each particular scene in your imagination in detail and not to move on to the next until you have reached zero or almost zero alarm level. Then forget this scene and relax. Again, try to present the same scene several times in the same way until it ceases to cause concern.

The repression of anxiety can sometimes occur within a few seconds, and sometimes it can take more than ten minutes. Do not worry about the time spent on the exercise; the main thing is to present the desired scene as best as you can. The main thing that is needed to present a concrete situation is to be as relaxed as possible. When you are done with the first scene of your hierarchical table, you can do the same with the second scene. If after exercising for ten minutes with the same scene you could not reduce your anxiety to the minimum level (between zero and twenty), find another scene that causes you less anxiety. You can return to a difficult level a little later.

If, after using this method, you still feel a lot of social anxiety, you can consult with a specialist in this area. Psychologists, social workers and

psychiatrists specializing in behavioral therapies make extensive use of these methods.

### Social Fears and Self-verbalization

The result of psychotherapy can be assessed according to the degree of independence achieved by a person who has completed the relevant course. One of the most effective ways that people can help themselves is to encourage their own constructive changes through self-verbalization that is, uttering certain phrases to themselves. Indeed, studies show that the nature of internal dialogue becomes one of the most important factors in case of problematic behavior, in particular, in the presence of social fears. What is the internal dialogue?

Internal dialogue is a series of phrases that we speak to ourselves. This is usually done very quickly, almost without stopping, especially when something takes our attention very much. This happens in several cases. 1) Before any action or event occurs. 2) During an action or event. 3) After an action or event. This internal dialogue expresses our perception of events, our pattern of behavior, judgments, habits, critical attitudes, desires, fears, and so on.

For example, someone comes to get a job. His internal dialogue maybe this: “I would love to get this job, but no doubt there are more competent people than me. If I am asked questions that I cannot answer, everyone will understand that I am an idiot. I probably shouldn't have come to this interview. I do not have enough experience. I'm nervous, and everyone around is noticing. I stutter when I'm nervous and look ridiculous.” This type of internal dialogue only increases a person's social fears and reduces their capabilities.

Very often, it stops us or prevents us from doing something not so much our real inability, but rather (and more often) that we are not aware of our real abilities and exaggerate our weaknesses. The study, which compared groups of people with high and low levels of social anxiety, revealed that people from a group with a high level of anxiety underestimate the positive results of their activities and overestimate the negative aspects. Their memory longer retains negative information, throwing out positive. In other words, they actually underestimate themselves, while they are capable of solving the same tasks as people with a low level of social anxiety.

It seems rather obvious that the lack of self-confidence and social fears lead, among other things, to irrational expectations that manifest themselves in our internal dialogue. Almost unconsciously, people with social anxiety tell themselves that in a given situation they will not know what to do, they will provoke a catastrophe, and others around them will turn away and so on.

Here are examples of such irrational thoughts.

“I would love to call Zhinnet, but if she doesn’t call me herself, then she doesn’t want to talk to me.”

"I would like to have dinner at the restaurant with Paul, but if I myself offer it to him, he will think that I am imposing."

"If I tell the children that I want to be alone, they will think that I no longer love them."

We ourselves thus provoke the emergence of our anxiety when we say something like that, instead of thinking of how to resolve the situation. This leads to the fact that we strive to avoid situations that can cause social anxiety, and in fact only provoke an increase in our anxieties. Further, in



these situations, we continue to see only the negative and do not notice the positive aspects. And besides, avoiding these situations, we are depriving ourselves of the opportunity to check how everything would be in reality. But perhaps we can reduce our worries by eliminating irrational and defeatist thoughts, replacing them with rational thoughts.

During an alarming situation, you can tell yourself the following phrases.

- I am calm, I continue to relax.
- If I overcome this situation step by step, I can handle it.
- I always think about what I can do and what positive events can happen.
- My tension can be my ally, because if I feel anxiety, then for me it serves as a signal that I must turn around to face the situation.
- I don't need to prove anything to anyone. If those around me accept, it is very good, if not, then there is no need for the whole world to be my friends.
- I take a deep breath and relax. Everything is fine. I control the situation and myself.
- I am focused on the current situation. What can I do?
- It is possible that my fear increases, but it does not matter, I can relax and control its level.
- I perfectly capture what is happening around me. During this time, I do not think about my anxieties.

When an alarming situation is completed, the following phrases will allow you to maintain a sense of self-confidence and a feeling of success.

- I achieved success.

- It was better than I could have imagined.
- If I can control my thoughts, then I can control my fear.
- I am pleased with my own progress. I will tell this to my best friend.

You can choose from these phrases those that you find most useful, or find others.

## Chapter 6. Shyness

Shyness refers to the tendency to feel nervous or timid when interacting with other people, especially strangers. Talking or engaging with people outside of your normal social circle can be frightening and you might find yourself avoiding these situations as much as possible.

If you think that you're struggling with shyness, welcome to the club. I mean even the most outgoing and socially competent person you know is struggling with some level of shyness. It's probably not going to be at the same level as you, it's probably not going to be that extreme but nobody is immune to this.

It's easy to see why this is the case because whenever you're out in public or you're dealing with other people, there is always a chance that you will fall flat on your face. That's right. There's always the risk that you will make a complete and total fool out of yourself.

That risk never goes away regardless of how good you become with people. That's just not going to happen. There is always that possibility, and at the back of your head, you're worried about it. Depending on how you deal with that, it can lead to serious problems or you can continue to do well.

### Types of shyness

When people say that they're shy, they're basically making a blanket statement that doesn't really mean anything. I'm not saying that they don't feel certain things. I'm not saying that they are unclear as to what they're feeling. They're obviously feeling some sort of negative reaction to people. However, there are two kinds of shyness, and if you want to overcome it, you have to be clear as to what type of shyness you are struggling with.

## 1. Negative Association

The first type of shyness involves some sort of negative association. At some point in the past, you feel that you have made such a fool out of yourself in front of people who you equate or associate being in front of people with that negative feeling.

This negative association remains even though you are a better person now when it comes to social skills. That negative association remains despite the fact that now you are a better speaker.

That association is all in your head. You choose to keep it alive. You choose to continue to link being with people, going out in some sort of open social area with that negative experience.

## 2. Chemical Imbalance

The other type of shyness is harder to deal with because it's not just in your head. It's not just a simple matter of choice. Instead, there is an actual chemical imbalance in the neurotransmitter of your brain that triggers all sorts of negative physical effects. There are people who are so shy that they get physically sick.

I'm not talking about just feeling uneasy. I'm not talking about wanting to turn around because you are to just so afraid of what would happen. No, we're talking about actual physical symptoms. These people get sick to the point they vomit. They start trembling. In fact, a lot of people drop their knees and assume the fetal position and start rocking.

This is real stuff, and this is due to a chemical imbalance where finding yourself in any kind of open social setting where you're dealing with people triggers a negative chemical response. Your stress hormone levels shoot up, physical symptoms appear and you are trapped in a negative feedback loop.

It starts out with cold sweat. You're basically feeling clammy, and then you're feeling sweat forming and then you start behaving in a less optimal way.

People are not stupid. People can see this. So, they sit up and pay attention, your social performance suffers. They send you signals, and you interpret these in the worst way possible and your physical symptoms get worse and more.

What started out as simple cold sweat becomes buckets of sweat and then you start shaking and, before you know it, you want to throw up. In fact, before you know it, you want to physically turn around and run at full speed in the other direction.

The good news is that chemical imbalances can be fixed. You can't completely get rid of it just by using chemicals, but there are pharmaceutical products currently available that would help you deal with clinical anxiety disorder.

This is an actual clinical diagnosis. You need to see a psychiatrist to get the right medication. You also need to get counseling to lessen the symptoms.

However, you can fix this. This is not a death sentence to your social life. What I'm going to cover in the following sections deal primarily with negative associations because this is what most people suffer from.

Shy people are often victims of one simple Negative Association

It's easy to think that if you are very shy that you are essentially just harboring all these negative associations. You are under the impression that you have so many negative experiences in the past and these all combine together into this really oppressive feeling that you get when you're dealing

with strangers, talking to people one-on-one or otherwise just being out there with other people.

What if I told you that is an illusion? What if I told you that there is really just one negative association that it all leads to? Everything else is just really a rehash of that one negative association.

You have to find this. You have to look at the negative experience that you suffered initially. This is what got the ball rolling. This is what triggered the whole sad situation.

The reason you're shy is that you equate being in any kind of social setting or participating in any kind of social activity with a negative experience. There's this unbreakable bond in your mind between the social setting or the social activity with a negative experience.

Now, what's wrong with this picture? You can engage in a social setting today, and there's no guarantee that negative experience will happen. In fact, usually, since you are a bit older, more experienced and more skilled, there's a good chance that the experience will be very positive. However, why do you hang on to this equation of social setting/activity = negative experience?

**Break the Iron Link**

Please understand that for you to overcome shyness, you have to break this link between a negative experience from the past and social activity now. Basically, what you're doing is you are saying to yourself that since I have a negative experience in the past due to social activity, this means that any social activity now and, in the future, will predictably result in a negative experience. That's too much of an assumption to make. Most people cannot tell the future.

Furthermore, like I said, you're better equipped now. You're a different person now. So, why beat yourself up unnecessarily by assuming that you will have a negative experience just because you were in some sort of social setting or engaged in a person-to-person social activity?

Break this iron link- Here's how you do it

The people around you did not cause the negative experience. Seriously. Sure, you might be thinking back and focusing on some people laughing, chuckling, pointing fingers, that of thing. However, let me tell you a lot of that stuff is just mental embellishment because the more you remember that negative or painful experience, the more you fill in details. If you're really honest with yourself in many ways, that did not happen, or you just basically blew things out of proportion.

Instead, the negativity can be traced to your reaction to that experience. You interpreted it in the worst way possible, you blew things up out of proportion and you just made things worse.

You need to change your reaction because if you continue to read that experience today, you continue to strengthen that bond or that link between social setting and activity and a negative experience.

Deprogram yourself

How do you deprogram yourself to get out from under this iron link? I mean this is easy to say but hard to do. I can convince you that this is not a good thing, and you would absolutely, but that agreement is not going to do you much good because the moment a certain mental image flashes in your mind, you can't help but automatically respond in the worst way possible. All the old negative feelings come back over and over again.

Not surprisingly when you find yourself in a social setting, you start behaving the way you normally behave. You feel shy. You feel like you're being judged. You feel that something bad is about to happen. You feel awkward and on and on it goes.

You have to deprogram yourself. The first step to this is to understand that there are different ways to read “negative” social signals.

Remember: You are always in control

The bottom line here is actually pretty simple. Regardless of whether you're dealing with things from the past or things that are happening in front of you, you are always reading the situation. As the reader, you know you have a lot more control than you give yourself credit for. You read in meaning.

There is such a thing as subjective meaning. Yes, I admit that, but don't ever downplay the importance of subjective reading because things may not be as bad as you remember them. Things may not be as sad as you perceive them to be now.

Avoid the Negative Feedback loop

Given our power to read the worst into our daily activities, please understand that this really becomes almost irresistible because of negative feedback loops. We find ourselves in a situation where we end up reinforcing the very worst readings we can come up with of our daily stimuli. It doesn't have to be that way.

There is such a thing as a positive feedback loop. You can choose to flip the script. You can choose to create an upward spiral instead of a downward one. However, it is a choice.



Unfortunately, exercising that choice, knowing when to do it and how to do it requires effort and you watch repeated failures until you get good at it, but you have to do it. Otherwise, you end up with a negative feedback loop. This is how shyness becomes entrenched.

It becomes stronger and stronger because you feel that it is validated by reality. What you're really doing is you are just engaged in a negative feedback loop. You could have chosen differently. You could have flipped it around.

Here's how it normally works. You focus on your negative reading of the feedback.

For example, you see this really hot member of the opposite sex doing something seemingly directed at you. So, you give it the worst negative reading whatsoever. You interpret it as a complete and total condemnation, dismissal or rejection of who you are as a person. You feel completely unattractive, unwanted, unlovable, etc., etc.

You then feel shy because you don't want to be around other people because you feel that this is the kind of reaction you get. So, you perform badly.

This can mean just running away from the social event, or this means going to and just nursing a beer, watching everybody else have a good time.

Alternatively, if you at a dance club or an outdoor dance party, you're just dancing around in circles by yourself or with your narrow circle of friends.

This, unfortunately, draws more negative feedback. Well, at least you think they're negative. People will sit up and pay attention. You then interpret it the worst way again, the process repeats itself and you end up digging deeper and deeper into a negative emotional hole.

What do you think happens to your shyness in this context? It gets stronger and stronger. Basically, you're telling yourself, "This is objective proof that social settings are bad and causes me pain, makes me feel unloved, makes me feel unwanted and people can't accept me, there's something wrong with me" and on and on it goes.

There is good news here. You don't have to do it. You don't have to be stuck in that negative feedback loop.

## **Tips to Overcoming shyness**

Shyness can indeed hold many people back because the shy ones tend to stay away from speaking up and public situations and somewhat because they always experience lasting anxiety. If you are one of those, keep calm and know that you aren't alone because 4 out of ten individuals consider themselves as being shy. However, here is the good part; you can overcome shyness with a will to change, effort and time, there is a possibility to succeed. If you have severe shyness, you may probably need a counsellor's or a therapist's help though most people are able to overcome the shyness by themselves.

Always keep it light

In a situation where people talk about your shyness, let your tone keep casual and if at all it turns out to be part of a conversation you are having, just talk of it cheerfully.

Do not tell

There is no need for you to tell about your shyness to anyone. The people around you know it already and there are others that can never even get the chance to notice. And it is not as noticeable as you may perhaps think.

Always avoid the label

Do not allow yourself to be described as shy. You are not a single trait but you are unique. Don't label yourself as shy or as anything else.

Avoid self-sabotaging

At times we tend to be our own enemy. Always analyze the power of that voice so that you can calm it. Do not allow your inner criticizer to bring you down.

Always pick your relationships cautiously

People who are shy tend to have few relationships but that are deeper which means that the choice of partner or friend is always more important. Always spend time with people who encourage you in your life and are warm and responsive.

## Chapter 7. Body Language

Your spoken language isn't the only way you can express yourself. Body language is a language that everyone speaks; it is universal. Whether you can't control yourself because you are happy or your body showcases that you are feeling sad, body language is a very important cue for others to follow. The importance of body language is often overlooked because it can be a very subtle form of communication. Most of the time, you probably aren't even aware of your body language. In this chapter, we will take a look at the different ways you can express yourself by using your body, facial expressions, and hand gestures. You will learn how people perceive you and how you can interpret them in return.

Body language comes from more than just your body. It can also be observed by how much (or how little) you use your hands while you speak, the ways that you stand, and the expressions that you pair with what you are saying or reacting to. Know that other people are likely going to notice your body language before you do. It is the way you are presenting yourself to others. For this reason, awareness is important. If you feel constantly awkward, yet you seem to have conversation skills mastered already, there could be a divide between what you are saying and what you are portraying.

Working from the top down, think about the way that your eyebrows can control a conversation. You might have thought of your eyebrows as unimportant before, but they actually have a lot of control over your facial expressions as a whole. Raised eyebrows can indicate skepticism or surprise. A furrowed brow can showcase sadness or disappointment. A slight lift might mean that you are feeling happy or peaceful. There are so many different ways that your eyebrows can match up with the

conversation that you are having. Be aware of the way that you hold them because they can let the other person in on how you are feeling.

Directly below your eyebrows, your eyes can say a lot about you. When you refuse to make eye contact with someone that you are talking to, think about the way that this will come off to them. They might take it as a sign that you are not interested, or that you do not respect what they have to say. Even if neither of these things is true and you might just be nervous, avoiding eye contact entirely is one of the biggest social mistakes that you can make. Even if you cannot maintain constant, direct eye contact, you should still try to make an effort to get in a few moments where your eyes meet the other person's. Working on this will allow it to get better over time.

The mouth is arguably the most important part of your body when it comes to communication, and this is not even including the fact that this is how you speak. Think about the power behind a smile. This can take a conversation from intimidating to comfortable. If you are feeling happy, let the other person know. Smile at them, and if you do not feel like smiling, do your best to keep your mouth relaxed and slightly upturned. Even the most minimal instance of a frown can completely change the mood of the conversation. If you are feeling upset, then you can't help frowning or grimacing. But if you are feeling good, let it be known that your mouth should match. Practice speaking in front of a mirror to work on your charisma. Talk about a range of different topics. You can really pay attention to your facial expressions this way.

Your posture comes next. Believe it or not, the way you stand can say a lot about how you are feeling. A general rule of thumb is to keep your posture open and relaxed when you are speaking to someone. Face the person

directly, maintain eye contact, and keep your arms down at your side. The main indication that you are unhappy or uncomfortable comes from crossing your arms over your chest. Crossed arms are the universal symbol for not being content. Even if you feel perfectly fine, you might still be in the habit of doing this. Work on ways that you can feel comfortable without crossing your arms. Lean up against a surface if you have to, but ensure that you are still facing the person that you are talking to.

As mentioned, the way that you hold your arms matters to the overall feeling of the conversation. Understandably, fidgeting or folding your arms might happen naturally as a defense mechanism. If you aren't great at having conversations yet, they will probably still make you feel nervous. Fidgeting can be distracting, and even though you might be expressing your words clearly, the other person might not be able to grasp what you are saying if you keep fidgeting in front of them. When you know that you are going to be in a social setting, expend that nervous energy ahead of time if you can, this way you won't fidget while in a social setting. Use fidget cubes and other devices to release the nervous energy you feel. Learn how to be comfortable with the idea of keeping your arms uncrossed and relaxed as you speak.

Hand gestures can be a great addition to a conversation once you get the hang of them. They can be used to add to what you are trying to say. Talking with your hands is an animated way to further enforce your point. Whether you are excited or naming things from a list, your hands might naturally want to move to the words that you are saying. As long as you are not fidgeting, explore these hand gestures and allow this to happen. Moving your hands is natural, and if they can help you express yourself, they are a great social skill to take on. Do not feel that you have to use hand gestures

because this will only become awkward. Use them if you feel the urge to, but if not, you can save them for when you are feeling more comfortable.

Your legs are the final aspect of body language to be aware of. There isn't really much that you can do with your legs during a conversation, but there isn't much that you need to do. Shuffling around a lot is a clear indication of nervousness. If you want to appear as self-confident as possible, stand still. There is no need to walk around or move when the other person isn't doing the same thing. Take their social cues into consideration while you talk to them. Moving your legs and feet only makes you feel increasingly uncomfortable even though it is another defense mechanism. Do your best to be comfortable with just standing still.

Consider that your body language might be different when you are sitting versus when you are standing. The same basic principles still apply, but there are a few additional things to be considerate of. If you are sitting at a table with someone, it is considered impolite to place your elbows on the table. If you need to place anything on the table, only rest your hands there. Especially if you are in a setting where you will be eating, having your elbows on the table is a sign of disrespect. Sit up tall and straight; any type of slouching or leaning can come across as impolite, as well. Eye contact might be easier to maintain at a table setting because you might be talking to more than one person at a time. Divide your eye contact equally, slightly turning to face who you are addressing each time.

Think about the way that you greet someone when you first meet them. Do you stand before them and wave or do you shake their hand? In general, a handshake is an indication that you are respectful and confident. Work on your handshake, ensuring that it is not too loose but also not too firm. Make eye contact during the handshake, and don't forget to smile. This is the first



impression, and you know how important it is to make a lasting first impression. Treat yourself how you would hope to be treated, providing the other person with an attitude that is warm and inviting.

It sounds like there is so much to remember when it comes to body language, but it isn't difficult when you pay attention to the cues that your body naturally makes. It is likely that you already have your own physical traits that you aren't even fully aware of yet. As long as you have this basis, then you can improve upon it. Take note of the way that you present yourself while you are speaking to other people, and ask yourself what you can do to make the interaction even better. Practice the above tips to become great at the way that you show your body language.

## **Practical Application**

Learning about new skills is great, but being able to apply them to your real life is even better. That is the goal with the guide. Not only should you be retaining these concepts, but you should be able to find ways to incorporate the tips into your life. To work on your body language skills, start by observing. This is one of the best ways to learn how to get better at something. Not only should you be observing your own behavior, but pay attention to the ways that other people express their own body language. Now that you are familiar with all of the different movements, you can take a look at the way that others choose to portray themselves. It is likely that you will learn a lot from this simple observation.

Think about the most charismatic people that you know. Why do you feel this way about them? The traits that they display are going to be a great starting point to model your own behavior after. Pay attention to how they showcase their body language. What do they do that leads you to believe that they excel at communication? To start, observation is all that you really need to do in order to apply practical applications of body language to your own life. The more that you know about the various social cues, the more that you will be able to model your own behavior to fit the specific mood of each conversation that you have.

Practicing standing in front of the mirror while you recite a speech is also a great way for you to observe yourself. Standing before a mirror, read a piece of literature that takes you at least one minute or more. Look at the way that you are standing and what your body language is saying. Sometimes, being able to see exactly what it is that you need to correct can help you to do it easier. Does anything about your stance look awkward? Are you remembering to make occasional eye contact? All of these small

things matter; they make up the overall picture of your body language communication.

The next step you should take is having conversations with friends or loved ones that you are very close to. While applying the principles that you have learned, make sure that you are successfully using your body language to convey what you are trying to say. It is often easier to practice new social skills on those that you are familiar with than to try them out for the first time on strangers. When you allow yourself to build up confidence ahead of time, you will have fewer encounters that leave you feeling embarrassed or unsure of yourself.

An interesting concept about becoming great at reading others' body language is that you can actually begin to notice when people are lying to you. When people lie, their body language is normally a dead giveaway. Eye contact becomes flighty, possibly non-existent. If you notice that someone is looking away from you a lot during a conversation, this could be an indication of guilt or nervousness. Taking this into consideration, you can see why it is important that you remain aware of your own levels of eye contact because they can be misunderstood. Shifting in stance frequently can also be an indication that a lie is being told. Lies generally make people feel uncomfortable, whether they realize it or not. A person who is lying will likely have a hard time standing still.

The intention behind the words that are being said is amplified by the way that you pair them with body language. If you want someone to know that you care about them, you should express it in more ways than one. With the words that you say and the actions that you perform, you will become more comfortable with this type of expression. If you feel upset with someone, you can also apply the same concepts by pairing your verbal language with

your body language. You do not always have to censor yourself for the sake of making others feel more comfortable. If you are truly struggling, then you have the right to let the person you are talking to know this.

Body language can help you express the exact emotions that you are feeling. A common struggle with social skills is feeling like you do not know what to say or do. By utilizing body language, you are giving yourself more options. When you have these ways to express yourself, you will be less likely to get stuck without knowing how to continue the conversation. Listen to how you are truly feeling, and let the expression form from there. Be clear with what you need to express, and take a few moments to think about how you would like others to perceive you.

