

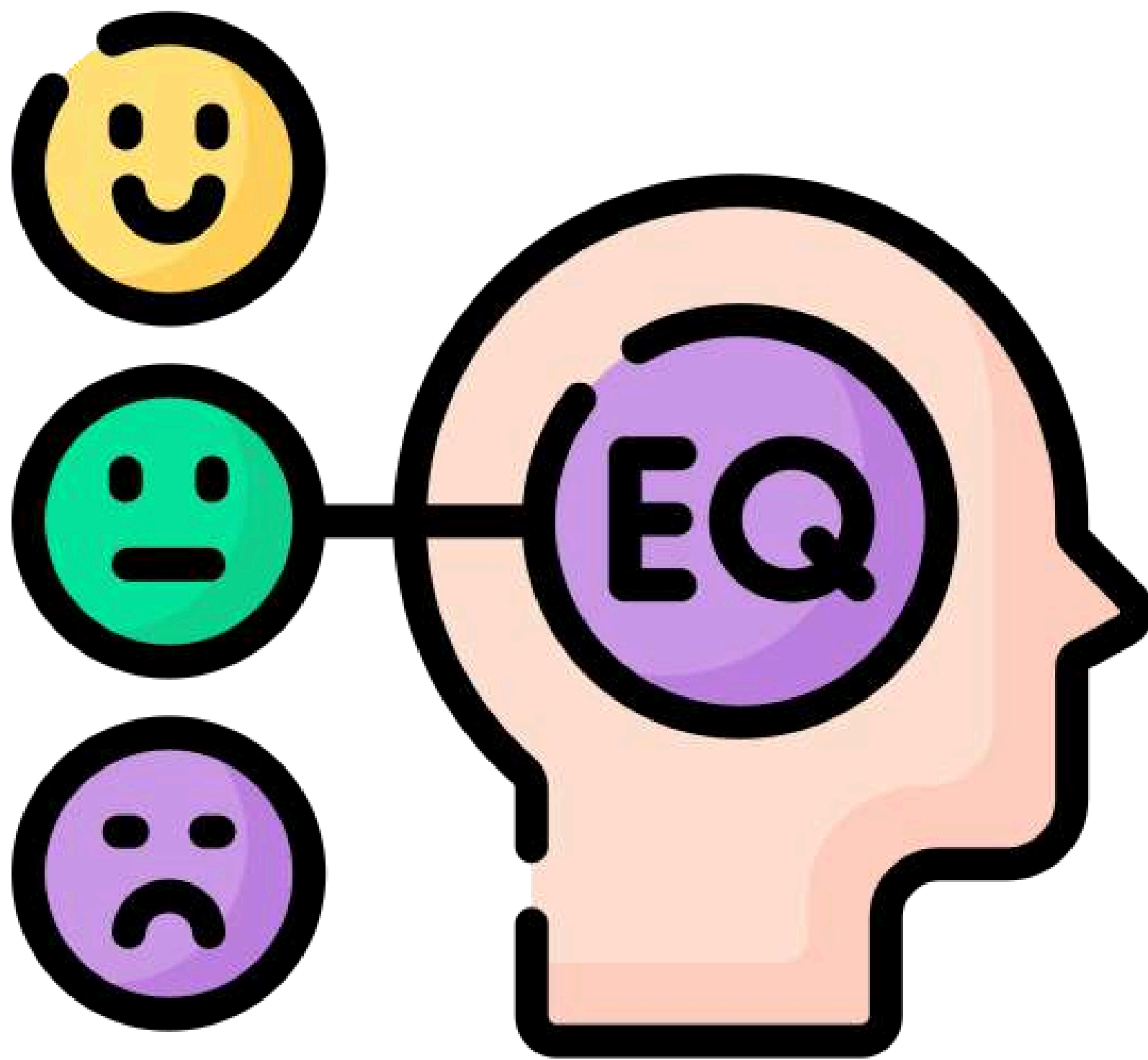
BEST SELLER

**EMOTIONAL
INTELLIGENCE
THROUGH
TRANSACTIONAL
ANALYSIS**

**SURESH MOHAN
SEMWAL**



INTRODUCTION TO FREEDOM AND EMOTIONAL INTELLIGENCE



Let me begin by asking you a question. I'm sure everybody wants to be happy, peaceful, satisfied, and successful in their respective lives. There is no prize for guessing that the answer is yes for all these things.

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DEFINING FREEDOM

My question to you is, what comes to your mind when I use the word freedom? How do you define freedom? What is freedom in your mind? Since we have limited time here, let me share my perspective on freedom.

To me, freedom simply means having options to choose from. When you have the availability of options and then do or say something out of those available options, it means you have freedom. If someone says they have freedom but actually have no options to choose from, that's not freedom. To be entitled to use the word freedom, you should have a minimum of three options to choose from, not two. If you have one option and you are doing that, that is not freedom, that is compulsion. If you have two and need to make a choice between them, that's a dilemma. Freedom starts with option number three. Until and unless you have a third option in your armory, you are not free.



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EXAMPLES OF FREEDOM

Let me give you one very basic example, and I'm sure some of you must have heard this: some people say that whenever they look at the face of a certain person, they get upset. By merely looking at someone's face, a person loses control over their state. It's a very common thing. I've heard people say, "Just by looking at his/her face, my mood gets spoiled." Have you not heard this? Now just imagine someone else showing themselves to you, and you get upset. What a dependent state that is. What a helpless state that is, that the other person didn't do anything but just appeared in front of you, and you lost control. That is a helpless state, not a very healthy state to live in.

TRUE FREEDOM IN RELATIONSHIPS

So when I say freedom, when that person comes in front of me, do I have the freedom or an option not to get upset? Do I have the option that, from tomorrow onwards, I am going to interact with this person in a different way without getting into this agitated, upset, depressed, or angry state? If not, we are living our lives full of compulsions. It's not freedom. If I am doing things in my life by my choices, which is option number three, minimum, only then I have freedom.

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MISUNDERSTANDING FREEDOM

Nowadays, some people, in the name of freedom, are compulsively rebellious. Compulsively. I mean, they will just rebel because they cannot do anything else. Some people have a limitation; they only reject. They only say no. And they say that's part of their freedom, that they don't say yes to anything. No. If that is happening because you have multiple options and are choosing it, then I agree. It's freedom. Otherwise, it is compulsiveness, it is compulsion. It is a helpless state.

THE ROLE OF EMOTIONAL INTELLIGENCE

Emotional intelligence and transactional analysis help us become in charge of our own state. And when I say state, I mean your emotional state and psychological state. And I'm sure, ladies and gentlemen, you would agree that you and I, as human beings, are a combination of physiological and psychological beings. Animals are predominantly physiological beings. Their psychological being is very negligible. In our case, we are now moved more by our psychology than our physiology sometimes. For a different person, it can be a different ratio. What really moves you?

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THE IMPORTANCE OF FREEDOM

Therefore, this is a very interesting topic, and people must learn something about it. Is it possible to take charge of our state and enjoy freedom in our lives, which is the real thing in life? When I ask people what they want in life, they generally say happiness, peace, satisfaction, success, and contribution. All these answers are absolutely correct. But all these things are not possible without experiencing freedom.

CREATING MORE OPTIONS

How do I create more options? And then do I have the ability to change my state according to the situation in front of me? Have you not seen sometimes—I'm sure those of you who are very senior—that something happened and you got upset? You're in a really bad mood now. Then another person comes into your cabin, an innocent person who has not made any mistake and is not at fault for anything. But now you are in a terrible state. Guess what? Your interaction and transaction with that person get influenced by your current state, even though your current state was not ignited or triggered by this person. The person or situation which triggered your last state has already gone, but you are still carrying on that state because we do not have the option to change our state willingly.

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PRACTICAL APPLICATION OF EMOTIONAL INTELLIGENCE

You must have heard the name Rockefeller, one of the first billionaires in the world, a very wealthy man. He was attending a marriage function, and at that event, he saw another rich man wearing a very expensive and good-looking tie pin. It was so attractive that everyone was talking about it. The person wearing that tie pin got a lot of attention. Rockefeller, of course, did not like that he was getting less attention than the tie pin of the other person.

So he came back from the function, dialed his jeweler or whoever, and said, "I have a function to attend next month. I need a tie pin studded with rubies, blue and black, whatever—price is no issue—but I need it delivered before this date. Price is no constraint." The jeweler started working on it and delivered the tie pin before the due date, along with the bill. Rockefeller saw the tie pin and really liked it, but when he saw the invoice, he thought it was too expensive.

Rockefeller sent back the box with an offer to the jeweler. His man went back to the jeweler, saying, "Sir, we liked your tie pin, but we don't like the price. Suppose the tie pin was costing \$25,000. This \$25,000 is too much. We don't think it deserves this kind of money. So here is a check for \$20,000. You take the check, I'll take the box back. If no, keep the box, I'm going back."

