

Work

Life

THE TOP 10 TOLERATIONS WE CAN GET RID OF USING OUR EMOTIONAL INTELLIGENCE

Highlights

- Using Emotional Intelligence to Get Rid of Tolerations
- Web Site for Travelers
- Your Fitness May Be in the Cards
- Are You Stuck and Unproductive?
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NAVIGATOR

Here are 10 top tolerations we all tend to have that we can get rid of by using our emotional intelligence.

1. Drifting.

Most of us start out the day with intentionality, i.e., we're full of things we want to accomplish. Chances are we immediately start chasing rabbits, i.e., we start responding to the requests and demands of others that pull us off track, and subtly the pressure begins to build. Sticking with our intentionality is the key.

2. Hating to say "no" or being unable to say "no."

Granted there are times when we wish there were more of us to go around, but there isn't. Most of us like to say "yes," but we need to learn to say "no." And we need to learn to say it without apologies and explanations. When we apologize, we're giving ourselves mixed messages.

3. Being inflexible about our needs.

Learn to operate from "preferences," rather than "needs," i.e., be flexible. There's really very little you can't get along without, if you think about it. You might prefer if it were sunny and you were sitting on a beach in the Bahamas, but it isn't, and you're not, and you're doing just fine. There are all sorts of emotional conditions you think you "need" that fit in the same category.

4. Having a dysfunctional social network.

Negative and demanding people sap our energy. If you have an excessive need to be needed in order to feel good about yourself, and therefore tolerate people who are sucking you dry, change this. Stop meeting their needs and unreasonable demands, and stop letting them into your life. Building a strong and supportive social network is an emotional intelligence competency.

5. Running on empty.

Emotional intelligence means living your life in such a way that you have reserves. It means taking care of yourself first. These can be reserves of energy, love, money, time, or any other sort of resource. Put your own oxygen mask on first.

6. Being fragmented.

Not operating from an "integrated self" results in lying to ourselves and others—staying in a marriage that doesn't work, or staying in a job we hate, or tolerating people around us we don't like. It means exaggerating our skills and attributes to others and presenting a false life from a false sense of self. Worst of all, it keeps us from knowing ourselves, and self-awareness is the keystone of emotional intelligence.

7. Agonizing over decisions and thinking too much.

The most important decisions need to be based on our feelings. Learning to use your intuition is a much more effective way

to make decisions than to get stuck in "analysis paralysis."

8. Judging.

Being judgmental is a tremendous waste of energy. It will pull you off task, alienate people, and damage you as well, because when we judge others, we put judgment into the equation, and must therefore judge ourselves. Forgive others and be relentlessly and adamantly self-forgiving.

9. Devastating ourselves with anger.

Emotions are our guides, and we need to let them flow through us, experiencing them but not getting stuck. When we're angry, don't express, don't suppress, process and confess! Expressing anger only makes it worse and is very damaging to your emotional and physical health. You can continue to be angry and do battle, but remember, to the victor goes the heart bypass!

10. Giving up, feeling defeated.

Building our resilience muscles helps us bounce back from setbacks, failures, and losses. It helps us bounce back faster and higher. Having an optimistic attitude is the facilitator of all the other emotional intelligence competencies.

(Source: Susan Dunn, M.A., Personal Life Coach.)

"You are not a product of your experiences, but of your perception of your experiences."
—Thea Swafford

WEB SITE PICKS

www.virtualtourist.com

Thinking about traveling? Looking for a source for trustworthy, useful information about destinations you want to visit? This site offers info about cool spots in visitors' hometowns. You can meet fellow travelers, share experiences, and get great insight from people who either live in or have just returned from the place you want to go.

The site is powered by over 250,000 members in 223 countries and territories, and it provides travel info you can use and trust. Do you want to find that off-the-beaten-path spot only a local would know about? Want to make friends around the world? Need a forum to share your travel stories and pictures? Visit this site.