A great trick to utilize is the mirroring trick. As you explore the different ways that you can express yourself, you might need some practice before you feel fully comfortable. In times like these, it actually becomes helpful to simply mirror the other person's energy and body language. If someone is standing openly in front of you and smiling, you can do the same. This is a great tip to utilize that will keep you on track during conversations. If you are ever unsure of how to feel or act, take a look at what the other person is doing and do your best to try to relate to this. Your empathic skills will come in handy for this.

Not only can mirroring help put you at ease when you don't know what to say or do next, but it can also put the other person at ease. It can be nerve-racking to explain yourself, no matter how comfortable you are with socializing. Mirroring provides a sense of knowing, a sense that no further explanation is needed. This is a powerful tool that strengthens your bond with the opposite person. When they feel like you are on the same page as them, they will naturally feel more comfortable talking to you. This is the

start of a great social relationship. Each time you speak to this person, you will be able to grow your bond even more.

Taking a look at the other side of the mirroring technique, if you notice that someone is mirroring you, this means that your energy is strong. This is a great thing because the other person is acknowledging that you appear comfortable and confident in the conversation. When others mirror you, it is a sign of respect. It also shows that they are interested in who you are as a person and what you have to say. Feeling that you have the upper-hand in this way can be a great confidence boost, especially when you were unsure of your social skills to start off with.

When you are speaking to someone, it is important that you are aware of personal space. One way to make someone uncomfortable during a conversation is by standing too close to them. While you might not intentionally do this, you can usually tell by a person's body language if they feel their personal space is being intruded on. Stepping backward is a clear sign that a person is uncomfortable. If you are having a conversation and you notice the person is backing up, do not close the distance again. This body language suggests that they might need some more space. When someone does this, it does not mean that you have done anything wrong. We all have different boundaries when it comes to our own personal space.

In the same way that you must be mindful of others' personal space, make sure that you are comfortable in your own. Backing up can be a useful way to send a hint to that person that you need more space. You can also use objects to create more distance between you, such as a table. It is understandable that your personal space is important to you because that can really impact your ability to socialize. Do not feel weird or guilty if you

need more of it than the average person. Your feelings on the matter are valid, and it is up to you to set those social boundaries.

As you know now, body language is a whole other language in itself. It is a way to be expressive without even saying a word. Utilizing clear body language cues can really help you in social situations. They can take things to the next level and make you seem more interested and engaged. Do not forget about your body language while you are socializing with others, and do not forget to observe the body language of the person or people you are interacting with. Both will be beneficial in helping you succeed in social situations.

If social interactions in the past have not gone as well as you had hoped, then you were probably forgetting to be aware of your body language. Practice in the mirror as much as you need until you feel confident in your abilities. There is no set amount of time for how long it takes to master the art of becoming great at using body language. Much like any other social skills you will develop, practice is what will take you to the next level of communication. The best time to start utilizing these skills is right now. There is no need to wait until you feel that they are perfect because there is no such thing as perfect. Socialization is subjective, and you never know what kinds of conversations you will find yourself a part of. The best way to learn is by doing.

## Chapter 8. Improving Your Conversation Techniques

There are many factors that come together to help improve one's social life. Part of it is your conversation skills. Since improving your social skill involves being able to communicate effectively with others, it is important to take the needed steps to make sure you have top-notch conversation techniques.

Your conversation skills are so important because they serve as the foundation of many relationships you will form. Be it a romantic or professional relationship, the ability to communicate effectively helps set the course of such relationship.

Discussed in this chapter are conversation skills that can draw people to you. Besides this, they can help set the conversation in the right direction such that when it starts, you can keep up the momentum with ease.

### **Allow People to Explain themselves**

Do not feel pressured to agree with everything someone says, especially when you do not understand it. Give people the chance to make themselves clear. I am pretty sure people are interested in making themselves clear when communicating with you. As a result of this, you can say things like: "What does it mean to...?" etc.

You can also try to understand people from various angles. For instance, why do you like Nissan and not Toyota? The kind of response you receive will give you a deep insight into the personality of the person. Besides, it could help lighten the mood a little.

### **Do not be too Eager to Talk**

The urge to respond after someone finishes talking can be so strong. However, a good way of showing that you are invested in the conversation is allowing a moment of silence before responding, and a second is all you need. You should not be so eager to talk that you jump right at it once the person finishes.

Besides giving you the chance to gather your thoughts, it shows the other party that you are ruminating on what was said before speaking.

### **Be ready to Admit When You are not 100% Sure**

It is pretty vital when you do not have all the facts. There is no point in talking as if you know what you are saying. A simple way to cultivate trust and gain credibility with others is to let people know you are not completely sure of what you are saying.

In doing this, people will unconsciously believe and accept what you say when you are sure of yourself. This is a simple way to build quality friendship and great relationship.

### **Start Conversation With Compliments**

We revealed that offering compliments is a great way to enhance social skills. The fact is that compliments do more than that. Have you had your sights set on someone but feel clueless on what you can say to kick start a conversation or offer a compliment?

With compliments, you have the perfect opening line, which will lighten the mood for further discussions. People love feeling good about themselves, and offering a compliment is one fantastic way to accomplish this.

In contrast to offering a generic compliment, we recommend being specific. For instance, rather than saying someone is well dressed, you could



appreciate the person's hair or the way they smile. It is not only specific but flattering and gives the opportunity to have something to talk about.

### **Be Comfortable With Small Talk**

Many people, especially folks with poor social skills, find small talk unnerving. Even though it might not be what you want, it is important. This is because it is small talk that graduates to deeper and meaningful conversation if you know your onions.

Small talk is very important, and the best part is you can talk about anything. It could be the weather, the speed of the train, the beautiful terrain or the venue of the event. The best part about this is that anyone can relate to small talk. However, the aim is to graduate from small talk and have a meaningful conversation. The next point shed light on this.

### **Ask Questions**

Asking the question is the switch that can change the pace of your conversation from small talk to real, deep, thoughtful conversation. This is different from abruptly changing the conversation anyways. You need to look for the perfect opportunity before you do or you come off as rude.

This calls for paying attention to the conversation. When you do, you can ask questions that will produce a meaningful conversation. The same way engine oil serves as a lubricant and allows a vehicle to move flawlessly, questions are the lubricant to any conversation. Be sure to be inquisitive and always look for opportunities to ask questions.

### **Keep Your Conversation Simple**

People will try and avoid you if all you do is complain and rant about how much you hate your job or spouse. This calls for keeping the conversation

light and approachable. Even if you run out of things to say, that is not a license to complain about all the things going wrong in your life to others.

Be sure you are armed with a couple of jokes before attempting to start the conversation. People are naturally

Developing your art of conversation is primal to improving your social skills. The tips above will give you a direction on how to go about developing your conversation skills. If you improve your conversation skills, you are one step closer to improving your social skills. All you need to do is keep these points in mind and practice. You will not get better overnight, but you will definitely improve.

Since we have established various conversation techniques, the next section will shed light on simple and practical ways to have a confident conversation with a stranger.

# **How to Talk to Strangers Confidently**

Many people do not value social activities. Rather, they have this false belief that solitary activities are better. That is why most people would rather check their phones, peruse social media, and read rather than go out and mingle. The idea of connecting with a stranger does not appear like a pleasurable activity.

Besides being a pleasurable activity, there are many benefits of talking to a stranger. Many people grow up with warnings from their parents that they should avoid talking to strangers. This warning proceeds with them into adulthood, which restrains them and their ability to interact with others.

If you already know quite a lot of people, then you might not have an issue, only that you restrict yourself from building your network. If, however, you do not have many friends, for instance, when in a new place, developing your ability to talk to strangers could be immensely rewarding.

The good news is that talking to strangers is not as hard as it seems. The hardest part is getting started. Once you start, the rest becomes a walkover. Besides, with time as you practice, it becomes part of you, giving you the avenue to work on and improve your social skills.

Before I delve into the practical steps that will guide you from talking to strangers, it is important that I point out that you need a mindset change. In other words, not everyone is out to get you. Also, most people will be glad you reached out and will likely leave the conversation happier than the way you met them. With the above in mind, here are practical ways to talk to a stranger:

## **Be Prepared to Initiate Contact**

You are all out to improve your social skills. You need to put yourself out there and realize that it will not hurt you. As a result, do not wait for someone to walk up to you before having a conversation. Entering a social gathering and sitting all by yourself wishing someone will walk up to you will not get you anywhere.

It is not a big deal to make the first move, even though every fiber of your being might cry against it. The other points in this section hopefully will show you that this is not as scary as you think. Be sure to get out of your comfort zone and mingle.

### **Get Comfortable Smiling**

Approaching someone you do not know might be unnerving. However, a foolproof approach is to wear a smile. With a smile, you relax your nerves and put the other person at ease as well. This is because smiling is like declaring that you come in peace and mean no harm. The other person will certainly be interested in what you have to offer while smiling will also leave you feeling positive.

Besides, there is a high tendency that the other person will reciprocate your smile. With this, you have set a positive foundation for fruitful interaction. Hence, even before you utter a word, you already won the person!

### **Look For Similarities**

As we declared earlier on, the most tedious part is getting started. This is why you need to arm yourself with a smile as advised earlier. With the positive mood set, you need to look for similarities and build on it. You do not have to rack your brain for conversation topics.

With similarities, there is a high tendency to build rapport and establish a connection. This will put the other party at ease, encouraging them to open

up.

You do not need to rack your brain too much before coming up with something to talk about. If you are at a dinner party and you are having the same kind of wine as someone else, ask them why they chose the wine. If you are at a get-together, for instance, you can introduce yourself and ask if this is their first time at the party.

### **Get Comfortable Calling People's Name and Yours**

One of the simplest ways to establish a bond with a stranger is to call their name. There is this special feeling that comes when people hear their name. It signifies that you are invested in the conversation and focused on them. Be sure to also find a way of mentioning your name during the conversation.

It prevents the awkwardness of having to ask for names again during the meeting. It is not surprising that the parties involved could easily forget their names in a rushed introduction.

### **Prioritize Talking To Groups**

Talking to a lonely person like yourself might be easier. The disadvantage, however, is that it is way easier to run out of subjects and topics of discussions, giving way to the awkward silence. This is why we recommend talking with a group of people. It is easier to keep the conversation flowing when you are in groups of three or more since there are more people who can contribute to a conversation.

Also, talking to a group removes the fear of being stuck with a single person all night long.

### **Encourage People To Talk About Themselves And Share Information About Yourself**

People like being the center of attraction. It makes us feel good about ourselves and our accomplishments. That is why the best topic of conversation you can have with anyone is about themselves. So even though you might not have an interesting topic to talk about, ask people about themselves. From there, you can pick similarities or see other interesting topics to talk about. Be interested in where they grew up, what they do for a living, where they went to college, their hobbies, etc. By encouraging people to talk about their interests, you can gain insight into the personality of the person.

It does not end at asking people about themselves alone. You should also give out information about yourself, or you risk coming off as prying. Giving information about yourself, like interests and hobbies, etc., might prompt the other person to share information about them.

As evident from the above, talking to strangers is not as hard as it seems, even though it can be daunting at first. Arming yourself with the recommended tips above will be of tremendous help. Do not expect to be a pro overnight. There might be shortcomings but do not beat yourself up, and do not use that as an excuse to recoil back to your shell. The fact that you can get out there means you are making progress. You will get better with time!

## Chapter 9. Speech Delivery

### The Moment of Truth

The actual delivery of the speech is your moment to shine. For some this part is the most stressing part of delivering a speech.

This is the real thing. After making your draft and practicing speaking for a couple of times, this is the moment of truth.

In this part, it is most important to keep your calm and focus on what you are about to do.

### Effective Delivery

For you to be able to effectively deliver your speech, you need to look natural in front of your audience. Avoid being too stiff or being too shaky. For you to be more natural and confident you must:

#### 1. Act Normal

You should keep in mind that your speech is just like any other normal conversation that you can have with any other normal person.

A speech is only a little different because many people are listening to you all at the same time.

However, you don't have to be nervous about this. Just think of everyone as your friend. Smile and be confident. If you are well prepared, there is nothing to be nervous about.

You can just imagine everyone in their underwear. If this old trick works for you, then go for it. Don't try to act it out. Try to keep everything as normal as you can.

## 2. Be enthusiastic

Even if you are the one speaking, you need to show some enthusiasm over your topic.

If your listeners see that you are excited about speaking, then they might be excited too.

This will spark some interest in your audience and will help you keep their attention for a longer span of time.

## 3. Be confident

Don't think too much about how you look, instead focus on what you are saying.

Don't be too conscious of yourself in front of your audience. It will only increase your nervousness.

If you are not confident yourself, how will your audience have confidence in you and in what you are saying?

## 4. Maintain Proper Contact

When speaking, do not avoid the audience. What you should do is engage with them. Remember to maintain eye contact with everyone.

Shift your focus from one person to another to see if everybody is listening. Maintaining your focus on only one person may cause him or her to be uncomfortable.

However, if you just stare into blank space, your audience may not find your speech exciting or interesting. Also try to use a friendly tone of voice. Don't talk too loud or shout.



You just need your voice to be heard clearly. You may raise your voice when pointing out to a fact or to an important idea.

But throughout your speech, you should try to talk in a calm and friendly manner. Also, don't forget to smile.

Remember to smile when you can and smile at the audience. If possible, put yourself in a place near your audience. This will create familiarity and a comfortable air around you.

### Methods of Delivery

You can deliver your speech in many ways. As a speaker, you need to be familiar with the different methods of speaking.

But soon enough you can try to develop your own style and approach to speaking. Here are the most common types of delivering a speech...

#### 1. Manuscript

Speaking with a manuscript is the easiest way to do a public speech. You just need to read a prepared speech and hope that everything goes well. Most people do this type of delivery.

However, this restricts you from maintaining eye contact with your audience, which is a must.

You still can try to have a brief eye contact as you read, but much of your focus is on the paper that you are reading.

This also restricts you from moving your body to show a point or portray conviction.

As much of your attention is on the paper you are reading, you don't have much freedom to move and express yourself.

This type of delivery, although easy, may be boring for the audience. Soon enough, their attention will drift away from you and you will have a hard time getting it back.

However, there are ways where you can still deliver an effective speech while reading a manuscript.

With enough experience and practice, you can speak in front of an audience without them getting bored, even while reading from a manuscript.

If you are about to read your speech, here are a few things you need to do:

- Use presentation aids to keep the attention of your audience.
- Take some time to read the whole speech and be familiar with it. This will help you avoid stuttering and making mistakes.
- It will also allow you to have some eye contact with your listeners.
- Use a font style that you are familiar with and try to put large spaces between each line of your manuscript. This will allow you to read it with ease and avoid misunderstanding words or phrases.

## 2. Memory

Delivering your speech from memory is a hard thing to do. First of all, if your speech is long, it would be hard to memorize it all.

Second, sometimes, when doing the actual speech you may forget something important and you end up confusing your audience.

However, delivering a speech from your memory may make you appear more professional.

If you can do it properly, it means that you took time making your speech and that you know the important details that need to discuss.

Of course, sometimes, you really can't help but forget something, so it is important to make an outline.

If you have memorized your speech, you can bring this outline with you while you talk. Sure, it does not contain your whole speech, but it has the key points and ideas you want to talk about.

But if you are still a bit unsure, you can bring with you your manuscript. Just take quick glances when you forget something.

There are still instances when memorized speeches are used. Speeches like this are common in toasts and introductions where you only need to say few short sentences.

Delivering a speech from memory has a few advantages:

- You can maintain eye contact with your audience if you deliver your speech from memory and analyze how they think or react to your speech.
- Maintaining eye contact is important for you to keep a certain bond or connection with your audience.
- You can move around freely. Without a piece of paper consuming your focus, you now move around and interact with your audience. You can go around the stage and move your limbs freely. This will help you convey information more effectively.

- You can express yourself more and vary the tone of your voice. You can smile, frown, or laugh when you have the most of your focus on your audience. Just like having the freedom of movement, this will also allow you to express your message more effectively.

### 3. Impromptu

Impromptu speaking is when you are not prepared to give a speech, which means that you need to improvise.

This can happen in many places, especially in celebrations, where you will be asked to do a little speech for someone.

This can also happen in school when your professor asks you to summarize a lesson from your book.

When speaking impromptu, you can be unprepared, but do not panic. There are things that you can do to ensure a good outcome for your speech.

- Take a deep breath and focus on the situation. If you can, try to do a little bit of research first, but if you can't, just focus on what you know about the topic and on what you would really want to say to your audience.
- On a piece of paper, write down key idea, phrases or topics that you would want to talk about. If you can, arrange them into a neat order and use a simple outline.
- Stay focused on your topic. Do not wander off and try to talk about other things, get straight to the point and avoid too many words.
- Don't speak too fast because your audience may not understand you. Instead, try to appear calm and speak

slowly. This will allow you to gather your ideas while speaking.

## Chapter 10. Navigating Tricky Social Situations

We have all been there. There's an event coming up, and either you must be there because of work, or family obligations, or because you simply promised you would and you don't want to come across like a person who doesn't keep their word, but you know it's going to be a rough time—potentially. Sometimes just the mixture of the crowd is a certain indication of troubled waters ahead, other times it is just one person who seems to spark unrest wherever he or she goes, but at the end of the day, you just want to make it through the event with your dignity and confidence intact. So what can you do?

First, an important concept to begin to incorporate into your daily mindset is the fact that other people do not have control over us. While it's true that others seem to have the power to trigger certain reactions and emotions within us, the actual truth is that with enough practice, confidence, and presence of mind, we can be the ones in control of ourselves—and that includes emotional reactions.

You might ask "How. How can I not react when somebody says something rude, hypercritical, or outrageous to me?" To that, we say practice and poise. Poise just is not a word evoking some sort of Hollywood-esque facade, and it is not about a proper-fitting suit or dress, or body posture. Poise is keeping your head under pressure. Poise is about inner strength in the face of adversity.

For starters, get cracking on your forgiveness potential. The biggest diffuser of negative energy should come as no surprise: forgiveness. When we forgive, we gain back our power. What happens when we do not forgive? a) we hold on to the negative emotion the other person sparked in us, be it

hurt, anger, judgment, disgust, and b) we send that emotion back to the sender, and to anyone around us as collateral damage. Now we are spreading negative emotions like wildfire! That certainly will not earn us any charisma points, will it? (D&D references notwithstanding).

If instead, we stand in our power when the other person releases the offensive or triggering statement, and simply say, "That's all right," we've dispelled that negative energy. We are like a lightning rod channeling electricity's potential destruction safely into the ground, where it can be spread out and rendered harmless. Not only are we affecting ourselves with power and calm, but also our response can be an example to anyone else around us, and perhaps encourage them to forgive (and then move on from) the offending speaker.

It is important to understand that other people may not possess the same skills, and if others do react negatively to the original offensive speaker, it is best to gracefully move on to more waters that are positive. At least we did not allow the negativity to directly affects us, and I would call that a win.

Other forgiveness phrases include:

- I understand.
- I hear from you.
- Noted (in a positive voice, as this can also sound dismissive)
- We are all different, of course.
- You are absolutely entitled to your opinion.
- Thank you for giving your outlook.

If the person questions your response, such as "Oh really?" simply return with "Yes." Then perhaps excuse yourself and move on to a different group

of people, or wait for someone else to pick up the conversation.

There is an alternate set of responses in the case of someone saying something that you know is deeply offensive to one or more persons in the room. In the case of prejudice or hate, a rare individual will not instantly feel a negative emotion in response. At this point, your job is to refuse to add to the powder keg of the speaker's energy. Refuse to condone their words with a simple "I disagree," or "I would not share that here," and leave it at that. You may not be able to get this person to stop talking, but at least to those around you, you have quietly taken the side of being against hateful speech, while not contributing to the speaker's disruptive energy. Refuse to engage with them further.



## **Acceptance Gives You Freedom**

Nobody in the world is perfect, which is good news, as it gives us freedom from believing that it is right to judge anyone else.

Learning to accept the fact that other people are different from ourselves is an important lesson, and it gives us great personal power when we achieve the acceptance state of mind. What is even more important is—extreme cases or instances aside—meeting and talking with someone who is vastly different from ourselves gives us a rare opportunity to expand our own understanding. When we set judgment aside and learn to accept people for who they are, we open our minds to new information and new context, that we can often use later on when faced with a challenge our own perspective is stumped by.

Never pass up an opportunity to learn. All of life is a journey of awareness and opportunity.

Learn to look at disagreements as misunderstandings. When we remain in the pattern of "seemingly negative input = emotional response," it can be incredibly difficult to move from that point. We are stuck in a defensive position—where can we go from here. No one will ever back down, give up, and say "I'm sorry" simply because you think they are wrong, or that you are offended by their words. In addition, none of that has a point—we are not listening to the reasoning behind the words, we are not considering what brought this person to this moment of belief. All we hear is emotion, and that is what we are giving back. It is a useless, endless cycle, and it lowers everyone involved instead of displaying his or her confidence and charisma.

If you take a moment and wait, center yourself and release that negative emotion, you might then see the person in front of you—unique, diverse, different, but also valid. Ask them to explain what they mean. Look for points of similarity between yourself and them. Offer up your own stories that might bridge the gap between the two of you. You will be surprised at how often a non-negative reaction causes a conversation to become stronger, more neutral, and in the end, rewarding.

## **Initiating a Difficult Conversation**

Studies show that in the workplace, employees are forced to navigate conflict related to managers or coworkers approximately 3 hours, at least, per week. Obviously, it is not easy to do a great job if you are mired in emotion and negativity. What is even more disturbing is that the study also revealed that more than one-third of these employees left their jobs rather than deal with the conflict at all. How can this problem be better handled, or even handled at all?

Most instinctively know when we should have a difficult conversation with someone—be it at work, in the family, or with a friend or a partner. If you are already feeling the pull to do the right thing, then you need to it, no questions asked. However, how to rise to the occasion successfully? You will need the two things you have been working on cultivating for greater charisma first: empathy and social skill. There is going to be a lot of navigation to reach a mutually agreeable destination. You'll also need courage, which as well know is not the absence of fear, but the acknowledgment of it, then the choice to move forward despite it.

Before you reach out to have the conversation, do some mental preparation in anticipation of it. Ask yourself “what could be the person’s desire for their demeanor, and how is their behavior causing this problem?” Even more importantly, ask yourself "how is their behavior-driven problem affecting the (company, family, our relationship). Get your thoughts on these two questions together, and take as much time as you need to have a central focus that you want to explore with the person, otherwise much of the initial conversation is simply going to be about discovery, and inevitably, defense. You will go off on far fewer tangents if you have a mental map of the road ahead before you reach out to the person.

Know what your objective is before you enter the conversation. You need to know what you want to accomplish before you start talking, otherwise, the conversation is bound to become circular, and leave both parties hopelessly frustrated. Here is a checklist that can help organize your thoughts and goals:

- What is your best outcome to accomplish here?
- Is anything non-negotiable? Practice expressing this objectively.
- Plan on how you will wrap up the conversation successfully.
- What action steps do you want to come out of this?
- What role do you want the other person to play regarding those action steps?
- Are you willing to support the other person after this conversation, and what support will you give, specifically?

