



Emotions

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Welcome to the next issue of Shine, our bi-monthly newsletter providing you with tools and techniques on how to enhance fulfillment in your career and personal life.

Shine will also update you on project initiatives undertaken by The SMART Career and Life Coaching Trust.

This issue focuses on emotions and the influence they can have on an individual's career or personal life experience.

Our Inspirational Quote this issue suggests that it is possible to change your emotional state by

making changes to your perspective.

Career Zone explores emotion in the workforce and how we can harness it to motivate productivity.

Life Zone looks at the emotion anger and suggests techniques in managing it.

Finally, Parent Zone extends upon the article in our September edition on introducing the cognitive model to children, developing their awareness of emotions and their consequences.

Our Book Review this issue

defines the term 'Emotional Intelligence' and how it applies in our lives.

The Movie Review has us buckled in, ready-to-ride the emotional rollercoaster that is experienced through the lives of two generations of women — The Joy Luck Club.

We hope this issue brings you much joy and fulfillment throughout its reading.



Parent Life Transition Program: Strategic Advisory Board Establishment

Inspirational Quote:

"Happiness can be found even in the darkest of times.....when one only remembers to turn on the light."

- Albus Dumbledore (Harry Potter Movie: Prisoner of Azkaban)

The Trust has taken its first steps in establishing a strategic advisory board for the Parent Life Transition (nicknamed 'Parent Boot Camp') Program. Efforts are now underway to form an Advisory Board consisting of care professionals who are subject matter experts (SMEs) in their industry.

The Trust would like to welcome the following SMEs who have joined our Advisory Board over the last two months:

- Alison Burton (Regional Administrator — Hypno-Birthing Practitioner)
- Pam Jess (Personal Trainer)

We look forward to building fulfilling, strategic relationships with Alison and Pam who will share in our journey to deliver a unique program for the parenting community.

The first module for the program is considered a foundational topic for first-time parents and of great interest for experienced parents— Change Management.

This module has been drafted and is currently under review prior to publication.

The second module on Natural Birthing is currently under construction and the support/ contributions of SME — Alison Burton are very much appreciated.

Also in the pipeline is a third module on Personal Fitness for parents who find it difficult to exercise or return to a gym due to new born baby / toddler commitments. The contribution and support from SME — Pam Jess will be greatly appreciated.

Discussions will continue to confirm our strategic partners and finalise the Advisory Board for all program modules.

Watch this space for news of further program developments.



Emotions

(Image Source: www.sxc.hu | svilen001)

'I' Before 'E' (Except After 'C')

This issue examines the next element in cognitive processing, impacting upon our behavior in life — emotions.

Emotion is defined as 'n any agitation or disturbance of mind, feeling, passion; any vehement or excited mental state.' (Source: Oxford English Dictionary).

The Cognitive Model was introduced in the September issue. It describes emotion ('E') as a reaction to an automatic thought ('I') we have cognitively processed.

According to Goleman, this model describes a second kind of emotional reaction, slower and more deliberate than the "first

impulse" response of the emotional mind. This first impulse reaction often precedes or occurs simultaneously with cognitive thought and can take over in urgent crisis ('C') situations.

These emotions mobilize us in an instant to address an emergency and enable us to act before we have cognitively processed our behavior.

Thus in general, 'I' occurs before 'E' (except after 'C').

Self-awareness in relation to recognizing emotions, labeling them and understanding the relationship between thoughts, feelings and behavior is essential for adults and children alike. Self-

awareness provides better control over an individual's emotional life and creates balance between the use of one's rational and irrational decision-making.

For children and young adults, self-awareness helps to tame aggression, prevent depression, address withdrawal or social issues and resolve attention / concentration problems.

For more information or techniques to improve self-awareness, the SMART Career and Life Coaching Trust can assist you.



"I would argue that an effective manager requires both their head and their heart as long as subordinates, clients and employers are people."

Career Zone: Workplace Emotions

It is commonly thought in business, that to be regarded an effective manager, one needs to separate themselves from the 'troops' and lead with the head rather than the heart.

