

Script

DANA: ... and that's why I wrote the book.

ALEX: So, what is emotional intelligence, Dana?

DANA: It's the ability to understand your own feelings and the emotions of other people and to use this understanding to change the way you behave and how you deal with others.

ALEX: And how can that help us?

DANA: Well, if you're good at judging your moods, more aware of when you're elated or apprehensive or depressed, you can make better choices about what to do and when to do it, so you're more likely to choose the right moment to do that unpleasant task you've been putting off, like mowing the lawn or tidying your room or doing your homework.

ALEX: Is there a right moment for chores like those?

DANA: Well, there are certainly times when they don't seem so bad. For example, if you've been sitting in front of your computer for hours, you might well be in the mood to mow the lawn. And emotional intelligence allows you to recognise that.

ALEX: Right.

DANA: Emotional intelligence also allows you to perceive other people's emotions more easily. It makes it a lot easier to decide how to react to them in order to get what you want and not to rub them up the wrong way; because if you do that, if you annoy people, it can just make things worse.

ALEX: Can you give us an example?

DANA: Well, there's one story that comes to mind. Last summer there was a young man who used to drive past my building late at night blasting out loud techno music. And one evening my downstairs neighbour lost his head and ran outside to confront him. He was absolutely furious, and he started shouting at the driver, saying he should be ashamed of himself, that he was an egotistical maniac who didn't care about other people, that it wasn't proper music he was listening to, just noise. That people like him should be banned from driving. And that young people today just don't have respect for anyone'

ALEX: And how did he react?

DANA: He was totally bewildered; didn't know what was going on. Then he realised that this madman was attacking two things he really cared about, his taste in music and his driving; *and* criticising another thing he couldn't do anything about, his age.

ALEX: So, did he turn down the volume?

DANA: No, he reacted aggressively and turned it up!

ALEX: Oh!

DANA: Anyway, about a week later, I was coming home when the guy parked his car opposite my building. The music was blaring out. Boom, boom, boom. So, I smiled at him and said 'that's some sound system you've got there' Now, it was obvious he was really proud of his car, so I complimented him on the way he'd done it up, and asked him lots of questions about it. Then we started talking about music and he explained why he thought techno was the best music for driving. And then, once I'd gained his confidence, I mentioned that my elderly neighbour is very

ill and that she gets quite distraught whenever she hears loud music, especially in the summer when the windows are open. *And I explained that I've got a little baby who goes to bed at eight and that sometimes his music wakes her up and makes her cry.* And he looked embarrassed and said he hadn't realised and he offered to turn down the music and close his car windows so as not to disturb us.

ALEX: Is emotional intelligence ... ?