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The jeweler, of course, did not like this offer because he had worked really hard to make this kind of tie pin, and he thought it was a fair price. So he said, "No, I will not sell it for \$20,000. Keep the box here. Go." Rockefeller's person went back, but when the jeweler opened the box, he saw there was no tie pin. Rockefeller had given a check for \$25,000 in the box because he liked the tie pin so much. At the same time, he wanted to ensure that the price was right. He used emotional intelligence to get the right tie pin while feeling satisfied that he was not being overcharged.

This is an amazing example of how you can use your emotions by understanding them and then taking the right actions to handle the situation.

THE IMPORTANCE OF MOOD MANAGEMENT

So how to do it? Let us get straight into it. First of all, let me tell you, people get really confused when we talk about emotional intelligence. We use the term "emotional intelligence," but what people should focus on is mood management.

What is emotion? Emotion is energy in motion. Anything that puts you into motion is your emotion. But emotion per se will not impact your decision-making to a large extent. When emotions stay with us for a little longer, that leads to a physical manifestation in our system. Physical manifestation means you are now feeling something in your body.

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For example, when you are angry, your heartbeat, blood pressure, palpitation, and perspiration all change in your body. When there is a physical manifestation of energy, that is called a feeling. Otherwise, you see a scene, and your emotion gets triggered, but it is temporary, lasting only a few seconds, and does not impact you much. What impacts us are feelings, and when feelings stay with us for too long, they become our mood.

I'm sure you all have been using these words differently. The kind of mood you are in will decide what actions you will take and what choices you will make. If you are in a great mood, you are very forgiving. If you are in a great mood, your choices and expressions are different. Your mood is the bed on which these emotions and feelings do their dances. So, we need to learn what constitutes our mood bed.

ELEMENTS THAT INFLUENCE YOUR MOOD

As per my understanding, since we have limited time, let me share three things you can focus on now.

1. Environment: The first thing that creates your mood is your environment. Most of you must have heard of Jordan Peterson. Some of you must have read the book "12 Rules for Life" by Jordan Peterson. If not, I would seriously recommend that you read this book. The first thing he mentions is the environment. The kind of environment you are in triggers a certain state.

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For example, if you have a door that makes a squeaking noise, whether at the office or home, in your environment, there is something troubling and irritating you, and you're not fixing it. Every time that door opens, it adds irritation to the environment. When you have constant irritation in the environment, it leads to different responses. Many things in our environment are not in our control, but the main question is, what is there in my environment that is 100% in my control? Is your desk tidy? Is your car clean? Are the walls your favorite color? Do the artifacts around you give you pleasant feelings? Ask yourself about all those things in your control and make them right in your environment. Of course, you cannot correct the political, economic, or social environment around you. There are many things not in our control, but that's not the point. What is in my control in my environment that can keep me in a productive state rather than a damaging, destructive, or depressed state? Ask yourself, and I would encourage you to do so.

Wherever you are sitting right now, glance around your room. Are there a few things that need to be fixed? You might think it does not matter, but trust me, your subconscious is getting triggered by these things every day. You may be using generalizations not to focus on it, but your subconscious is recording everything. If there is a handle that needs to be fixed on any drawer, do it right now. Do it right now. Some of you might be thinking that in your environment, there are some people who need fixing. If that is in your control, please go ahead, be my guest, and do that. But I would assume that is not as much in your control as a doorknob. Fix that handle first before fixing that person.

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I'm sure some of you are very hygienic and tidy. You want things to be kept in the right place. So, your room, whether at home or the office, should be in a way that keeps you in a productive state.

2.Thoughts: The second element is thought. Everything starts and ends with thought. We've all heard it many times. This part of our body we call the thought factory, right? It's producing thoughts every second. The juicy part of a thought is called emotion. Emotion that stays long becomes feeling, and a feeling that stays longer becomes mood. I hope we are clear on this, but the genesis is with the thought.

Now, Facebook asks us every day, what's on your mind? What's on your mind? Ladies and gentlemen, if everything on our mind starts getting posted on Facebook automatically, I want you to imagine the consequence of it. If whatever is going on in our minds starts getting posted on Facebook, how many of us will be able to save our reputations? I leave this question to you. One of my participants said, "Oh man, I won't be able to come out of my home." Another said, "I won't be able to live in my own home." These kinds of nasty thoughts at times come to our minds. So what I generally say to people is, thank goodness, thank goodness there is some quality gate in our thought factory that is working. Not all the production happening here is getting dispatched. Because if every production here starts getting dispatched, the company will be locked, right? But the production is happening.

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So, those of you from the manufacturing industry would know the manufacturing formula: $I \times P = O$. Inputs, which means raw material, multiplied by process equals outcome/output. If I want to produce quality thoughts here, I need to work on the inputs. What creates my mood here is my inputs, my thought process, my vendor, where I take inputs from, my source of taking inputs, what kind of books I read, what kind of channels I watch, what kind of people I follow, what kind of role models I have. That triggers a certain kind of thought process. The values you carry create a certain kind of thought process in our system. This thought process, when multiplied by the environment, creates a mood.

3. Physiology: The third element is physiology. Your hardware. Just to do a simple exercise, can I request all of you, for a few seconds, make your spinal cord erect, just for a few seconds, please, if you don't mind. Spinal cord erect. Shoulders upright, chin up, right? Look slightly above your eye level. In this posture, I want you to feel sad. You can recall any sad event and let's see if you feel sad in this posture. I'm sure it's a difficult exercise to do. To feel sad, you need to be in your normal postures. By the way, your normal postures are wonderful for feeling sad.

Please understand, those of you who have studied neuro-linguistic programming or other behavioral sciences, your eye movement in a particular direction creates a certain kind of feeling in your system. Nowadays, practically, people are constantly watching something or the other on their cell phones, and their cell phones are generally not at eye level. So, they have to constantly look down to consume that information.

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For some people, that looking down happens so much that it puts them into a depressing state, irrespective of the content you are watching, because your eyes are constantly downwards. Have you not seen? When we feel shameful or sad, our eyes are always looking down. So, when your eyes are constantly looking down, that creates a certain mechanism in your hardware which puts you into a different state.

Therefore, I generally recommend that when people come to us with issues, I always tell them that after every 45 to 60 minutes, just look out of the window, look at the sky, just for a few seconds, and then come back to your chair, and your situation will improve.

CONCLUSION

There are three things, ladies and gentlemen, that create your mood bed. Your mood bed impacts your feelings, and your feelings are your emotions. So, number one, environment. Look around. In your environment, what can you work upon? Number two, your thought factory, your source of inputs. What kind of people do you hang around with most? What kind of books do you read? Your genre of books? Genre of songs? Now, if you are fond of listening to sad songs all the time and then you complain that people ditch you too much, or people don't like you, hey, come on, change the quality of songs that you like. By the way, first of all, is it not funny that people enjoy sad songs? You can't enjoy sad songs. Sadness is not something that you should celebrate. But anyway, this is what people do to themselves.

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INTRODUCTION TO **EMOTIONAL INTELLIGENCE**

The first thing that creates our mood bed is the environment. Number one.

THE POWER OF THOUGHT

Number two, everything starts and ends with thought. We've all heard it many times. This part of our body we call the thought factory, right? It's producing thoughts every second. The juicy part of a thought is called emotion. Emotion that stays long becomes feeling, and a feeling that stays longer becomes mood. I hope we are clear on this, but the genesis is with the thought.

UNDERSTANDING THOUGHT PROCESSES

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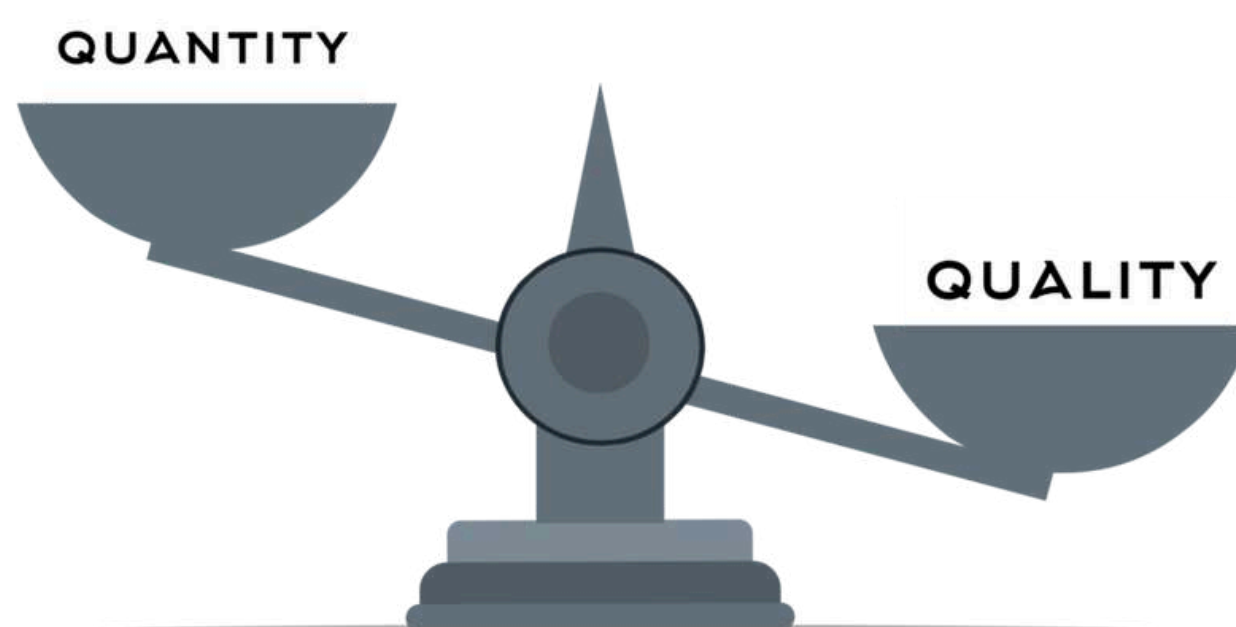
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INPUTS AND THOUGHT QUALITY

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PHYSIOLOGY AND EMOTIONAL STATES

The third thing that impacts the mood bed is your physiology, your hardware. Just to do a simple exercise, can I request all of you, for a few seconds, make your spinal cord erect, just for a few seconds, please, if you don't mind. Spinal cord erect. Shoulders upright, chin up, right? Look slightly above your eye level. In this posture, I want you to feel sad. You can recall any sad event and let's see if you feel sad in this posture. I'm sure it's a difficult exercise to do. To feel sad, you need to be in your normal postures. By the way, your normal postures are wonderful for feeling sad.