This organizational thinking introduces division, competition and differences that unmanaged can create mistrust, poor communication, lower morale and lower productivity within the company.

I would argue that an effective manager requires both their head

and their heart as long as subordinates, clients and employers are people.

Using your heart to manage requires the following skills: 1) Empathy — Acknowledging what people are feeling helps to establish trust between you and others who now feel understood, 2) Ongoing Assertive Feedback — Providing or receiving constructive criticisms that focus on specific behaviors for continuous improvement (rather than attacking the person) promotes respect and better communication

in the workplace, 3) Empowerment — Leadership is not about having all the answers but rather positively facilitating, motivating and influencing the best out of everyone who together will arrive at the appropriate solution, 4) Emotional Reward — Providing recognition for individual and team efforts is important for morale, positive reinforcement and progress measurement. Celebrating success is crucial in expressing appreciation for the work of others, in promoting team unity and fun in the workplace.



Anger

(Image Source: www.sxc.hu | atsoram)

Life Zone: Taking the 'Chill' Pill

Anger, like all emotions can have positive and negative consequences depending upon our management of it. Anger aimed at a social injustice can be the fuel required to produce activity against such an injustice. When managed and channeled appropriately, anger can be good.

Unfortunately, anger is often left unchecked and unmanaged, resulting in socially unaccepted outbursts, verbal abuse and

feelings of guilt, embarrassment and more anger.

The first step is identifying that anger is a problem. Does it occur often, cause stress for the person and/or family, affect their ability to function or get them into trouble at work or with the authorities? The next step is to decide to change.

A dual approach of changing anger-inducing thoughts and

introducing calming, stress-reducing behaviors is thought to be the most effective form of anger management. Example techniques include Cognitive-Behavior Therapy, Anger Logs, Assertiveness Training, Diaphragmatic Breathing, Benson's Relaxation Response, Meditation and Exercise.

If you require more information, the SMART Career and Life Coaching Trust can assist you.

Parent Zone: Teaching Children The ABCs (Part 2)

In our September edition, Part 1 of this article introduced the ABC Model for Cognitive Theory and ways in which this model can be explained to children.

Part 2 explores the next step, the importance of obtaining emotional literacy in childhood and presents ways in which parents can instill these skills in their children.

Daniel Goleman, Author of 'Emotional Intelligence' describes a correlation between the rise in delinquent/aggressive, anxious/depressed or socially-withdrawn teenagers and the fall in levels of emotional competence.

Emotional skills include self-

awareness; identifying, expressing and managing feelings; impulse control; and handling stress and anxiety. A key ability in impulse control is knowing the difference between feelings and actions, and learning to make better emotional decisions, by first controlling the impulse to act, then identifying alternative actions and their consequences before acting.

Ways to teach these skills include: Concerns of day — When children express strong emotions during the day, use the ABC model to talk them through the situation (see Part 1). Label the emotion that they're feeling and talk about ways in which the emotion can be useful or harmful. Talk about

healthy ways to manage negative feelings such as anger, stress and anxiety.

Impulse Control — The Marshmallow Test. Place one marshmallow in front of the child with this proposal: If they can wait until you return to the room (15 minutes later) and not touch the marshmallow prior, you will give them two marshmallows. If they cannot wait for your return, they will only get the one marshmallow in front of them.

Discipline — If your child hurts another child, express how that other child must feel as a consequence of their actions.



Kid's Emotions

(Photo Source: www.sxc.hu | kemizz)

Book Review: Emotional Intelligence By Daniel Goleman

★★★★☆

The intelligence/emotion dichotomy distinguishes between the use of "head" and "heart". The argument has long been that intelligence (IQ) is more significant in defining an individual's success.

Daniel Goleman, in his Number One Bestseller "Emotional Intelligence" redefines the dichotomy as the co-existence of two minds— the rational and emotional minds. These two minds, operate in tight harmony for the most part, balancing their different intelligences to guide us through the world. Emotions feed into and inform the operations of

the rational mind which in turn refines and sometimes vetoes the inputs of the emotions.