Check your attitude at the door before the conversation begins. You are not on a hunt and you are not here to target; you need to approach this conversation with an inquiry-based frame of mind. If you have already made up your mind, about what has been going on and how to fix it, then you are not going to be successful here. Just as a physician should have a long, thorough talk with their patient before deciding on treatment, so should you listen to the other person's point of view and experience before reaching out to propose a compromise and solution to any problems that have been occurring. Even if you think you know exactly what the problem is, respect for the other person demands you listen to their thoughts. You may discover something you had not realized or thought about previously, and the impression you make by showing empathy and respect can go a

long way into healing any fissures or divides that may have existed between you.

Emotions, however, are a different story. We cannot properly utilize empathy if we strip all emotions from ourselves and omit them from the conversation. We can, however, refuse to follow a particular direction of what is called the "wheel of emotions." In this particular emotional diagram, annoyance leads to anger which leads to rage, and so on. Knowing this, we can navigate the conversation back the other way. If emotions like shame, sadness, or regret lead to tears in the other person, we need to be strong enough not to judge them for that. Tears are not a sign of weakness, they are a sign of emotion, and we all have emotions so it is not our right to judge the next person for displaying them. Allowing the other person their emotional reactions puts us in a place of generosity and patience and frames us in an empathic light.

If the other person does have a breakdown moment, we should acknowledge that this is perfectly okay, and allow them the time they need to collect themselves and return to the conversation.

If silence occurs, ride it out. Having difficult conversations is, well, difficult. We may need some time to collect our thoughts, and this is okay. Saying reassuring things like, "I can see how this could be difficult, and that is okay. Please take your time" can go a long way in making the other person feel respected and safe, and not pressured or put on the spot. Humans never react well when pushed into a position of defense, so make sure your body language and tone of voice do not contradict your words when you are trying to be reassuring.

Having high emotional intelligence, like charisma, is only partially inherent—most of it is learned. You can prove that yours is high, right now, in the

midst of this difficult conversation. Knowing that years of built-up trust can be destroyed in mere moments makes it essential to preserve the relationship as you near the end of the conversation. No amount of acquiescence or promises is worth losing the relationship. More time may be needed. Before you wrap things up, consider exploring how long changes could take to be initiated in the interest of both parties.

Do not be a hypocrite; preserve consistency. Never give one person a set of rules when another person does not have to follow that set of rules. If you think you are going to fool anyone, you are wrong—make sure that across the board, what applies to one applies to all.

## **Common Pitfalls We Might Encounter During a Difficult Conversation**

Not everyone is going to be at his or her best when confronted in a difficult conversation, regardless of how objective, patient, and calm we are when approaching them. People sometimes adopt a defensive position because of their own fears and insecurities, and nothing we have said may be needed to trigger this. When people are in this position and trapped in a fear mentality, they may utilize something called a "thwarting ploy." Pay attention to these and be ready to respond correctly if they occur:

- Stonewalling. This technique used by fearful and/or manipulative people involves putting up roadblocks to a conversation, such as questioning the validity of each thing the other person says, refusing to answer questions, and making generalized statements such as "this is ridiculous" or "I can't believe this is happening." How to disarm this tactic: For starters, always acknowledge a thwarting ploy. You can say here, "I will not be able to help if you keep putting up roadblocks, and I want this to be resolved in a way that puts you at ease. It will be easier for us to move forward if we stick to the topic. I appreciate your cooperation with this."
- Sarcasm. Another defense mechanism and one that can be acknowledged by saying, "I know this is a difficult subject, which is why it is best if we both keep our tone neutral. "
- Being unresponsive. You can say, "I am not sure how to interpret your silence. Take your time with this, but when you're able to express yourself, I am here to listen to you."

## **Pay Attention to Where You have the Conversation**

The name of the game is neutral territory. If you are talking to an employee and you are a manager, your office is not the most suitable place. If you are an employee talking to your boss, ask if there is a more discreet place to talk, such as a conference room or lounge. If you are talking to a partner, friend, or family member, suggest a quiet public place such as a coffee shop. This will help keep emotions under control, as most people do not want to make a display in a public setting.

As for body language, remember to avoid the negative cues, such as arms crossed, tapping or fidgeting, and looking away from the person or staring for too long. If the person you are speaking to chooses to sit, you will need to sit, also. If they prefer to stand, you have a chance to avoid making them feel intimidating by sitting down.



## **Have an Idea of How to Start the Conversation**

Never surprise someone by initiating a conversation without warning. Give the other person a heads-up; reach out for a time and place to talk. Be specific about what you will be talking about without labeling it or being accusatory, such as "Hey I wanted to meet up and talk about what happened the other day in the meeting. What time is good for you?" or "Let us take some time for the future to clear the air about some things. I would like to hear your belief about it. Why don't we grab coffee?"

Many of us put off these difficult conversations because we are at a loss as to how to initiate them, but with enough preparation and thought, we can get these much-needed conversations started, and hopefully discover some solutions that benefit everyone involved. Make sure your tone of voice carries no sound of judgment but merely inquisitiveness and discovery.

## **What To Do If You're Approached for a Difficult Situation**

Sometimes we find ourselves on the other side of the table. Perhaps we slipped up and reacted inappropriately to criticism, disrupting a meeting or group work effort. For starters, at this moment, your charisma and reputation are at stake—this might make you want to revisit that discarded emotion of shame, but now is not the time for regression. Bite down and do not let shame overwhelm you—everybody makes mistakes. How one processes those mistakes separates the leaders from the led.

Give the person you wish to speak with time to process and prepare. In other words, never ambush someone—you will never get the results you want this way unless the results you want are purely negative.

## **How to Approach Your Boss with a Concern**

What happens if you have an issue and you are the one needing to ask for a meeting?

Do not act out of emotion. Wait until you have had time to cool down. If your first reaction is to go on the warpath, you are doing yourself a grave disservice. Take time to assess the situation and what you want to get out of a meeting your manager or boss.

Understand that the bigger picture is important to management. A great manager will place themselves in employee's shoes for the purpose of empathy and understanding, but not every manager is a great one, and higher-ups are often overburdened by workload and lack of time. Therefore, even if your concern is strictly about you, such as a raise you thought you were entitled to, take time to frame your concern within the perspective of the work-group, branch, department, or company. If your raise was skipped this quarter, was that department-wide, and if so, is the company able to give a reason as to why the raises were delayed?

Speak logically, not emotionally. If you are angry that you did not get a raise, that is valid, but do not frame your questions that way. Instead of saying "I'm livid that I've been passed up for a raise I was told was a sure thing," say instead "I'm sorry to have to talk about this with you, but my finances and budget didn't account for the lack of a raise I was assured was coming this quarter. Can we talk about why that didn't happen and what can I do to support you as you solve this issue?" Make it seem as if you and your boss are part of a team—chances are he or she has had to look at things that very many times, so this could be familiar territory. On a daily basis, you may never have to go beyond your own personal language and perspective to get your job done satisfactorily, but understand that managers

are trained to think in a different vocabulary, and when we mimic that vocabulary, we place them more at ease. Rise up to their level for the best results that will benefit you. Erase class and position barriers by proving you can utilize both empathy and reason.

## **Speaking Critically In a Public Forum**

White House press members get rattled in such situations, so how are you supposed to handle a scenario where you pose critical questions or statements in a large company or town meeting? If it sounds daunting, it is, for everyone from the pros to the amateurs. You can take the edge off the situation with some preparation, however.

Avoid trigger, aka emotion-based language. Standing up and calling something "wrong" "stupid" "idiotic" or a "waste of time" is the wrong way to go; you are sure to never get to the end of a perfect storm of criticism and reaction. Give people a chance to actually hear what you are saying by stripping all emotion from it. Speak logically and calmly. Know that even speaking this way, you will be met with criticism, potentially, and that criticism may not be constructive or objective. People most often respond with anger when it is a view they do not share. Promise yourself that you will retain your sense of poise and calm regardless.

Try to frame your statement in a way that acknowledges the majority. "I realize that many or most of us think this (frame the subject), however, I want to shed light on a possible outcome that I think may not be in the best interest of the (town, community, organization, company)." Do not stop, continue with proposed solutions you believe can help, and then be prepared to really listen to what people are saying as they respond. Always reply to their responses and/or questions with a standard of acknowledging what they said/propose an alternative, or agree.

If you keep your cool and remain centered, you may find more people coming over to your side and supporting your thinking on the matter.

## **How to Handle a Co-worker, Colleague or Peer Losing It**

Here is where daily meditation comes in exceptionally handy. If you are sideswiped by another person's anger, wait. Hold your action and steady yourself as you allow that person's emotions to travel through you and out, just as if random thoughts did while you were meditating.

It is human nature to mirror the attack and respond in kind, but avoid this at all costs.

For starters, there is no need to apologize right away or at all, depending on the accusation or comment. The first thing you need to do is understand the basics of what they are talking about, and understanding requires calm questioning. If the other person is too tied up in their emotions to think straight, cut through the confusion with a quick, neutral observation:

"Listen. I am not going to trade insults with you—that will not solve anything. I'm ready to listen when you're calm enough to discuss this."

Suggest you meet another time to try to work things out.

The other person may absolutely reject meeting another time, and so it will be upon you to move forward. Keep neutralizing the emotions with your responses. If the statements truly felt out of the blue and like an attack, you can admit that "I do not know how to respond just yet. This is unexpected. What should our next step be?" This way you haven't yet conceded (because you don't know yet if you should, at least until you discover the details of what the other person is upset about), and you haven't tried to placate them.

If, however, you know you are in the wrong, own it, immediately.

Apologize, and resist the urge to grovel. Ask what you can do to help if after the apology the person appears to calm down.

Whatever you do, do not sidestep or avoid conversations that need to happen. You are in training to be more charismatic and successful. Dodging difficult situations is not only counter-intuitive to that goal, but it causes you to miss important, intensive training opportunities that can greatly improve your skill level.

## Conclusion

If you desire to enjoy all that life has to offer, improving your social skills is non-negotiable. It is high time you crawl out of the shell you have built for yourself due to social anxiety, shyness, and lack of confidence. Remaining in this shell will only end up robbing you of all the goodness and riches out there. There is meaning and sense in life when enjoyed in the company of others, and not in isolation.

If there is one thing I regret about my early years, it is not working on developing my social skills. When I think about how awesome my life could have been, the opportunities and relationships that I missed out on makes me sad. And I am sure there are many people in my shoes. Luckily, I was able to take practical steps to improve and get my social life in order before I become an old man full of regrets.

You can also do the same. It is not too late to develop charisma and initiate contact with that girl you have always eyed. You have potential; do not let shyness and lack of confidence rob you of maximizing your potentials to the fullest. In my quest to improve my social skills, one of the things that got me going is that people are too busy with their lives to capitalize on how I made a fool of myself. They are actually interested in what I have to say than how I comport myself. Armed with this information, launching out was easy for me.

The practice and tips presented in this manual will not transform you overnight. Besides, it is not about theoretical knowledge alone. You have to get out there. We have presented tons of information in this manual. Be sure to take each chapter and work on the recommended ideas and suggestions. With time, dedication, and resilience, you will notice considerable



improvement. Rome was not built in a day, they say. And as with any other skill, social skills take time and effort. It is a course on its own. Besides, looking at the amazing turnaround that developing your social skills can have on your life, it is worth every effort.

I am pretty sure if you can pay the price to work on developing your social skills, your future self will thank you. It will not come on a platter of gold. Your voice might fail you at times. You might sweat and even forget what you wanted to say. Do not beat yourself up. Whether you see it or not, your efforts are all working together to help build your social muscles.

Remember, baby steps. By getting yourself out there, you have overcome the greatest barrier. And by keeping up with the practice, you condition yourself for improved social skills. It is also important that I point out that you will face rejection. I do not mean to be a prophet of doom, but to prepare your mind. When you are rejected, do not take that as an excuse to recoil into your shell. Let the rejection be a fuel to help you bounce back and also get better at handling rejection. Bear in mind that everyone who succeeded has failure as part of their success story.

Building your social skill is not rocket science. I am pretty sure there are many people out there that were once socially awkward. These people, however, got uncomfortable with their life and took the necessary steps. These are people who, when you see them today, you wish you were like them. You might, however, not realize something – they paid the price. You can as well. And with utmost dedication, you can improve your social skills such that it becomes a natural part of you.



**How to Improve Your Charisma:**  
Improve your dialogue skills by reducing  
Social Anxiety and talk freely to anyone. Use  
Charismatic Communication to develop  
Security, Mind Control, and Body Language.

Ted Goleman



## Introduction

There are just some people who can captivate anyone, anywhere, without exerting much effort. It doesn't matter what their looks are, or if they earn much money—these people can just be the center of all attention when they walk into a room. And once they leave, people are left wanting to be like them. Or in this scenario, you will meet some people who always seem to be very lucky. Life always gets easy for them—they get acquainted with the right people, suddenly have the chance to get the best experiences, promoted quickly, and are better in health and so on. The thing is, sometimes they don't even deserve it! You might feel that life is simply unfair, so why do people like these who are lucky experience meaningful life-changing moments? You, on the other hand, still struggle with finances, health, peaks and plateaus in work, and in your personal life. What do they really have that you don't?

That's charisma, for sure— it is some kind of appeal that attracts adoration and confidence. It is similar to luck, social status, beauty, and charisma is one way to open many opportunities in life. But as compared to these qualities, anyone can improve their charisma. It may be more difficult to earn social status or luck than to become charismatic.

Now that you know what being charismatic means, don't you want to be one? If you do, you must know what a charismatic person does. There are certain qualities that are unique to a charismatic person, and in order to become a charismatic person too, why not try to practice these things that they do and become one of them? In this chapter, some of the major qualities that charismatic people have will be discussed, so grab your pen and start taking down tips!

You better grab that mirror right away and practice this thing! Look at the way your eyes perceive your thoughts. Are they like open books that give away your thoughts? If so, you have two choices: you can try and conceal your thoughts by doing some eye squinting or such. Or you can plainly just purify your thoughts. Remember that eye contact is important. When a person is talking to you, they can understand and identify with you better if your eyes are in contact with theirs. Some people say that your eyes are the key to your soul, after all. So, try practicing a sincere look or a confident one, what you want to be perceived as!

As easy as it may sound, getting the self-confidence you want can be a pretty hard thing especially if you have a lot of self-issues and insecurity. And you can't be charismatic if you don't even believe in yourself. So practice being confident, you can try and do your best. First, you must know yourself, to accept who you are and love yourself despite your flaws. Try to see the positive side of things too. Be who you are and set your problems aside for a moment or two. Remember that in the end, everything would work out fine.

# Chapter 1. What is Charisma and Who Is The Charismatic Person

When you hear the term, “charisma” you instinctively feel that this is a positive trait. Translated loosely, charisma means magnetism, and magnetism is good thing, right? Well, not always. This magnetism, this charisma is not always a positive thing.

Hitler for example, was known to be a charismatic leader; so were most of the dictators throughout history. These people shot to leadership and power positions by means of their charisma and nothing else. Their charisma was used to gather followers to fulfill their own personal vision – which was not always a positive one.

It is safe to say that charisma is an inherent trait of leaders. It is the result of exceptional interpersonal skills and excellent communication. It is not surprising therefore, to find that almost all famous and successful people are charismatic.

## Myths About Charisma Busted

As with every subject of interest, charisma also has a number of myths that often interfere with the acquiring of the skill. It is important that you know the truth before you make up your mind whether you can be a charismatic person or not.

### Myth No. 1: Charisma is an Inborn Talent

While it is true that there are people who are naturally charismatic, you need to note that this is a quality that can be cultivated by anyone. It needs a little practice and de-learning at times, but it is possible to learn this skill

and excel at it, too. Hence, if you feel that you have the knack of putting your foot in the mouth at just the right time, do not despair. You can learn to be charismatic; all you need is patience and practice.

#### Myth No. 2: Shyness and Charisma Don't Mix

It's a common belief that a shy person cannot be charismatic. Nothing can be further from truth. Charisma is more about body language than word. Though words count too, it is the body language that says, "Go ahead, I am interested in what you are saying" and that is generally what all charismatic people transmit inadvertently.

It is amazing to observe how many charismatic and very popular people are also quite shy in their circle and outside. What they lack in "boldness" they make up with genuinely caring for the people they interact with, work with and/ or know. The genuineness and ensuing connect more than makes up for the "shyness".

#### Myth No. 3: Bold is an Important Quality in Charismatic People

It is believed that to be really charismatic, you need to be bold. Not necessarily. Bold is good, but it should not be confused with abrasiveness, which usually qualifies most bold people. A charismatic person is driven by his dreams and when the vision is clear there is a lot of passion in the work. The passion is sometimes misconstrued as boldness; but all it is conviction and self-belief.

All charismatic people are passionate and self-driven in their endeavors. If sometimes, their actions come across as "bold" it is because they firmly believe that what they do and say is leading them to the achievement of their goals – and they are normally right.

#### Myth No. 4: A Charismatic Person Makes No Enemies



Of all the myths, this could easily be the most popular because it is easiest to believe. Who can hate a person with such a magnetic personality and lovable traits? You'll be surprised to know that charismatic people attract envy and jealousy like fly paper attracts flies.

The important thing is that the charismatic person usually rises above the malevolence wherever they meet it, with their amazing charm and empathy. "Empathy" is a key quality of the charismatic person; he can easily go on the other side and see "the other point of view" very clearly.

Once you understand from where the negative energy is coming, it is easy to neutralize it; more so when charismatic people are genuinely interested in reaching out to people and help them in any way possible.

#### Myth No. 5: All Charismatic People Are Leaders and Famous People

While it is true that charismatic people do indeed rise quicker in ranks than their non-charismatic counterparts, it is not true that ALL charismatic people are leaders and/ or famous people. Some live quite ordinary lives. However, one thing that all charismatic people enjoy is popularity. They are popular wherever they go and steal the show wherever they go.

People feel naturally attracted to them and they want to spend as much time with them as possible. One other trait the majority charismatic people have is the ability to make others see and follow their point of view. This is a talent that often puts them in a leader's position, but not all prefer to be one.

## Chapter 2. Reduce Social Anxiety

Before I dwell on what is social anxiety, I will first give out the meaning of anxiety. Anxiety, therefore, is the fear that one gets of a certain activity or occurrence. So what then is social anxiety? Social anxiety is then the fear of interacting with other people in society. It basically forms the name of this type of anxiety. It is also called social phobia. Phobia is the other name for fear.

There are so many causes of social anxiety am going to mention a few to make you understand how this type of anxiety comes about. The first cause is that it may emerge from abuse. That may be from emotional, physical and sexual abuse. It may not matter at what age it happens but if at all one goes through abuse, they tend to shut off the world. They also live in fear of other people this makes them avoid them, in the long run, they become loners. They are mostly alone and sad for most of their time.

Another cause is that one might have undergone bullying or is undergoing bullying. This is mostly done to someone by people who are of the same age as the victim. This affects the person physically, mentally and psychologically. That means one is affected very largely. This makes one take a step at ignoring others due to the fear they might have. Bullying scars one for life and that is very painful. Their coping mechanism is just to avoid other people. These people have to go through therapy if they are going to recover. This is a cause that mainly affects students.

Also, there is the fact that one could have lost a parent or someone close to them. This is the hardest thing one can undergo. It affects one in so many ways. One's emotions are usually all over the place. One tends to go into a

metaphorical dark corner. They do not understand what they are feeling or really going through. It is usually rough and may decide to push people away. They think that they will be better off alone than with others by his or her side. This is one of the major causes of social phobia.

Another thing that is a very good cause is conflicts or violence in the family. When someone is in a family that is well not thriving in a harmonious way then they tend to keep their distance from people. Since one spends most of their time as a kid with their family they tend to believe people are like their family in terms of their behavior. If one's family is violent and unstable then that is what they will passive for the whole world. This then leads them to keep away from others due to the fear that they have.

The last cause is the reaction a woman gets after giving birth. Women have different reactions once they give birth. This is because they are very different. Some women are happy and accept themselves easily for who they have become. This also includes the body changes after birth. There is also another group of women who really respond negatively after giving birth. They hate their bodies and find it hard to accept themselves. They then avoid people since they are ashamed of being body-slammed about how their bodies are not perfect anymore. This makes a major cause for the current generation.

Social anxiety happens every day. It happens to most people and they usually do not know how to handle this kind of anxiety. The main thing that the victims should use therapy. They should use psychological therapy to their advantage for them to become very normal like the other people.

# Reprogram Your Mindset

People often ask themselves what mindset really is. The mindset of a person is how one takes certain information or activity either positively or negatively in the mind. What someone thinks is very important. Whether someone thinks positively or negatively about something makes the total difference. They are the ones that determine your success or failures in a particular thing. They are very important aspects that most people tend to ignore not knowing how much they influence their lives. They are also inbuilt but can be easily changed but by the person himself.

The first thing one has to do is leave what they are used to. This like the comfort place of someone. One should be open to trying new things in their life. One should not be afraid of taking a really huge step. One should be a very huge risker in life. Always take things like taking water. That means taking a positive step to a new thing and then see what comes next. The more you dive into new things in a positive manner the better the results that come out at the very end. This is a very important step to take.

The other thing is finding people who are just like you. That means finding people who have the same mindset as you. That means people who share your goals and aspirations. They are people who view life like you do and enjoy it as you do too. They act like the object that pushes you to try new things. They give you advice and also stick by your side no matter what may pop up. Their perspective on life is quite similar to yours so clashing of yours and their opinions are nearly impossible.

Also, one should note the situation they are in and see what mindset they should take in after some thought. This may seem absurd but all situations have different responses. That flatly means that even the mindset put in

should be different too, they cannot share the same mindsets of the person. These differences give someone a challenge and at the end of the day, one gets a ton of exercise in matters of the mindset. One has to know what mindset to apply and whether it is suitable or not. This helps someone to know their way through life and everything it brings.

Another thing to do is to change one's habits to fit one's new mindset. It is only fair that once one thinks of changing they should be ready to make a full-on change. This is actually a big step that one has to take for easy moving on. This allows someone to change their ideas and how they execute them. In the very end, one becomes a new person. That is a new mindset and new behavior. This should be adopted if you really want to maintain their newly attained mindset then this is very important.

It is good to know that mindset is the thing that allows you to be confident and do new things. When one has a great mindset then their confidence is great too. That means one can do anything and they can achieve anything. It also makes some to trust themselves through everything. One can try things they thought they could never do but it all depends on the mindset. This is a great topic to look at. There is more to mindset and how it works in human beings but am only giving the few tips that are above.

### Practice Assertiveness

Assertiveness is the art of someone standing with their decision no matter what. This is about believing in yourself regardless of the situation. One is supposed to stick by themselves and not change even if the pressure exerted at the time is very immense it does not matter.

