



Wouldn't you agree that to build your success in the workplace and move up the career ladder, emotional intelligence might be critical?

Yes?

Awesome! Because one of the greatest ways to increase your EQ is through decoding universal emotions and their corresponding micro-expressions, which is one of my favorite modalities when it comes to reading people. However, before we drive into the world of reading faces to decode how someone is feeling, I'm wondering if you'd like to take a couple minutes to answer the 9 easy and specific questions Goleman gives to gauge your ability to recognize, control, and express your own emotions and perceive and assess others' emotions (aka, your emotional intelligence)?

**IF YOU'RE READY TO TEST YOUR EQ,  
GO AHEAD AND DRIVE ON IN...**

Below are 9 simple questions Daniel Goleman created to help you evaluate your EQ strengths or limitations.

## 9 Questions to Evaluate Your EQ

1. Are you usually aware of your feelings and why you feel the way you do?
2. Are you aware of your limitations, as well as your personal strengths, as a leader?
3. Can you manage your distressing emotions well — e.g., recover quickly when you get upset or stressed?
4. Can you adapt smoothly to changing realities?
5. Do you keep your focus on your main goals, and know the steps it takes to get there?
6. Can you usually sense the feelings of the people you interact with and understand their way of seeing things?
7. Do you have a knack for persuasion and using your influence effectively?
8. Can you guide a negotiation to a satisfactory agreement and help settle conflicts?
9. Do you work well on a team or prefer to work on your own?





So, how did you do? Which question has given you some food for thought? How do you think the people in your life would answer these questions for you? Do you think your responses would be similar or is it possible that you might have an unconscious EQ blind spot or two?

If you're up for the challenge, ask 3 people in your life these same 9 questions about you (not about them). Let's chat about your similarities and differences on our private Facebook page for class.

P.S. I'll do this exercise too (eek)! Together, we've got this!

Below is a duplicated article, “How the Most Common Emotions Affect Business Decision Making And What To Do About It” written by CEO of Cloverpop, Erik Larson, and published in **Forbes Magazine** online on March 21, 2017. Larson includes a fascinating list of emotions and what they may indicate if they pop up during your business decision-making process (based on data collected from thousands of team decisions recorded in the Cloverpop business decision database).

**Hopeful, Interested, Curious, Excited, Inspired = Distracted and Slow or Excessively Optimistic**

These emotions feel good. Individually, they keep us going. The problem is not how they feel, but how they can affect decision-making behavior in groups. On the one hand, these emotions can create a sort of “fabulousness paralysis” where everyone is happily exploring different directions without moving the decision forward. On the other hand, if the right catalyzing person or event strikes a spark the group may rush forward while brushing off real risks, failing to consider other options, and ultimately making decisions that fall short of expectations.

**Anxious, Stressed, Worried, Confused, Unsure = Motivated or Solution Oriented**

These emotions feel bad. But that is the source of their power when it comes to business decision making. Except in extreme circumstances, these emotions motivate us to make a change, and they do a great job of helping us come up with more alternatives. They are the source of proverbial wisdom, “Necessity is the mother of invention.” If your team isn’t feeling at least a bit stressed or unsure about a decision, chances are you aren’t trying hard enough to find a better way.

**Confident, Satisfied, Pleased = Great Team Building, Poor Results**

Another set of feel good vibes, and another mixed bag when it comes to decision making. On the plus side, these emotions help build teams that stick together, which is a great asset when things go south. However, these emotions can really put a damper on good decision making. A confident and satisfied team not only considers fewer alternatives, but they also do a worse job analyzing the options in front of them. And the longer a team feels this way, the worse it gets.

**Irritated, Angry = The Seeds Of Dismissal And Discontent**

There’s not much good to say here. These emotions feel bad, and don’t do much good. Anger causes us to dismiss each other’s opinions and narrow our view of the world to match our feelings. This results in discontent even when everyone is angry together, since different people are angered by different things. Angry teams are easily distracted by unimportant information and leap to short-sighted solutions. Angry teams make bad decisions.