FITNESS TIP

It's in the Cards!

The following is a fitness game for kids, but if your exercise routine is getting boring, this game might spice it up.

You will need a deck of cards. Select 10 cards, or deal all cards if you have 5 or more players. Each card represents a physical activity and the number of repetitions of that activity. The game works something like this:

Ace = Run or jog to a designated place.

King = Ten push-ups.

Queen = Ten high kicks.

Jack = Ten jumping jacks or straddle hops.

Joker = Free pass—no exercise.

Heart = Ten imaginary rope jumps.

Spade = That number of curl-ups.

Diamond = That number of toe raises.

Club = That number of toe touches.

Of course, you can change the cards to represent the exercises or activities that your kids like to do. Or maybe, just for fun, you might change the activities to represent physical challenges for yourself.

If you live in my heart, you live rent-free.
—Irish Proverb

HUMOR

A Good Pun Is Its Own Reward

Energizer Bunny arrested—charged with battery.

A man's home is his castle, in a manor of speaking.

A pessimist's blood type is always b-negative.

My wife really likes to make pottery, but to me it's just kiln time.

Dijon vu—the same mustard as before.

A Freudian slip is when you say one thing but mean your mother.

I used to work in a blanket factory, but it folded.

I used to be a lumberjack, but I just couldn't hack it, so they gave me the ax.

A hangover is the wrath of grapes.

Corduroy pillows are making headlines.

Is a book on voyeurism a peeping tome?

Dancing cheek-to-cheek is really a form of floor play.

Sea captains don't like crew cuts.

Does the name Pavlov ring a bell?

A successful diet is the triumph of mind over platter.

A gossip is someone with a great sense of rumor.

Without geometry, life is pointless.

When you dream in color, it's a pigment of your imagination.

Reading whilst sunbathing makes you well-red.

When two egotists meet, it's an I for an I.

"A happy person is not a person in a certain set of circumstances, but rather a person with a certain set of attitudes."—Hugh Downs, Veteran Journalist, Television Host

TIPS FOR LIFE

The Top 10 Things to Do When You Feel Stuck and Unproductive

Feeling stuck and unproductive is natural, and it can be caused by overwork, lack of momentum, a bad mood, a success block, the weather, and/or dozens of other factors. And, while it's helpful to understand why you're stuck and unproductive, sometimes it's just better to do one or more of the following PRACTICAL things:

1. Play the check-in game.

Call a friend/colleague and say, "I'm stuck/unproductive. Can I check in with you every hour for a couple of hours until I get cranking again?" This really works! And, your friend may want to play along too! Just share what you want to get done, specifically, between now and the next time you call in. Your friend would listen and accept what you're saying—or ask you to increase/decrease the goal for the hour. In either case, keep the check-in call to be less than five minutes.

2. Take a walk, go to the gym, go running, move your body.

Increasing your body's metabolism also

loosens up your mind and spirit, resulting in a greater energy flow. It's that simple.

3. Take a nap.

Sometimes your mind needs a break to work through an idea or block. Take a one- to three-hour nap and see if that helps.

4. Turn up the music.

I use music as a prompter, especially when I'm feeling like I'm dragging or alone. Rap, disco, and instrumentals work for me. And when I'm really stuck, Frank Sinatra does the trick.

5. Eat/drink something that you will respond to emotionally or physically.

If I'm REALLY stuck, I'll have a couple of cups of coffee—caffeine is a great un-blocker for me.

6. Completely clean up your work space.

It's said that "stuff" around you that's not in its place can be a drain of energy. When I get stuck, one of the first things I do is take 10 minutes and put things in piles, or file stuff away, or clear my immediate work area so that there's less stuff dragging me down.

7. Work on another task or project.

I don't know about you, but I'm not willing to push myself through a project that I'm just not in the mood to work on. So, I find a project/idea that I DO want to work on, and my productivity picks right up!