There are so many ways to increase your assertiveness. I am going to discuss a few to act as a guide for you to use. The first way is by not

allowing one to sway your opinions. Many people call it agreeing to the disagreeing concept. This is when you and others are discussing and end up on two different sides then it is important to listen to their side but not join him or her in their opinion. One should be cautious of what they want and not let others change what they know and believe in their ideas.

The next thing is being a good listener. Even if though am saying one should not be swayed it is important to listen to the others. The opinions of others matter at all times. All you have to do is sit and listen to their ideas and before you know it he or she will be listening to you. It is two-way traffic for this situation. The idea is to understand the concept the person is looking at and he or she should do the same. This, in the end, leaves one knowing themselves and the others too.

The last thing is to avoid being guilty. Guilt can lead you to not do what you really want. Guilt can make one forget about their own decisions. This is then should be something one can easily avoid after all. One should be proud of what they decide and should feel. One should know that their opinions are valid and right. One cannot just please everyone and if you could you would be miserable at the very end. The more one understands this concept then the more it becomes easy to be assertive. This is very important in the process of being assertive.

All the above aspects show how one can be more social with others. Socializing is not that hard but we learn new things every day. These new things help one to deal with new people in their lives. It is great to know how to deal with people every time. The more you read the more you see how social skills are easy. All the aspects work differently. That means they all work separately. The mindset, assertiveness, and others work towards

improving people to people skills. This is very elaborate and the mentioned aspects are just but a few.

## **Chapter 3. How To Communicate Effectively**

Now that you're finished with the basics, it's time for you to learn a few more specific principles and techniques to make you an effective communicator.

By now, you should fully understand that when you talk to someone in person, it's not only your words that matter but your position, your tone, your gestures, and your volume.

Also, you should be fully aware of the communication process and understand how important communication is.



# **Things To Avoid In Communicating With Others**

Let me start by giving you the barriers to effective communication. These are the things that you should avoid if you want to be great at communicating with others.

When someone is trying to talk to you, you would want to get the message clearly in order to avoid any confusion. Also, you would want the other person to be comfortable speaking to you.

The things I'm about to give you are the things you should avoid doing when someone is trying to talk to you because they serve as communication barriers that could make people uncomfortable while talking to you, or they might get confused or even want to stop talking to you altogether.

## **Not Giving Your Full Attention**

Remember how one of the elements of charisma is empathy? You have to show the other person that you understand where they're coming from. You also have to project warmth, meaning you have to make them feel that you care about them.

Well, if you're not paying attention to the other person while they speak, then how can you show that you understand them?

Think about it. I'm sure you've experienced talking to someone who seems to be busy doing something else. How did that feel? Did you think that they fully understood what you were telling them, or did you have doubts about whether they understood you?

I remember this guy is trained once at my job. He was an ivy league graduate, and I thought he was very smart. He was a fresh graduate, and

because he was from a highly-respected university, we had high expectations of him.

He was very intelligent, alright, but he seemed to have an issue with paying attention to people. When I tried to tell him something during his first day, he wouldn't even stop to listen and would continue doing whatever he was doing while "listening" to me — very bad first impression.

At first, I thought maybe he was just nervous or may because it was his first job that I should just let him acclimate. Besides, we were busy, and I was the one distracting him from whatever it was he was busy with.

He was great at making graphs and reports, and his research was always spot on from the very beginning, so I really thought he just needed a little time to acclimate.

But, as his first month went by, I've been noticing that he just wasn't big on paying attention to anything I try to teach him.

Of course, I felt offended, but I was a professional and didn't let it get to me. He was very good at doing his research, and his reports were impressive. However, it was a potential problem because part of our job involved meeting with people and getting them to cooperate with some of our projects. He couldn't just be good at researching communities and presenting his research. He had also to be good at paying attention and communicating with people.

One day, during one of our customary department lunches, which he never joined, my other coworkers started complaining about the same thing.

Apparently, he also gave them the impression that he wasn't interested in what they were trying to tell him. Some of them even made it a point to just completely ignore him.

He was doing a great job with his research, and as far as we were concerned, his job wasn't to socialize with us, so we just decided to let him be. We thought maybe he was one of those people who had attention problems.

One day, I decided to bring him with me to a client meeting, and he actually did very well. He turned out to be very confident and spoke well. So I figured maybe, he just didn't like me, or maybe he wasn't comfortable with us yet.

One day, our boss visited our department and spoke to him, and he did the same thing as us. He just kept on doing his research on his computer while the boss was talking to him. This obviously upset our boss, and he got fired.

On his way out, I talked to him, and for the first time, he really looked at me and really paid attention. It was weird.

When I told how he made me and our other coworkers feel, as well as the fact that what he did to our boss was obviously a sign of disrespect, he told me that he just really wanted to show that he was working hard and that he could multitask.

This guy was actually trying to impress us!

All this time, when we thought that he was plain ignoring us, rarely ever looking at anyone directly as they talk to him and never joining us for lunch, he was working hard, and he was trying to show us that he was a reliable coworker.

We all made the mistake of misjudging him, thinking that he was arrogant and because he came from an ivy league school, we thought he was looking down on us.

Do you see what happened there? Because he didn't seem to be paying attention, we had all kinds of negative impressions about him.

He may have been trying his best, and he might have had really good intentions, but of course, we couldn't appreciate it because of how it appeared to us. Based on how he wasn't showing us that he was paying attention, we assumed that he was not interested in what we were trying to tell him.

So, in talking to someone or when someone is talking to you, drop everything you're doing if you can, and give the other person your full attention.

Don't make it look like you're not interested in what the other person is trying to tell you because it's one of those things that really makes the other person think that you're not interested in what they're trying to say.

Also, there's a big chance that you might not get the full message if you're not giving your full attention to the person who is trying to tell you something.

### **Dismissing The Other Person's Concerns**

When someone is trying to tell you something, not only do you have to give them your full attention, but you also have to keep empathy in mind.

You have to try to understand what they are trying to tell you in the proper context, and you have to try to understand how they feel about the thing they're telling you about.

Not only that, but you have to let them finish the thought that they were trying to express without trying to discount their emotions or concerns.

Don't try to cut them off while they're talking because that is a sure way to show your lack of concern.

Also, don't try to change the subject to avoid talking about something and don't try to tell them that their concerns are unimportant.

Each of us values different things. What's important to you may not be important to another person, and what's important to another person may not be important to you. But, you have to learn empathy.

Put yourself in that other person's shoes, and if you really can't understand their concern, you can ask for clarification, or you can at least be polite enough to let them finish what they're saying.

You shouldn't downplay someone's concerns and make them feel like what they're trying to say is not important.

It may not be important to you, but it certainly is important to the other person if they're making an effort to talk to you about it.

### **Passing Judgment**

Another thing that can really breakdown communication is when you're judgemental and criticize people, especially when you do it while they are talking.

As I've said previously, with dismissing someone, even if what someone is talking about doesn't feel important to you doesn't mean it's not important for the other person.

Also, you have to remember that each of us has different levels of knowledge and understanding. When you pass judgment based on nothing but your own biases, then you could end up offending the other person.

Have you ever spoken to someone who seems to have a strong opinion about everything? Doesn't it get annoying to talk to them after a while?

How about talking to someone who seems always to make you feel like you're doing something wrong and that the only way to do things right is to do it their way? The same annoying thing, right?

Then, what do you eventually do? You stop talking to them, or when you talk to them, you try to leave out a few important details because you don't want them to pass judgment and tell you again how wrong you are.

If you find it annoying to talk to someone like that, then you should avoid being like that when someone is talking to you because eventually, nobody will want to tell you anything important.

### **Giving Unsolicited Advice**

Let's be straight here; nobody wants to be told what to do or how to live their lives no matter who is trying to tell you.

Giving unsolicited advice can also be offensive to someone who is just trying to vent. Sometimes, people just want to be heard, and giving unsolicited advice can be taken as passing judgment.

Giving unsolicited advice can also come off as being disrespectful. When someone is trying to talk to you and tell you their problems, you shouldn't be giving advice when it's not being asked for.

As I said, people sometimes just want to be heard, and they usually want to deal with their own problems and not have someone intrude and try to tell them what they should be doing.

This reminds me of that time back when I was in college. A good friend of mine got dumped by her boyfriend, and she came to my place to vent

because I was the closest one available at the time.

She told me everything that happened, and she broke down in tears. Then, I made the mistake of telling her she should go out and just meet other people because there's a lot of guys out there.

Immediately, she got angry at me and walked out. She then talked to my girlfriend, who then explained that I shouldn't have told her what she should do. Instead, I should have just listened.

Ever since I learned not to give my advice or opinions if it's not being asked, instead, I just listen attentively.

### **Getting Technical**

One of my best friends is a gaming addict whose hobby is trying to look for bugs in video games and exploiting those bugs to do some awesome things inside the game.

I, on the other hand, like video games, but I'm not heavily into it. To me, video games are just a way to pass the time or to kill boredom.

Whenever I hang out with him, I always learn new words related to video games because often, when he talks about his games, he really gets into them, and he forgets that I'm not one of his gaming buddies.

He tells his stories very animatedly, and he uses a bunch of jargon while telling his story, and I used to get really lost because he just keeps talking and talking, not realizing that he's already lost me.

He got hooked on games late in senior high as a way to compensate for a loss, and he has been hooked ever since.

If we weren't friends since we were in preschool and I didn't learn the basics of conversational Spanish from his family, I'm almost sure that we wouldn't

be friends anymore, or at least we wouldn't be as close as we are now.

I did eventually learn to adapt to his jargon, and I visit him and his family at least once a month. Sometimes, when he discovers something new and really cool, he gives me a call and describes the whole thing in full jargon, and I used to be confused.

But yes, being too technical when you're speaking to someone about your interests is a good way to lose their interest or get them really confused.

If you're a surgeon talking to other surgeons, then it's okay to use medical terms, but if you're a surgeon talking to a person with no medical knowledge, then you could end up confusing that person if you start talking as if you were talking to another surgeon about an operation.

You have to keep your words simple and easy for the other person to understand. That way, they will get what you are trying to tell them without requiring too much effort.



# **Things An Effective Communicator Should Know**

Now that you know what things to avoid when communicating with other people, it's time for you to know the things you should be doing, not only when someone talks to you but also when you're talking to someone.

Effective communication skills are what you need in order to influence people and really project your charisma, so it's important that you learn all the right techniques.

## **Active Listening**

The first and possibly most important communication skill you have to learn is not actually how to talk smoothly, but to listen.

You have to learn to listen more than you talk if you really want to be an effective communicator.

You have to listen because it's how you get information or learn about what you need in order to properly and effectively influence people.

When you're a good listener, you'll be given almost all the information you need in order to make the conversation more interesting.

In order to be a good listener, you have to practice what is called active listening where you're not just hearing what the other person is saying, but actually absorbing what they are saying and making the person who is talking know that they are being heard.

The first skill involved in active listening is paying attention.

It should be obvious that you should pay attention to the person talking to you, and I've already mentioned earlier how not paying attention can be a barrier to communication.

You have to look at the person directly, and your body has to be facing in their direction.

Also, you can't just be physically there. You also have to be mentally there, giving the other person your attention. Don't face the person then start daydreaming. You have to be really there, absorbing what the other person is trying to tell you.

You have to really show them that you're really listening by eliminating or minimizing distractions.

For example, these days, it's hard to go around without our smartphones. People have become so attached to their phones that it has become a habit to occasionally look at their phones even if there isn't a notification.

Also, when you're actively listening to someone, you have to show them a form of acknowledgment that you're getting the message that they're trying to give you. You have to really show them that you're listening.

You do this by at least nodding periodically or giving verbal cues like "uh-huh" or "okay" or whatever is appropriate to what they're trying to tell you.

Also, you have to open your emotions and really feel what the other person is trying to say, and of course, you have to give the correct emotional response like a smile or a laugh when what they're trying to tell you is funny.

You also have to be mindful of your posture. Remember body language? You have to maintain an open posture when you're listening to someone to signify that you're ready and that the message is welcome.

Also, you have to provide feedback and respond appropriately when needed.

This means that if there's something you don't understand, you let the person finish the thought they're trying to convey, then you ask questions to clarify whatever it is that you don't understand or are confused about.

Don't just pretend like you understand everything when you're really confused because you might end up responding the wrong way because you misunderstood things.

And of course, you have to respond appropriately. When they're asking for feedback, you have to give the appropriate answer. You can't just say something random, and most especially, you have to avoid saying something that may end up offending the other person.

### **Asking Open-Ended Questions**

Open-ended questions are the kinds of questions that encourage people to keep talking and giving information. They're definitely not the type of questions that can be answered with a simple yes or no.

Open-ended questions are like invitations you give to people to speak more about whatever they are interested in.

People like talking about themselves, and the more you get someone to talk about themselves, the more they seem to like you and the more information you can get from them.

So, when someone is talking to you, you can keep them talking more by asking questions about the details of what they were previously talking about.

For example, when someone is talking about how they had a wonderful trip overseas, you can ask them about the different spots they visited.

Then, you can follow up with more questions like what they liked about those particular spots and what they did in each of those spots.

Open-ended questions usually start with what, how, or why, and they encourage the other person to share more details. It also helps you understand the other person more because of all the details they are sharing.

### **Use Silence**

How can silence enhance communication when you're supposed to be talking?

The answer to this is that often, people find silence awkward, and they would usually try to find something to talk about.

Instead of responding right away, you can try being silent after someone just said something, and usually, they'll assume that you're thinking that they wanted to say more so they'll fill the awkward silence by talking more.

I remember this very well when it was used on me by my high school counselor. I got into trouble once because of fighting, and the counselor asked me the reason for the fight. I told her that the other guy started it. Then, she just went silent.

Because it got awkward, I then started talking more about the fight, telling her how the other guy was picking on one of my friends.

It got me in a lot of trouble because when you're a high school kid, you're not supposed to be telling on people. But, this counselor got under my skin using silence and got me talking more than I should have.

### **Observe**

If you want to be an excellent communicator, you have to learn to be very observant while not being too obvious about it and looking like a creep.

Learn to observe people even before they start talking to you, but do it in a covert way.

Look around, but don't stare at people and don't look where you shouldn't be looking. Also, check the situation and the mood of the people in the room.

This should give you a clue as to what you should be doing, how you should be talking, and which people would be interesting to talk to.

You don't want to end up failing to realize that something happened that changed the mood of the room and be that guy who said or did the wrong thing.

Also, observation is important in order to see what the people you're talking to would be interested about.

If you're meeting them for the first time, you can find clues about them by observing who they're spending most of their time with, what they are wearing, and what their general demeanor is.

There's so much you can learn just by observing carefully and paying close attention to different social cues.

### **Be Open And Honest**

Effective communication is all about trust. When you tell someone something, you are trusting that they are listening and that they are going to understand what you are trying to tell them.

When someone is telling you something, they are also expecting the same thing from you.

The more you trust someone, the more you're willing to tell them. But how can you encourage someone to trust you, especially when you've only met

the person for the first time?

The answer is you encourage them to trust you by being open and honest about yourself and with your conversation.

You have to be willing to give first before you can expect to give you something in return, and that's not just true with gifting and favors, but it's also true with communication.

You have to give them information first before they give you information in return. I don't mean just start blabbing on and talking about personal details about your life.

What I mean is that you have to be open and welcoming to whatever their opinions and point of view is, and you have to be honest with your answers if they're trying to ask you questions.

There's nothing better than being genuine when someone is talking to you. It makes them feel comfortable about talking to you, and they would be willing to tell you things they normally wouldn't tell other people.

Also, if you're guarded or if you're not straight with your answers, people might distrust you and avoid interacting with you, which is not what being an effective communicator is all about.

### **Mirror Them**

You've heard of the saying "birds of the same feather flock together," right? Well, this particular technique is all about trying to make it seem to the other person that you're a bird of the same feather.

Basically, people like other people who have a lot in common. That's why you have a lot in common with your friends and all the other people you like.

You feel like they're kindred spirits who can understand how you are as a person. You feel like you can trust them because you have shared values or personality traits.

Well, mirroring is a technique to show a person you're speaking to that you have something in common.

It greatly helps in establishing rapport and getting them to feel comfortable talking to you.

Basically, you mirror their gestures and the way they talk. When they smile, you smile. When they wave their arms, you wave your arms. When they talk fast, you talk fast. When they speak softly, you speak softly.

You don't have to exactly mimic them or make an effort to really copy their gestures as that would look both awkward and potentially annoying.

Just do your own version of it, and don't make it look obvious that the other person will notice that you're copying them.

Think of it as agreeing with them in terms of your nonverbal communication tools. If you do it right, you're going to see a huge improvement in their opinions about you.

This is why a group of friends laugh together and almost have the same cadence to the way they laugh. Sometimes, really good friends who have been friends for a long time have the ability to synchronize.

It's because they have a lot of things in common. Mirroring is basically your attempt at trying to mimic this synchronization so they can subconsciously identify you as one of their friends.

**Use Humor**

Almost everyone likes to laugh. You make someone laugh, and they almost always end up liking you.

It's because it releases tension, lets people relax, and lets them have fun.

If you have a good sense of humor, it's never going to be boring in your company, and you can say a lot of things, even negative ones, in a better light.

Of course, this doesn't mean you have to always be throwing jokes. You want to be a charismatic figure, not a clown.

What I mean is that you have to develop your sense of humor in a way that appears natural and appropriate to the situation.

Sure, making people laugh and learning to make jokes out of anything is a real skill and will make people have fun around you. But, you also have to keep in mind that you can't be seen as a clown.

Everyone laughs and has fun with the class clown, but nobody really looks up to the class clown.

What you want are sophisticated, educated jokes that are appropriate for the situation, and you can't overdo it.

Laugh at your own mistakes, not the mistakes of others. Also, just because you're trying to be funny doesn't give you an excuse to be mean or derogatory. It also doesn't mean you have to throw sex jokes; those are always very risky and should only be reserved for very close friends in a more private setting. You have to keep it clean and appropriate.

### **Be Generous With Approval**

People like people who like them. When you're in a party, you tend to hang out more with the people who you know like you and approve of you, right?



At the same time, you try to avoid the people who do nothing but criticize you or even antagonize you.

As someone trying to be a charismatic person, you have to make sure to make people know that you approve of them.

In simple terms, you have to like them in order for them to like you back. You have to show them that you're okay with them and that you accept them just the way they are.

You can't go around showing people that you don't like them. Instead, you have to make them feel that you are one with them, that you support what they are doing, and that you believe in them.

If you want to develop your charisma, then you have to learn to like people and show them that you do.

### **Maintain Eye Contact**

When you talk to someone about a serious matter, and they're not looking directly at you, do you feel like they're giving you their full attention, or do you end up wondering if they truly understand you?

Don't keep people wondering if you're paying attention to them. You have to be looking at someone in the eye when you talk to them.

The main reason for this is that in maintaining eye contact, you are showing them that you are giving them your full attention.

Also, it gives them the impression that what you are saying is important, and that you are being genuine and honest.

It also gives the impression that you know exactly what you are talking about. It shows a measure of control over what you are telling them when you're looking directly at them while speaking.

Don't get distracted by other things, and don't let your eyes wander. Look the person straight in the eye when you talk to them.

### **Use Their Name**

People like the sound of their names. So, it only makes sense to call them by the name they use when addressing them.

Remember, use the name they use if they ever tell you what to call them other than their legal name.

For example, I introduce myself to you saying, "Hi! I'm Gerald Stevenson; please call me Gerry." You would have to use "Gerry" instead of "Gerald" when addressing me.

Then, when you start a conversation, fill in their names at appropriate parts of the conversation.

This has the effect of making them feel important because you made an effort not only to memorize their name but also call them by the name they're comfortable with.

I mean, let's face it, some people just don't want to be called by their given names like this friend of mine who for some reason, he wants to be called "Bob," so that's what our other friends and I call him.

What's his given name, you ask? He doesn't want it to be known and has not given me permission to reveal it, but if you ever found out, you'll be confused as to where the "Bob" came from.

But, it's the name he's comfortable with, and it's what he calls himself and introduces himself as.

So, address someone by their preferred names and work their names into the conversation.

## **Leave Your Ego Out The Door**

There's a way some people talk where they always want to talk about their own achievements, and they try to make everything about them. I don't know about you, but I find it very annoying.

One of my friends brought her date at one of our parties, and this guy just kept bragging about himself. When we started talking about a different topic, he would find a way to insert himself and talk like he knows everything about what we were talking about.

It was very annoying. We all started disliking him within the first hour of hanging out with him. Some of our friends even told her to stop dating that guy.

A person who only likes to talk about themselves can be very annoying. So, if you're trying to be a charismatic person, you have to learn not to talk about yourself too much.

In fact, many charismatic people are very humble and only talk about themselves when asked, and if they do talk about themselves, it's usually just to answer the question briefly.

Charismatic people don't need to talk about themselves consistently because they let their achievements speak for themselves.

Someone who just likes to brag and to keep talking about themselves projects selfishness and the lack of concern for other people.

Another aspect of bringing your ego to the conversation is when you don't like to lose or be proven wrong.

It's also very annoying when someone doesn't like to admit they're wrong or don't like to be corrected.

Sometimes, you just screw up or have your facts wrong, and that's okay. But, don't insist on being right even when you've already been proven wrong.

Also, don't make the whole conversation all about you. Remember, acknowledge the other people in the conversation and let them do their share of talking too.

### **Let The Other Person Finish**

This is also technically part of leaving your ego out the door, but I figured this is something that needs to be addressed clearly because it's very important.

If you've ever watched political debates or debates at news shows, you'll often see people try to talk over each other.

This only serves to escalate the debate further until later, during the debate, they start exchanging insults.

This is because interrupting someone while they are still trying to make their point is very rude. No matter if you think they're wrong, you should at least get them to finish what they're trying to say before you even attempt to correct them.

It's just proper manners. You wouldn't like to be interrupted while you're talking either, right? So don't interrupt someone in the middle of the thought they're trying to say.

If you have questions, then let them finish before asking them.

If you disagree with them, also wait until they finish before you even try to correct them by providing your input.

It's just a matter of respect. The best conversations happen when the parties involved in the conversation show respect for each other.

Letting someone finish their piece before giving your own is a sign that you respect them and that you're a respectable person yourself.

### **Be Positive**

Being positive does not necessarily mean that you are optimistic. Mostly, it means that you keep the conversation lighthearted.

If you've ever had a conversation with someone who likes to complain a lot and always just wants to talk about their own problems, then you know how it feels like to have all the joy sucked away from you.

Negative people have a way of taking a good conversation and turning into a pity party where nobody comes out having any fun.

As someone trying to be charismatic, you can't talk about your complaints and about negative things.

Also, you have to keep the conversation lighthearted and good-natured. If you sense that the conversation is taking a dark turn, you have to work on turning it back into a more positive one.

Be that person who always talks about positive things. When the conversation starts to take a negative turn, try to steer it back to something more positive.