### **What To Do? Involve Other People & Write Things Down**

When it comes to decision making, there are two approaches that almost always drive better results: ask other people for their perspectives, and write things down. Emotions are no different. Here's what to do.

Our research shows that inviting 5 or so other people to weigh in on decisions helps create a more diverse and balanced emotional climate. The more people are involved, the less likely they'll all be wearing rose colored glasses. This is one of the many ways diversity drives better decision making.

At the same time, neuroimaging shows that when you write emotions down, you lessen their intensity. This not only mellows your own emotions, but also tempers your reaction to other people's emotions. That's perfect for better decision making, since too much emotion is bad, but a little is good. Here's how to take advantage of this neuroscience insight:

**Good:** Start small — just write down your own most intense three to five emotions. You'll suddenly be a calmer, wiser version of yourself and make a better decision.

**Better:** Write down your own three to five emotions to mellow their impact. Then write down your guesses at the emotions stirred up in other people. If you do this in real time during a meeting, it will tamp down your own reactions to their short-sighted irritation or unfocused curiosity.

**Best:** Have everyone write down their top three to five emotions, and share a summary of results anonymously with the group. This is hard to do in a meeting, but surveys or online software can make it easy before the meeting. This strategy combines the best of both worlds - it reduces emotional intensity for each person, and gives everyone a shared perspective. For bonus points, keep track over time, and take action if the team's emotional climate takes a bad turn.

*For more information visit [www.cloverpop.com](http://www.cloverpop.com).*

Whether you're a life coach, executive leader, sales associate, entrepreneur, or a mom, we are all trying to read the Jacks and Jills of this world, right? We are all trying to read and influence people so we can sell them something. The thing we are selling may be in the form of an opinion, an idea, a product or even yourself.

Because involuntary expressions, like the micro-movements we saw on Jack's face in our opening story in this Step #2: Emotion, have an enormous influence on social interaction and the power to influencing people. When it comes to decoding what someone's face is saying without them knowing what it's revealing, is a powerful super power very few people possess.

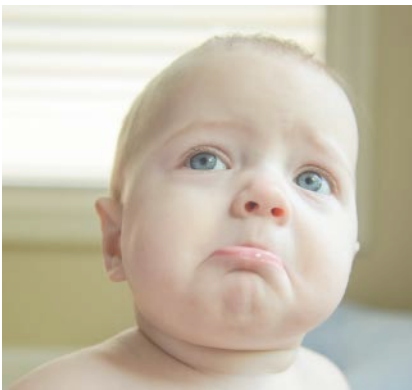
Your ability to gain insight into one's emotions or thought processes will enable you to make adjustments in your own communication process to:

- » Build rapport and trust faster.
- » Spot masked hidden feelings and hidden objections.
- » Decrease miscommunication.
- » Increase your ability to know what people are feeling and may not be telling you.

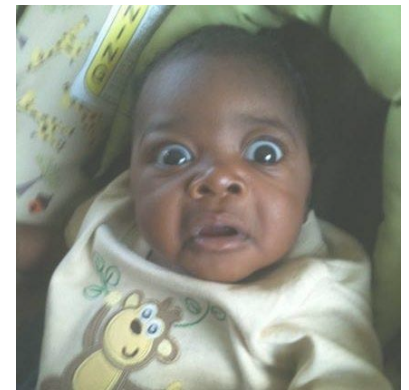


## WHAT IS A MICRO-EXPRESSION?

Micro-expressions are the lightning fast involuntary muscle movements of the face that happen when your brain processes that particular emotion at that very moment. These subtle expressions are:



- » Spontaneous and cannot be controlled.
- » Biologically innate to every human being.
- » Universal around the world.



Your ability to spot and decode micro-expressions allows you to develop accurate interpretations of how other people are feeling, so you can adjust your next verbal and nonverbal actions.

As you might imagine, sales, persuasion, and the power of influencing human behavior is primarily about your ability to awaken a feeling of excitement and trust in the other person.

### FUN FACT:

Top salespeople are between 25% and 45% more accurate at reading facial expressions than the lower-end sellers, wouldn't you agree that learning how to decode emotions on the face is critical to your sales success?

