

**“You feel .....  
because you want  
to .....”**

# **The EQ-Factor**

**By  
Dr. Leigh Kibby**

**<http://www.kinematic.com.au>**

“You feel .... because you want to ..... “ : Your emotions and You

The EQ-Factor : You and EQ

Emotional Intelligence

- The Intelligence of Emotions
- The Message of the intelligence of emotions
- Using the intelligence of emotions
- Emotional Intelligence amongst multiple intelligences

Emotional Intelligence and the Intelligence of Emotions

- What is emotional intelligence - Key theories and ideas
- Models of Emotional Intelligence
- The Emotional Intelligence Message

Listening to our own emotions

- How do we listen to our emotions?
- What do our emotions tell us?
- The Message of emotions

Listening to the emotions of others

- How do we listen to the emotions of others?
- What are emotional people saying – the presenting issue and the real issue?
- The Message of their emotions?

Using the Intelligence of Emotions for others - Being Emotionally Intelligent

- Attitudes for listening to the emotions of others - Compassion
- Skills for listening to the emotions of others – Sensitivity
- Empathy in Action
- ERA and EBB models

Using the Intelligence of Emotions for ourselves - Being Emotionally Agile

- Attitudes for listening to our emotions - Honesty
- Practices for listening to the emotions - Forgiveness
- Self-Empathy in Action
- ERA and EBB models

Maturing with Emotional Intelligence

- Insights from the Emotions
- Ethics and Emotions
- Turn emotions into Ethics
- Accepting the emotional world
- Acknowledging the emotionless world
- Holistic living and the emotions

The Commerce of Emotions

- Emotional Outsourcing
- Emotions Trading
- Emotions Bookkeeping – Debits and Credits
- Emotions Contracts

# “You feel .... because you want to .....”

## Your Emotions and You

“You feel .....” and it is that feeling, the emotion, which makes the difference in all your life as it does in all our lives. Without emotions we would be husks, merely biological robots without rhyme or reason for our existence. Emotions in many ways are our reasons for being and without them we would probably have gone the way of the dinosaurs.

“You feel .....” and it is that feeling that makes the difference. Our emotions colour our lives adding all the variety of the rainbow. Through our emotions we become more alive because our emotions add a uniquely human dimension to our existence. Without our emotions we would be “human do-ings” living our lives day in and day out through the grey monotone of job achievement which could not fulfil us nor inspire us. But thank goodness for our emotions. Our emotions make us more than machines and greater than robots or science can ever be without the human dimension that emotions provide. With our emotions we become “human be-ings”, creatures with a soul that can take flight, feel love and be touched by compassion and graceful humility.

“You feel .... because you want to .....” is the missing link in our lives because it joins heart and mind and unites our two greatest gifts, thought and feeling.

“You feel .... because you want to .....” and it is the “because you want to .....” that provides the link between the rhyme and reason in our lives. When we know what our emotions seek, when we understand the desire of our feelings, then we can use our emotions, and the messages they tell us, to take charge and direct our lives. By following our emotions we can achieve our desires, experience greater fulfilment and become more fully alive and in control.

## What about You?

Your emotions would not exist without you. Nor would you exist without your emotions because without emotions we would all be the same doing the same thing for the same reasons without anything to mark us as different nor unique. But, you are still important. It is your “you-ness” that needs to be kept alive and well. You need to remain the central point, not your emotions. Emotions are simply the states of your experience, not the totality. So, it is important to understand you and keep you in control.

Emotions are a two edged sword. They carry us aloft on flights of fancy or send us adrift in seas of rage. We are given this sword but not told how to hold it, when to keep it sheathed and how to avoid hacking those we love and care for. Nor how to avoid the harm we inflict when our emotions run unchecked. “You feel .... because you want to .....” changes all that. This simple phrase gives you power over your emotions and places control for your lives back in your hands.

When used with others, “You feel .... because you want to .....” checks emotional tirade, calms the ravaging sea and helps reveal insights and messages that only our emotions can tell us.

You know yourself and your needs better than anyone else. Or do you? Perhaps your emotions know even more. By harnessing the insights of our emotions, by using the Intelligence of Emotions, we can see ourselves more clearly, understand ourselves better and make better choices.

Emotions speak to us about desires and needs. Your emotions speak to you, but are you listening. Those you love and care for are also talking with the language of emotions but can you understand what they are saying?

Emotions are more than feelings or reactions, they are messages with a hidden code that can deepen relationships and broaden understanding and intimacy. The secret is to understand the message beneath the emotion.