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THE ROLE OF EYE MOVEMENT

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IMPROVING YOUR STATE

Therefore, I generally recommend that when people come to us with issues, I always tell them that after every 45 to 60 minutes, just look out of the window, look at the sky, just for a few seconds, and then come back to your chair, and your situation will improve.

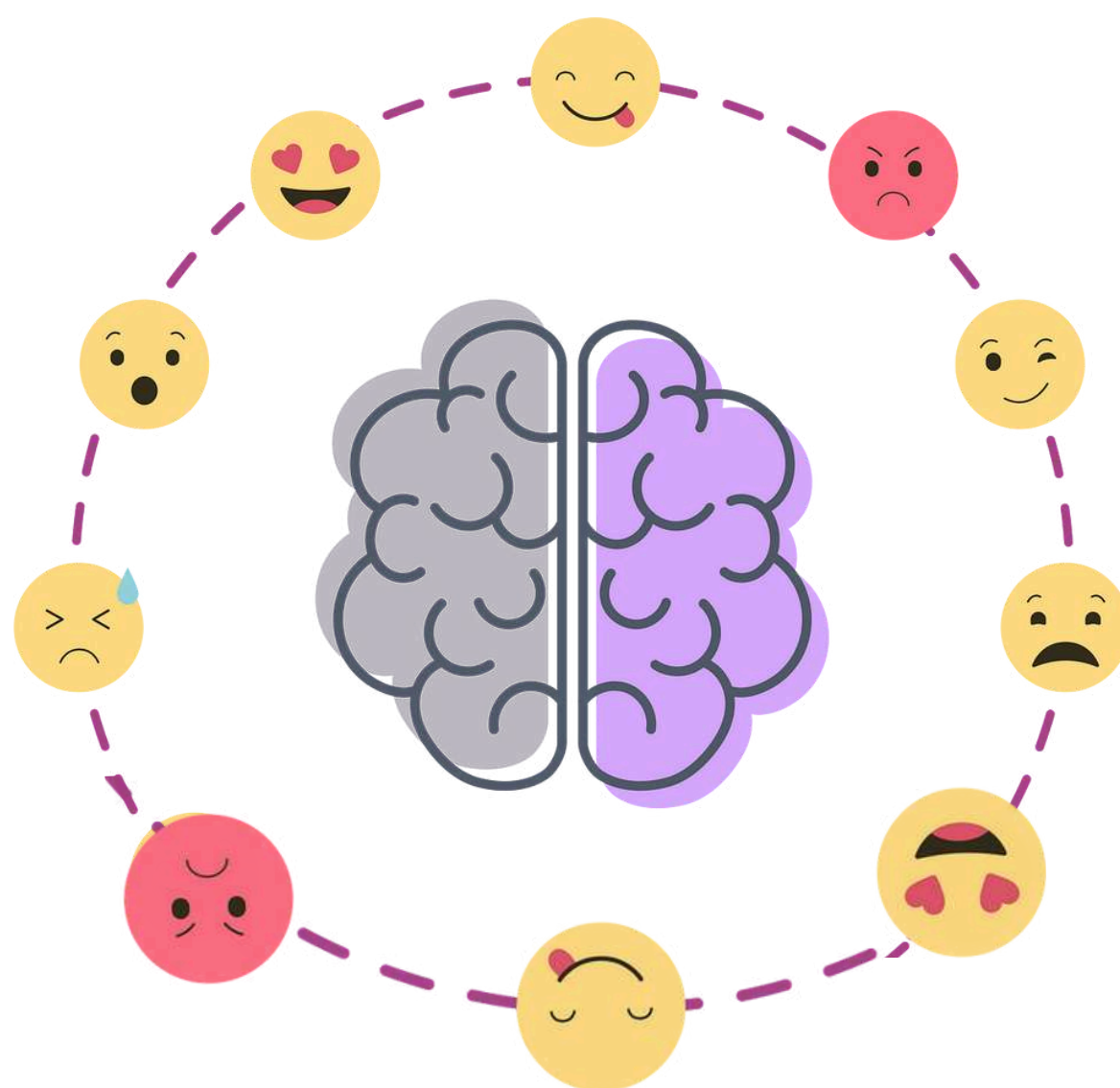
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The third thing I told you is your physiology. I'm sure all these three things are very much in your control. If you take care of these three, you can take charge of your emotional state.



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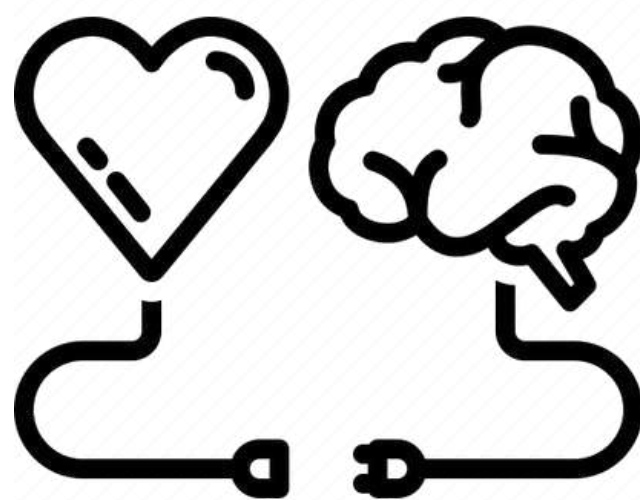


PRACTICING EMOTIONAL INTELLIGENCE

The next thing I would like to discuss, as I told you, is jumping straight into actionable steps you can take rather than delving into theories. One aspect of practicing emotional intelligence that I often see people overlook is the ability to observe. To change anything, you should first be able to observe that particular thing. If I cannot observe, I cannot acknowledge. If I cannot acknowledge, I cannot change. If I can't see something, I don't have focus on it. If I don't see it, how will I change it?

THE IMPORTANCE OF SLOWING DOWN

The first rule for practicing emotional intelligence is to slow down. Slowing down does not mean reducing your productivity. No. Slow is fast, and fast is slow. Do you understand that statement when it comes to relationships? Slow is fast, fast is slow. Let's discuss this. Slow is fast, fast is slow. What comes to your mind when you hear this statement?



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If I were to complicate this subject or impress you by showing off technical knowledge, I might talk about our primitive brain, occipital lobe, neocortex, frontal lobe, rational brain, and amygdala—fight, flight, freeze—all these things you hear in the name of emotional intelligence. But if I give you information about the amygdala, telling you what it does, can you do something about it? That's the point. Sharing knowledge about the amygdala might impress people, but it's not practical.

RESPONDING VS. REACTING

In practical terms, emotional intelligence means we should be able to respond rather than react. In simple terms, I should be able to respond to a situation rather than react impulsively or compulsively. But to respond, time is essential. If I haven't taken the time to analyze the situation and my response, it is not a response; it is a reaction. Slow is fast, and fast is slow. If I do not listen properly, how will I understand the actual scenario or situation? When I am in a hurry, I cannot pay attention. I cannot listen. Therefore, slow is fast, and fast is slow. People are quick to pass judgments. They do not want to take a few seconds to wait, see, and then do something about it. But no, they are constantly in a rush. Have you not seen when you are driving, and another driver is honking consistently and overtakes you? You and I might pass a judgment about this fellow being in a hurry, going to douse a fire. But we catch up with him at the next signal.

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JUDGING TOO QUICKLY

We have no clue what this person is going through, yet we pass a judgment on why he's doing this. Why are you in a hurry to pass that kind of judgment? It's our compulsive nature to not wait. We will pass some judgments. Would you agree, ladies and gentlemen? The less we know about anything, the more we pass judgment about it. So slow is fast, and fast is slow. You cannot go to a person and say, "I give you ten minutes to trust me," or "You have ten minutes to love me." You cannot do this with people in relationship building. Slow is fast, and fast is slow.