## WHAT IS A MICRO-EXPRESSION?

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Because sales is primarily about your ability to awaken a feeling of **excitement** and **trust** in your client and because top salespeople are between 25% and 45% more accurate at reading facial expressions than the lower-end sellers, wouldn't you agree that learning how to decode emotions on the face is critical to your sales success?

In this level, you will decode and practice spotting the 7 Universal Emotions, as you unlock the numerous secret messages behind each one. Because when you can spot what we call "Nonverbal Objections," you can turn a good salesperson into a **great salesperson**.

### And know what else?

When you decode nonverbal facial communication accurately you can immediately spot how a prospective client is really feeling and know what to do or say next to **get the win**.

### FUN FACT:

The word "emotion" is from the Latin *emovere*, "to move out, remove, agitate: from ex-"out" + *movere*, "to move."



## Level #2: Emotion

1. Your face is shrinking because aging causes you to lose bone mass, including the bones in your face.

2. Just like the rest of your body, if you exercise your facial muscles it will tone and firm them.

3. You are capable of making 10,000 unique facial expressions.

5. You regularly flash micro-expressions that last less than 1/25th of a second.

4. Authentic happiness is revealed in your eyes; authentic sadness is revealed in the muscles of your chin.

6. You can consciously manipulate muscles of the mouth to smile, pretending you are happy.

7. You have 19 types of smiles which fall into two categories: polite "social" smiles which engage fewer muscles, and sincere "felt" smiles use more muscles on both sides of the face.

# 14 FACIAL FACTS

12. Dimples are inherited as a family trait and are caused by a shortened muscle. When a person smiles the muscles pull across the skin, revealing a dimple.

8. Your face is made up of 14 bones.

10. It takes 12 facial muscles for a genuine smile.

9. It takes 11 muscles to frown.

11. The masseter the muscle you use to chew, is the strongest muscle in the human body. It is capable of pulling up to 80 times its own weight!

13. Your lips are red due to the number of tiny capillaries that are just below your skin's surface; blood in the capillaries contains oxygen, which creates the color red.

14. In 1966, Scientists Haggard and Isaacs, noticed quick behavioral changes on people's faces when they watched films of people in couples therapy and they dubbed them "micro-expressions."



## How Emotions Impact Your Life & Your Decisions

A large role in management, leadership, sales, and navigating relationships is being able to spot and understand what people are secretly feeling. As you might imagine, spotting, identifying, and sharing emotions is fundamental to your self-awareness and personal growth. Plus, emotions are essential for healthy relationships in our personal and professional lives.

Think about what would happen if you didn't spot and understand yours and others' true emotions. It could lead to:

- » Increase in miscommunication
- » Decrease in rapport and trust
- » Increase in mistakes
- » A spike in peer problems
- » An increase in learning difficulties

And when you are able to read emotions faster, more accurately, and more often, you'll be able to:

- » Avert conflict
- » Stop wasting time, effort, and resources
- » Improve your chances of being able to interact with people in a healthy manner
- » Gain a better understanding of yourself in the process
- » Perform better academically
- » Make and keep more friends
- » Recognize misunderstandings
- » Grow rapport and trust

**Emotions play a pivotal role in how you think and behave, convincing you to take action, so they are impacting your daily decisions.**

### The 3 Legs of Emotions:

1. Subjective: How you experience the emotion.
2. Physiological: This involves how your body reacts to the emotion.
3. Expressive: How you behave in response to the emotion.

## Here's a fun exercise to give your EQ another quick boost

Circle the emotion you're feeling today, right this minute, from the emotions list below, then reflect on that emotion. Ask yourself what is making you feel that way? What should you do next to be the best version of you?