8. Have a schedule/routine.

A routine provides momentum, and momentum will keep you from getting stuck. So, schedule in an hour or three of dedicated work between appointments/calls/meetings.

9. Play the reward game.

This may not be spiritually healthy, but I'll give myself rewards when I finish a tough project—like a vacation, a trip, a shirt, a massage, etc. Whatever works!

10. Go on a trip.

I find that I'm especially creative when on a plane, train, or bus. So, sometimes, I'll book a 3- to 10-hour trip, bring my laptop, and be incredibly productive. And, financially, it's WORTH IT.

(Source: Copyright 2000, 2001, 2002, Thomas J. Leonard at <http://www.thomasleonard.com>)

COMMENTS ON LIFE

ON PUBLISHING OR PERISHING

I am returning this otherwise good typing paper to you because someone has printed gibberish all over it and put your name at the top.—English Professor, Ohio University

ON MARTIAL ARTS AND METAPHYSICS

Deja Fu: The feeling that somehow, somewhere, you've been kicked in the head like this before.

ON HUMILITY

To err is human; to moo, bovine.

ON DEEP THOUGHTS

A day without sunshine is like night.

ON YOUTH

Some people say that I must be a horrible person, but that's not true. I have the heart of a young boy. In a jar. On my desk.—Steven King

ON PROBLEM SOLVING

When the only tool you own is a hammer, every problem begins to resemble a nail.

ON MATERIALISM

He who dies with the most toys is, nonetheless, still dead.

ON INFINITY

If you had everything, where would you keep it?

ON ECONOMICS

The cost of living hasn't affected its popularity.

ON REVISIONIST HISTORY

What was sliced bread the greatest thing since?

ON MATERIAL SCIENCE

Character density: The number of very weird people in the office.

ON EXTINCTION

Save the whales. Collect the whole set.

ON LITERATURE

This is not a novel to be tossed aside lightly. It should be thrown with great force.
—Dorothy Parker

ON PROPHECY

The meek shall inherit the Earth—they are too weak to refuse.

ON WORLD POLITICS

Diplomacy is the art of saying "nice doggie" until you can find a rock.

"The world is filled with willing people; some willing to work, the rest willing to let them."
—Robert Frost, 1875–1963, American Poet

HEALTHY HOME TIPS

Nontoxic Cleaning Tips

BRASS: Sprinkle baking soda on the piece to be cleaned. Cut a lemon in half and squeeze the juice over the baking soda on the brass. Let it stand for one minute, then finish cleaning with the cut half of the lemon. Rinse with very hot water. Dry with a soft cotton cloth.

CHROME: To clean and shine, either sprinkle baking soda on the chrome or on a soft cotton cloth, and clean using a circular motion. Use another clean dry cloth to quickly give it a buff.

GREASE: Sprinkle baking soda over spot to be cleaned and let stand for a few minutes. Rub clean with a dry soft rag. Repeat if necessary.

MILDEW: To remove mildew from papers or book pages, dust them with cornstarch. Leave for a couple of days, then dust off.

SHOWER DOORS: Apply baking soda with a clean damp cloth to DRY doors. Clean and rinse with hot water. When dry, a light wiping with another clean dry rag with baby oil or lemon oil on it will make them look new with a light wiping down.

WHITE SOCKS: Boil in a big pot of water to which a slice of lemon has been added.

(Source: Carol DeLaurentis, Price Pottenger Nutrition Foundation.)

THOUGHT WAVES

Choosing with Power, Purpose, and Intention

The toughest part of life—whether personal or professional—is making the right choices. We teach our children that smart choices make for successful lives. Is that just empty rhetoric? Or do we really know how to make those smart choices for ourselves at work and at home.

In the cause/effect equation of life, cause is a more powerful place to stand. For many of us, our experience of work is that we are at the effect of (or victim to) the system. Being at the effect of something implies that we are without the capacity to choose, without the ability to cause something to take place, and are at the mercy of the choice someone else has made. The capacity to choose implies the presence of power. And yet, the power is not in the choice itself but in the process of the choosing.