Emotions are the tip of the human iceberg. “You feel .... because you want to .....” helps you see beneath the surface of your life and, when used with others, helps them look into the deep and by so doing see more of themselves and be liberated with insight and opportunity.

“You feel ..... because you want to....” is the key to the EQ-Factor, it is a phrase and strategy that makes emotions intelligent and transforms emotions. Using the “you feel..... because you want to...” phrase is the central skill of emotional intelligence, a key technique that breaks the emotional code and changes it into ideas that can be shared, understood and enacted with awareness and common sense. “You feel ..... because you want to....” makes emotions thought filled and links our hearts and minds thus providing profound insight and making us fully human and more alive.

The rest of this book will help you better understand emotions and use EQ-Factor tools so that you can help yourself and others.

You will not need to be a counsellor because EQ-factor tools are designed for everyday use by everyone. They are the tools that differentiate the best of friends from common acquaintances. They are the tools that make leaders great and managers magnificent. Learn them here and learn for life because EQ-Factor is about life and living it to the full with our emotions rather than emotionally, when we have no control, or emotionless when nothing matters.

# The EQ Factor

## You and EQ

Peace, happiness, being a great leader. They are all attributed to having EQ, or emotional intelligence as it is known more commonly.

Great leaders are said to be good with emotions. Insightful managers are described as being emotionally intelligent. EQ scoring is the latest trump card in recruitment and professional development, even though the scores might provide scant advice and offer little hope to the under-achievers. Likewise, management gurus have sold emotions as the latest answer to business woes, some with little idea of what emotions are, how they make a difference and what to do about them.

Books on EQ and emotional intelligence have sold in the millions with business leaders striving to have that missing ingredient and gain the edge by using the heart to gain solid profit even though one might ask “What value is a book when emotions are at play?” – a reasonable and almost poignant question. Even more importantly, “Why does EQ matter and why is it important to you?” To answer this question, we need to separate You and EQ.

To survive in modern management circles, and to talk the talk, you need to know about EQ. But, to live your life, you need to engage in EQ. That is the difference between EQ and the EQ-Factor. The EQ-Factor is not the same as having emotions or having an EQ, which you already have anyhow. The EQ-Factor is about engaging with your emotions. The EQ-Factor is about understanding what emotions mean, what they are telling you and how to harness the intelligence of emotions. In fact, you need the EQ-Factor firstly because it is important to you as a person, secondly because it can help you as a professional.

You and EQ are inseparable because emotions are as much a part of life as your body and your mind. We all have emotions albeit some are released wildly at inappropriate times or suppressed, remaining dormant in our lives and loves. The difference between the EQ-Factor and EQ alone is that the EQ-Factor helps you understand, embrace and use your emotions to gain insight, act appropriately and become more alive and enlivened.

You need the EQ-Factor if you want to be emotionally intelligent and get a higher EQ because the EQ-Factor creates emotional intelligence by using the intelligence of emotions. Whereas emotional intelligence might give you a vague idea about what, the EQ-Factor can tell you why and how. Whereas emotional intelligence can give you the idea, the EQ-Factor can give you the experience. In fact, you are already having the experience, the EQ-Factor will help you see, interpret, understand and use that experience to help yourself and others.

# Emotional Intelligence

## The Intelligence of Emotions

There are many researchers examining the field of emotional intelligence. Names include Goleman, Bar-On and Mayer (Goleman, 1994, Bar-On 1996 and Mayer et al 1997). Many of these researchers have greatly expanded the field of emotions knowledge and broadened our understanding of emotions and the impact they have on us as people and professionals. However, whilst contributing to our overall understanding of emotions, such research tends to focus on the outcomes of emotional intelligence i.e. using emotions in intelligent ways to achieve outcomes or goals. In fact, there seems to be little interest in the type of goals achieved nor the ethics of those goals and the morals of using emotions to achieve them.

Clearly, a Copernican revolution is needed and emotions need to be viewed in a new way. We need to turn emotions around 180 degrees. Instead of emotional intelligence, we ought to talk about the intelligence of emotions.

Rather than events, emotions need to be seen as information providers. Rather than as outcomes, emotions need to be seen as creators. Rather than as things that happen, emotions need to be seen as advisers that speak to us with inner wisdom and help us see ourselves more clearly and others more compassionately. Emotions are guides that can help us navigate life, rather than being only our responses to life's events. In fact, life and emotion are inseparable.