### Emotions List

Abhorrence	Appreciative	Bubbly	Contemplative	Detestation	Enchantment
Absorbed	Apprehensive	Buoyant	Contempt	Devastated	Energetic
Acceptance	Ardor	Burning	Contentment	Devotion	Engrossed
Aching	Arousal	Calm	Contrition	Disappointed	Enjoyment
Admiration	Astonishment	Captivated	Cordial	Disbelief	Enlightenment
Adoration	Astounded	Carefree	Courage	Disdain	Entertained
Adrift	Attachment	Caring	Cowardly	Disgruntled	Enthralled
Afraid	Attraction	Cautious	Crafty	Disgust	Enthusiasm
Aggravated	Aversion	Certain	Cranky	Disillusioned	Euphoria
Agitated	Awe	Challenged	Craving	Disinterested	Exasperated
Agony	Awkward	Chary	Crestfallen	Dismay	Excitement
Alarm	Baffled	Cheerful	Cross	Distracted	Excluded
Alert	Bashful	Choked	Cruel	Distressed	Exhausted
Alive	Befuddled	Clueless	Crummy	Disturbed	Exhilaration
Alone	Bemused	Cocky	Crushed	Doubtful	Expectant
Amazed	Betrayed	Cold	Curious	Down	Exuberant
Amused	Bewildered	Collected	Cynical	Downcast	Fanatical
Anger	Bitter	Comfortable	Defeated	Drained	Fascinated
Angst	Blessed	Commiseration	Dejection	Dread	Fatigued
Animated	Bliss	Committed	Delectation	Dubious	Feisty
Animus	Blithe	Compassionate	Delighted	Dumbfounded	Flabbergasted
Annoyed	Blue	Complacent	Delirious	Eager	Floored
Antagonistic	Bold	Complaisance	Denial	Earnest	Fondness
Anticipation	Bonhomie	Composed	Derisive	Ease	Foolish
Antipathy	Boredom	Compunction	Desire	Ebullient	Fortunate
Antsy	Bothered	Concerned	Desolation	Ecstatic	Frazzled
Anxiety	Bouncy	Confident	Despair	Edgy	Free
Apathetic	Brave	Conflicted	Despondent	Embarrassment	Fretful
Apologetic	Breathless	Confused	Detached	Empathic	Frightened
Appalled	Brooding	Consternation	Determined	Empty	Frustrated

## Level #2: Emotion

Fulfilled	Infatuated	Melancholic	Petty	Self-Conscious	Sympathy
Furious	Inferior	Mellow	Petulant	Selfish	Tenderness
Generous	Inspired	Merry	Pity	Sensitive	Tense
Giddy	Intense	Mischievous	Playful	Sensual	Terror
Glad	Interested	Miserable	Pleasure	Serene	Testy
Gleeful	Intimacy	Mollified	Positive	Settled	Thankful
Gloomy	Intimidated	Mortified	Possessive	Shaken	Thoughtful
Goofy	Intoxicated	Motivated	Powerful	Shame	Thrill
Grateful	Intrigued	Mournful	Powerless	Shock	Timid
Gratified	Introspective	Moved	Preoccupied	Shy	Titillation
Greedy	Invigorated	Mystified	Protective	Sick	Tormented
Grief	Irascible	Nasty	Proud	Silly	Torn
Groggy	Irritated	Nauseous	Psyched	Sincere	Torture
Grudging	Isolated	Needy	Pumped	Sluggish	Touched
Guarded	Jaded	Nervous	Puzzled	Smug	Tranquil
Guilt	Jealous	Neutral	Quizzical	Snappy	Traumatized
Hankering	Jittery	Nonplussed	Rage	Solemn	Triumphant
Happy	Jocular	Nostalgic	Rapture	Solicitous	Troubled
Harassed	Jolly	Numb	Rattled	Somber	Trust
Hatred	Jovial	Obsessed	Reassured	Sorrow	Twitchy
Heartache	Joy	Offended	Receptive	Sorry	Upbeat
Heartbroken	Jumpy	Optimistic	Regret	Sour	Upset
Helpless	Keen	Outrage	Relaxed	Speechless	Uptight
Hesitant	Lazy	Overwhelmed	Relief	Spiteful	Vehement
Hollow	Lethargic	Pacified	Relish	Startled	Vigilant
Homesick	Liberation	Pain	Reluctance	Stressed	Vindictive
Hopeful	Lighthearted	Panic	Remorse	Strong	Warmth
Horried	Liking	Paranoid	Repugnance	Stunned	Wary
Hostile	Listless	Passion	Resentment	Stupefied	Weak
Humiliated	Lively	Pathetic	Resignation	Submissive	Woe
Hurt	Lonely	Peaceful	Restless	Suffering	Wonder
Hyper	Longing	Peevish	Revolted	Suffocated	Woozy
Hysterical	Lost	Pensive	Sad	Sullen	Worry
Impatient	Love	Perky	Satisfied	Sunny	Wretched
Incensed	Lust	Perplexed	Scandalized	Superior	Yearning
Indifferent	Mad	Perturbed	Scorn	Sure	Zeal
Indignant	Meditative	Pessimistic	Secure	Surprised	Zest

