

MIKE DIAMOND

Unbreakable Mindset

7 Week Long Program to Build an Unbreakable Mindset



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Course Overview

The Unbreakable Mindset Program is an intensive mindfulness based system incorporating the philosophy of a flexible mindset.

The seven week long program is designed to train people to face adversity, overcome obstacles, build resilience, manage stress and cultivate emotion and social intelligence in their personal and work relationships.

Week 1 - Fear And Stress

Management

Week 2 - Creating Solutions To Your Situations

Week 3 - Goal Setting And Time

Management

Week 4 - Removing Our Inner Critic

Week 5 - Closing The Gap

Week 6 - The Conscious Outlaw

Week 7 -

a - Will Power

b - Self Discipline

c - Emotional Intelligence

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Week 1 - Breaking Our Fears

ROLE

- R - Remove**
- O - Obstacles**
- L - Live**
- E - Empowered**

We must remove obstacles to live empowered. So, what are the obstacles that stand in the way of us finding our ROLE?

*Is it our age, height, weight?
The color of our skin, our eyes, or our hair?
Where we are born, the language we speak
or don't speak?*

I personally don't think it is any of these things. I believe there is one factor that rings true with anyone who succeeds in life. People that succeed in life do the work no matter how they feel, while unsuccessful people only do work when they feel good.

Why is this generally true? It's because successful people know how to manage their fears. We are faced with fear day and night no matter where we travel, or who we are with. We need to face our fears if we are going to succeed and be happy in life. Just by saying the word fear people start to get anxious and stressed. One thing that I always tell people is that there is no such thing as stress management, there is only fear management. When you can learn to manage your fear, you won't have anything to stress about.

FEAR

- F - False**
- E - Evidence**
- A - Appearing**
- R - Real**

When false evidence appears real most people...

- F - Forget**
- E - Everything**
- A - And**
- R - Run**

But instead we must...

- F - Face**
- E - Everything**
- A - And**
- R - Rise**

Yes, as simple as it sounds, we must face our fears to rise above it all. You may say "well that's easier than it sounds."

Before I show you how to conquer your fears, let's first take a look at fear and how it affects us in our life.

If you let people rent space in your head, they will own you and destroy you. No one knows the magic that lives inside you. And no one has the right to tell you your future. If you truly believe you can achieve something, deep in your soul, and are committed and do the work, nothing can stop you, except you. If you stand in line long enough guess what? You get to the front. Too many people quit before the magic happens. The only easy day was yesterday. It's time to face our fears and rise above them.

Managing our Fears and becoming greater than our environment is the key to our success.

Fight and Flight Mode

You have probably heard of fight or flight mode before. This is how you must respond to adversity in order to rise above pressure and make the most of your opportunities. To keep it simple, the easiest way to explain it is through our friends in the animal kingdom.



Animals live in fight or flight mode for their survival. Take a zebra for example. Imagine that he is on his lunch break eating berries near a watering hole. He senses something isn't right as there is a restless energy in the air. Little does he know that it's the lion's lunch break and he's on the menu. A lion is fast approaching about thirty feet away in the long grass, and about to enter into fight mode. The zebra will need to get his lunch to go or he's about to have a really bad day. When we sense danger, our body responds to that danger. There are many instances where people have shown super human strength to save loved ones when they go into fight or flight mode.

So now let's look at how to kick our fear in the butt. When we feel fear the first thing we have to do is **STOP. The STOP method** can be used when ever we feel any kind of disturbance in life.

S - Stop what you are doing.
T - Take a breath.

I actually suggest taking about five to ten slow, deep breaths. If you have ever watched a boxing match or UFC fight, the coaches will always tell the fighters to breathe as soon as the round is finished. When we sense danger, our body responds accordingly to help us. We go from our rest and digest mode to fight or flight. The parasympathetic nervous system switches to our sympathetic nervous system, blood rushes to our hands and feet, and we are ready for action. The only way to control our nervous system is through deep diaphragmatic breathing. When we are in our rest and digest system we can operate out of our pre-frontal cortex where we make all our executive decisions. When we are in fight or flight mode we are operating out of our lizard brains and only reacting to the present danger. That's why we don't make good decisions when we are charged with emotions, either anger or fear. Remember to BREATHE!

O - Observe your fear.

Four things are happening when you are afraid.

1. You're either afraid you're not going to get what you want.
2. Fearful you might lose what you have already got.
3. You are afraid of the future.
4. Or, you have guilt and shame for something you have done in the past.

P - Proceed to take actions to remove and conquer your fear.

Go through the list above and see if any of these affect you your life goals and dreams. We are all different and are impacted differently. One fear for one person makes no sense to another. But to be truly happy and successful, we must be able to accept the reality of fear and make it our friend. We must go through our fears daily and get used to facing them.

Once we create the habit of facing our fears they no longer exist. Think of a fear you had in the past that you don't have anymore. I remember when I first started to drive a stick shift. It seemed nearly impossible when I first got in the car. Clutch, gas, gears, mirrors, indicators. It was so hard to find the sweet spot, and I would grind them until I found them. But day by day, as I practiced and really focused, it finally all flowed. Think about things you have done and how you managed to rise above your fears when you did the work.

Step One: Stop meditation method and practice through work day.