In summary, it is far more intelligent to use the intelligence of emotions that it is to be emotionally intelligent.

To use the intelligence of emotions is to hear what emotions are saying in our minds and from other people's mouths. Using the intelligence of

emotions can help us and help us help others. The secret is in being able to understand the language of emotions. This means more than hearing the words or knowing the facts. Hearing the intelligence of emotions means listening in a new way, hearing the sub-text and reading between the lines.

The EQ-Factor is a total approach to emotions based on the intelligence of emotions. The EQ-Factor also respects differing approaches to emotions because all responses to emotions have a purpose and appropriateness. The key is to find a response that matches the context. The EQ-Factor helps you find that response using techniques that are practical and informative.

## The Message of the Intelligence of Emotions

## References

Bar-On, R. 1996, August. The era of “EQ”: Defining and assessing emotional intelligence. Paper presented at the Annual Convention of the American Psychological Association, Toronto, ON.

Goleman, D. (1996) Emotional Intelligence: Why It Can Matter More than IQ, Bloomsbury.

Mayer, J.D., Salovey, P. & Caruso, D.R. (2000), Competing Models of Emotional Intelligence. In R. Sternberg (Ed.) Handbook of Intelligence. New York: Cambridge. pp. 396-420

**META-Q**  
:  
**MASTERING YOUR  
MULTIPLE MIND**

By  
Leigh Kibby

# Contents - 1

Meta-Q – Introducing You to Your Multiple Mind

Multiple Mind – Your Multiple Intelligences

- What is multiple intelligence
- What are your multiple intelligences
- Understanding Meta-Q : Managing your multiple mind
- Multiple intelligences in action
- Health, happiness and multiple intelligence

The Basic Multiple Intelligences

- Physical Intelligence
- IQ
- Emotional Intelligence
- Spiritual Intelligence

The Multiple Intelligences of Self

- Self-Esteem Intelligence
- Self Insight Intelligence
- Practical Intelligence
- Moral Intelligence
- Self Understanding
- Life Path Intelligence

The Social Multiple Intelligences

- Interpersonal IQ
- Leadership-Follower Intelligence
- Social and Cultural Intelligence
- Communication Intelligence
- Ethical Intelligence

Multiple Intelligence in Action – how to develop your basic multiple intelligences

- Practicing physical intelligence
- Developing your IQ
- Using the Intelligence of Emotions
- Acquiring and Expanding your Spiritual Intelligence

## **Contents - 2**

### **Maturing with multiple intelligences – how to develop your self intelligences**

- Improving your Self-Esteem
- Mastering your practical intelligence by being pragmatic
- Self Insight and putting yourself in control of yourself
- Managing Moral Dilemmas
- Increasing your Self Understanding
- Planning your Life Path – Beyond Images and Icons

### **Living with others - how to develop your people skills using social intelligences**

- Interpersonal IQ
- Social and Cultural Intelligence
- Communication Intelligence
- Ethical Intelligence

### **Mastering Your Multiple Intelligences – Putting it all together**

- Selecting your intelligence goals
- The best intelligence
- Living with your inner moron

# Meta-Q

## Introducing You to Your Multiple Mind

Successful people go beyond the ordinary. They achieve outcomes we can only wish for in ways we can barely perceive, often called good luck. Yet, deep down we know that luck is created by hard work and that real success comes from sweat as well as inspiration.

The stories of successful people read like “Chicken Soup for the Soul”, sometimes inspirational, sometimes heart rending and sometimes just plain interesting. Take for example the high drop-out with a talent for art who became a successful millionaire sign-writer. This man was no super-genius and definitely could not design rocket ships nor conduct brain surgery. However, he had uncommon sense knowing that “common sense is rare sense.”

When we read stories like these about successful people we are either in awe or envious, wondering what makes them different. The secret is, of course, that in most ways they are no different from you and I. They are ordinary people living extra-ordinary lives in every day circumstances – an extra-ordinariness created by them alone.

Occasionally, we meet these successful people and can walk away from those meetings either wondering how they did it or whom they knew. Rarely are we overwhelmed by their fantastic intellect because, the fact is, IQ alone is no guarantee success. The truth is that IQ can help as can knowing the right people in the right places at the right time. But, none of these stand alone nor are they guarantees of success.

Success does not come from what you know or from whom you know. Success comes from how you know – the multiple intelligences of your mind – your Meta-Q.