What did you discover about yourself? Did you know the exact word you were looking for to describe how you were feeling, or did you need to think about it and scan the words for a bit? Either way, that simple exercise just increased your EQ. And you're going to need that because research shows that most people will not accurately recognize the emotions of themselves and others, which, as you might imagine, spills into a lot of misunderstandings and mistakes, so be sure to keep labeling your emotions.

So, practice, practice, practice, because when you're aware of how you feel at any time and you're able to put a name to that emotion, you have just taken the first step to controlling your next step: taking a pause to ask yourself, "Do I want to be right or do I want to be effective?"

## Welcome to the World of Micro-Expressions

Have you ever felt a certain way, but you didn't say anything, and seconds later you're surprised that someone asked you if you were feeling that exact way?

**QUESTION:** So, if I'm not wearing my heart on my sleeve, how did they know my secret feelings?

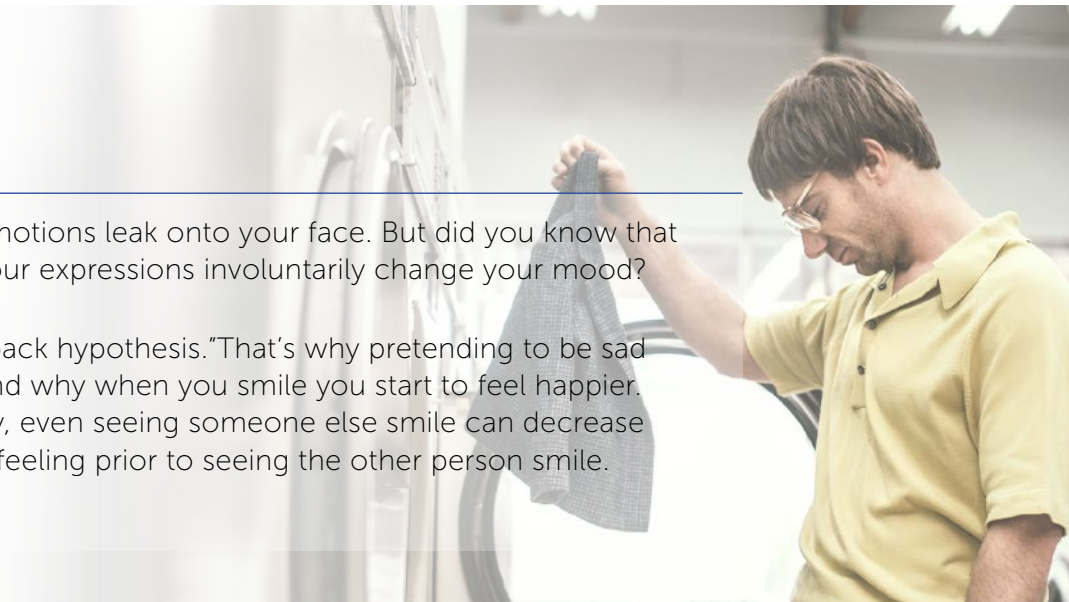
**ANSWER:** Because your face reveals a lot about who you are, what you are thinking and feeling and your intentions. Psychologists have known that for decades **the Big 7 universal emotions (happiness, sadness, fear, surprise, anger, contempt, and disgust)** involuntarily reflect, on your face, your current emotional state.

We will be discussing these live in on training, so you can mindmap the ins and out of each of the Big 7 and begin to train your brain to access this information in those moments where it matters most.

