

## **Seven Habits of the Emotionally Competent**

People who are emotionally capable distinguish themselves in seven ways:

1. They put a high level of importance on the emotional impact their words and deeds have on others.

My thoughts

2. They are careful about tone, both theirs and others'.

My thoughts

3. They anticipate – and even rehearse – their responses to emotionally charged situations.

My thoughts

4. They don't dismiss any incidents or interactions as too small to be worthy of notice. They pay close attention to emotional details.

My thoughts

5. They admit their fears, frustrations and attitudes, and don't try to make others responsible for them.

My thoughts

6. When negotiating, they never lose sight of how their tactics will affect the overall relationship.

My thoughts

7. They practice emotional self-discipline, rather than saying the first thing that comes into their minds.

My thoughts