The power does not reside in the end result of the choice but in the ability to choose again, and again, and again, allowing each subsequent choice to reflect new information, new experience, and new wisdom. We sometimes make choices and then believe that we must now live forever with that choice—that we cannot change our minds and choose again, or choose differently. And yet, movement is a sign of life. Each subsequent choice allows for the movement that is required in order for us to get on with our lives, to grow, to create new things to experience. Without movement, there is no indication of the presence of life. Without movement, things eventually die. With the power of choice comes the experience of creating. With the power of conscious choice comes the awareness that we have always been creating and can choose to create again and restructure our worlds.

The key to living at cause is noticing our response and deciding whether it gives us power or keeps us victims. When I think, "my team is making me do things I hate," "my boss is making me work too much overtime," etc., I ask myself, "how does being a

victim serve me; what rule do I have that says I have no choice; what responsibility am I avoiding; who would I become if I spoke my mind about this?"

More choice begins by noticing what I say that gives power to others. I write those down. Then I practice responses that let me live at cause.

Dr. Victor Frankl survived the Nazi death camps by discovering that he ultimately had choice in his emotional response to what was done to him. Do you or I have any less choice?

(Source: *Australian Business Magazine*, October 2001.)

"Until one is committed, there is hesitancy, the chance to draw back, always ineffective-ness. Concerning all acts of initiative and creation, there is one elementary truth to the ignorance of which kills countless ideas and splendid plans: that the moment one definitely commits oneself, then providence moves too. All sorts of things occur to help one that would never otherwise have occurred. A whole stream of events issues from the decision, raising in one's favor all manner of unforeseen incidents, meetings, and material assistance which no man could have dreamed would have come his way. Whatever you can do or dream you can, begin it. Boldness has genius, power, and magic in it. Begin it now!"—Goethe

HEALTH AND SPORTS

Soccer Risks for Children

Soccer players score significantly lower on tests that measure visual and verbal memory, visual analysis and planning, and mental flexibility.

Soccer has been growing in popularity in the U.S., but it is not 100-percent safe. "Heading" a soccer ball does not usually cause enough trauma to injure a player's head, but such trauma may result from player collisions.

Studies suggest long-term brain deficits among soccer players. Soccer players are slower at learning and remembering new material that they hear or see. According to the American Youth Soccer Organization, children under 10 should not head the ball.

(Source: Reuter's Medical Report, Physician's Online, May 1, 2002.)

WORDS OF WISDOM

Be Thankful

Be thankful that you don't already have everything you desire.

If you did, what would there be to look forward to?

Be thankful when you don't know something, for it gives you the opportunity to learn.

Be thankful for the difficult times. During those times you grow.

Be thankful for your limitations, because they give you opportunities for improvement.

Be thankful for each new challenge, because it will build your strength and character.

Be thankful for your mistakes. They will teach you valuable lessons.

Be thankful when you're tired and weary, because it means you've made an effort.

It's easy to be thankful for the good things. A life of rich fulfillment comes to those who are also thankful for the setbacks. Gratitude can turn a negative into a positive. Find a way to be thankful for your troubles, and they can become your blessings.
—Author Unknown

"You must constantly ask yourself these questions: Who am I around? What are they doing to me? What have they got me reading? What have they got me saying? Where do they have me going? What do they have me thinking? And most important, what do they have me becoming? Then ask yourself the big question: Is that okay?"—Jim Rohn

TECH TIP

Protect Your Privacy Online

As you know, there are many dot coms popping up all over the Web, some with useful content and some seemingly just platforms to build e-mail lists with the potential of selling your personal information to others. With organizations clamoring for your attention, there's never been a time when you need to be more careful when asked to give up your contact information.