### FUN FACT

Yes, it's a fact that your emotions leak onto your face. But did you know that the reverse is also true, your expressions involuntarily change your mood? It's true.

It's called the "facial feedback hypothesis." That's why pretending to be sad actually makes you sad and why when you smile you start to feel happier. According to a 2013 study, even seeing someone else smile can decrease any aggression you were feeling prior to seeing the other person smile.



## 8 Micro-expressions Must Knows:

- » Micro-expressions are facial expressions, not movements of the arms, legs, hands, etc.
- » Here the "Micro" refers to duration of the expression, not the degree of movement.
- » Micro-expressions are limited to the Big 7 basic emotions, which have been scientifically demonstrated to be connected with specific facial expressions.
- » Micro expressions can occur when a person attempts to conceal an emotion.
- » Micro-expressions occur much less often than you might think because they tend to happen when your emotions are intense, such as in high stakes situations.
- » Approximately 50% of people who are concealing something do NOT display micro-expressions and no one knows why.
- » Seeing a micro-expression does not tell you who or what the catalyst is behind that emotion.
- » Micro-expressions do not indicate deception in what the person is saying because they indicate emotions not thoughts.

Emotions play a big role in communication. And emotional awareness and spotting the Big 7 micro-expressions (happiness, sadness, fear, surprise, anger, contempt and disgust) will help you succeed when communicating with other people.

**emotionally aware + spotting micro-expressions = increase in communication**



## Level #2: Emotion

Now that you played in the world of “7 Levels of Reading & Influencing Human Behavior” **Level # 2: Emotions**, you’ll begin to notice not only how you’re feeling, you’ll also identify the specific emotions of other people. And, as you know, how people feel influences the way they make decisions. Plus, wouldn’t you agree that understanding how a person is feeling is sometimes more important than what is actually being said?

Okay, time to sit up and smile because you’ve officially just boosted your emotional intelligence level big time and now you are one step closer to taking over the world!



During your online training session with me, you'll unlock the numerous secret messages behind universal emotions.

### PLUS YOU'LL ALSO:

- Watch and analyze short videos of corporate titans, pop culture celebs, athletes, politicians, and infamous criminals of the 7 Universal Emotions and learn the subtle differences between each one and increase your ability to decode and influence the person across the table from you.
- Identify the #1 facial indicator that secretly signals there is a major problem here and learn what to say and do next to turn the tide during your next sales pitch, negotiation, and online meeting.
- Increase your "Emotional Intelligence" with an average of 10% and studies show that your EQ is directly proportional to your sales success.
- During your video pitch meetings, you'll spot your prospective clients concernsthrough reading their facial cues.
- Close the deal simply by addressing your clients' worries by asking a spot-on question, at the correct time.
- Decode the concealed meanings behind "perceived anger," so you can solve the other person's real issue without you getting angry and losing a valued client, customer, or friend for life.
- Predict your success or failure in every negotiation, before it is expressed verbally.
- And much more!

#### FUN FACT

The annual turnover rate among salespeople in the U.S. is around 27%, which is twice the rate in the entire workforce in general, sales professionals who have a strong emotional intelligence are the salespeople who thrive and survive.



*Did you know?*

*Only humans are known to express the emotion astonishment with their mouth open.*





*Did you know?*

*Ancient doctors believed that different organs controlled certain moods. Happiness, for example, came from the heart, anger from the liver, and fear from the kidneys.*



*Did you know?*

*Smiling can make you feel happier, frowning sadder, and showing no expression makes your emotions less intense.*



*Did you know?*

*When a person crosses both legs and arms they have emotionally withdrawn from the conversation.*



*Did you know?*

*Humans can smell fear and disgust, and the emotions are contagious, according to a new study noted in the journal Psychological Science.*



*Did you know?*

*A study of those with amnesia found that the emotions tied to a memory outlast the memories that created them.*



*Did you know?*

*A passionate kiss creates the same chemical reaction that firing a gun and bungee jumping does.*



*Did you know?*

*Researchers note that the emotion most associated with fear is interest. Some psychologists have gone so far as to suggest that fear has two invisible faces: one, the wish to flee and, second, the wish to investigate.*