



Practice SMART 2 SMARTER – MASTERY TOOLS AND TECHNIQUES

SIX STEPS

STEP 1 – SELF AND OTHER ASSESSMENT

Individuals who could benefit the most from learning Emotional Intelligence (SEQ) are often behaviorally blind. They are blind to the impact their behavior is having on others and on their careers. It is not how you perceive your behavior. People respond based on their perceptions, not ours. It is knowing how others REALLY perceive you.

STEP 2 – REFLECTION – SAR METHOD (SITUATION/ACTION/RESPONSE OR RESULT)

Identify situations where others respond in a negative, avoiding, unmotivated or uncooperative manner.

- Think of someone you know who demonstrates SEQ in a **Situation** that you want or need to develop.
- How would this person **Act** in the same situation (feed forward)?
- How would their handling of the situation trigger a different **Response** or **Result** from others?
- If this were a scene in a play, how would most of **the audience describe and react to your actions?**

STEP 3 – SOLICIT PERSPECTIVE AND STAKEHOLDERS

Peers, mentors and coaches are stakeholders to heighten awareness and offer new ways of understanding SEQ situational dynamics. They provide wisdom and shortcuts on how to attract mutually beneficial reactions from others. Feed forward is examining situations with others to learn how others responded differently.

- Ask others how to improve behavior patterns, assumptions and automatic reactions that interfered with you and others being their personal best.

STEP 4 – PRACTICE

Managing hard-wired emotional reactions is harder than cognitive learning. We react in predictable, automatic behavioral responses. Our set patterns and reactions need to be rewired.

It takes time and a high level of motivation to sustain behavioral change. Remember, others also hold onto our old patterns of behavior.

- It takes a few moments to manage an emotion, or allow it to manage us.
- With every word and action, we attract or distract others.

STEP 5 – SELF AND OTHER ASSESSMENT

Self and other assessment provides information about how our behavioral responses or actions are attracting or distracting our own or other's careers.

STEP 6 – CONTINUAL BEHAVIORAL CHANGE

Smarter career management requires continual learning, especially regarding behavioral changes that can increase career success and significance.