Here are a few things to look for when you are considering subscribing to or sending away for "freebie" offers from dot coms:

On the Web site, try to find an actual name of someone associated with it, not just anonymous e-mail addresses.

Try (if you can) to determine the credentials of the publisher, director, editorial staff, etc.

Look for a telephone number on the Web site (and consider calling it to see if someone answers).

Look for a physical street address of the company asking for your personal info.

If it's requesting your e-mail address in exchange for "free" newsletters or other info, look for editorial content on the site, such as current newsletter issues, archived information, and so on.

Look for a privacy statement on the site. If there is one, look to see if any stated policy could allow them to sell your information to others.

Find out if the Web site includes a way to automatically "unsubscribe" or remove your e-mail address from the its database.

If you gave up the requested personal info, make sure you receive the free offer.

These are just guidelines, not meant to condemn any Web site. But it's always a good idea to protect your personal information by being cautious.

(Source: *Retirement & Financial Planning Report*, published by *FEDweek*.)

HEALTH TIPS

Less Sleep and Heart Disease

Men who frequently work long hours or get little sleep are twice as likely as other men to experience a nonfatal myocardial infarction (irreversible damage to the heart muscle), and frequent lack of rest enhances the risk.

In a case-controlled study, researchers compared the number of work hours that men, ages 40 to 79, had put in during the previous year, as well as their average amount of sleep on days off and on work days. Other cardiovascular risk factors, such as cigarette smoking, alcohol consumption, and body weight, were also considered.

Men who worked 61 hours a week or more during the past year were twice as likely to have a myocardial infarction as men who worked 40 hours a week or less. Men who slept five hours or less each working day during the previous year had twice the infarct risk of men who got more than five hours of sleep nightly.

The researchers also found that sleep deprivation in the previous week and lack of more than two days off in the previous month boosted the risk even further, suggesting that lack of rest may have a short-term effect as well as a long-term one.

(Source: *Occupational Environmental Medicine* 2002; 59: 447–451. Posted by Betty Kamen, Ph.D., and Dr. Michael Rosenbaum, M.D., <http://www.bettykamen.com>)

Water and Heart Disease

People who drink five or more glasses of water per day are less likely to experience a

fatal heart disease event than those who drink no more than two glasses per day.

Many of the body's conditions of risk that are directly related to coronary heart disease are known to increase with dehydration.

Intake of nonwater fluids, including juice, coffee, tea, and soft drinks, has just the opposite effect. Men and women who report high nonwater fluid intake are more likely to experience a fatal event than those reporting low intake. This may be because the higher intake of diuretic and high-energy beverages could result in more frequent and larger exposure to conditions that increase the risk of thrombosis and atherosclerosis.

(Source: *American Journal of Epidemiology* 2002; 155: 827–833. Posted at www.bettykamen.com by Betty Kamen, Ph.D., and Dr. Michael Rosenbaum, M.D.)

FINANCES

New Deals with Life Insurance

Replacing a life insurance policy used to be unthinkable, but now you should investigate the possibility. With Americans' life expectancy on the increase, insurance companies are lowering the premiums they charge. Therefore, if you have a life insurance policy issued as recently as three years ago, you should ask for an "in-force illustration." Ask for those illustrations to be run using realistic assumptions, such as current mortality rates and guaranteed rates of return as low as four percent.

Then compare the results to new policies that are available, perhaps from the same company. Often you'll find that you can cut premiums by 25 percent or more, or you can achieve a 33-percent increase in death benefits for the same premium, by taking out a new policy.

In some cases, individuals who have minor medical conditions previously would have had to pay higher premiums. Now, those same individuals might be given the opportunity to buy insurance at the lower rates. Therefore, you might be able to get better value on life insurance today, reflecting increased life expectancy.

(Source: *Retirement & Financial Planning Report*. Published by *FEDweek*.)

Questions/Comments to:

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An online version of this newsletter may be found at <http://www.hq.nasa.gov/office/codec/cc/navig-9.pdf>