OBSERVING AND ADJUSTING

I recommend that the practical tip is to slow down and observe what approaches in your life are working and what are not. Have you not seen some people, and I am sure most of you who are senior here use this statement: "I have told you 1000 times, but still, you don't understand." If you have said something 1000 times and the person still doesn't understand, you should have understood that this way of communication is not working. But no, I am telling you one more time. It will be the 1001st time. What difference will it make? Slow down! This way of communication is not working with this person. Wait.



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CHANGING APPROACHES

People often face serious relationship issues. They have gone through multiple relationships, but none seem to work. If one or two don't work, it's understandable. Dozens not working? People are attracted to the same type of person, expecting different results each time. It's not going to happen. You might be using a particular marketing approach that is economical but not yielding results. Because it is economical, you persist with it and hope it works this time. You have tried it ten times; it has not worked. Now is the time to change your approach. But for that, you need time. Observe what is working in your behavior, communication, and actions, and what is not. Admit them. Even if you don't like the things that are working, but they are, admit them.

PRACTICAL TIPS FOR TEMPERAMENT

Slow down in your speech speed if you want to work on your temperament. Speak slowly, like I am now. I can speak at any speed by choice, but it's not my compulsive nature to be unable to speak fast, slow, or moderate. No. But speaking slowly gives your brain time to process information from the primitive brain to the neocortex. It allows you those seconds. Speak slowly. Sip water. Don't gulp water. Sip water. Don't gulp water. It will help you observe and practice emotional intelligence.

If you are typing emails or drafts, read them once more. Make it a habit to read twice before pressing send, even for a WhatsApp message. Slow down.

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UNDERSTANDING ANGER AND EMOTIONS

The next thing I would recommend to practice emotional intelligence (EI) is to address anger, an emotion people often talk about. Before I share my perspective, I'd like to know yours. What is anger? What does it represent? Emotions are temporary. They don't impact you much, but they are important. Emotions are neither good nor bad. They are messages, feedback. Energy in motion is emotion.

Let me ask you, how many of you have made blunders when you were in a happy state? Have you made blunders? We have made promises and commitments we should not have made when we were happy. On a lighter note, I generally encourage people not to get into relationships at marriage functions. You were in a happy state, highly spirited, receptive to getting married, and maybe desperate. A pleasant, happy state does not necessarily lead to positive outcomes.



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THE ROLE OF ANGER

On the other hand, how many of you have solved a big problem by getting angry? Has anger helped you? Yes, anger has been helpful; otherwise, you might have been mistreated. My point is, emotions are neither good nor bad. What makes them good or bad is whether I am in control of them or they control me.

UNDERSTANDING CONTROL

What is your definition of control? As per my understanding, to be in control, there have to be three S's: Start, Sustain, and Stop by my own choice. If I can start, sustain, and stop something by my choice, I am in control. But often, someone else triggers our emotional state, and we cannot sustain or stop it until we damage a few more situations. That's why emotions become problematic.

For example, it is acceptable if someone destroys us with false compliments but not with genuine feedback. People are willing to be ruined by fake appreciation rather than learn to handle genuine criticism. Isn't that funny? Compliments trigger a pleasant state, while developmental feedback triggers dislike. My states are triggered by others, and time decides when I will come out of this state—a risky state to live in.

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THE SOLUTION: EMOTIONAL INTELLIGENCE

The solution is emotional intelligence. The first element is self-awareness. My request to you is to create a mood journal. Your state impacts your decisions, and your decisions shape your destiny. Your state will decide what kind of decisions you take, and your decisions will shape your destiny.

CREATING A MOOD JOURNAL

Most of us have experienced our own best state—our resourceful, productive state. We have also experienced our own worst state, which we later regret. How could I say or do that? Sometimes, I've written emails like "I do hereby tender my resignation," and after sending it, I suddenly realize, "Oh my goodness, EMIs are due." The mail is gone, and it cannot be undone.

If I can start, sustain, and stop by my choice, that is control. Emotions are neither good nor bad. I need to handle them. The solution is awareness. To have more awareness, create your mood journal. Write what triggers your best state and what triggers your worst state. There are stimuli around us that trigger certain states. Have that manual ready so you can do something about it. Don't leave it to chance.

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PREPARING FOR THE DAY

If we live only once, we shouldn't waste it. Create your mood journal. What triggers your best state, and what triggers your worst state? Choose your actions accordingly.

Is there anyone here who has played a physical sport seriously at a professional level, or knows someone who has? Did you start playing straight away, or did you warm up before the game? Warm-up is necessary. No professional player hits the court or ground without a warm-up. Even a great player needs match fitness. Even if you are Virat Kohli, if you're not fit for today's game, you can't be part of the team. Match fitness is important.

EMOTIONAL WARM-UP

Our jobs are not physical; they are emotional, mental, and psychological. Do you do any emotional or psychological warm-up before going to your court? If not, there is a possibility of injury or losing control. Not just injury to you, but injury to others if you're not in your best productive state.

A friend of mine owns a manufacturing facility. He's temperamental. One day, we were supposed to have a lunch meeting. He's not punctual, so I double-checked with him. I called at 9:30 a.m. and asked, "Hey Malhotra, are we meeting for lunch today?" He said, "Semwal, it's good you called. Can we do it tomorrow?" I said, "No, tomorrow can't happen; I have a session. What happened today?" He said, "I'm in a bad mood since morning, so I'm thinking of going to the office."

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IMPACT OF MOOD ON **DECISION-MAKING**

Just imagine, the owner of a company in a bad mood decides to go to the office. Today, there will be review sessions and meetings that were postponed when he was in a good mood. Our state impacts our decision-making, and our decisions shape our destiny. We need to learn how to control it. Create a mood journal and do a mental warm-up every day.

Would you like to know how it looks? What should we do for a mental warm-up? Any ideas? Would you like to know?



Suresh Mohan Semwal



INTRODUCING **S.A.V.E.R.S.**

I recommend a technique called S.A.V.E.R.S. Please include these six activities. S.A.V.E.R.S. is an acronym for six activities. If you include these six activities in your routine, ladies and gentlemen, you will be in your best state to handle the day. I make only that kind of commitment to you that you will be able to handle your day if you include these six activities, not your life. And life is what? One day at a time. Isn't that true? So include these six activities.

QUALITY OF **LIFE AND GOALS**

Please allow me to say one more thing. This is not related to this topic, but it is important. Therefore I am saying it. The quality of our life is determined by the quality of our goals. Just give 10 seconds to this idea. The quality of our life is determined by the quality of our goals. And the quality of the goal will determine the quality of our activities in the routine. And the quality of the routine will make whatever we are today. Simple.

What I'm essentially saying is if there is no change in the routine, and when I say routine, it's actions on a daily basis. I have seen people who are part-time motivators. Part-time motivators mean once a month they are motivated. The rest of the month they are depressed. So they are part-time motivators. Part-time religious. Nine days of Navratri, man, you meet them, you feel that the most pious person on the planet is this person. But throughout nine days, he is waiting for the 10th day, actually. Right? So these part-time religious people.

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No, I would not make any judgment on anyone based on their deviations in behavior. I would seriously want to assess the person on the basis of their consistent behavior, not deviation. Of course, in a court of law, even deviation would matter. That you have committed murder only once, so you won't get capital punishment. It doesn't work like that. I am talking about general life. Like, even a very highly motivated person can be demotivated sometimes. But if it is once in a while, it is okay. You cannot call that person demotivated, right? It is like that, for example, because Rashmiji used Bhagavad Gita in the morning, Yudhishtira also lied once, right? Yudhishtira was also made to lie once. But that does not make us equal to Yudhishtira. You say that even Yudhishtira lied once. He only lied once in his life; that, too, he was forced to. And we don't even have a day when we don't lie. And we put ourselves equal to Yudhishtira. What a lopsided comparison. That is, right?

So routine, what do we do in our routine? See, you lose your temper occasionally. Understandable. Sometimes you feel jealous. Understandable. Sometimes you don't feel like waking up in the morning, don't feel like going for a walk. Understandable. But if you never feel like doing it, you do it only once a year and say that you can't do it sometimes, you are not a health freak, by the way. So put these six activities in your routine.

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THE SIX ACTIVITIES OF **S.A.V.E.R.S.**

What are these six activities? Number one activity. And by the way, before you start doing these activities, two additional suggestions. They might sound clichéd, but what do I do? The sun always rises in the east.

Number one suggestion is you should wake up early in the morning. Now, November, I guess, is not a very appropriate month for this suggestion. But what do I do? It is applicable in the winters too. You need to start early. When I say early, I don't mean 4 o'clock, 5 o'clock. If you can do that, great. But what I mean is you should have 30 minutes of me time in the morning. If you cannot have 30 minutes of me time in the early morning, you are taking chances with your day's productivity. Huge chances. And the more senior you are in hierarchy in your organization, the more important it is for you. More important for you. The more people report to you, the more it is a must for you that you should have 30 minutes of me time. Okay. Early in the morning.