Get everyone's mood into that of a positive one by being positive yourself. Don't start or join people's excessive complaining and whining.

### **Be Enthusiastic**

When communicating with people, try to project an air of enthusiasm like you're happy to meet them and that you've been looking forward to talking

to them.

Be the kind of speaker that makes people feel excited about what you're talking about.

Do it by making your tone more excited, and your body language a little more animated. Overall, project energy.

It's contagious, and it's going to make the other people listening to you feel enthusiastic as well, and they will like you more because of it.

Being enthusiastic also makes you someone who isn't boring. If you've ever spoken to someone who seems to lack energy, you'll know that the conversation can get boring really quick.

So, to avoid being boring and to keep the conversation going well and increase your likability, you have to show energy and enthusiasm.

### **Level With Them**

Have you ever spoken to someone who is condescending and clearly looks down on you? How did it feel talking or even being with that person? I would bet that it wasn't fun.

Even if they're not being condescending and talking down if the person seems to speak coming from a superior position to you directly, there's that feeling of discomfort.

So, to avoid making people uncomfortable in dealing with you, you have to level with them.

This means that when you are speaking to someone, don't try to project an air of superiority like you're better than them.

Instead, just try to speak to them in a manner that conveys your willingness to level with them.

Now just to be clear, I'm not telling you to speak in profanities or speak like a rude person if the other person talks rudely and uses a lot of profanity.

All I'm saying is you should not sound like you're above them and don't use overly-complicated words and grammar.

Try to speak in a manner that they can clearly understand and use words that they can easily understand.

Make them feel like you're one of them when you speak to them by just talking to them in a fashion that they'll be comfortable with.

## Chapter 4. Learning the Art of Small Talks

If you want to go down the charismatic path, here is one of the things that you should master which is small talks. Once you learn the art of small talks, striking up conversations with practically anyone, wherever you may be would be a piece of cake! This is one of the most important things that you should know, so read on and find out how you can master it.

### Sense of small talks

You may be wondering what small talks are and why it is very important for you to learn. The answer to that is: small talks are like doors to your life. Close your eyes for a moment and think of your friends, your close friends, best friends or just your acquaintances. Try to imagine the first time you met them. When you did, was it an instant talk-about-personal-things kind of conversation? The answer to that is most likely a no. You begin conversations with people with simple, small conversations. Your friendship might have started with you asking what time it is to your friend with a watch. The reason why small talk is very important is just because of that. Every relationship starts with it!

### Be approachable

One of the things you can do to have more chance of having a small talk with someone is to be approachable. You must play the part of being an approachable person, dress in a way such that you would look friendly and easy to talk to. After all, if you look like someone who is angry or will be annoyed when someone strikes a conversation with them, then nobody would ever want to try and talk to you and you would have easily failed. Check your drawers now and find something to wear the next time you go



out. Go for the casual look with warm colors and decorate your face with a big smile. Just big enough to make people think you're charming, not super big to make people think you're weird.

### Make the first move

To be a charismatic person, you do not wait for people to gather up the courage to talk to you, no matter how approachable you are. Even if you dress for the part, you should always try and be the one who will make the first move. When you see someone who is alone, or you see an acquaintance that is waiting for the bus, try and start a conversation. It will never hurt to try although the way you approach them can vary depending on who that person is. Here are some tips on making the first move depending on what level your relationship with the person is.

### Random people

For people you just met or people you will be meeting in the future, or plainly random people, you can start off by saying "Hi!" and introduce yourself. Doing this makes them think that you are someone who can be trusted because after all, parents tell their children not to talk to strangers. Now that they know you, you can't be just a stranger to them. Next up is to try and start a conversation to see how it goes.

### Acquaintances

For acquaintances, it would be much easier to start a conversation knowing that you and that person have something in common. Start your talk with just that. Once you get the mood going on, you can try and look for another topic to further elaborate your conversation.

### Friends

This is the easiest conversation to start among the three. All you need to do is talk to them like you usually do and tell them things you haven't told them yet. I'm sure the conversation will lead exactly where you want them to.

From small details to constant topics

How do you start small talks and how do you keep up small talks? Here are some tips on how to do just that.

Share your experiences

When you already know each other's names, you can start off by sharing one of your most favorite experiences. It can be one of your embarrassing moments or one of the best moments in your life. It can practically be any moment you are willing to share.

Find something in common

In order to lengthen the conversation, you need to find something that you both like in common. You can start off by asking about hobbies, or what the person you are talking to like to do in his or her free time, or what they like to do the most. It can be about a film that was recently shown or a series that you think he most likely have watched already or is still on-going but fairly interesting. Once you find that common interest, it would be easier to follow to the next step.

Build up the conversation

Once you have a topic on-going, you need to build up the conversation so it can last longer if you want it to. It can branch out to other topics as well, as long as you ask the right questions.

## Knowing the follow-up questions

So what are the right questions to ask after you have found your common interests? What type of things should you talk about to support building up your conversation? Start thinking about your follow up questions as the conversation develops.

## Ask about relevant things

Simple enough, you only need to ask about things relevant to your topic or that will somehow expand your topic. This step is just like adding oil to the fire so that the fire will shine even brighter.

## Remember to leave questions open-ended

Do not ask questions that can be easily be answered by a yes or a no. Doing this would just make things boring. Try to ask open-ended questions that will make the person you are talking to give long, detailed and well-explained answers.

## Names are something to remember

This is one of the most important things when making conversations. Try your best to remember the name of the person you are talking to. It is very painful when someone forgets who you are and if you know exactly what that feels do not ever do it to others.

## Chapter 5. Charismatic Communication

Most times, public speakers fall into the trap of desperation from the need to demonstrate to their audience that they have that flame of confidence that will thrill their audience. However, gaining charisma in public actually goes beyond wanting to be charismatic. Though it is a learnable skill, it demands a lot of hard work. It is a valuable and magical aura that a person either has or doesn't have- it has no middle ground.

### Practicing Charisma in Public Speaking

Just like in many other ventures in life, exhibiting charisma in public speaking is something every passionate public speaker can learn. It is just like the way you feel when you are comfortable with your skin. There are cases where people are not happy with their skins, but certainly, they can learn to embrace and carry their selves with confidence. This is the same with charisma. Here are ways which a person can learn and practice charisma in the art of speaking:

### Charisma Is Dominant in Your Comfort Zone

If you think your public speaking charisma is locked out somewhere and you are wondering where it might be, you should reach out to those places where you find yourself at ease the most. As yourself, how do you usually act when you feel comfortable? Typically, everyone has that point where they find themselves to be at peace the most. This may be in the midst of certain people whom we feel we 'flow' with the most. With these people, or at these points, we find that everything becomes much easier, and even the words come out just right. Here, there is a lot of joy and laughter, and we are most acknowledged by those around us because they are interested in

the things that we have to say. These are the points where it is easier for us to access our inner charisma.

With everyone, there are some situations when we have charisma. The best way to reach out to this charisma that reflects in our favorite points to public speaking is to let it out as though we are at that favorite point again. Reflect on the places in your life where your charisma pops up and think of the things you have to do to get yourself to that point. Once you have been able to figure this out, you can simply bring it into your public speaking game.

The most important factors in public speaking charisma are:

- Feeling relaxed
- Taking charge of the situation
- Making room for your unique traits to manifest

### Find Your Peculiar Charisma Spice

Some people have a wrong perception of charisma equaling, but that is a thing that is not very authentic. This perception is born out of a fixed mindset of what charisma is. When one thinks of charisma, the first things that will likely come to mind are confidence, power, a bright smile, a sleek personality, or a funny person.

In public speaking, charisma is not something you wear on your face. Even though you try to wear the look, if it isn't your style, it may not efficiently work for you. While others may manifest charisma by smiling and being funny, yours maybe is being intellectual, polished, bright, and unusual or something entirely different from what people are used to. All you have to

do is to find which charisma spice is yours. What works for you may not work for me, and vice versa.

### Create A Charismatic Caricature and Play with It

Once you have been able to figure out the way you are when you are at your best, you can then summon that part of you to your public speaking life.

The best way to do this is to make a charismatic caricature of yourself by overanalyzing that natural charisma of yours in a manner that may seem too big. When you do this, though, you should be careful to maintain your originality. This caricature is you, but an exaggerated version of you.

When you picture yourself standing on a stage before an audience, note that you are representing your qualities in front of your audience. With your unique attributes and characteristics, people will be able to relate to what you are made of, and this will help you to become a complete version of yourself. It will also help you to reflect on yourself within your naturally vibrant self. The audience will, in turn, be able to remember you, and your message will also become unforgettable to them. Therefore you should push yourself a little bit harder for you to become a more charismatic speaker.

### Figure out Your Charismatic Attributes

Charismatic speakers are never scared of adopting new styles as long as their audience will be able to identify with the style. You have to remember that people like to know what they are going to meet when they are listening to a speaker, so it is okay to have a unique style.

Think about those things that your audience are always sure to encounter when they hear you speak;

- Is it your nice, serious nature that helps you to ensure that you always tell the truth?
- Are you the lively speaker who is always full of life?
- Are you that speaker that comes up with videos for every speech?
- Are you a vulnerable speaker that is easily penetrable while speaking?
- Is it the fact that you always involve the audience in your speech?

Whatever your unique quality is, you gave to stick with it and give your audience one thing that they can always rely on. This will make them see you as one who has charisma.

When it's all said and done, public speaking charisma is all about your confidence, so you have to do everything you can to reinforce every bit of positivity in you about yourself and stay away from negative feelings that will form a wall between you and your audience. Remember that negative self-talk forms a big barrier between you and charismatic public speaking. Therefore, challenge that inner demon that holds you back, and have a conversation with your charisma and its best friend, charisma. When you step into the room, be yourself, and make sure you exude charisma in every way possible.

### Be Authentic

Charisma is not something that can be faked. It is an attribute that comes from within, a genuine and positive motivation. It is an important set of beliefs that influence/drives a person's actions. If you are not authentic, every effort you make at being charismatic will be in futility. As a charismatic person, you need to be grounded in core ethical foundations. Generally, charismatic people are empaths who put the needs of other

people first, and they push to breed positive relationships with others. They also look out for positive results from all the efforts they put in; therefore, to be charismatic, you have to be truly passionate about others.

### Gain Emotional Intelligence

Emotional intelligence is a person's ability to understand and keep track of his own emotions as well as that of other people. This understanding is used to keep track of their character. A person who can develop emotional intelligence manifests this by an awareness of his self, can tame or regulate himself, and also builds quality social skills. An emotionally intelligent person is empathetic and has an innate ability to motivate and push himself. These qualities are inexhaustible qualities of a leader or a good public speaker, and a charismatic person is expected to have emotional intelligence.

### Be Focused

Remember that a good public speaker requires presence, but it might be quite difficult to achieve. Typically, a millennial has a ton of work to do, and life also comes hard at people. This is usually very overwhelming and reduces a person's focus and presence. Focus for a charismatic person means that he has to shut his ears away from distractions and pay attention to the needs of his audience and everyone around. It is with a focus that a speaker can notice when he is beginning to bore his listeners; hence, he needs to shake things up a little bit. It is with a focus that a person sees opportunities, solves problems, and take things one step at a time.

### Project Leadership Presence

One cannot deny the fact that our appearance, the way we speak, the way we dress, and our drive, is the way we will be addressed. When you speak,



ensure that you have a relaxed body language. Being uptight will indicate tension, so you have also to be upright. Do not also forget to smile. When you speak, make sure that you use the dynamic power of your voice to impose your presence. This is where you bring in diaphragmatic breathing. Avoid filter words or jargon and also practice slow and clear speaking. If you want to be seen as a leader while you speak, so you have to act the part if you wish to be accepted as a leader. Depending on what is acceptable in your industry, you have to dress according to the ways that are socially acceptable for an ideal leader.

### Keep Practicing

Ask an Olympic athlete if they only showed up for the Olympics and were asked to compete. You will definitely get a 'no' for an answer. Typically, an Olympian spends many hours to perfect their skills before they show up to compete on the D-day, and it is this practice that brings the athletes to their level of performance at every level. If this is the case, you have to ask why people think that they can escape investing in getting quality, new skills? All of the tips that have been mentioned in this section are worth practicing, so you have to practice them constantly, and they will earn you success. As a result, you will become more charismatic in speaking, as well as leadership.

### Qualities of a Charismatic Speaker

Public speaking for most people can be terrifying as most people tend to freak out at the mere thought of it, but if you have a deep concern for the growth of your career, you will need to focus on ensuring that your voice is heard and public speaking is the best way you can do so. It entails you sharing your thoughts and ideas with a good number of people and keep your head high, even amid a crowd of professionals to stay visible and

relevant in your industry. Although you may have the drive and all the right motivations to get it right with public speaking, if you do not have the proper skills for it, the chances are that no one will pay attention to what you have to say so they are not going to receive the message you wish to pass across.

Here are some qualities you need to possess as a public speaker:

### Confidence

Confident speakers always have the following: competence, credibility, intelligence, knowledge, likeability, and believability. These are the qualities that make the speaker more believable to his audience than those who are not as confident.

In the art of public speaking, confidence is a very important factor, although it is not the only important thing to public speaking. In the words of Mark Twain, two types of speakers exist in the world, and they are the nervous ones and the liars. When you appear before a crowd to give a speech, it is very natural for a person to be nervous, but you can overcome anxiety with either excitement or authenticity;

**Excitement:** If you are excited about the speech you are going to deliver, the feeling you get will help you stay above any form of nervousness that may exist during your presentation. According to studies, those who choose to take their nervousness as a feeling of excitement will be more comfortable when they speak.

**Authenticity:** You have to be your real self when you appear before an audience, even if it means that you have to stray from the presentation you have prepared. Though you need to practice your speech as much as you can constantly, you have to be very careful not to memorize what you have

practiced because memorizing it can make you fumble in some parts of it if you in any way feel like you did not say something right. If you wish to excel in public speaking, you have to try to do more than just getting over the feeling of nervousness. You also have to be very confident in what you are going to tell your audience and also be yourself when you are on stage.

### Passion

If you must pass a message to your audience during your speech, you need to be very passionate about your subject. If you are not passionate, your presentation is not going to have any meaning. As you speak to your audience, you have to reflect a high level of sincerity in your emotions. This is the only way your presentation is going to get to them and move them.

Practicing sincerity while you are practicing your speech is going to be unnecessary, even if you try to make use of gestures like a raised tone or a raised hand. All you need to do is to set your mind on the way you feel about yourself and those you are talking to.

During presentations at the workplace, it may be a little difficult to show passion about your topic, especially when you are not engaged in the activity that you have to present on. At times, if you must show passion about the topic you have to present on even though you are not passionate about it, you can do some research on the topic to see if it is possible to get things that interest you on the topic.

### Authenticity

When you are on stage, you should not try to be another person because your real self will always win. Though you may have come prepared and well-rehearsed, believing in or mastering your message is sometimes not all that matters if you are not able to act like yourself when you are in front of

your audience. It is the lack of authenticity that makes an audience perceive you as someone who is not sincere. It will also make it look like your speech is a well-calculated one that is made to sway their opinions to help you get to your desired end.

As a candidate of a political party, you have to appear authentic because anything less will make you lose your chance of winning the election. As a company, if you have a social media marketing strategy that does not seem authentic, you will not get enough returns on investment as you will record less engagement on your ads, and this means that your sales will not go up. A dating website or page will also not record a lot of success if you don't come up with authentic content because those that are reading what you have written will easily spot the inauthenticity in your writings. The same goes for speaking.

It is not surprising that most of the articles you find with the word 'authenticity' written on its headlines seem to have gained more attention dramatically. Authenticity is an essential factor in public speaking, and each speaker needs to look out for the best strategies that will help him/her become authentic.

### Practicing, Not Memorizing

If you wish to be yourself during a presentation, you should avoid memorizing your speech. Instead, you should practice your speech as often as you can and make use of appropriate synonyms. This will make it easier for you to change your wording during your presentation if things don't go the way you anticipated. Memorization is a dangerous strategy that can stand as a barrier between you and your audience.

### Delivering Speech in Natural Voice

If you sound fake or too perfect, you are going to miss the chance to connect with your audience or break whatever connection they already have with you. Generally, you should only speak in a conversational manner. If you catch yourself speaking with some 'ahs' and 'ums,' you shouldn't fidget as it is not anything you have to worry about. Just try to be natural.

### Voice Modulations

If, as a speaker, you hope to be more engaging, you should avoid talking in a way that makes it look like you have rehearsed your speech a little too much. This does not mean that you should not pick up with your pace and inflection while you deliver your speech and as you are practicing.

To deliver in the appropriate rhythm, you should record yourself while practicing and then listen to the record at a later time. By doing this, you will be able to take note of the points where you sounded inauthentic. With your natural voice, it is still very possible for you to make use of the appropriate modulations.

### Being Short and Precise

Regardless of the amount of time given to you to deliver your speech, try to keep it short. You do not have to use all the time you were given. Pass all the information you need to pass and make use of the time left for questioning, or you can dismiss your audience earlier than you ordinarily should.

Your goal during a speech is to try to pass your point or a piece of information across, and you may not need a whole hour to do this, so when you think you have achieved your goal, you can simply conclude and drop the mic. You need to ensure that your audience can take in and process your speech more easily, so if it is possible for you to do so in as little as 15

minutes, by all means, do so and make use of the remaining time to satisfy the curiosity of your audience.

In a research conducted by Dianne Dukette and David Cornish in 2009, it was discovered that humans are only able to maintain attention for an average of about 20 minutes and that the short-term response to a stimulus that helps them to pay attention to a particular thing lasts for just a few seconds. What this means is that when you appear before a crowd, you only have about eight seconds to arrest their attention. Also, this means that a presentation that lasts for more than 20 minutes needs to be broken into smaller bits, with about 20 minutes per session.

### Bonding with Audience

When you give a speech, treat it like a conversation. This means that you will need to pass the message you have in mind to the other person(s). For this, it does not matter if you have a large or small audience. The problem lies with the mere fact that everyone is subject to a large amount of information in a short time, so as a speaker, it may be a bit difficult for you to filter through all the distractions and assure your audience that you have something important to tell them.

As you speak, it is possible that people have their phones, laptops, or tablets to deal with because they are busy replying to emails, surfing the internet, or trying to figure out who you are. They may even be taking notes on their gadgets from what you are saying, but it is your role to captivate them enough to make them want to drop their devices and listen to what you are saying. You cannot possibly ask them to turn their phones off, but you can make them forget their phones by making room for an exciting and engaging atmosphere for the listeners.

Below are some tips on how to connect with your audience:

- Tell them stories
- Keep your target audience in mind
- Be aware of the energy in the room
- Be willing to poke fun at yourself occasionally
- Develop an effective body language

### Storytelling

Being a good storyteller is one of the best ways to engage your audience. This is an important point in public speaking that one cannot simply neglect it, and it can also not be overemphasized. It is a reliable tool that some of the best speakers in history have used to connect with their audience. This technique is used to build an atmosphere that allows the audience to listen to the speaker more easily. It makes the audience to feel like the speaker is not trying to shove information at them with the hope that they are going to remember the information that is being passed.

The best and the most enjoyable presentations are ones that don't feel like presentations but stories that are told by people who have exciting experiences to share. These stories may be tales of your own experiences, or they may be classic stories that can help your audience relate to your presentation in a particular context. Take most of the popular/most influential TED Talks, for example. Most of them are influenced by stories, and this is one of the reasons why they stand out.

If you must tell a story, ensure that your story is relatable, understandable, and easy to retell. With communication as a medium, stories are always very easy to stick to the minds of people, so when you are writing your

speech, consider the things that you have to see to enable you to set a context which your audience is going to understand and engage with.

### Repetition

Repetitions are used to ensure that your listeners leave the venue with the focal point of your presentation. It helps to make sure that you are clear and helps with encouraging the audience to embrace the idea.

To be able to make use of effective repetitions in your presentation, you have to figure out what the main point of your presentation, which you hope will stick to the minds of your audience. During your presentation, keep saying these points so that in case they missed it the last time you said it, they are going to get it as you have said it again.

### Constant Practice

Have you ever heard a person say that he wishes to remain authentic during a speech, but they don't want to practice their speech beforehand? Though this may appear to be a bit contradictory, the truth is that the more you practice your speech, the more you can gain spontaneity during the actual presentation. All you need to do is to ensure that you practice the right way.

Make sure that during every practice, you can put your environment into consideration, so you practice as though there is an audience in front of you as you are practicing. Don't make the mistake of brushing through your presentation while on transit, as this will more likely do you more harm than good.

By practicing, you will feel more confident, and you will look more authentic. Therefore, you will create a good chance to connect with your listeners. In the end, you will be able to achieve the ultimate goal of public speaking, which is building a connection with your audience.



## Chapter 6. Why is Socializing So Difficult?

If the thought of being out in public for long periods of time makes you anxious, you are not alone. Plenty of people find it difficult to socialize, even when they have the desire to be social. There is nothing wrong with you or the way that you operate; some people have a higher level of sensitivity. If socializing drains you, then it is safe to say that you are likely an introvert. A common misconception is that all introverts are shy people who do not wish to leave the house. While you might feel this way sometimes, this is not the correct definition of an introvert.

To be an introvert means that you recharge when you are alone. This is the time when you feel that you can obtain the most energy. Socializing likely drains you because it feels like work for you and can be tasking on your mental and emotional energy. While you might enjoy it very much sometimes, it can still be a lot to handle since it is so draining. You don't necessarily have to be shy to be considered an introvert. Some introverts love talking to people, yet they still become very tired and have the need to retreat once the socialization period is over.

While you do not need to label yourself, it is still important to understand where your behavior is coming from. Being introverted doesn't necessarily change anything about the way that you must condition yourself if you'd like to get better at socializing. Labels won't change anything about you or the way that you feel, but they might allow you some insight for your natural tendencies. This is all a process toward having a better understanding so you can accept yourself.

# How to Challenge Your Inner Critic

Knowing how to silence the negativity will help you overcome the way that you are so critical with yourself. By following these basic steps, you will feel more empowered and capable of socializing with others while simultaneously accepting yourself. Getting past this point is a huge accomplishment that you can be proud of. We are all our own worst critics. By changing your inner-narrative, you will find that your thoughts can actually do a lot to empower you when you are not putting yourself down.

1. **Develop An Awareness:** It can become very easy to ignore what your own thoughts are telling you. When you work on overcoming your oblivious tendencies, your thoughts can actually teach you a lot about why you might be so critical with yourself. Fear of failure usually goes hand-in-hand with a harsh inner critic. By becoming aware of what fuels you, this is your way of taking back the power. Acknowledge why you are the way you are, and work on accepting this as a fact. You do not need to try so hard to change yourself into someone that you think others want to see. Learn to accept your qualities for what they are, and think about what you most admire or love about yourself.
2. **Don't Torture Yourself:** When you make a mistake or experience failure, it becomes easy to replay these images in your head over and over again. You can drive yourself crazy thinking about the things you wish you had done differently. This is a torturous reminder of reasons to believe that you are not good enough. Get out of this habit as quickly as you can because this is what fuels your inner

critic the most. If you make a mistake, learn from the experience and focus on the solution so it doesn't happen again. While it might impact you greatly, that does not mean that it has to hinder you. Accept that it has happened and move forward. When you dwell on the past, it becomes harder for you to focus on what is presently happening and the potential of what could happen next.