Goleman therefore argues that emotional intelligence is as significant to success as rational intelligence. It is indispensable in decision-making, providing prior emotional lessons that help us choose our direction before rational intelligence can be put to its best use.

Emotional intelligence includes self-awareness and impulse control, persistence, zeal and motivation, empathy and social deftness. These are the qualities that mark

people who excel—whose relationships flourish and who are stars in the workplace.

Goleman discusses the application of emotional intelligence to management at work and in personal relationships. He provides guidance on how this intelligence can be nurtured and strengthened in each of us, with strong arguments for emotional literacy to be taught by parents and in school.

This insightful book challenges convention and redefines both intelligence and success. It receives four stars.

" Now science is finally able..... To map with some precision the human heart..... What can we change that will help our children fare better in life? What factors are at play, for example, when people of high IQ flourish and those of modest IQ do surprisingly well? I would argue that the difference quite often lies in the abilities called here emotional intelligence....."

Movie Review: The Joy Luck Club

★★★★☆

Our movie selection for this review could not have been simpler — when it comes to films that are emotionally-charged and compelling, one stands out from the rest: The Joy Luck Club.

Based upon Amy Tan's first novel (1989), the film depicts the story of four mothers and their first-generation Chinese-American daughters; two generations of women rising above geographical, cultural and social differences to find their true selves.

Of all the many emotions experienced throughout the film, one emotion floats to the surface — hope.

Out of the chaos, tragedy and sadness that was their life in China, the mothers desperately hope for a better future in America. That hope is a gift, passed down from mother-to-daughter, at first a gift that is misunderstood by the daughters as unrealistic expectations, social peer pressure and self-pride, later

this hope is revealed for its truest intention - that the daughters learn from their past, know themselves and live sincerely with that knowledge in mind.

Hope moulds and shapes these relationships so that four strong, confident daughters evolve who are true to themselves and make their mothers proud.

The Joy Luck Club is powerfully moving and it receives four stars.



The Joy Luck Club

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Work SMART, Play SMART, Live SMART



Vision Statement

To help people manage career and life transitions, to improve their self-awareness and relationships with others, to find meaning and balance in their lives and to help them succeed in their pursuit of happiness.

Mission Statement

To deliver professional Career and Life Coaching services that provide measurable (SMART) results.

To promote Career and Life Coaching services to the general public and to increase social awareness of the benefits, through our provision of accessible and affordable coaching.

Programs

Ongoing research and development will be invested into the establishment of programs for young adults (aged 16–25) and parents (both for those planning to be and those newly engaged in parenthood) that will assist them in managing their career/life transitions, help them in their relationship with self as well as with others and to assist in finding meaning, balance and happiness.

Questions?

If you have any queries concerning the Trust, our work or the programs currently under development, please don't hesitate to contact us at info@smartcareerlife.com or visit us via our website www.smartcareerlife.com.



Diana Lim
Director & Professional Coach

Editorial

It's hard to believe this is the last edition of Shine for 2010!

Upon reflection, 2010 has been a significant year for the Trust, a year of new initiatives, strategic relationships and product developments.

Coachees have addressed challenging, yet positive goals for career and life fulfillment. I would like to thank each of them for their commitment to personal success and development.

Emotion is the main topic of this edition and as we have seen, its impact on our behaviour touches all the important realms of life.

Emotions have traditionally been viewed as matters relating to the 'heart', irrational, subjective and of less importance in defining us as successful individuals.

That view has since changed. Emotional intelligence (EQ) is as crucial to an individual's success as rational intelligence (IQ).

The book review on 'Emotional Intelligence' considers Goleman's redefinition of intelligence — how both rational and emotional 'minds' work in balance to make informed decisions.

The importance of emotions highlights the need for emotional

literacy and impulse control so that we are better able to validate, respond to and therefore behave in situations.

Our Parent Transition Program initiative continues to gain development momentum, with the active search for strategic partners and the development of a second module on Natural Birthing.

Meanwhile, we're changing the world through individual coaching!

Until our first edition in January 2011, wishing you a Christmas/ New Year that's relaxing, refreshing and fun!