The second additional suggestion that I have is once you wake up in the morning, the first 30 minutes, you should not be touching your cell phone or laptop. And for that matter, any gadget. To wake yourself up, if you are using those alarms on the phone, my suggestion is to buy an alarm clock. Don't use a phone for wake-up calls. Because you know about the phone, when you touch it to snooze it or stop it, after that, it gets stuck to your palm.

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You are not awake fully, and you are searching for the phone. Like the Prime Minister has handed over the country to you. Sir, who has taken care of the country till now, he will handle it for the next 30 minutes as well. You have some patience. Okay, so first 30 minutes. Let Modi handle the country. You handle your own state first. All right.

S - SIT STILL AND SILENT

The first activity, S - five minutes. You should sit still and silent. You should sit still and silent. Sitting and being silent is not problematic for most of us. I guess problematic for some of us can be being still, keeping your body still for five minutes. And this activity, by the way, is not my invention. It is recommended by Swami Vivekananda. And it's an amazingly fruitful and productive activity. Those of you who are spiritual in nature and are looking forward to something deeper, do this activity and let me know after 15 days what happened. Keep your body still for five minutes. No movement other than breathing. And then if you have that question in your mind, what about the thoughts? You cannot do anything about your thoughts in any case. So don't worry. Let them come. Just enjoy those and make sure that your body does not move. Let me tell you the reason why I'm saying it, so that you actually start practicing it.



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Please understand, and it, especially for those who are going into spirituality nowadays. For example, when you are sitting still and a thought comes, a nasty thought comes, a very ugly thought comes. Generally, you will find the moment these kinds of thoughts come, it leads to some reaction from the body. Okay. You move. But when you choose consciously that I will not be moving my body, whatever the thought is, this is the first time after certain practice you will be able to see the difference between your thought and you. You would be able to observe the thought not being associated with the thought. And that's an amazing, amazing development.

By the way, those of you who are not very spiritual in nature, no problem. After that, anyway, you'll be moving your body. Just keep it still for 5 minutes. Okay. So that is the first activity. Only five minutes. That is S. Sit still, silent.

A - AFFIRMATIONS

Then is A. A is affirmations. Affirmations. Now you should say something thrice. You say whatever by saying you feel productive, you feel great. You get into a desired state. You say that you want to chant a mantra. You chant a mantra. You want to say I am feeling great, I am feeling great, I am feeling great. I am okay with that. Anything by saying which you get into a desired state, you chant that for three times, five times, seven times, nine times, your choice. So it will take hardly two, three minutes.

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V - VISUALIZATION

The third thing that you should start to use is visualization. Please understand. Our mind has this amazing capacity of visualizing. In fact, most of the worry is nothing but visualization. Imagination. All the anxiety is imagination and visualization. It is being misused. What we should do is use visualization for our benefit. How? You should sit down with your eyes closed in the morning, preferably, and visualize your current day in advance. See your current day, your current activities, how you're going to handle them in advance. Not your life, just the current day. How you are negotiating through the day. What kind of results are you getting, right? So just watch that for 2-3 minutes. So that is visualization.

E - EXERCISE

The next one is very simple, exercise. Move your hardware as well. We should devote a minimum of 20 minutes to our hardware in the morning. Those of us who are 40 plus, it is no more optional, ladies and gentlemen. It is a must. Those of us who are below 40 as of now, you should also do it, otherwise it will become a must. 20 minutes of exercise early in the morning we must give to our hardware. It provides us more oxygenation to ourselves which creates more vibrance in the system. And then we are in our best state to handle the day.

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R - READING

The last two activities you are not supposed to do early in the morning. If you want, you can do it whenever you get time during the day. The next two activities, the R is reading. Reading. We must read. Now, whether you read it from the Internet, PDFs, I'm okay, but read. Read something which gives some useful content to your brain. Useful content. Don't just keep consuming everything that comes in front of you. Be selective. Be selective. Okay, so read. Read something which gives you some

S - SIT STILL AND SILENT

A - AFFIRMATIONS

V - VISUALIZATION

E - EXERCISE

R - READING



EXPRESSING AND EXPLAINING EMOTIONS

So, ladies and gentlemen, when it comes to emotional intelligence or handling emotions, you will generally find people either enduring unpleasant emotions or exploding, rather than expressing and explaining. Enduring unpleasant emotions is not healthy; that leads to disease. Dis-ease. Whenever we are not at ease, that leads to disease. This is a very clichéd thing. So, enduring unpleasant emotions is not okay. Exploding in an unhealthy way is again not okay for relationships. What people need to learn in emotional intelligence is how to express and explain.

Let me give you one more suggestion. Generally, I have seen—I am not very sure about you—but generally, I have seen people have very poor emotional vocabulary. Poor emotional vocabulary. For example, somebody's child has not secured certain grades, and the parent is saying, "I am angry at you. You are this, you are that. What will happen to your future?" So, the emotion that you are showing is anger, but the emotion that you are feeling is what? Concern, fear. A parent is feeling fearful for the child's future, but the emotion that you are displaying is anger, frustration, whereas you are concerned.



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So, the problem is when we are saying something else, feeling something else, that leads to miscommunication. And children always say, "You are always angry." He's not angry; he's just worried. But he doesn't look worried, he looks angry. And after that, whatever exchange of transactions happens between parent and child, of course, will be unproductive. So please work on your emotional vocabulary. Every time you are not angry. Sometimes you are sad, sometimes you are upset, sometimes you are disappointed, sometimes you are frustrated, sometimes you are rejected. Every time you are not angry, every time you are not sad, disappointed maybe. But our choice of words, our vocabulary is so limited that we end up communicating the wrong emotion.

Have you not seen that? "Oh no, I didn't mean what you think." He's not omniscient. Okay, so let me tell you in a crux, emotional intelligence (EI), self-awareness, self-regulation, self-motivation, empathy, social skills. You already know all that. But in a nutshell, if you were to see the practice of EI, I will call it RULER. RULER. And if you pay attention, you will find that we have discussed this RULER in the last one and a half hours.



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UNDERSTANDING RULER

So, what is RULER now? This concept, by the way, again, is not my original concept. This was created by Yale University, who are, by the way, the originals who have started this concept of emotional intelligence. Daniel Goldman made it popular, but the concept is designed, developed, and created by Yale University.

So, the RULER concept is:

- **R:** Our ability to recognize the emotion and state in self and others. Recognizing emotions and states in ourselves as well as in others. For that, I have told you to make your mood journal so that I can recognize.

- **U:** Understand the cause and consequence. Understand the cause and consequence. Cause of the emotion and consequence of the emotional behavior. Here, I think, in between, we missed discussing that particular point on anger. Anger generally is said to be triggered by some stimulus, which is right. It gets triggered by some stimulus. But I want you to think now about what I'm about to say. Anger is a tool that we use to get a desired result in the future. Let me repeat, anger is a tool to get a desired state/result in the future. When I am showing anger to my child because of those poor grades, what I want is that the child should focus more on studies. That's the desired state I want. And that is why, as of now, I feel I have no other option but to get angry. And that's why I'm using it as a tool. Now, whether I am getting that desired result in the future or not, that's a different story.

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But the purpose of anger is to get into a desired state. I shout at somebody because otherwise, the person is not listening. So, I want to establish my authority over that person by raising my voice. I want to communicate that, "Hey, I am the boss." So, this I want to get established in the future. And that is why I am showing anger. So, anger is a tool. It's a tool.

Some people who keep saying, "I don't have control over anger. I don't have control over anger." Come on. For example, suppose you have your subordinate in front of you, and you are in an angry state, and you are using certain words, you have a certain tone, certain body language, and at the same moment, a customer knocks at your door and enters your cabin, or your senior, for that matter, enters your cabin, will your physiology, will your tone change or not? Choice of your words will change or not. Come on, yes or no? So, it means you have the ability to control. You have the ability to change it. But in certain situations, I choose not to exercise that control, that I leave it to you. But as a concept, you cannot say, "I do not have control over my anger." The good news is we all have.

- **L:** Labeling right emotions, not labeling inappropriate emotions to situations. Because people do not have a rich vocabulary, they end up saying certain five, six words to express their emotions, which generally is not correct because we have limited time. I cannot go too much into detail on this, but if you were face-to-face with me in my three-day program, I would have gone for one full 90 minutes on this.

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.E: Explain and Express. Not Endure. Not suppress. An emotionally intelligent person means I will not endure. I will not explode. I will express. I will explain. Explaining your state appropriately. For example, you don't need to tolerate nonsense. You can always tell the person, "I feel _____ when you do _____." Express. I would really appreciate it if you could do this, this, this. Or stop doing this, this, this as it makes me feel this, this, this. Why not? At least say. And if you say that you've told many times but nothing has happened, change the approach. Change the approach. Okay? So explain.

•R: Regulate. Then take actions. An emotionally intelligent person regulates their emotions and takes actions accordingly. Instead of reacting impulsively, they respond thoughtfully. This involves choosing how to express emotions and deciding the best course of action to achieve desired outcomes.

In summary, practicing emotional intelligence involves recognizing and understanding emotions, labeling them accurately, expressing them constructively, and regulating responses to maintain healthy relationships and personal well-being.