3. Pretend You Are Advising a Friend: The advice that you would give to a friend who is being too hard on themselves is likely advice that is very valuable for you to follow. Imagine what you might say to them to ease their worries. Now, say all of those same words to yourself until you believe it. This is a case where repetition can be a great thing. There is no reason why your own advice should not be applicable to yourself, as well. Taking a look at the bigger picture, you will see that there should be no difference in the way that you value your friends versus the way that you value yourself. Both are equally important.
4. Take a Look at the Facts: Having a persistent inner critic means that you are likely to run into a lot of "what ifs." What if it doesn't go well? What if you embarrass yourself? What if people don't like you? Do not allow yourself to get worked up if there is no concrete evidence that any of these things are true. This will make you feel exhausted before you even begin socializing. Do your best to only look at things that are factual. For example, you have been invited to a holiday party where you will get the chance to meet many new people. Accept this fact for what

it is, and do your best to not overthink about what might happen at the party.

5. **Replace Critical Thoughts with Realistic Ones:** An example of a critical thought is believing that you will never be a great conversationalist. Examine this closely and you will find that this doesn't need to be the conclusion that you come to. Maybe you enjoy having conversations about your favorite television show. You can reframe that statement by acknowledging that you have an interest in talking about TV. This takes your original statement and transforms it into something positive while still holding onto its true meaning. You can apply this toward anything that you feel overly-critical about. Think about ways that you can keep the statement true while applying it in a more optimistic fashion.
6. **Imagine the Possibilities:** While it is great to think about all of the positive things that could happen from any given situation, it is unrealistic to believe that things are going to be perfect. Banishing your inner critic is all about balance. You must open yourself up to thinking about the great outcomes as well as those that are unfavorable. While being open to these possibilities, consider that each of them is realistic. Certain situations are beyond your control, however, you do need to deal with them. This is life, and unfavorable circumstances should not rule over your ability to accomplish things. There is always a way to accomplish your goals and dreams. Sometimes you may have to enlist support and help, but there is always a way

to accomplish something. In the most gentle way possible, desensitize yourself. This will make it easier for you to accept whatever outcome you receive.

7. Apply Acceptance and Self-Improvement to Your Life:  
There is a huge difference between accepting that you cannot do something and believing that you can work to become better. Wallowing in the things that you cannot do will bring forward feelings of self-pity. Empower yourself by understanding that there is always room for improvement. Nothing will change if you do not believe that a change is possible. If social situations make you uncomfortable, accept this about yourself and challenge yourself to try them again. The more that you experience something, the more familiar and equipped you will be to navigate through it. When you accept your weaknesses, this does not mean you have to hold onto them forever. It means that you can change them if you feel motivated enough.

Your inner critic is only as powerful as you let it become. If you submit to these doubts that you harbor, you won't feel good about yourself. The way that you feel about yourself can either help you or hinder you. Since you are given a choice, wouldn't you rather take the help? When put into simple terms, you might wonder why you were so focused on your inner critic. Know that it is not the easiest thing to overcome, but you already have everything you need to get started.

## **Acknowledging Disappointment and Failure**

While on the topic of acceptance, one of the biggest things that you must work on if you'd like to improve your social skills is the ability to accept disappointment. Whether you disappoint yourself or someone else does, it will happen, inevitably. Life is full of learning experiences, and there is no way to avoid them. In the end, they will make you stronger and wiser about what to do in the future. The way that you handle failure says a lot about the way you feel about yourself. If you have low self-esteem, you are probably quick to blame yourself whenever anything goes wrong. Even when it is not your fault, your first instinct might be to take the blame.

Not only is this unfair to yourself, but it also shows other people that you are easily influenced. Unfortunately, some people can be quick to take advantage of this when they notice it. Being an agreeable person is a great trait to hold, but knowing your limits is important. If you do not have any limits, this is when you will be taken advantage of. You must value yourself enough to know that you do not deserve to take the blame for other people. The only things that you can be responsible for are your own actions and the way that you feel about yourself.

Accept the fact that, no matter how hard you try, you won't be able to control everything around you. While you might adequately prepare to have a great time out at dinner with friends, other people and other situations might still cause you to feel socially anxious. That is simply something that you must learn how to accept. If you let these circumstances that are out of your control cause you to miss out on experiences, then you are not giving yourself a fair chance to try to make the experience better next time. You should be constantly striving to be better, working on self-improvement along the way.

When you do find yourself disappointed in some way, let yourself feel this. Consider how it impacts you, and acknowledge it. Once you have felt it, allow yourself to move on. People often make the mistake of staying within this disappointment for too long. If you linger, you have the potential to put yourself in a situation that is very hard to get out of. There is no reason to prolong your sadness or negativity. It won't do anything productive for you, and it will now allow you to heal any faster. If anything, it will only make you less likely to participate in that activity again. Know that your feelings are valid, but you cannot wallow in them forever.

Strive to be better. The most successful people experience setbacks, much like you do. No one is above them. Take the challenges that you face and turn them into motivation to become better next time. When you are able to face adversity in this way, it is an admirable quality to have. Not only does it display your strength, but it also showcases your resilience. Do not let your setbacks knock you down for too long. Use them to brainstorm ideas for how you'd like to handle things differently from now on.

Disappointment and failure are universal feelings. There is nothing that you can do to avoid them, so you might as well embrace them.

Make it a habit to take action. When you come up with an idea of how you can become better, apply it immediately. You'll see one of two outcomes--the solution will make you stronger, or you will have to head back to the drawing board to try a different one. There is no clear cut answer to what it is going to take to see a difference. You will have to take a trial and error approach in order to find which solution is going to work best for you.

During this time, you will likely learn a lot about yourself and what you are most responsive to. Find what motivates you and use it to your own advantage.

The steps that you take to improve your self-esteem will also improve your ability to handle failure. If you feel great about the person that you are, then you won't be so hard on yourself should a failure occur. All of these skills that you will learn are inner-connected, hence making you a better person in all areas of your life. Working on your self-esteem should only be done for one purpose—because you want to do it. No one else can convince you that you need a boost in self-esteem. This is something that you have to decide for yourself because you are the only one who can feel it.

Think about people who inspire you. They can be people you know or people you have seen in the media. Consider who you would like to model your behavior after. Those who are successful definitely understand what failure feels like. Hear their stories and take note of what they did in order to get past their setbacks. When you feel uninspired, it helps to try something completely different. Utilize some of the methods that you read about, and see how you can apply them to your own life. You might be surprised to find that they help you more easily than anything you've tried in the past. Because you know that these people are successful know, you know that the methods truly work.

Know that you are going to have great days and then you might have days where you feel that nothing is going right. Anything bad will not stay that way forever. As long as you believe that you can get up and try again, you will not be phased by any number of setbacks that you experience. One day, your own personal victories might be inspirational to other people. Having a great attitude is contagious, and it helps people more than you know. Not only will you be overcoming your own personal obstacles, but you will also be guiding others through theirs.



# Understanding the Difference Between Assertive and Aggressive

Talking to someone who has assertive energy can be very intimidating. When a person is assertive, this means that they radiate a certain and forceful energy. People with this quality are very sure of themselves; they normally don't take no for an answer. When you are socially anxious, speaking to someone like this can cause you to doubt yourself. It is a huge contrast when you mix an assertive individual with a reserved individual. This energy does not have to make you self-conscious, though. You can actually learn from it and use it in order to make the conversation flow continuously. What you must remember about assertive people is that they usually have good intentions. They are not looking to hurt you, but simply to get what they want.

It can be hard to understand someone with this personality because it is likely very different from your own. Different does not have to indicate better or worse. Try not to think about it in those terms. Simply observe and try to accept the person for who they are. Much like you, they have their own unique ways of communicating with other people. While assertive people are socially known as people who have plenty of confidence, there are moments when it can waiver. They are only human, so it is bound to happen. Be sensitive to this possibility.

A person who is assertive will appreciate being heard. When someone wants to express their needs and desires to you, the best thing that you can do is practice your active listening skills. Do not feel pressured to chime in or agree with them if you do not know exactly what to say. Listening is enough, and it is a valuable response. If anyone is that adamant about how

they feel, they probably want you to ask them why they feel that way. Ask questions that allow them to further express themselves. By doing so, you show them that you are listening and that you care about what they have to say. A common misconception is that you need to match their energy level. If you are not feeling as high energy, you don't need to pretend that you are. This won't be authentic to your own personality.

It is important that you stay true to your own values and morals. If a person is being so assertive to the point that you feel uncomfortable, it is okay to express an opinion that is different. Just as you were willing to listen to them, a good conversation needs to have a mutual level of acceptance. Talking to someone that you do not necessarily agree with is an enriching experience. It really allows you to acknowledge the way that you personally feel, and it challenges you to accept these parts of yourself. As you have been working to accept who you are, this interaction will allow you to practice being comfortable with your own thoughts and ideas.

Aggressive behavior might appear to be the same thing as assertive behavior at first. The main thing to look out for is the person's intention. If you notice that a person is being assertive, yet they are being too forceful or demanding, this can be an indication that you are actually dealing with an aggressive personality type. This is likely one of the interactions that has the potential to make you feel nervous or unsure of yourself. Aggression happens when there are unresolved feelings involved. Whether the person is actually angry with you or just lashing out at you, know that you are not responsible for the way they speak or behave toward you; chances are they need to sort out what they are feeling.

You have every right to end an interaction that is harmful to you. Whether you are being threatened physically or emotionally, your response is valid.

If something just isn't right about the way that a conversation is headed, know that you need to value yourself more than you value hurting someone's feelings or angering them further. Calmly talk about how you feel without placing any blame on the other person. The worst thing you can do to an aggressive person is to challenge their feelings. In the best way that you are able to, try to bring the conversation to an endpoint. Some examples of this can look like the following:

"I understand where you are coming from. This is how I feel."

"I'm unsure of my opinion on this."

"I'll have to give this some more thought before I'm able to share my own opinion."

These are all ways that provide social cues to the other person that you'd like to stop talking about whatever you are talking about. Without being rude or demeaning to them, you will also be protecting yourself.

Unfortunately, aggression can show up unexpectedly. You might know someone very well, and then you will get to see a different side of them that you haven't seen before. Regardless of the capacity in which you know the person, remember that you have the right to feel the way that you are feeling. Many people freeze up during aggressive situations because they do not want to make them worse. This is definitely something to be careful of. Instead of submitting to the behavior, you can do your best to redirect it instead.

Again, there is no need for you to feel bad about not agreeing with the way that another person is acting. If you truly cannot identify with them, you do not need to lie or sacrifice your own morals in order to conform. When you do this, it is easy to lose track of who you are as a person. Your values are

far more important than having a desire to please everyone that you interact with. Know that it is impossible to please everyone. When you try to do this, it will only stress you out and potentially make you feel bad about yourself.

## Chapter 7. Gratitude, Abundance, and Other Positive Mental States

The most important point, if you take away nothing else, is that to have charisma, there has to be an "inner you" that's feeling good. You can't fake happiness; people can see that pretension a mile away, and nobody wants to be around someone who isn't happy. It's not that they're judging you (well, maybe some of them are but that's their problem), it's that instinctively, we can feel unhappiness, and it scares us. So we move away from it and its source.

If you think happiness is merely another trick to gain you charisma, you need to think again: happiness and inner satisfaction is vitally important to your health, and to every aspect of your life. Those suffering from chronic depression are especially at risk for things because their mind's most essential defense mechanism is compromised; this is also why it's in extremely poor taste to judge someone for taking medication for their mental health. At least they are trying, and getting the help they need to win back some of the happiness and balance they lost.

However you don't have to suffer from chronic depression to be low on happiness. What we consider "being happy" is a combination of chemicals produced in the brain. This comes from a variety of sources and causes: a healthy, active body, a busy, engaged mind, but also a rested mind. Get used to the concept of "living well" if you want to portray confidence and charisma.

What defines "Living Well"? Not three houses, five cars, and a yacht, although that doesn't hurt. Living a good, satisfying life is as varied as there

are people in the world: basically, living well depends on what you need and want from life, and figuring that out requires some tough honesty. Money buys freedom of choice, and peace of mind when it comes to being on top of bills, having left over for savings, being able to travel—but the accumulation of money in and of itself is only a means to an end. What do you want the "end" of your story to be?

# Learning To Savor the Moment and the Experience

A good way to cultivate happiness in ourselves is to learn this important skill: savoring. One might immediately associate that with food, but it can be applied to any moment, any sensory input or experience that comes our way:

- Stepping out of the house to fetch the mail and feeling the morning sun on your face.
- Sitting in a park on your lunch break, watching the world go by and listening to the birds in the trees.
- Taking your car out for a weekend drive while listening to your favorite tunes.
- Laying your head on your pillow after a long but productive day.
- Having a passing, pleasant conversation with a stranger in a supermarket.

Life's not always about great, groundbreaking achievements, in fact, those are few and far between, typically, which is why they're so incredible and memorable. The smaller moments are what fill our lives, however, and if we rush past those in hopes of the groundbreakers, we're going to be missing a lot.

Learning to be present in the moment is a key to so many things: happiness, self-exploration, satisfaction, and greater charisma. People zero in and gravitate to those of us who are present. They want to know more and connect with this person. And why not? Present people are happy people, which leads us to the next sub-topic.

## **Happiness Is Contagious**

As human beings and as inherently social creatures, we share a lot with each other even when we don't intend to or realize we're sharing. We pass information from person to person every day. One of the things we share the most are our emotions.

Take for example, a man pulling out of a parking lot and honking his horn at a pedestrian who dared walk in front of his car. He rolls down his window and gives that person a not-so-cordial piece of his mind before driving off. That person, in turn, feels a bit rattled but tries to shake the moment off, however while in the check-out line at the grocery store she can feel her impatience and anger rising as someone ahead of her slowly pays with a check.

Perhaps when it's her turn to check out and the cashier accidentally gives her incorrect change, she snaps, "Wow that is completely wrong. Try again." Later in the day as the cashier boards the bus for home, he closes his eyes and pretends to sleep instead of offering an elderly man his seat, because to heck with people.

So the point of this is to state: emotions are contagious. We share them as quickly as we do words—faster, even. Emotions are written in our facial expressions, embedded in our tone of voice, in our body language, in the timber of the words we choose. So if you had a choice to share one emotion, which one would it be? The trick to this answer is that you have to feel the emotion first.

Of course you'd choose happiness—who wants to feel anger, rage, sadness or regret? When you cultivate happiness within yourself, it can begin as if you were holding a single candle. The wind is going to test that flame, and



even put it out sometimes. With practice, however, you can relight it. With even more practice, your candle becomes a lantern, protected from the wind, impossible to snuff out.

Your happiness can be like that, too. Angry people may come and go, but you're inner fire burns on, and in doing so, draws people to it. That is the power of charisma.

## **Learn to Appreciate Yourself**

A cornerstone of inner happiness is the skill of self-appreciation. You can get a head start on this important skill by setting time aside to make a list. Write down three to five things about yourself that you feel good about. Savor the positive emotions that come with recognizing these things.

Now, elaborate on this list by seeing if you can connect anyone else to these skills, traits, or achievements. Perhaps it was a parent or sibling, or foreman at a job site. Perhaps it was a professor in college, or an empathic coworker. Perhaps it was a best friend of two decades. Who contributed to the "you" you are today? Take time to relish the gratitude that comes from knowing those people helped you pave the way to the happiness of today.

Often, when we work on instilling happiness within ourselves and are practicing self-reflection, we also dig up painful or unpleasant memories or emotions. It's okay to think about these, as long as you're not going to let them linger. Rumination is the act of dwelling in the past, looking for places to lay blame for things going wrong; we often blame ourselves when we ruminate. Make the conscious decision to abandon this practice, in favor of gratitude and happiness. Building a powerful, confident self includes discarding that which hurts and undermines us.

Another good practice is at the end of each day, take time to consider the moments that were satisfying in some way, or that brought you happiness. If you found there weren't many of these, resolve to seek more happy moments tomorrow. Become an active participant in your daily life, seeking happiness, then taking the time to savor it once you find it.

Keeping a journal is a great way to be able to look back and realize you've had more good days than bad. In fact, decide today to stop labeling days as

"bad"; unless a day is truly catastrophic, most days we consider "bad" were just full of obstacles and challenges. If we have enough self-belief and inherent joy within us, however, we can ride out those days without allowing them to get us down.

## **Cultivating Abundance**

An abundance mindset is one in which you believe and live your life as if there is enough resources to go around. You don't focus on what you're lacking—you focus on what you have. You learn to get rid of fear or negative emotions when you spend money, and appreciate that you have money to spend. You are able to look around you and see that what you have is good, enough, and more will come. An abundance mindset is a bit like look at the glass-half-full, instead of worrying when the waiter will come to refill it.

Ways of thinking that promote abundance:

- You have control of your life and what happens in it.
- Your physical energy is relaxed but alert, present and mindful, patient and calm.
- Your emotional energy is balanced but engaged (empathy), and you come across as if you're invested in working on things that are bigger than just you. You care about things on a global scale. Your presence inspires others on some level. You meet every day with some excitement, and feel that good things are on their way.
- You can see multiple solutions to a problem, and what's more—you see opportunities and different paths, rather than problems and wrong turns. Your outlook is like someone cheerfully and effectively navigating rush our traffic, finding new routes, shortcuts, enjoying new scenery because you took a different way. This way of thinking leads you to realize there is always a choice.

Become mindful. Fine, but what does that mean, exactly? It means being present, being here, standing firmly at the point of now. Again, no rumination, and no dwelling in the future—it's important to have goals and dreams but we cannot remain there, or we might lose our way in the present. When you practice mindfulness, you're back in your body, back in your purpose, and you notice things. Being mindful is like being a defensive driver: you're not busy lost in thought or glancing at your phone because driving is important, and so is being alive!

Something interesting to know about being mindful: we often get hyper-focused on one thing. While that helps us hone skills and see projects to the end, when we don't take time to open our eyes to our surroundings and live in the moment, we tend to miss opportunities, learning, and important cues about other areas of our lives.

When you savor moments, live in the now, are grateful for what you've got and hopeful about what is on its way to you, then you are on your way towards happiness, abundance, and charisma.

## Gratitude Is the First Step

Not everybody is well-suited for keeping journals. That being said, everybody is capable of journaling. While the thought of writing every day can be daunting for people whose interests lie elsewhere, remember this: you don't have to write anything deep, profound, worthy of the New York Times best-seller list. Writing a journal can be as mundane as writing a to-do or shopping list. It's almost the same thing when keeping a gratitude journal.

To really sink your teeth into living with gratitude, start a Gratitude Journal and list ten things you're grateful for every day. If you find yourself stuck, get into the small things, the fine details that make your daily life pleasant. Here's an example:

- I'm grateful to live in an apartment with air conditioning when this summer is reaching record-high temperatures.
- I'm grateful I found my favorite pen in that suit pocket this morning.
- I'm grateful that my dog doesn't tear up the house while I'm gone. I'm grateful for her company at night.
- I'm grateful that I haven't gotten sick yet this year.
- I'm grateful that my brother called the other day. I've missed him.

There does not have to be deep, sweeping statements of gratitude—that is not the point of a journal like this. The point here is to notice the small things, the things we all usually take for granted, because when we stop and notice them, suddenly that's:

- Living in the present.

- Living with gratitude.
- Appreciating the abundance in our lives.
- Living mindfully.

Use language that supports your mindset. Notice the words you choose. Are any particularly negative? Pay attention to what you choose to talk about. For some of us, sharing a common complaint has been a go-to ice-breaker. Realize, however, that when you connect with other people over negativity, you have no where to go from there. Positivity, however, will generally keep going, even if it veers into the negative for a moment. Remember—people gravitate towards happiness.

Not only does positive speech attract other people, but it's been proven to be good for your brain. Saying uplifting, confident, and empathic things on a regular basis is good for you—it will help you change your mindset if it's been too mired in negative thinking for too long.

Showing gratitude at work is a surefire way to promote positivity and exude confidence. Saying "thank you" doesn't cost a dime, but saying so adds to the general morale and happiness of the team or branch as a whole.

## **Build Up the Things You're Passionate About**

Is there something (or more than one thing) that elates you, gets you excited with you think about? Tap into that passion; don't just keep it to yourself as something you like to daydream about. Find a way to incorporate a bit of that into your life, and watch it illuminate your confidence and charisma.

For instance, for someone who follows the great culinary competitions on television, it would be a good practice to find a way to incorporate what is a passionate pastime into something they explore in their daily lives. If taking a cooking course isn't possible due to the demands of work and family, then take a look at the show's hosts—have they written any cookbooks? Who's style calls to you the most? Begin to learn, as an apprentice does, and let their passion guide you in the way a master guides a pupil. With this new passion-based hobby in your life, your energy, presence, and confidence will be felt by everyone you meet. Invite friends and family over for a dinner party; you'll have something to talk about in conversation—everybody loves to talk about food.



## **The Case For Daily Meditation**

Regardless of age, gender, background or skill-set, anyone can find benefits in meditation. At the core of this practice is acceptance of self, and when practiced regularly, that acceptance of self extends to the world around the meditator. Meditation firmly anchors us in the balance of life; we give, and we receive. We become more than just the sum of our belongings and acquisitions. Eventually, regular meditation leads to an appreciation for our own well-being, and that well-being is the key to happiness. Meditation provides us with an easy, daily opportunity to bring a greater sense of well-being into our lives.

Choosing to begin to meditate is a personal choice, but it can be for everyone. If you're tired of feeling overburdened, physically and mentally exhausted, and/or sleep-deprived, however, then you'd be doing yourself a favor by giving meditation a try. Just one week of daily meditation—eight minutes a day—can bring such a turnaround in your outlook, odds are you'll never go back to living without it.

Meditation at first will seem too simple to be effective, but in time, you will learn that simplicity is often the most effective medicine. As you start to see the positive results, your confidence will gain a boost. You don't have to understand how meditation is doing this for you to enjoy the reality that's it making changes in your energy and psyche.

The mind and body are two parts of the same sum, and are interconnected. Meditation can help us heal one while simultaneously healing the other. The best part of meditation is that you are in control. Once you learn that, you can find the courage to let go of self-judgement, let go of a mindset of scarcity, of negativity, of fear, and of reaction.

Most of us know the popular expression, “Be the change you desire to see in the world.” As you begin to get better—be that in dealing with healing an injury or illness, or just feeling better in your body, or perhaps by finally easing off the shackles of stress and anxiety—so will the environment you improve. The joy you have begun to cultivate within yourself will radiate out to everyone around you. Peacefulness begets peacefulness.

