

ABOUT MYSELF	5
CHAPTER 1 EMOTIONAL INTELLIGENCE	7
INTRODUCTION	9
WHAT IS EMOTIONAL INTELLIGENCE?	11
TYPES OF COMMUNICATION	18
REAL-LIFE EXAMPLE	24
EQ ON TEAM MANAGEMENT	32
THE 4 EXTREMES.....	39
ACTION-REACTION.....	57
DEEP BREATHING EXERCISES	72
POCKET READER.....	77
ONLINE TESTS	81
EQ CONCLUSION	83
CHAPTER 2 HOW TO PREPARE FOR YOUR JOB	
INTERVIEW.....	85
INTRODUCTION	87
PREPARE FOR YOUR INTERVIEW.....	89
THE FIRST INTERVIEW	96
DRESS CODE AND POSTURE	99
INTERVIEWER BODY LANGUAGE.....	108
QUESTION THE INTERVIEWER	114
SALARY AND BENEFITS	118
CHAPTER 3 HOW TO DO A PROPER JOB INTERVIEW	125
INTRODUCTION	127
PREPARE FOR YOUR INTERVIEW.....	129
JOB ADVERTISEMENT	131
CV PYRAMID.....	136
PREPARE THE INTERVIEW	141
THE INTERVIEW	157
WRAPPING UP.....	161

ABOUT MYSELF

I am an Engineer Manager with more than 15 years' experience in the Automotive and Aerospace industries. Worked and lived in multiple countries. I also possess several management degrees that allow me to be a better leader, better professional, and person.

My passion is to lead multicultural teams to achieve success. I can tell you there is usually a better, smarter way to do things, to be assertive and go beyond your expectations if you believe in yourself, trust your instincts, let go of the fear of failure, be open to learning new things, and don't let others push you back.

I will share the knowledge and tools I used by working in several countries and corporations as an engineer and manager. I intend to be as forthcoming as possible, crude, to say things as they really are and how they worked for me. I gathered valuable information from my experience and from research to lay it here down for you in a simple, down to earth manner. You will be able to apply it starting day one. I worked with all kinds of people in different positions in a company, from the shop floor to

CEOs/Company owners, with different cultures, from different countries and different generations. I failed as much as I succeeded.

I made mistakes, made breakthroughs, embraced both, and learned with both. I am here to help you. My goal is to empower you to have a new perspective, become smarter, see the signs in front of you, and grab the opportunities. I had some help during my work life, and now that I am in my 40s, I decided it is time to share my knowledge with others.

Continuing to evolve in my career, always learning and open to new experiences and challenges. Workplaces are complex and in movement, not static places where one rule applies to all. Come and learn how to navigate through rough water to get to your desired goal.



Chapter 1

EMOTIONAL INTELLIGENCE

INTRODUCTION

What is Emotional Intelligence (EQ)? How is it important and how it has an influence on you and your career?

I will explain in detail what EQ is, the importance it has on your career, show you several examples of different kinds of situations, the way I think you should handle them and the expected result. This is based on my professional experience, professionals I talked to and studies I read about.

To master EQ is extremely important and it will make the difference between you staying in your position, lose it or moving up quickly on your career. Professionals, who master Emotional Intelligence, have strong social awareness, thrive and have respect from their peers. When you don't have a sharp EQ is like you are driving in a heavy fog road that you only notice danger or a warning when you are about to hit something and by that time is too late to avoid it. When you have EQ and use it is like flying high and be able to see all the obstacles and see what is around you from miles away.

WHAT IS EMOTIONAL INTELLIGENCE?



Figure 1 - Photo courtesy of pixabay

You probably hear about Emotional intelligence (EQ) before but you probably don't know what it is or when and how to use it properly.

As individuals, our success and the success in the role we play today depends on our ability to read other people's signals and react appropriately to them. There are a lot of

areas in life that a sharp EQ is important, like in your personal relationships, when playing sports, but I am going to talk about those areas where I have experience at, as a professional and as an Engineer Manager, leading a team to success.

Before I share my personal experience let me show you how the concept of Emotional Intelligence (EQ) appeared in our society? Basically, this was the order of events:

1920's	IQ started
1985	Dr. Reuven Bar-on, clinical psychologist and W.L. Payne started to include the IQ concept in his work.
1990	John Mayer and Peter Salovey both psychologists identified EQ as not being the same as having intellectual ability
1995	EQ becomes a worldwide concept mostly because of books published by Daniel Goleman.

Our level of intelligence is usually measured nowadays by our IQ. There are many tests and sites online mentioning you can improve your IQ, but what I read about, is that out IQ is set by the age of 3, after that it does not change

much. So how can you improve your work performance if you can barely change your IQ anymore? The answer is to improve your EQ.

How do you explain people with high IQ not moving up on their career, not being great leaders and people not following them? Because they can act very emotionally at times, say the wrong thing at the wrong time and not listen. They lack emotional intelligence. Having High IQ doesn't mean you have High EQ. We all know very smart professionals, brains in their area but who are rude, unsocial, not a people person. We don't all grow up to be great speakers or sellers or good at negotiations, but having a good control of your emotions will contribute to all areas of your life. So how do we do that? I will show you as we move forward in the book.

First, let me show you an example I have on a company I worked for.

I had colleagues that were somehow smart but arrogant, didn't really know about the technical things we were doing or developing and had the most stupid ideas for a new process or new ways to do things. You could see right away they wouldn't work but

IQ is set by the age of 3, after that it does not change much.

these colleagues of mine could sell the idea very well and if you would listen to them, even you could get hypnotized with what they say because they know how to please and work people. They could even convince you. They had a good EQ and I call them good car salesmen.

I also had very smart colleagues who really knew what they were talking about and they knew about the subject. The problem was their ability to keep it together when things didn't go the way they planned. They lashed out to their workers because they have a bad day or are being pressured by upper management.

You can have good EQ, control your emotions and have social awareness, anyone can. I remember the time I could not see things through the fog, I could feel inside something was wrong, but not really put my finger on it.

WHAT IS THE EQ DEFINITION?



Figure 2 - Photo courtesy of rawpixel

Daniel Goleman (mainly responsible for EQ to become a Worldwide phenomenon due to his book) from the Institute for Health and Human Potential defined EQ as:

“EQ is the ability to recognize, understand and manage our own emotions; Recognize, understand and influence the emotions of others.”

EQ can be radically changed, learned and used as a very strong asset to move on your career, in relationships and even in sports and area in life.

I am sure you know people who you think don't have an IQ as higher as you, who cannot do what you do or see what you see but who can have high EQ and move faster on their career. They have the ability to keep calm and focus when things are hard or under fire, to be quiet when needed and to say the right thing at the right time in the right way. They can read people's emotions very well, listen, look you in the eyes and see what you are really saying. They have empathy, know when you are lying, keep good relations, avoid burning bridges with other people, customers, avoid conflicts in general and read a room very fast.

How do you think they do it? Don't you think experience people with good EQ feel fear, stress, sadness, rage, and other kind of emotions? Yes, they all do but they learn through training or/and experience how to react to those feelings and control them.