INTRODUCTION TO TRANSACTIONAL ANALYSIS

Transactional analysis, as we all know, was started as a concept by Doctor Eric Berne. Fortunately, I am trained under that institute, Doctor Eric Berne Institute in the UK. This is a very fascinating philosophy, transactional analysis. As I think Rashmiji said at the beginning, TA actually is a theory of practically four things. Number one, it's a theory about personality; it's a theory about communication; it's a theory about relationship management. And it's a theory on some psychopathology.

PRACTICAL APPLICATION OF TRANSACTIONAL ANALYSIS

Now, what is the practical application for regular, ordinary, average people like you and me? Let us discuss that. To understand that, let me share a concept with you, and then you please tell me your opinion on it.

We all have three basic needs other than food, sleep, and shelter. I'm not talking about those three needs. Please understand, at a psychological level, we all have three needs which need to be fulfilled. There are three needs without which we cannot perform sanely in this world. In TA language, we call them hungers. Three hungers that we have.

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THE THREE HUNGERS

1.Stimulus Hunger: We have stimulus hunger. We cannot remain in this social structure without stimulus—physical stimulus, mental stimulus. Have you not seen some relationships which are dysfunctional relationships? I have seen a lot of couples having this complaint that their partner cannot match their intellectual capacities. "I cannot discuss certain things with my partner." And that's a big reason for my dissatisfaction in this relationship because I do not get that stimulus in this relationship. And I always ask people why they are looking for all the qualities in one person only. I mean, seriously? And then what do they do? Wherever they get intellectual stimulus from, they try to get physical with them. And that is how people end up spoiling their life. Because we can't live without external stimulus, physical as well as emotional. It's a mandatory requirement for ordinary beings like you and me. That's one.

2.Recognition Hunger: We cannot live without recognition. In simpler words, we call it attention. We have this hunger. Have you seen the kids in the family? If you tell them that some guests are coming so they should stay away from the drawing room for the next 2 hours, guess what? Maybe they won't enter the drawing room the whole day otherwise, but they will give 20 guest appearances in those 2 hours. Because attention, recognition—if you don't get that, you don't feel good. Have you not seen older people?

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If they feel neglected, they fall sick because that's how they get attention then. Because if they don't fall sick, their kids don't look at them. So they fall sick repeatedly. So this is our hunger.

3.Time and Space Structuring Hunger: We have a need to structure our time and space. Time structuring, space structuring—space, let's not discuss today. But time structuring is our need. Because if I am not dead, then I have time. What I want to do with my time is a different story. But I have time. So I have to do something with my time. I cannot be doing nothing if I'm alive and in my sane mind. I need to do something with my time. Have you not seen? In an aircraft, people have nothing to do. So what are they doing? Playing Candy Crush! Because you have to do something with your time. People running in Temple Run. Solving Sudoku. Means if you are not sleeping, and you are alive, you need to do something with your time. It's our need. You cannot live without it. And that decides what kind of quality of life we live.



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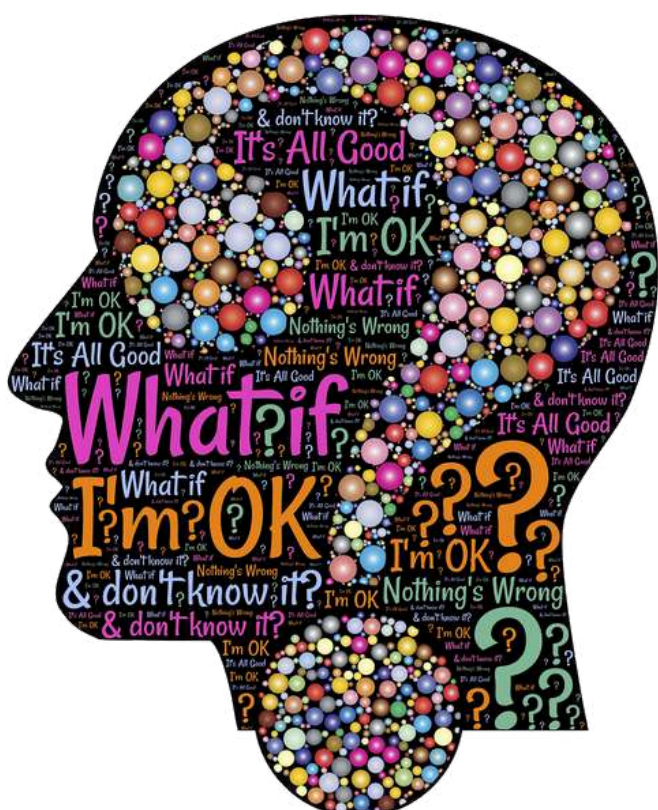


UNDERSTANDING **STROKES** IN TA

So now, in relationships, as per TA, we use a word for recognition—strokes. We all need strokes. Positive strokes, negative strokes, verbal strokes, non-verbal strokes, which is a form of recognition. We get conditional strokes, unconditional strokes. But without strokes, we cannot survive. A negative stroke is better than no stroke at all. Do you get that point? A negative stroke is better than no stroke at all. Have you not seen, those of you who are married, you would prefer to have a nagging discussion rather than be silent and peaceful? No, just say something and create a mess in your life but do something. No stroke we cannot handle. So either positive or negative, but strokes we all need. Conditional or unconditional.

QUESTIONS FOR **SELF-REFLECTION**

I am asking you a few questions. I want you to please note down those questions. And then later, at your discretion, leisure time, answer those questions. Because that will tell you why you behave the way you behave, why certain emotions get triggered in you, and why you keep responding in a particular way. There is a reason for that. What kind of strokes did you get when you were developing?



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1. Name someone. Name someone important to you when you were a child. All these answers you need to give to yourself. I'm just leaving you with the questions. Name someone important to you when you were a child. That is not necessarily a parent. It can be a parental figure, somebody who really had a lot of influence on you.

2. What did they stroke you for? What did they stroke you for? Positive stroke. Negative stroke. For example, those of you who are the eldest among your siblings. Now in India, if you have a 3-year-old kid, and then you get another kid, that 3-year-old kid is told that you are grown up now. The 3-year-old kid is grown up! "Now you have responsibilities," why? Because now there's someone younger than you. And then this child is given a lot of strokes for responsibility. Oh! You took great care of your sibling? Very good. So parents give a lot of strokes if you take care of your younger siblings. And guess what? That 3-year-old kid is now 50 years old, and his sibling is 47 now. But their behavior is still the same. The elder one is still acting responsibly, and the younger one is still acting like a kid. What kind of strokes you got that develops your personality. I said not necessarily. Sometimes, the kind of strokes we got develops an absolutely different personality. Opposite personality—rebellious. But then that personality is also a response, a rebellious response to the strokes that you got. That's my point.

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3. Do you still do those activities? Do you still do those activities? Now, some people, unfortunately, in their childhood, they have gotten a lot of unpleasant experiences in their life. They have seen troubled marriages of their parents. Maybe they themselves were abused in a certain way by some parental authoritarian figure. And that creates a certain personality in them. And that's the reason they are not able to get into a real relationship with real people.

Because what kind of strokes you got? Now in TA, when we get into deeper aspects, then we start realizing that I am not that child anymore. I am not in that situation anymore. But maybe my whole being is performing like that because I got a lot of strokes for that. And in TA technical language, we call it strokes economy. The problem with some people is they do not ask for positive strokes. They've done good work, but they are not being appreciated. They don't ask for it. They don't go and ask, "Sir, was my report okay?" Why? Because maybe in their childhood, something happened. So they have been told not to ask for compliments. If someone likes it, they will tell you. I say that if someone is not telling you, why don't you ask and confirm? You are not that child anymore. You are still not in school. You are still not with your parents. You are in a professional setup. But no, some people still, their personality is designed in childhood, unfortunately.



THE IMPORTANCE OF STROKES

Right. Some people do not give strokes. They do not give strokes. You know why? They didn't get strokes, so they don't want to give either. So strokes are very important. These are basic hungers. So when we are talking about relationships, communication, we need to understand these three basic things about people. People need stimulus, people need recognition, and people need to do something with their time. See if someone is in the office and is not doing office tasks and is not sleeping either, but he's doing something definitely! He's doing something, right? If he's not dead or sleeping and he's in the office, then he must be doing something. It is a reality that people are doing something with the time.

TIME STRUCTURING IN TA

I request everyone to please write. There are six things people do with their time structuring. And I want you to find out what percentage of your time goes into what kind of structure. So I'll be using technical language here because I can't change it, but I'll give you its technical explanations. So what do we do? What kind of activities? What kind of things? What kind of behavior do we do with the time?



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1. Withdrawal: Some people use their time for mental separation from physical proximity. They remain alone, aloof, disconnected. Even if they are in the room, they will be in a withdrawal state. They don't participate in conversation. They do not add, they do not ask. That is withdrawal. Maybe some of you are in the training room right now in a withdrawal state.