A more positive mind, and positive emotions. Studies have found that daily meditation has a profound effect on emotions, reducing anxiety and depression and increasing self-compassion in women who make meditation a part of their regular routine. Meditation works on the brain’s natural neuroplasticity, which means the tissues of the brain can physically change over time, depending on the stimuli we feed it—if we subject it to stress and negativity on a regular basis, then the areas of the brain in charge of releasing stress hormones will increase in size. Meditation, on the other hand, slowly increases the areas of the brain that produce pleasure-inducing hormones, such as serotonin, which helps us relax and comprehend things more easily.

Learning to be in the moment mindfully effectively blocks the tendency to over-analyze and prevents thoughts from turning inward and becoming self-blame.

How do I meditate? Meditation is incredibly simple. There are books and websites devoted to it, but the core of all meditation begins with:

- good posture
- deep, proper breathing
- keeping one’s free of thought

But wait, you might protest—is it not true that I "think, therefore I am"? Yes, were our brains to stop functioning, we would too—that doesn't mean we need immediate, extraneous thought crowding our conscious minds every minute of the day. There are deeper thought processes constantly stirring beneath the surface of our conscious mind that we are not readily aware of; as for the surface, we can benefit greatly by keeping that calm, simple, present, and mindful.

To get started with meditation, set aside ten minutes and find a comfortable place to sit. If you want to sit in a chair, make sure your arms can be in your lap or at your sides. Make sure your feet can be flat on the floor, and that your spine can be as straight as possible. Next, you can either close your eyes, or stare at a focal point such as a candle. Take a deep breath from your stomach—do not move your shoulders up and down, this is improper breathing. As a thought enters your mind, notice it (by thinking "I thought of work, just now"), then dismiss it. Categorize each thought briefly and quickly and let it fall from your mind like a leaf from a tree.

Ten minutes of this each day will have remarkable effects—try it this week, and see for yourself!

## Practice Affirmations

Affirmations might be currently all the rage, but there's a reason they're so popular: they work. Words have power. It's simply a fact.

Think of something terrible someone said to you a long time ago: decades later, chances are those words still burn. On the other side of the coin, however, are positive, uplifting words: these, especially if spoken every day, can remap the brain and recharge the spirit. Affirmations rebuild us from within, making us better, making us stronger, and eventually more charismatic.

Some simple affirmations to say to yourself every day:

- I'm open to learning.
- I'm excited to see what today will bring.
- I'm interested in what other people have to say.
- I'm thankful for my thoughts and ideas.
- I hope for positive outcomes for both myself and others.
- I believe in the love inherent in the world.
- I can see the good in other people.
- I can see the good in myself.

You can say these affirmations in the morning when you start your day, as you're driving to work (after you've memorized some of them—don't read while you drive, of course), and during any difficult moment where you feel unsteady and need a calming focal point. The point of affirmations is to counteract any negative thoughts that might break through the surface of your mind. As soon as you feel that negativity barging in, meet it head-on with a positive affirmation.

## Chapter 8. How to Improve Your Social Skills

In life, if you are shy and struggle in fascinating conversations, you might be having issues in your social life. However, there are some of the social skills that one can gain through learning. For instance, if you aren't a social person, start behaving like one and do it smartly. Don't allow issues such as anxiety to hold you back. However, you need to make decisions and keep talking to people, whether new or old pals. Even if you are feeling nervous, make a point of improvement in terms of social skills by joining a small party or spend more time with crowds and try striking conversations. With time, you will improve on some of the social skills you feel you are deprived of. It is worth noting that if you want to draw more attention from people, make a point of asking open-ended questions. Such questions invite people to respond with a yes or no, and the art may open up the door for more conversations. Thus, as you start the journey gaining some social skills, encourage others to talk about themselves and ask questions that will increase their interests in the topic in question. The art allows one to feel appreciated and turn out to be a charismatic speaker, let alone a good listener.

Take a look at some of the strategies you can use to improve your social skills

### Listen More Talk Less

It is worth noting that good speakers are also good listeners. In other words, if you want to be a good speaker and improve on some of your social skills, you need to be a good listener as well. The art of listening is critical in the sense that it allows one to gain some social skills that are vital in life. It is

worth noting that a lot of knowledge is achieved when one is listening rather than speaking. The art of talking means that you are giving away information, while the art of listening means that you are receiving information. In other words, if you train yourself to be listening more, you will gain more power and a lot of knowledge when speaking. You will have learned a lot of details that are critical when conversing.

Also if you listen more, you won't have time to reveal anything that you will later regret. In other words, if you speak something, you won't have a time of recalling it back. However, if you are keen on listening, you will be in an excellent position to identify some of the informing that needs to be left behind. It is worth speaking thoughtfully and removes all the doubt rather than talking a lot and later wished that you never spoke. Also, if you listen a lot, you will be in a good position of understanding issues that have been talked about. In other words, you won't keep repeating problems that have already been discussed, and you will maintain some originality. If you are an active listener, the chances are that you will learn some of the things that annoy people. In other words, you will quickly understand some of the critical elements that make people feel upset or feel un-appreciated. However, if you are among the lot that speaks a lot without listening to what other people say, there are chances that you will have some difficulties understanding some of the issues that cause people to feel unappreciated. You will keep speaking and lose your stature as well since people won't know what you are talking about.

Think before you speak

A good speaker is always charismatic. Good speakers always make sense in whatever they are talking about. In most cases, they think before speaking. They will spend some time trying to analyze what they feel in their hearts.

Such speakers will put themselves in the shoes of their listeners and try to figure out what the audience will feel. It is worth noting that mindful thinking before one speaks is critical in life. It allows one to open up and speak sense. Also, it will enable one to figure out the exact feeling that people have as they listen to someone. If one can think critically before speaking, one will be in a good position of creating a pleasant environment that will allow the audience to listen more and learn more from the speech.

The art of thinking before you speak is critical in the sense that it allows one to analyze whether whatever is to be spoken is true or not. In other words, if you are quick in analyzing your speech before releasing it, you will be in a good position to weigh all the information and determine what is right and what is annoying to the public. For instance, if someone asks you a question, there are chances that they might be having a clue of what is right? In most cases, if you didn't speak the truth, they will know in the long run. Thus, if you are telling a story, it is good to think whether whatever you are speaking is true or not. Don't exaggerate issues but speak all that is real and be honest with all that has happened. The aspect is critical in the sense that it allows one to be free and avoid being in chaos when the truth is revealed. It is worth noting that it is better to stay silent rather than say something that is not helpful. It is good to consider whether whatever you comment is useful or inspiring. If whatever you are about to speak may hurt someone, it is better to remain silent and avoid annoying others. For instance, if you are about to compliment someone about the things that they have done, make a point of choosing your words to avoid hurting others. It is good to issue a congratulation message rather than praise someone at the expense of others. Also, if you are watching someone struggle with something, make a point of helping them overcome the issue silently rather than mocking them.

## Mindfulness and Listening techniques

Mindfulness refers to the practice of paying attention to the present moment without making any judgments. In other words, it is the act of considering the emotional reactions that one may have over specific issues. The art of listening mindfully is critical in the sense that it allows one to be considerate of what they speak. Also, mindful listening is crucial in the sense that it will enable one to avoid a lot of distractions when listening. It is worth noting that one keenly listens and remembers only 25 % of minutes after listening to someone. In other words, if you are not careful with what you are looking, you may end up learning to note, and in the long run, you may end up being a lousy speaker as well. Listening is vital in building some of the tips that are necessary for one to be essential in life.

Mindful listening is critical in the sense that it allows one to develop some self-awareness tips that are critical in life. If you listen with your minds tuned to the speaker, you will be conscious of the environment that is surrounding you. You will also have chances of uncovering some of the unknown biases that can only be identified in listening to someone. Also, if you want to increase your empathy, make a point of being a mindful listener. In other words, you will be in a position of understanding the other person well and share their feeling.

Mindful listening is essential. It allows one to develop some of the social skills that are vital in life. If you want to practice mindful listening, you need to halt all whatever you have been doing and offer all your attention to whatever is being spoken. Also, it is good to enjoy whatever you are listening too. The aspect is critical in the sense that it allows one to create a safe environment for learning. In other words, try to create an enabling environment where you can effectively listen. It is worth noting that active



listening starts from the minds. In other words, you need to alter your mindset and focus on the speaker to trap all that is being communicated. It is worth noting that active listening requires one to maintain eye contact with the speaker. You need to reflect on what you are listening to and choose to select what is vital. In other words, you need to ask yourself whether you are looking carefully or whether you are making assumptions over what is being spoken. You need to be attentive and try to make discoveries as you search. In other listen attentively and note some of the issues that are different and might be surprised that you know very little of the problems you thought you had captured in other sessions. Avoid making judgments as you listen. However, you can make conclusions or reflect on what you have heard later.

### Relaxation Techniques

It is worth noting that our minds aren't robots or machines. It reaches a time where one is required to relax and allow the thoughts to regain energy. In other words, if you allow your thoughts to rest and freshens up, you will be able to capture more issues afterward. Thus, after listening and capturing new aspects of life, you need to relax and allow your minds to regain some energy. Some of the vital relaxation techniques include yoga, breath focus, mindful meditations, repetitive prayer, as well as body scan, among others. It is worth noting that conscious thinking uses a lot of energy. Therefore, one needs to relax and empty their minds, as well. For instance, the art of breath focus allows one to take slow but deep breaths that allows the thoughts to relax and focus on breathing rather than any other aspect of life. Yoga is also vital in the sense that it will enable one to empty their minds and allows them to refresh up. Such techniques are critical in the sense that one can relax and create some space for more aspects.

## The Environment and your Mindfulness

A conducive environment allows one to think well and relax. In other words, if you are in a noisy environment, there are chances that you won't be able to think right, and your mind has an issue with the art of listening as well. It is worth noting if you can't hear well, there are chances that you won't be able to think as well. Thus, you need to be sensitive to the environment that might affect the way you think or act.

It is worth noting that the minds of an individual are at times affected by what one does or sees. In other words, the things you see might negatively or positively affect what you see. According to the principles of colors, the hues, or the coloring around your home may have an impact on your mood as well. For instance, red symbolizes passion, and it is very vital in boosting one's energy. On the other hand, blue and grey promote some sense of relaxation as well as tranquility. The colors can also be used as alternatives in high traffic areas. Thus, it is wise to consider the colors that surround you. It is worth noting that white is a classic home paint that exudes calmness as well as purity. However, white colors make a room to appear small or poorly lit. Yellow and green colors, on the other hand, may signify creativity or prosperity in the way. The art is linked to the fact that the colors have a perfect accent that is associated with a natural spackle as well as success.

Nature touches the minds of a person. It is worth noting that the green color is associated with the art of being mindful. The connection between life and awareness depends on the environment that one is in. In other words, if you want to concentrate and achieve a particular aspect, make a point of investing in the environment that surrounds you. In most cases, a situation with plants tends to be livelier. Lighting in a study room shows that one is

the focus and ready to face reality as well. It is critical to note that your environment can be a source of stress. In other words, the way you arrange your house may affect what you think as well as the way you deliberate in issues. Consider your furnishing as well as the timber that put on your environment. The art is due to the fact that that timber, stone as well as textiles that are crafted naturally tend to be healthier and more potent than the human-made counterpart. Thus, make a point of considering some of the furniture you use in your room. Your room needs to be shining so as you can think well and act appropriately.

The effect of climate change on what human being things act or behave ought to be considered. In other words, the physical environment tends to affect the global as well as the economic disruption that one poses. The art of change in the situation tends to increase the number of people or issues in a certain. The art of being mindful depends on the factors that surround an individual. It is worth noting that most people didn't think about the things the routine things such as throwing trash in a bin or taking a shower. However, most of us are concerned with the things that promote environmental sustainability. In other words, mindfulness allows individuals to disengage from automatic thoughts and become more open to behavioral change as well as make critical choices that are helpful.

An enabling environment also supports mindful meditation. In other words, if you are in a conducive environment, you will be in a position to think right and faster than being in a noisy environment. Although there are people who tend to adopt new ways of doing things in a noisy environment, their concentrations tend to be relatively low. Practical mindfulness requires one to be attentive to all the sounds that pass across one ear. It is worth noting that being mindful doesn't involve the sensitization of the people in a particular environment. However, it consists of the art of sustaining a clean

environment that allows one to think the right way. The nature that surrounds a place plays a critical role in dictating what someone thinks. In other words, the minds are strongly connected to the fundamental issues that surround it. The art of being active, happy as well as being friendly, depends on the natural features that cover a particular phenomenon. Thus, people tend to prefer places that favor them in terms of being mindful and productive. In most cases, the art of being mindful tends to improve with the environment, and a highly esteemed environment tends to offer more satisfactions hence more preferred.

## Chapter 9. Emotional Intelligence

To understand emotional intelligence then one must understand the term emotions. So what are these so-called emotions? Emotions are the behavior one shows after a certain event. They are many including happiness, sadness, mad or angry and others. They are all designed for different occasions and they are strictly used where required. Emotional intelligence comes in here. Emotional intelligence hence is the ability of one to decipher and understand their emotions this also includes where and how to use one's own emotions. If one is able to do this he or she has emotional intelligence.

To understand more of emotional intelligence then one should look at the components of emotional intelligence. I am only going to mention and discuss five of these components. This is what makes the background of emotional intelligence.

The first is knowing oneself. This is known as self-awareness. This helps one to understand their emotions. You cannot understand others' emotions without understanding yours. It is important to see the graph or patterns of how you react to different situations. It is important to master your moods without criticizing yourself. Get to learn who you are and appreciate it. Then after you have done this reading others and knowing how to respond to them is well pretty much easy. This helps someone work on controlling their emotions at all times. It also helps one to know how to direct one's emotions after all.

The other component is being able to keep oneself in check. This is often known as self-regulation. This is where one has to train himself or herself in

the art of keeping their emotions in check. This works hand in hand with self-awareness. Once you know how your emotions work then it is easy to keep them in check. How to do that all depends on you. It is one's responsibility to know and to keep their emotions in check. Others cannot that for you hence it is you who has the power when it comes to emotions.

Also, there is motivation as a component. This is where one has to have an interest in learning and improving themselves. In this topic, the learning and the improving involve the emotional part. One should be ready to learn about his or her emotions and to know how to improve them at the very end. One should be enthusiastic about what all their emotions are like. One should be able to accept themselves at the very end. It is always advisable to be motivated to know themselves even better than they think they know them. This step is important as the rest.

The next is being able to put yourself in other's shoes especially if they are in trouble or at a hard place. This feeling and virtue are known as empathy. Most people confuse empathy and sympathy. Sympathy is feeling pity for someone who is not faring well. These two meanings show the difference between these two terms. They are interrelated but are totally different. Empathy is a virtue that when expressed shows that someone can feel. That means that the person can be able to express their emotions and that is a good sign. It shows a sign of humanity.

Lastly, there are social skills. These refer to how people interact with others. Emotions usually hold a big place in terms of interacting with others. When one has not put their emotions in check then it is easy for them to blow out when they are communicating with other people thus ruining their social life all in all. When one has their emotions in check on the other hand then it will be easy to communicate with others without

pissing them off. It is important to remember that their feelings and other feelings are to be considered always.

It is good to note that all the components are the key to emotions and daily living. Emotions help one to socialize with others. They are the root of humanity. They all work together and differently all together: the components. It is all-important to know that your emotions and others too are important. The components work to making one a better person emotionally. If one becomes better emotionally then they are bound to be better in their aspects too and that also makes someone a better person at the very end of it all and makes you better with people.

How to use your emotional quotient to understand your needs

Emotional intelligence is also known as emotional quotient. This is looking and being able to read one's emotions in the long run of things. One should be able to use his or her emotions in the right manner without worrying. Also, there is the ability to keep things in check. This is keeping one's emotions in balance especially when one is conversing with others.

The following are ways in which we can use our emotional quotient. The first is used is that one understands more of others than oneself. We have seen that emotions do not only revolve on oneself but affect everyone that is around you. The more you look at it the easy the concept is. It is all about socializing which happens every day. Since one is in constant interaction with others it is important to understand them that means in the emotional side in this context. Since one is focused on make themselves emotional fitting for others they focus on what others want from him or her.

It helps one to get into more of very personal communication. Emotions make some so human. There are feelings of empathy and sympathy which

are so touchy and personal. They help someone to get into the groove of living with others. Emotions make you care about others and that makes you vulnerable. It also helps someone to be able to share his or her feelings with others. One becomes more open to people's help and also their opinions. One is able to get the treatment they give to others given to them at any time.

The other one is being able to talk and inquire about others and what they might be feeling this is very important. It is interconnected with the issue of personal communication. With this one is supposed to involve themselves with others' lives if this going to work. This is usually possible when people know each other and are open at saying anything to each other. Trust is formed at this point or stage of life. It is good to always inquire about others it helps to show care or concern. This is another perfect use of emotional intelligence.

The other point to know is what people want out of you or your deeds. This is what is called expectations. Since one becomes less self-centered and more of what others want, one becomes more observing and thus one can know what others want. With that knowledge one is able to know how to emotionally act in that particular situation. One knows how to fulfill others' expectations once one knows what they are like. This is a great step taken after one becomes more of a people person and also after one decides to have very personal relationships and conversations with others.

Also, the other use is the ability to increase one's attention. This is the ability of one to focus on the current situation and that is in an emotional way. This is where someone listens and focuses on themselves and others all together. It is easy to see things in their light when the attention is full. This point helps one to focus on oneself and all others. One may indulge in



anything and should make sure it gets to be okay. This should be important it helps one to deal with others in a great way since you give them your time.

The other thing is to increase the ability of someone to feel what others are feeling. This is putting yourself in other's shoes. It is usually a way to show support to others and their problems or even issues. It shows that one cares and is concerned about others and that makes one seem so nice. This gesture shows maturity in one's emotions and life. It is also a very great use of the emotions one has. One gets connected to others through this feeling of empathy. It works for those people who are sympathetic too since they are interrelated.

The last one is that one should put their needs far and let others need ahead. One should be less self-centered and care about others. One should be considerate of others. This is the basic rule of emotions. They might be yours but they are made to deal with others for them to work efficiently. They are meant to make you feel more of what human one can be. They make you a better person at the time you understand them. Your needs should become after others. Make others your priority and see who you become at the end.

The following shows the uses of emotional intelligence. The help one get through daily life and all its challenges and what's more without somehow one becomes a little lost. Every day one should work on their emotions even if it may seem absurd. They are basics to live at all times. It is important that one tends on their emotions. They are like gardens which when planed one has to tendon them at all times. Emotions are very key in life they work with the body and mind side by side and for that, they should be respected.

## The emotional intelligence scale

The emotional intelligence scale was developed in 1998 by a man named Schutte. It was based on the reflective of dimensions model which was formed in 1990. It was a scale that had 33 things or ideas in it. They included knowing when one could speak of their issues, how to face the issues that come with life and also trying things with a new and bright positivity that burns in each person.

There were four questions and tests that were brought to light afterward. This was: the first was the emotional quotient inventory 2.0. this test has empirical evidence meaning it is accepted worldwide as a valid scientific test. It has been developed slowly by global research. It is delivered online thus suitable for this century. It is used for people the ages 16 and above. The test itself has open-ended questions and look at one's life. It also takes a maximum of 30 minutes to be complete. It looks at matters of particular skills and also the issue of conflict resolution. The results are bent to find the emotions of a person and also how they help one in making decisions. That means it looks at the daily performance of someone at their basic social institutions. Since they are online after the test is taken the results are processed online and are immediately sent online too. They also look at the five components that affect the emotional intelligence of a person. The test is a free procedure. The person administering the test should be qualified for such a task. That may require people like a psychiatrist or other related professionals in that field.

The second one is called the profile of emotional competence. Its results do not combine inter-personal and intra-personal emotional intelligence. It looks at the components of emotional intelligence. This test takes time and a lot of research to validate but it is as free as can be. It consists of 50 items

and takes up to 15 minutes to administer. It also has a short form where there are just 20 items and the time for taking it is 10 minutes in the max. it must be administered by a psychologist who has specialized in emotional intelligence and all. It is available for clinical research.

The third question is known as the trait emotional intelligence questionnaire. It is free of charge and is on academic and clinical trials. It has both the full form and the short form. The full form has 153 items that have distinctive facets and a global trait too. The short-form as from the name has 30 items and is used to measure the global trait. This comes from the full form. The name of this test uses questionnaires to find out the emotional intelligence of people that take the following test. In the questionnaire, there are gathering ratings that are represented. There are both 360 degrees. They are mainly used by children who are 8 to 12 years of age. They are the most suitable for this kind of emotional test and are very age-appropriate. This is because there is a questionnaire made just for the children. For this kind of questionnaire, it contains 75 items and has a 5 point scale. It also looks into some facets of children. This is very friendly for all ages since their questionnaires are there for everyone and for all the ages that are there.

It works with four dimensions of ability. They are divided into two parts. The first 20 parts one gets to choose their reflective reactions and the other part is made up of the 20 ability pairs. The questions used here are similar to those used in emotional intelligence tests. They look at one's strengths and weaknesses and also looks at one's personality at large. It checks on issues such as the emotions that arise in one. The other is to know and understand how one can respond to a certain situation. Also one answers how they can bring more people into their fold. The other is to know what makes one feel happy and contented with life and what makes you feel sad

and like you want to give up. Also, there is describing how you feel using your words all along. There is also understanding how others feel in a given situation that they might be in at the time. Finally, is knowing when you are really angry and finding a solution as fast as you can.

These scales of emotional intelligence have been made to suit everyone. Each looks at emotions differently. Some look at self-report, the other-report and finally are the ability measures. Every scale has its features which I have dwelt in. they all matter if you really want to understand emotions. It may seem complex but I have tried to simplify it for the sake of everyone. This is a very good topic. It is interesting and it is something one can take up reading. Find everything that may seem unanswered about human emotions. Hope this gives a good and clear picture of things.

The measurement of emotional intelligence is just like any other test meaning there is the capability of comparison. It helps to know how high or low your emotional intelligence is. Their several questions are asked once in a while in this kind of test. What I mean is the question of emotions. There so many questions that are asked all to know emotional human behavior. There is a question on moving on. This considers if you are able to move on from an ordeal or if you get stuck and never seem to move on. This helps one to know if they are emotionally vulnerable or they are strong to accept the way things are and get a new fresh start for themselves.

There is also a question on whether one is able to know and act on their feelings. This leads to the question do you know if you are happy, sad, mad or even angry? These are some basic feelings you should be able to detect very easily and if not one should train themselves so that they become better at it. The questions are many more but those two give you a clue on which questions are asked about emotions. These questions when answered

determine how well you are with your emotions. To be specific this two questions when answered yes that mean you have high emotional intelligence and when your answer is no then your emotional intelligence is very low.

## Chapter 10. How To Influence People

So, you want to influence people, right? That's why you're trying to build your charisma so you can make people follow your lead.

