

## Assess Your Emotional Presence

One of the most powerful questions you can ask yourself is “How am I feeling?” Get a sense of “What feels unfair?” or “What’s driving me crazy?” Then ask yourself, is that the feeling of a victim, villain or hero?

These questions have a number of aspects to them, some or all of which should be considered.

### Environment

- How does your working environment feel?
- Is it intimidating to you?
- Is it intimidating to others?
- Is there a way to make your surroundings feel safer and more inviting?
- Is there a place you can go to that would feel safer and more inviting?

### Body Language

With a 20-percent person, you want to use your hands to coax, encourage and inspire them up to 40 percent. You can beckon the person closer with your hands. Likewise, when someone is at 80 percent, you can gesture with your hands in such a way as to say stop so you can begin to speak. Otherwise, you might be in for a long monologue. At 40 percent, your body language is inclusive, open and inviting. You use your hands to include others. You are also aware that standing can be threatening and suggestive of 80-percent energy, especially around a 20-percent person.

### Tone of Voice

Our tone of voice usually accurately expresses our feelings. If you have a little girl or little boy voice, then you’re more likely closer to 20 percent. If your tone of voice expresses urgency or little feeling except perhaps for some anger, then you’ve moved past your 50 percent toward the 80-percent mark. A 40-percent voice is slower with a full tone, yet not overwhelming.

## Speaking

- ❑ In a conversation with someone, do both of you express yourselves an equal amount of the time (40 percent)?
- ❑ Or do you speak far too little and rarely contribute your own ideas (20 percent)?
- ❑ Conversely, do you monopolize the conversation (80 percent)?

## Eye Contact

Being at 40 percent means making eye contact without being confrontational. For men to stay on their side of the line in a conversation, sometimes it's easier if they go walking together, golfing or driving so as to reduce the amount of direct eye contact. Conversely, not making eye contact with a woman can signal your disinterest.

## Listening

Being a 40-percent listener is just as important as being a 40-percent speaker.

- ❑ How would you characterize your listening style? Can you listen and be present for five straight minutes without judging or interrupting someone?
- ❑ Do you find yourself being really attentive or perhaps thinking about something else? Is your listening clouded by pre-judgment or emotional baggage?
- ❑ Do you actually listen at 40 percent, or are you just waiting for an opening so you can begin talking?
- ❑ Do you repeat what you've heard to clarify your understanding and confirm that you are listening?
- ❑ When you give advice, is it only after it was *asked for*?