2. Rituals: We utilize our time in some rituals. Rituals are normal. Day-to-day hi's and hellos. In emotional intelligence, we call them social skills. Like we ask people, "How are you?" And suppose the person says, "Sit down. I'll tell you," you will not like that answer. It's a ritual question. That I ask "How are you?" You say, "Fine," and we all mind our own work. But if someone really starts explaining, you'll stop asking. So these are rituals. Certain activities are rituals—hi's and hellos, superficial, formal. But they don't mean anything else other than that. So we use time in some rituals too.

3. Pastimes: Pastimes mean repetitive conversations which lead nowhere. Hamas-Israel conflict. Who will form the government in Madhya Pradesh? None of these people discussing that will form the government. Only the ones who are contesting elections will form the government. And I'm not saying don't do this. Gossip also helps you to reduce stress, by the way. Gossiping helps to reduce stress. I'm not asking you to stop gossiping. So I'm just telling you that there is some part of our time that we use in pastimes. Repetitive conversations leading to nowhere. But the purpose is pastime. We know that we won't achieve anything with this conversation. Rather, the purpose is such that we do something which achieves nothing.



4. Activities: In TA language, we call them activities. Activities are now external, productive, leading to change, transformation that we call activity. Something meaningful, making things better, situation better. Like, for example, you are attending this program. It will go hopefully in the activities, not in the pastime.

5. Games: Unfortunately, there is one more thing that we do with our time in TA language. We call them games. Not the normal Sudoku or Temple Run or Candy Crush. No, games mean psychological games people play with each other. I would recommend if you have not read it already, read a book, "Games People Play" by Doctor Eric Berne. Two people sitting together the whole day, talking to each other the whole day, working together can be playing games with each other the whole day, the whole day. And it's a very fascinating world of human psychology that what kinds of games we play with each other. Have you not heard? Keep your friends close, and your enemies closer. Why? So that you can play games with them. So people play a lot of internal psychological games with each other. A lot of hints—direct, indirect, verbal, non-verbal—we keep giving. So a lot of games people play with each other. For a persecutor, there has to be a victim, right? And then there are some people who play the role of a rescuer, and for the rescuer to play his part, you need to have a victim in life. It is like how a firefighter needs to douse a fire somewhere to show his bravery. If there's no fire anywhere, how will he get his medal for bravery? So he needs to start a fire somewhere. So games people play—life as a rescuer, as a victim, as a persecutor. Oh, this is a fascinating world.

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But unfortunately, some people are using too much of their time in playing games. We all play games to some extent with some people around us, but some people are doing only this throughout the day. Games.

6. Intimacy: In TA language, we call it time that we use in intimacy. Intimacy here does not mean physical intimacy. Intimacy means open and candid conversation in which we give and receive feedback. We express, explain ourselves, and these conversations help the relationships to get further strengthened.

I would invite all of you to just mentally, when the session gets over, think that in my average day, what is my time structure? How much time am I devoting to which category? And that will tell you why you behave the way you behave. So this is called time structuring.



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INTRODUCTION TO **CONFLICT** **MANAGEMENT**

Now, let me tell you something about conflict management. Conflict happens to be a day-to-day part of our life. We have internal conflicts. We have external conflicts. We have social conflicts. I think the most difficult ones to handle are internal conflicts. Internal conflicts. External conflict is when it is with somebody else. Internal conflict is when we have confusion between two. That is internal. That is called a dilemma.

UNDERSTANDING DRIVERS IN **TRANSACTIONAL ANALYSIS**

Listen very carefully. As per transactional analysis, there are certain things that drive our behavior. In technical terms, we call them our drivers. TA, drivers. What drives our behavior? Let me share with you five drivers. In layman's language, for common understanding, drivers mean what drives your preference behaviors. What makes you choose from available options is your drivers. In simple language, drivers are the results, the positive results that you have gotten in your life. Some practical things which have worked in your life become your drivers

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For example, some people in their school life, if they were good to their parents, listened to all the instructions, did everything that the parents asked them to do, and behaved nicely in the classroom, did their homework on time, and were not rude to teachers. All these strokes that you got, and that gives you success, because parents start giving you a lot of strokes. Teachers start liking you, they start appreciating you in the group. So you start getting a lot of positive strokes in your life because of certain conduct, certain behavior, certain actions, that become your drivers.

THE FIVE DOMINANT DRIVERS

1. Please Others: That is one driver. Pleasing others has helped me to survive and thrive. That becomes my driver because it has always helped me. In my home, it helped me. In my classroom, it helped me. And then now, even in society, if I please my boss, the boss gives me the right ratings. If I please my customers, I do not say things that are unpleasant. Pleasing others has always been helpful for some of us. Pleasing others is an amazing driver.

However, what is a conflict for some people then? They have also read, they have also heard, they have also seen people with a lot of dignity, a lot of assertiveness. They have seen people who can call a spade a spade. They say it on the face. Somehow they cannot understand these people. Why? Because they don't care how the other person is feeling. They will say what they feel, right?

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What I'm saying is if there is a choice to be made between pleasing others and confronting somebody else, the chances are, if it hurts a little less to my dignity, but it helps me to sustain the relationship, I will go with my driver, not with the value. That's the point. There are certain values that we prefer in our life, and there are certain drivers which have worked in our life. Values we prefer, they are my preference, but they are my preference, but not a must. Must for me in life is drivers because they have shown me actual results. So I would not like to go with preferred. I will go with tried and tested, which is a driver.

Please listen very carefully, and once the session is over, you should mull over it. So the biggest conflict to handle, ladies and gentlemen, is when there is a conflict between my driver and the values, and the person that I am interacting with is undergoing the same conflict all the time. My understanding says people will prefer their driver over the value most of the time. I am not advocating it. I am not saying it is right, it is wrong. I am just stating the way I have observed. Whatever is tried & tested, people tend to go with that in terms of their own conduct and behavior.



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2. Be Strong: Second, for some people, the driver is "be strong," "be strong," "be strong." You got a lot of positive strokes for showing independence. You got a lot of positive strokes for not showing your true emotions. Like in India, they say, "Men don't cry!" You are a man, and you are crying? That's why they end up becoming alcoholics because they don't let them cry. They don't let them express or explain, and you have to do something else. And that's why you get a lot of heart issues. But be strong. You cannot show in adversity that you are nervous. No. You should always look in control. You should always be confident. So be strong.

Like these days, I see a lot of people while they are parenting their girls, their daughters. Oh, man. They keep telling them, be strong, be independent, be strong. Wonderful. You should not be dependent on anyone. And it has happened in the western world, so much so that now they have even started saying that we don't need men in our lives. Why do we need men in our life? I don't know whether women need men in their life or men need women in their life. That's not my expertise area, but so strong they have become. Be strong, which is okay. It gives you success, it gives you confidence, it gives you name, fame, acceptance. So for some people, be strong. So they hide their emotions. They suppress their emotions. Be strong.



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3.Try Hard: Third driver. For some people, try hard. Try hard. They have been told nothing significant comes easily in life. You need to try hard. The problem is if good things come into their life easily, they start doubting whether they are good or not. Because trying hard is something that I have lived my life on. Suppose you sent your resume to a company where you know you won't get selected, and guess what? They send you a letter. "Come, join us. You are selected in the interview." Then you start having second thoughts about the quality of the company. "Oh, they are hiring me? That means the company is not good." Because you did not have to try hard.

So for some people, trying hard. And as you can see, trying hard means you will be putting in more hours, you will be learning more, you will be upgrading your skills more, right? You will be making more sacrifices, which is good. And that leads to a lot of positive results in life. And that is why it becomes my driver. Try hard, do more than others, which is good. So that becomes a driver, not a problem. But suppose now you have a value of having fun. Life should be full of fun. Full of fun. And try harder. Now, this becomes a problem



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4. Hurry Up: Hurry up. I'm not asking you, this is the driver. Hurry up. Hurry up means for some people, speed has always been their strength. Speed has differentiated them from others. Quick. For them, speed matters. Not accuracy. Speed matters. They answer quickly, even if it is the wrong answer. Speed, of course, gives you an edge over others. Everyone else around you would appear lazy, like they don't know when they will answer. So for some people, speed has given them a lot of results, which is true for many of us. So that becomes our driver.

But then the challenge, if you are a speed-driven person, then you cannot appreciate those people around you who are process-driven, who are process-driven, who will take their time, but they will give you the right information. So if somebody is not matching your speed, you start passing judgments on the person. Because everybody may not have the same drivers. So for some people, hurry up. I am sure it must have happened with you as well. There are some bosses whenever they give you a task, they need it right now. They say, "Quickly" after every statement. "Hurry up! Do it immediately. Do it immediately." Suppose you do it immediately and you hand it over. After that, when you follow up about that task, "I haven't seen that yet," they will say. But you asked for it urgently? That is their driver. So hurry up. Amazing success driver. But then every driver has some flip side to it.



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5. Be Perfect: And the last one, be perfect. Be perfect. Now, this is an amazing driver to have. If there are some of you who have this driver, oh, you are the most reliable person around. Most dependable person around, which is very good. But the only challenge is you will have a lot of difficulty dealing with other people. A lot of difficulty. Because people around us generally will not have this driver. People are not perfect. Have you not seen people often say, "You can't even understand this small thing?" Now, is that small thing small from your perspective or their perspective? But what to do now? Their driver is to be perfect, which is good. It's a driver. It leads to success for sure. But then, as I have been saying, every driver has a flip side when it comes to dealing with other people. Because the other person may not match with your drivers all the time. Okay. The other person may not be able to match with your drivers all the time.