An important question to ask in your desire to influence people is why you want to do it in the first place.

Do you have a certain belief system that you want other people to adopt? Maybe you feel like you have a really good idea, and you want everyone to know about it? Or, maybe, you just want to be popular and well-liked by the people around you.

Whatever your reason is, you have to really make it clear on yourself because influencing people is a big responsibility.

With enough influence, you can make people do something that they normally wouldn't. I hope you know that coming in.

I can only hope that in reading this book, your motivation for improving your charisma and influencing people is benevolent.

Anyways, how do you influence people? Is there a secret to making people like you and follow you?

# **Persuasion**

Persuasion is another term for influence. It means taking action or undergoing a process that aims at changing someone's beliefs, attitude, or behavior, and it's usually towards some motive or goal.

The term persuasion has a somewhat negative connotation in that it sounds like you're forcing someone to do something.

In essence, persuasion is something we all do naturally.

When a parent tells their child not to talk to strangers, they are in effect trying to persuade their child not to talk to someone they don't know. The parent's motive is, of course, that of love and concern while their goal in doing so is to keep their child safe.

When your friend tries to get you to accompany them on a trip that you originally didn't want to join and they try to give you all the fun you'll have in joining them, that is persuasion as well.

You see, we use persuasion in our everyday lives. We do it often and without even realizing it.

In this chapter, we'll discuss how you can persuade or influence people into liking you and being comfortable with you because that's what charisma is all about.

## **Aristotle's Rhetoric**

Rhetoric is the verbal method of persuasion. It's basically influencing someone through words, either spoken or written.

He is right, of course. In order to really be effective at influencing people, you need to know both sides. In this case, it's your side and their side.

You have to not only know what you want from the other person and why you want it, but you also have to know what the other person wants and why they want it.

You have to understand it as a whole, and you have to think of all the available options to you in order for you to pick the best method to convince someone to follow your lead.

Again, according to Aristotle, there are three modes of persuasion namely the ethos, pathos, and logos

### **Ethos**

In the simplest terms, ethos is the use of character as a means of persuasion.

A good example of this is when a product uses a celebrity endorser. For example, for beauty products, they use attractive people like actresses and models. For energy drinks and sports supplements, they use known athletes or fitness personalities.

The reason for this is simple. The credibility of the endorser reflects on the product. If, for example, a popular athlete endorses a new fitness supplement, the people who follow this athlete may purchase the supplement because they believe that it's going to make them good like this athlete.



Now, if they used someone who is unknown and obese, then it could create a negative impact on their sales because, of course, people don't know the person endorsing, and if the endorser is not fit, then the product must not be working well.

Ethos is basically that. It's persuading someone by way of your character and your existing reputation.

Remember how I told you about how important your reputation is in the earlier part of this book? When I told you about it, this is what I had in mind.

Your reputation will always follow you, and it's always what people will make judgments regarding you.

If you're someone who is known as an honest and trustworthy person, then people will be more willing to trust you.

In terms of influence and persuasion, having a good reputation is a powerful tool in order to persuade people.

If you have a good reputation to match what you are telling people to do, then the odds are automatically tipped in your favor in terms of getting them to do what you need them to do.

So again, let me get back to the importance of building a good reputation. If you don't have a reputation yet, then good. Start building your reputation by finding something that you want to be known for that aligns with your goals.

If you can't think of anything, then a good starting point is just to build your reputation as an honest and trustworthy person.

You can't go wrong with being known as an honest and trustworthy guy.

Whatever it is that you decide to build a reputation for, you have to remember that you have to stick to it for possibly the rest of your life, so you would want to really consider it.

However, as someone who has a personal reputation of being good on my word, I can tell you that it's not really hard if it aligns with your goals.

As I mentioned earlier in this book, I'm someone who can easily borrow money from the people in my life because they know my word is good.

But of course, it's not just about borrowing money. Everyone knows that when I give my word, I always do my best to honor my word.

It's helped me a lot with my relationships even back when I was younger. Everyone knew that I don't go back on my word, so if I tell people something, they know that I'm not bluffing or lying to them.

It's also helped me with my job because the people I've dealt with in the past know that I've made good on almost all the things I promised them and the promises that I wasn't able to keep were because of an unforeseeable event that simply made them impossible to keep.

Now I know that it sounds impressive, but it really isn't once I tell you that my secret is simply based on research.

Yes, research.

Remember Aristotle up there at the beginning, where he says you have to know both sides and know all possible options?

That's exactly what I do. Even before I meet with a person, I do a lot of research on them. Even when my company has not yet engaged in a deal with an individual or another company, I've already done my research on a

few potential partners and keep tabs on them for when and if my company decides to work with them

I basically get all the details about the project, research the company or the people involved, research the legal stuff involved, and of course, the potential social impact of the project.

Then, I come up with different scenarios of how the deal could go, and I list all the possible concessions that our end could offer along with all the possible responses the other entity could offer then I go to my bosses to have my list pre-approved.

Basically, I come into a deal knowing how it could turn out, what my bosses are comfortable with offering, and what the other entity might offer.

Of course, I have a whole team that includes a lawyer, a few internet-savvy young people doing research, and a few analysts working with me in order to come up with scenarios.

The point I'm trying to make is that I already know a lot coming in, so I know what I can promise and what I can't.

In my regular life, that's how I am too. I basically just try to understand the people in my life and work with what they have in mind to come up with something that we will all be happy about.

Also, since I have a reputation for being true to my word, I am also very careful with my word. I don't make promises I don't think I can't keep, and I don't talk about things that I'm not sure about.

I'm not perfect, of course. Sometimes, I feel sure about something but end up being wrong or unable to stick to it.

But, I do my best, and if I can do something else to make up for it, then I do it. If I'm wrong, I easily admit that I was, find the correct thing, and give it. It wasn't always easy, but it does have huge benefits that make it worth it.

People know what to expect of me, and because they know they can trust me, they are willing to help me out without any reservations.

That's the kind of reputation I want you to build for yourself.

If you want to be charismatic and influence people, then you have to have the character to back it up.

You have to be known as the go-to person for whatever it is you want to be known for. You would want to be the person whose integrity and quality is never in question.

So, build your reputation. It will certainly help you a lot in influencing people

### **Logos**

Logos is about making an appeal using logic. In other words, you're going to use information to win over someone and influence them.

This is why you have to keep improving and also why you have to keep gathering knowledge and information.

You can't win over someone if you can't state any reliable facts. Of course, you can lie, but once your lie is exposed, then you can kiss your charisma and influence goodbye.

Basically, in trying to influence someone with logos, you have to try to tell them something that will make sense to them.

If you've ever used analogies when explaining something, then you are using logos.

For example, inside a courtroom, the victim's lawyer tries to convince the jury that the suspect is guilty of the crime, which the victim claims to have been committed against them by using evidence such as recorded video.

When you try to convince someone by telling them the facts, then that's logos in action.

Of course, using logos doesn't mean you're just stating facts. You can use any type of information, and it doesn't have to always be correct. It just has to make sense to the people you're trying to convince.

In terms of charisma, remember how you have to keep improving? This includes building your knowledge base, so when it's time to convince someone, you can always back your claims up with proven facts.

I remember this time I had a meeting with a potential partner who was initially very hard to convince to work with us on a project.

He thought that what we were doing would not be of any benefit to his constituents.

We told him about how our company has worked on multiple projects that have benefitted the different communities whose representatives we've worked with, and he did know about our record of integrity and good work, but still, it wasn't enough to convince him to work with us.

But, when we showed him the data from our research, we were able to convince him that the project we were trying to work with him on was going to benefit not only his constituents but also his career.

When your reputation alone is not enough to convince someone, then you can always try to appeal to their intelligence.

This is why you have to stay sharp, keep reading, and keep updated on the news because charismatic people have to be smart too.

If you want to influence people, you can't just try to win them over using your own credentials. You have to learn to use the information available to you to try to convince them to go over to your side of things.

### **Pathos**

Pathos is an appeal to emotion. In this approach, you come in with something that touches on people's emotions to try to win them over.

Personally, this is my favorite type of mode because it doesn't rely on gathering and showing facts that sometimes aren't available.

It also doesn't rely on building a reputation which not everyone has, especially when you are just starting to build your reputation and your charisma.

Instead, you find a way to "touch the heart" of the people you're trying to win over by appealing to their pain points or using something that they have a strong emotional attachment to.

For example, when you can't convince your boyfriend to go with you on a trip despite you personally guaranteeing that they'll have fun with you, and after telling them all about the fun things that are available on that trip, you tell them that you feel like it's what your relationship needs to make it stronger because you feel like you're both just too busy working that you no longer do romantic and fun things together.

I'm citing this as an example because it's exactly how my girlfriend convinced me to make that trip to Hawaii that we recently went to.

I mean, I know my girlfriend would want me to have fun along with her, so her ethos is not in question.

Also, I know that it's fun in Hawaii, although I personally haven't gone there before myself.

But, I was worried about not having enough money to support an extended trip. Also, I was worried about leaving my job and coming back with a ton of paperwork to catch up on.

But, my relationship with her is very important to me, and when she mentioned that we haven't done anything romantic as a couple in a while and that our relationship needed it, I realized she was right and agreed to take that vacation.

This is what you usually see politicians use in their campaigns because sometimes, their reputation is not enough to convince voters, and presenting facts can be very boring.

So, they instead use current issues that are of huge concern to their constituents like immigration or the economy, or the future of their children.

Some politicians even use their families in their ads to present themselves as a family-oriented person in order to appeal to the people who care about their families.

A lot of people forget logic in the face of powerful emotions, and ad companies know about this very well.

So, when a product they're trying to advertise is not really that practical, they instead use tools that touch on people's emotions in order to help sell the product.

I remember this very well in a particular jeweler's commercial. Logically, diamonds are not practical. I mean, sure, it's the hardest natural substance there is, and it can be used to cut glass or whatever application diamonds can be used for.

But, they advertise their diamond jewelry using romantic scenes to associate the feeling of love with diamonds.

I also remember this mortuary whose services we used when my grandmother passed.

There was no mention of death at all in their business cards and their catalog. Even in talking to my parents and my uncles and aunts, there's no use of the word death or passing away.

Instead, the way they used lines like "she will be taken cared of" and "she will be comfortable" as if she was still alive.

Instead of reminding their customers about how their loved one is gone and maybe cause an emotional breakdown that can adversely affect their potential clients' decision-making, they make it all about love and paying respect because they know that it's what gets the customers getting more of their services.

So, in terms of building your charisma, this is a very important tool. You have to know how to gauge the people you encounter properly, and you have to know how to appeal to their emotions.

This is where empathy comes in, and it is why it's very important in building your charisma.

You have to be able to really put yourself in other people's shoes, and you have to really understand what they value and where they're coming from in



order to win them over.

You can't ignore the power of emotions when you want to be a charismatic person because emotions are a powerful motivator.

## **Reciprocity**

Of course, Aristotle is not the only authority on persuasion, and rhetoric is not the only method available.

One of these other effective tools is called reciprocity, and it's very, very powerful. In simple terms, reciprocity is the concept of giving back when you're given something.

Have you ever owed someone a favor because they helped you when you were having trouble with something? If you have, then when that person is also in trouble and needs your help, you're going to return the favor even if they don't ask you to help, right?

That's how reciprocity works. You give something of value, then somewhere along the way, you get something in return.

Basically, if you want to build your charisma, you have to be generous and helpful because whatever you give, you're probably also going to get in return.

Give people something of value, and they will value you.

## **Consistency**

Remember that part about building your reputation? You have to be consistent because society highly values consistency.

Why? It's because well, life is complicated. It's hard enough to keep guessing about what could happen the next day or what people would do. So, someone who doesn't make people guess because their response is always the same will always be well-liked.

So again, start building a good reputation if you haven't yet. Do it by being consistent and really commit to whatever you decide it to be.

## **Scarcity**

In economics, the more scarce a thing is, the more value it has. The same concept applies to social interactions.

This is why we crave the things that are beyond our reach, and this is also the reason why we value the things that we've really worked hard to get.

So, what this means in building your charisma is that you shouldn't be easy to get. I mean be generous and gracious, but at the same time, don't be easy.

I'm not saying show up to parties rarely or talk to people rarely. What I'm saying is learn to control your availability, and learn to say no when it's appropriate.

Don't fall into the trap of becoming a people pleaser, saying yes to everything, and never refusing something inconvenient just because you want to be liked.

People who just say yes to everything get labeled as pushovers, and well, pushovers don't get any respect. Remember that when you're interacting with people.

Give, and be generous when you give, but do not give any more than you're willing to give and never give just for the purpose of being liked.

## Chapter 11. Effect Of Charisma On Successful Leadership

Successful people are typically leaders who can get those around them to assist them in achieving their goals. Getting people to work with you in achieving your goals is always much easier than done. Leaders are very important parts of the human race as they are the ones that have the strength and courage to get people to work according to certain beliefs to get them to support the things that they are doing and get them to reach where they need to be. The reason why people are likely to get you to get to the point where you need to be is the reason why you are doing what you are doing, and not what you are doing itself.

Good communication skills are one important part of charismatic leadership, and charismatic leaders are often those leaders that are verbally eloquent, such that they can communicate with their followers on a deep and emotional level. They can translate a very compelling vision into words to draw strong emotions from their followers. This is one of the reasons why they are always successful leaders. Take Steve Jobs, for example, and he didn't achieve everything on his own. He had the skills of the most talented people to help him get to where he was, and these people believed strongly in his dreams and were able to get him to achieve success because of his uniqueness and charisma.

Charisma is that thing that illuminates the room as you walk in. It is about the qualities of an individual, which elicits a feeling in others in a way that others can't. Charisma enables one to make valuable impacts and makes others listen to you as though you are a god on earth whenever you speak. Though some people are naturally charismatic, it is possible to learn or

develop these qualities and put them into action as though it is something you came to live with.

The reason why charismatic people always seem to be successful is because they have the eye of an eagle and an omnipotent personality that is still able to connect with people and empathize with others and also make them feel important as everyone else in the room. Below are some of the qualities of charismatic people that helps them to be successful in leadership:

#### Increased Loyalty from Employees

As a result of the fact that charismatic leaders are always keen on motivating and inspiring their employees, there is a lot of likelihood that their leadership skills can inform an increase in loyalty and commitment levels from their employees. Most of the time, they ensure that their employees are able to feel like their efforts and talents matter. This is one of the factors that increase employee engagement and decrease employee turnover.

#### Charismatic Leaders Create Leaders

Leaders and managers who are charismatic also have an infectious personality that can easily motivate young employees to become leaders in the long run. The unique qualities of this type of leader will go down the radar to form a large part of an employee's management style when he/she also gets to a position of leadership.

#### Increased Productivity

These types of leaders are highly skilled in the act of gaining the trust of those that are around them, so there are greater chances of employees sticking to the expectations of their charismatic leaders, no matter how high

it may seem. This, as a result, constitutes a high probability of bringing about increased productivity, as well as a better quality of work.

### A Shot at Innovation

Charismatic leaders are prone to making positive change and innovations that seem logical. This is the reason why they are always in search of ways of getting better opportunities that will have a positive effect on the organization and also make processes easy. As a result of this, the company will always be kept abreast of the latest trends in the industry, as well as the latest organizational practices.

### A Learning Culture

Humility is one of the most important characteristics of a charismatic leader. Others are good communication skills, as well as self-improvement. As a result of the fact that this type of leaders set their eyes on growth, they can consider consequences and mistakes as opportunities to learn. They encourage their subordinates to find other solutions to their problems when their initial plans do not work as anticipated. This will create an atmosphere where employees will be more comfortable to take risks and seek better solutions to their problems.

### Charismatic Leaders Pass for Great Listeners

People sometimes underestimate the power of listening. It does not only make people feel like they are important to you, but it also helps you to understand what the person has to say and know what the person's point of view is. If you don't listen, you won't be able to know the thoughts of others. By asking appropriate questions, making eye contact, gestures, and body language, you can show to others that they have your undivided

attention. This is everything that contributes to making charismatic people good communicators.

They understand that there are things that they should not say, and they know what they should say in many situations. This is one great leadership skill that they possess. They also understand that when they listen to others, they will be able to win them over because they have gained the ability to make them feel special.

### They Are Good Observers

There is also so much power in observing things, and this is one of the tools that charismatic leaders arm themselves with. Observation means that you are taking note of all the things that are happening around you as the actions of your employees, the setting of the workplace, the energy people are carrying around, the most important people in the gathering and the things that are actually happening besides the artificial essence of the gathering.

There are a lot of people who are able to see, but they lack vision.

Charismatic people take note of everything, and they watch everything keenly. It may be almost impossible to get them to move past something without taking notes or move something over them without their notice.

This is because they are very obsessed with knowing the details of everything. As a result of this, it will be difficult for things to go wrong under their watch because they are going to notice the moment things start getting suspicious.

In an incredible manner, charismatic leaders walk around as though they have a telescope inserted into their eyes. Before they engage in an activity or take action on an issue, they study it by watching it keenly. This will help them to prepare for whichever situation that may arise.



## Charismatic Leaders Know the Right Time and Place for Everything

Considering that there are a whole lot of distractions in the modern world, charismatic leaders can maintain their respect for other people. You will not easily catch them pressing their phones when they are seated in front of another person, and they will not also easily get distracted by focusing their attention on something that is not very important. This is a very important gift that very few people possess and give to their audience. This is one of the gifts that earns charismatic leaders respect and makes people want to be with them. People also remember them for this and will also wish to work for them more.

## Charismatic Leaders are Selflessness

Charismatic leaders understand clearly that there is no giving without getting so they do not just focus on the things that they are going to get out of something, someone, or a situation. They would rather focus on the things that they can give for those around them and the entire universe. Charismatic leaders are well aware of the fact that their input reflects directly on the result they get.

## Charismatic Leaders Don't Place So Much Importance on Themselves

Though charismatic people can easily come off as cocky, confident, and a little bit arrogant, they also understand that there are certain lines that they must not cross, and one of those lines is acting as if they are very important or a big shot. This may rub off on others as a very cheap show-off, and this is common with people with low self-esteem as they always want to receive credit for things to paint a good picture of themselves. These types of people are not difficult to identify.

It is only people who also have low self-esteem and are pretentious that they can appreciate these types of people, and as a charismatic person, you will not want to be described as such. Most right-thinking people will not be impressed by such acts, and they may even become uncomfortable. Your insecurities are causing you to want to show off. Charismatic leaders will not easily want to cross this line because they do not want to become the first enemy of those whom they should have as allies.

### They Identify the Fact That Others Are Also Important

It is no news that Rome was not built in a day, and it was not also built by a single person. You are not an island, so you are definitely going to need other people to get to the desired end. Charismatic leaders understand this, and not only are they open to learning from others, but they also use the lessons learned in their favor. These types of leaders know that it is not about the number of people in their camps but their quality and the value they have, so they hold every member of their camp to very high esteem. These days, you do not only need knowledge, but you also need people.

### Charismatic Leaders Are Humble

The greatest leaders in history are ones who were able to inspire others to act, and they do this by acknowledging others and giving them credit. They are also humble people who never forget where they came from. They also never try too hard to impress others. They rely on their actions to speak for them, where others rely on their words to do the same.

This is the point where there is a gap between mediocrity and greatness. They commend those that are doing well to encourage them to perform better. With humility, they can create emotional bonds between themselves and their teams instead of just building work relationships with them or forming intellectual relationships with them. They understand that they

should never come off as being too proud because excessive pride is the breeding ground for envy and hatred within their organization.

### Charismatic Leaders are Visionaries

Charismatic leaders always work with a target. They are well aware of where they are headed or where they wish to be. By being clear about their vision, they can work hard to achieve it. The vision of charismatic leaders is not just clear visions but compelling ones that are in line with their core values, their interests, and their desires.

Charismatic leaders display a kind of passion for their vision that is so strong that it gets others to also believe in their visions. This vision connects to the deepest interests of the leader and those around him, such that it triggers them to reach their highest potentials. It is a type of vision that will help you to know the reasons why you are doing the things you are doing, regardless of the things that are happening outside of the individual and the challenges that come at you at any point.

### Charismatic Leaders Always Carry Positive Energy

You will always take note of a charismatic person the moment they step into the room. There is something about them that makes them carry a kind of energy that not everybody has. They are light-bearers, and once they step, the whole room becomes interested in the things that they have to say. This is as a result of their charisma. With this, they can entertain everyone in the room and can get along with anyone they decide to get along with.

This is a very important quality that helps them to carry others along by leading them. People are naturally attracted to strong and passionate personalities. This type of passion and energy helps them to cultivate a type

of personality that brings about admiration and ideologies that others can aspire to. This is also known as the ideal ego.

### Charismatic Leaders Inspire Others

There is a popular saying that states that it is not what a person does but the reason why he does it. Charismatic leaders inspire others to take action and encourage them to believe in the things that they do as they serve as motivation that will help them to achieve their dreams/goals. Charismatic people encourage others to believe in their goals and dreams as well as inspire them to pursue a greater purpose. Above all, they try to make everyone around them feel special as an important part of the team's journey to greatness, rather than just treat them as mere employees.

## Conclusion

A big part of learning to improve self-esteem is paying attention to the way you interact with people ensuring that you have a positive influence. You will need this for both your personal and professional growth.

To live a life of meaning and purpose you will need to have great social skills and thus create long lasting relationships. This becomes very difficult if you don't have within you the skill to bring people close to you. With self-confidence and high self-esteem, you always know what to say, how to say it and most importantly how to carry yourself when around people. With positivity you will definitely be able to earn people's love and respect. This is exactly how politicians and celebrities do it.

For anyone who suffers from social anxiety I would encourage you to begin by building your self-esteem. With time and practice, will ease any kind of fear you feel when talking to or associating with people. Public spaces won't feel as terrifying as they did before because you will have more confidence and self-esteem. In life, I would say, everyone needs to be very confident. Human interaction would be so much easier if each of us had the sort of self-esteem that confident people find so easy to obtain.

It is always a person's choice to decide whether they will be ordinary or extraordinary in life. This I say with an aim toward giving you a clearer picture of what it means to be self-confident. Being extraordinary means, you always stand out in a crowd but being ordinary means, you are just there with nothing unique to make you different. You will not experience fulfillment if you are just an average person and never try to be more.

It may feel good to you to just live in your own world and have nothing to anticipate or look forward to but at some point in life reality hits. You will

begin feeling the need to become extraordinary as you will want more out of life. This will be a time when you will have known what you want in life and have determined your own purpose. As we go through time you might end up having people who look up to you and it forces you to have more self-esteem. This could be in situations where you are a parent or a leader of some group. You won't be able to give these people what they require from you if you insist on being just another ordinary individual.

When you think of great individuals in the society like Oprah Winfrey, the President and many others, they may have different ways of approaching life but what stands out when you look into their lives is their self-esteem and their confidence. This is exactly what pushed them to go for what they wanted in life and also what kept them on track.