Meta-Q is the quotient of all your intelligences. It is enabler and sum total of how all the intelligences of your multiple mind interact to help you think more clearly, grasp ideas, see opportunity, act decisively and seize the day.

Meta-Q is more than IQ, although IQ helps. Meta-Q is more than emotional intelligence (called EQ), although EQ also helps. Meta-Q is the combination of your many intelligences – your multiple intelligences – of which IQ and EQ are only two. There are many more and, like wild horses running loose, we often fail to harness their real power. They run untamed in our minds triggering responses, and generating actions, that leave us lost in the forest of mediocrity. Yet, if we choose, we can tame those horses and tap into their energy. We can teach them how to jump so that life's hurdles become opportunities. We can teach them how to be calm, so that they do not bite the hand that feeds them. We can also teach them how to run as one, dragging the chariot of our desires out of the forest towards a bright new day.

How then do we either catch those wild horses let alone tame them.?

The first step is to know your multiple intelligences and understand the working of your multiple mind. Then, you will know what horse to catch, what it is best suited to do and how to train it. Only then can you enjoy the ride.

# Multiple Mind

## Your Multiple Intelligences

### What is Multiple Intelligence?

About 20 years ago a man called Howard Gardner was studying the idea of intelligence that was measured by IQ. Howard noticed that IQ was no predictor of successful outcomes at school. Whilst this insight was important for education, it also said a lot about people that intrigued Howard. After looking at those who were successful at school and those who failed or dropped out, Gardner concluded that factors other than IQ were at play and so posed the idea of multiple intelligence (insert reference) i.e. many intelligences that people use in their lives.

Years later, Howard Gardner has concluded, “My initial list of intelligences included seven: the language, logic, and spatial abilities recognized by other psychologists, and also musical, bodily, interpersonal, and intrapersonal intelligences. After a decade of further research in this area, I believe that there is firm evidence for an eighth, or naturalist's, intelligence, and some evidence for a ninth, or existential, intelligence.” (Chabris, 1998).

And so, the researchers and academics have come to a conclusion that was often known to the lay man – there are more ways of knowing the facts alone, there are more ways to think than logically, there are more ideas than can be written in books or examined by tests and, when it comes to life, there is more than one way to skin a cat. This means that IQ alone is not the answer and, as Howard Gardner suggests, there are many intelligences. In fact, we have a multiple mind, numerous ways to think and so there are many pathways to success and happiness.

Multiple Intelligence is the academic term used to describe the many facets of our mind that can inform and guide us. The other term we use is “Multiple Mind” especially because using all your intelligences has a multiplying effect when it comes to achieving your goals and desires. Rather than three plus three adding to six, using your Multiple Mind makes the equation three time three.

### What are your Multiple Intelligences?

Gardner identified up to nine intelligences in your Multiple Mind. In our work, both in terms of research and also practical experience with people across all works of life, we have identified up to 15 – four basic or core intelligences, six intrapersonal or “self” intelligences and 5 extrapersonal or social intelligences. We would also suggest that Meta-Q, using all your intelligences, constitutes a 16<sup>th</sup> or over arching intelligence.

Here is the list of intelligences:

#### The Basic Multiple Intelligences

- Physical Intelligence
- IQ
- Emotional Intelligence
- Spiritual Intelligence

#### The Multiple Intelligences of Self

- Self-Esteem Intelligence
- Self Insight Intelligence
- Practical Intelligence
- Moral Intelligence
- Self Understanding
- Life Path Intelligence

#### The Social Multiple Intelligences

- Interpersonal IQ
- Leadership-Follower Intelligence
- Social and Cultural Intelligence
- Communication Intelligence
- Ethical Intelligence

Later in this book these intelligences are described in more detail as are the techniques for using them. The first step though is to be clear who is in charge, you or a pack of wild animals leading you a chase across the country side. If you want to lead rather than follow, you need to use your Meta-Q and get your multiple mind into action.

Meta-Q is the master intelligence, the wagon driver who can control all those wild horses and help them pull in the direction you want them to go. Like all good wagon masters, Meta-Q knows who should lead and who should follow, which is dictated by the type of road you are on and where you are going. Meta-Q knows if the road is long, you select a steady pace.

If the road is curved, the lead horse is agile and creative. If the road has potholes, pick the smartest and most sensible horse.

Meta-Q also trains the horses to get the best out of them. How then do you train them? The answer is to understand Meta-Q, know your multiple mind and use Meta-Q to help you manage your multiple mind.

## Understanding Meta-Q : Managing Your Multiple Mind