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PRACTICING THE FIVE A'S

5. Accept: The first A to practice all these things is Accept. Accept what? Accept that people are different, people are not like me. People are not perfect. Accept this fact. And please also accept you are a human being, not God. Everything in your life will not happen the way you intend it to happen all the time. Unfortunately, I have seen a lot of people, they keep asking this question, "I am not able to forgive this person in my life. I am not able to forgive this person in my life." And people are living with that pain that they are not able to forgive. They want to forgive. They want to get rid of this hatred towards that person. But they are not able to forgive that person. Guess what? The person that they are not able to forgive is not the other person. They are not able to forgive themselves that they could not do anything about it. Ladies and gentlemen, learn to forgive yourself too. You are not God that you can punish everyone. You are not God that you could have foresight all the time. Yes, we all make mistakes. Trust me. We all make mistakes. Accept this fact. Forgive yourself too. It's not about forgiving others. Trust me. The more important thing is forgiving yourself that you cannot do anything to that person. You could not do anything to that person. You made a mistake in judgment. It's all right. You are a human being. Accept the fact. Accept all these things and simplify your life. That's one. It's okay. All right. If there are some of you who say no, I cannot forgive myself. Then listen to the other A's that I am sharing.

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2. Avoid: Second, Avoid. You remember we discussed the mood manual. Avoid doing certain things that trigger your unpleasant state. Avoid making certain statements that trigger an undesired consequence. Avoid using certain tones and physiology which lead to an undesired consequence for you. Avoid. Don't show that innocence that "Oh, this happened with me again." If this happened to you by doing that, then don't do it this time. Avoid. A very simple example. I would say it is too simple. But what do I do? It's just too simple. I know a lot of people. They know that the moment I will have this particular food after 1 hour, my body will be giving me feedback from all places. But guess what? They'll eat it again. Avoid putting that food in your system which will give you unpleasant feelings for the rest of the day. Avoid. Similarly, avoid pressing the wrong buttons of other people which leads to undesired consequences. Come on. Avoid. Have this freedom. It's not my helplessness that I need to press that button of that other person. No, I choose not to press that button. Avoid.



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3. Adjust: Some of you may not like this. Number three, Adjust. And I am not talking about compromise. Adjustment is by choice. Compromise is compulsion. Okay. Adjust. You and I are not that great or that important that it is the world which is going to adjust to us. Trust me now. Our children, they live under this false understanding that the world will adjust to them the way their parents do. And then very soon they smell the coffee and they come back home depressed that they got insulted. You were a prince in your 3-bedroom apartment. Not for the world, understood? Your parents clapped when you finished your noodles. Your boss won't do. Just give him that report on time. Okay? So please understand. We need to adjust. I need to adjust as per the ego state of the other person. So that I can have desired results in my life. I will live in parent ego, I'll live in child ego. This rigidity will not help adjust. Campus life, corporate life are different. We got to adjust. But no, for some people, freedom means, "I am like that only." If you say this, then the other person will also say the same. And it leads to nowhere. No, adjust. Everybody has to adjust. So you see in your life where you need to make some adjustments. Not compromises. Compromises. When you are compromising on your values or principles. That is compromise. Drivers is adjustment. But see, I told you. People are compromising on values. Not adjusting on drivers. Which is a very funny thing to do. People should not be compromising on their values. Should be showing flexibility in drivers. Because there is no sure shot way of finding success like everyone finds success by trying hard or by being perfect.

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No, there's no sure shot way. Look around. There are many people who are not perfect in anything. But so damn successful, right? So have some adjustment in terms of drivers. Be fixed about your values. If you have, okay, adjust.

4. Act: Then number four, some people say, no, I will not accept, I will not avoid, I will not adjust. So then I say, okay. Act, action, do whatever you can do. Just try doing whatever actions you can take, whatever changes you can make. Just do it to improve your situation. Act, action, make changes.

5. Ask for Help: But then the problem with some people is they cannot even act. For them, this is the last A, Ask for help. Ask for help. Ask for help does not mean that you are weak. Ask for help is, as of now, I am not able to come up with the right solution for my situation. So let me ask somebody else. So not live with the same problem every day. Rather we should consult. Try asking.

Use a combination of these five A's to handle your personality, your communication, your relationships. If you are able to do all this, you are practicing emotional intelligence through transactional analysis even if you are unaware that you are using EI and TA tools.



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CONCLUSION: PRACTICING UBUNTU

Let me share with you one more concept which I have really liked. I do not know how many of you have heard the name, the word Ubuntu. Ubuntu. I am not talking about that software. That Linux-based software. Ubuntu is an African philosophy. So Ubuntu. So what is Ubuntu? Ubuntu is an African philosophy propagated for human beings. How should we live our life? I would encourage you to read books on Ubuntu. A very interesting book on Ubuntu. You should read "Games People Play," that book. Also, you should read. Ubuntu in a nutshell, in one line, if I were to share with you, Ubuntu is - I am because you are. I am because you are.

I am because you are, in simplified terms, means any identity that you and I operate from in our day-to-day transactions with people around us. We are operating from different, different identities. Like, for example, right now, my identity as a faculty or a speaker is only valid if I have listeners, participants. If there were no participants, no listeners, and I'm still saying the same things, I will not be called a speaker, I'll be called something else. So my identity as a speaker is because of the listeners. I am a father because I have children. My identity as a father is dependent on my children. All right, so every identity, I am a boss because I have a subordinate. I am an employee because I have an employer. So you and I are not self-sufficient in any of our identity that we carry.

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Therefore, we should be respectful to people around us. That's what this philosophy says. And a caveat, we should be respectful to people till the time they do not start misusing it. That's my personal understanding, because I'm yet to evolve to a great extent. So as of now, my understanding is I should be respectful to people till the time it is not being exploited. So practice Ubuntu. If you practice Ubuntu in combination with these five A's, if you show that flexibility, if you understand drivers, if you practice rulers, I can tell you that you will have an amazing time conducting yourself in relationships and communicating with people around.



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KEY TAKEAWAYS

In this final chapter, we consolidate the key insights and practical strategies discussed throughout the book "Emotional Intelligence Through Transactional Analysis." These takeaways are designed to help you harness the power of emotional intelligence and transactional analysis in both your personal and professional life.

UNDERSTANDING EMOTIONAL INTELLIGENCE

1. Self-Awareness:

Recognize and understand your emotions and how they affect your thoughts and behaviors. Keeping a mood journal can enhance your self-awareness by identifying triggers for your best and worst states.

2. Emotional Regulation:

Develop the ability to manage and control your emotions. Practice starting, sustaining, and stopping emotional states by choice to maintain control over your emotional well-being.

3. Mood Management:

Understand that emotions are energy in motion. By managing your mood, you can influence your actions and decisions. Focus on building a positive mood bed through environment, thoughts, and physiology.



TRANSACTIONAL ANALYSIS AND INTERPERSONAL SKILLS

4.Ego States and Transactions:

Learn about the three ego states—Parent, Adult, and Child—and how they influence your interactions. Strive for Adult-to-Adult transactions for effective communication.

5.Strokes and Recognition:

Recognize the importance of strokes, or units of recognition, in shaping behavior and relationships. Both positive and negative strokes can impact psychological well-being.

6.Drivers and Behavior Patterns:

Identify the five drivers (Be Perfect, Be Strong, Please Others, Hurry Up, Try Hard) that influence behavior. Understand how these drivers affect your actions and interactions with others.

PRACTICAL TECHNIQUES FOR EMOTIONAL RESILIENCE

7.S.A.V.E.R.S. Technique:

Implement the S.A.V.E.R.S. routine—Silence, Affirmations, Visualization, Exercise, Reading, and Scribbling—to enhance emotional resilience and start each day in a positive state.

8.Mindful Observation:

Slow down to observe your environment, thoughts, and reactions. Practicing mindfulness helps you respond thoughtfully rather than react impulsively.

9.Daily Emotional and Mental Warm-Up:

Prepare for the day with emotional and mental warm-up exercises, such as mindfulness, positive affirmations, and deep breathing, to boost emotional intelligence.

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BUILDING HEALTHY RELATIONSHIPS

10. Effective Communication:

Use transactional analysis techniques to improve communication and build stronger relationships. Pay attention to your ego states and strive for clear, empathetic communication.

11. Conflict Resolution:

Apply emotional intelligence and transactional analysis to resolve conflicts constructively. Focus on understanding different perspectives and finding common ground.

12. Personal Growth and Development:

Embrace continuous learning and self-improvement. Set clear goals and routines that align with your values to achieve personal and professional success.

CONCLUSION

Emotional intelligence and transactional analysis are powerful tools that can transform your interactions and enhance your overall well-being. By applying the insights and strategies discussed in this book, you can take charge of your emotions, improve your relationships, and achieve a more fulfilling and balanced life.

Suresh Mohan Semwal

