



ADDITIONAL READING GROUP QUESTIONS

Each copy of *The Emotional Intelligence Quick Book* includes a list of reading group questions in Appendix B. Additional questions to support your group's learning follow.

Chapter 1. The Discovery

1. In your lifetime, have you ever felt like Phineas did after his accident? (not literally, but metaphorically)
2. How familiar is each member of this reading group with their unique pattern of experiencing and dealing with emotions?
3. Lily, the biotech manager, is a role model for using emotional intelligence skills well. Talk about this case and what the subtle, but significant emotional moments were for her.
4. Which moments in your life have been similarly significant? How did emotions play a role and how did you manage or not manage them well?
5. Think of and discuss one big mistake you've made in the realm of personal competence. What happened and what would you do differently if something similar ever happened again?
6. What big mistake have you made in the realm of social competence?

Chapter 2. Amazing EQ

1. Jerry Creed, the employee who kicks the tow truck driver's car and gets arrested isn't that unusual. What have you observed people do that stands out as an example of a time when emotions took control and created havoc?
2. Only 36% of people tested are able to identify their emotions accurately as they happen? What might this mean? How might someone get better at this?
3. Pick one of the following fascinating findings and discuss as a group:
 - There is no difference between the average EQ scores among people in various professions.

- Customer Service professionals score higher than everyone else.
 - Women score a full 10 points higher than men on relationship management skills.
 - CEOs and other top executives, on average, score lower in EQ than middle management and staff.
4. Discuss the upbringing and childhood experiences of girls and boys. What differences do you think contribute to how adult men and women deal differently with emotions.
 5. Craig Shoemaker ignored his negative feelings about working on the Magic Hour Show. These were warning signals he could have used to make different decisions. When have you ignored emotions to your detriment?

Chapter 3. The Emotional Intelligence Appraisal™

1. Do you see a trend in your results?
2. Are you better at awareness or management?
3. Are you better with yourself or with others?

Chapter 4. Seven Important Questions

1. Has your emotional intelligence ever changed?
2. Who have you known who is personally very competent, but not socially competent? How about vice versa?
3. Which emotional intelligence skill would you work on first? Why? What do you want to accomplish that you haven't already?
4. Who would you want to let know that you're working on your emotional intelligence skills? At work? At Home? Who would you want to be sure not to tell?
5. Have you ever seen emotional intelligence skills used to manipulate someone? How? What was the end result?
6. Talk about your emotional intelligence skills and how they've changed as you've grown older.

Chapter 5. Changing Your Mind

1. Richard La China changed his brain, meaning he practiced discipline so much that it became a habit. What are the implications for all of us that our brain is plastic and can change over time?
2. What fundamental changes might you like to make now that you know change can happen at a physical level? What would you like to train your brain to do?
3. New Years resolutions may have new meaning for you now that you know how to train your brain. What will you do differently this year?

Chapter 6. Build Your Skills

1. Ray Charles leaned into his discomfort and learned to not only live with sorrow. He also learned to express it. It is part of the deep connection people feel with his music. Discuss music and the expression of emotions.
2. What emotional discomforts do you tend to avoid?
3. As a group, discuss the table called Intensity of Feelings in Chapter 6: Build Your Skills.
4. What other emotions can members of the group name? See if you can exhaust ideas.
5. What emotional tendencies do you experience? These are the physical symptoms you experience with emotion. An example might be your face turns red when you're angry.

Chapter 7. Bringing Emotional Intelligence to Work

2. The authors presented a situation in which their own emotions got the best of them. What about in your work life?
3. Quiet conflict is something we all experience. How have you encountered it and what does EQ have to offer when you next encounter it?
4. Discuss how groups deal with emotions. Has your group ever dealt with emotions?
5. Discuss the difference between team EQ and individual EQ.
6. Even if a team you participate in doesn't know about team EQ, what can you do as a member of the team to help capitalize on team EQ skills?
7. As a team member, which team EQ skills will you be good at?

Chapter 8. Taking Emotional Intelligence Home

1. Think of the relationships you've been in. How did repairs work or not work?
2. Describe the repairs you have received that worked really well for you. Who do you need to share this with so they know also?
3. Which types of repairs don't work for you when you are on the receiving end? Which repairs have you tried to make that fell flat?
4. What can emotional intelligence skills offer you in your relationship that you hadn't considered before?
5. What types of topics do you and your partner repeatedly get emotional over?
6. Which emotional intelligence skills do you see your children practicing? Which skills are they better or worse at?
7. Which emotional intelligence skills do you want to model more or better for your children?
8. What are the toughest types of emotional moments you have with your children and how might EQ skills help you in these? Pick an example and discuss it as a group, troubleshooting possible solutions as much as analyzing the situation to understand it.