Step Two: Fear inventory

Step Three: Awareness of Fear and negative emotions and inventory as it happens. Creating the gap between fear and acting on it.

Week 2 - Create Solutions To Your Situations

We all must accept the inevitability that we will be faced with problems in life. Not all problems are created the same, they have a gradient that includes: bad situations, unpleasant situations, unfortunate situations, and simply unfavorable situations. No matter how large the issue at hand is, our reactions to our problems define us. There are two types of people in the world. People that focus on the problem (the negative) and people that focus on the solution (the positive). It is a simple choice that we can make each and every day. Unlike animals, we always have a choice on how we can change the current situation. No matter how difficult, challenging, or how stressful, we can pick the best solution—and more importantly—the right outlook. If we focus on the negative, then that's all we will see. Whereas, if we focus on the positive, we will always find a solution to our problems—even if it's not immediately right in front of us. Our ability to problem solve and adapt to our ever-changing world is always the key to our survival. If we don't get out of our comfort zones, we will always be in trouble and we will never be able to create solutions to our problems. Learning the way to do this correctly is important, and it takes practice. No one is born 100% positive out of the womb. After all, our first noise is to scream and cry! Some people never stop being babies! All joking aside, it's vital to your unbreakable mindset to learn how to shape a positive identity.

Are you the type of person who likes to blame the world when things don't go your way? Or, do you look at the lessons learned, and experience gained by facing adversity and making mistakes?

We always have a choice to find a positive

in a negative, a solution to a situation.

Step One: Identify problem and take responsibility.

List of problems we might face which we have no control over

- *Hurricanes*
- *Earthquakes*
- *Tornados*
- *Bush Fires*
- *Terrorist Attacks*
- *Nuclear Attacks*
- *Car Accidents*
- *Being Burgled, Home Invasions*
- *Credit Card Fraud*
- *Being Laid Off*
- *Losing a Loved One*
- *Losing a Pet*
- *Getting a Divorce*
- *Getting Cancer*
- *Having Surgery*

Proper, Preparation, Prevents, Poor, Performance.

- **Step One:** Create a plan and always be prepared. What actions can we take to make sure we are always ready for worst case situations?
- **Step Two:** Diagnosis the problem.
- **Step Three:** Create from where we are. It's not having the best of everything it's making the best of everything.
- **Step Four:** Create a realistic plan.
- **Step Five:** Ask for help if you need it.
- **Step Six:** Keep it simple and stick to the basics.

Week 3 - Goal Setting

Goal Setting Marco and Micro

- 10 year
- 5 year
- 1 year
- Monthly
- Weekly
- Daily

List 10 Goals

Personal, Career, Spiritual, Family, Hobbies

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Important Questions to Ask

- **Purpose of the goals**
- **Plan:** Identity the steps needed to achieve the goal. Micro task line them up.
- **Priorities:** 80-20 rule map out the day and time spent on tasks in order of importance.
- **People:** Key people to help you reach goals who are they? Create a mastermind group to bounce your ideas off.
- **Places:** Set up an environment so you can succeed.
- **Perseverance:** Remember a bamboo tree takes 5 years to sprout then grows 90 feet in six week.
- **Patience:** Always have your purpose in mind and think big picture. Have faith in the process and delay gratification. The journey of 1000 miles is one step at a time.

Week 4 - Crushing Our Inner

How to Concur Your Inner Critic

Okay, so our inner critic can wrecked some havoc and chaos in our life, until I learned how to shut him down.

Then first thing we have to do when you recognize that you are doubting yourself because you've started listening to your inner critic is to learn how to separate your true self from your inner critic. We have to identify the internal negative voices and work out why they are there, before we can get rid of them.

It's important to be honest with ourselves and to confront our inner critic, head on. Our inner critic brings us nothing but pain and destroys our lives. Unfortunately, the people that are part of our inner critic don't know who you truly are. From this day forward you must focus on replacing the negative with the positive and reality of who you really are, which is amazing, smart, passionate, and full of purpose and drive.

Here is a simple technique you can use to help defeat the inner critic once and for all.

Once your inner critic is about to bash you when you make a mistake (because that's when he usually likes to talk shit) simply stop and become aware of the voice.

Stop. Take a Breathe. Observe. Proceed.

Ask yourself who the voice is and why it is there?

Then, write down the negative inner criticism and take a look at it.

What thoughts or feelings come up when you read the words you wrote down?

Try to identify how you feel when you become negative.

A Conscious Change Exercise

Any negative voices must be challenged and brought to the surface and exposed for what they really are.

For example:

What I'm hearing myself say: *I am an idiot, I am dumb stupid and my dreams are just a waste of time.*

Inner Critic: *My Father.*

Is the statement true or false?

Answer: *The statement is completely false.*

What is the truth?

The truth is I'm dyslexic and sometimes have trouble with reading and comprehension.

What can I do to help myself?

I constantly read and write to improve my skills.

What is an asset to being dyslexic?

Being dyslexic actually works in my favor, as an entrepreneur it allows be to be creative and think out of the box.

- Make a list of all the inner critic voices and work out where they come from.
- Once you do that look at whether they are true or false.
- Then, replace the negative voice with something more honest.
- Look at things you can do to improve yourself. Just telling yourself to be positive won't work if you don't know where the voice comes from.



Like any bully, once confronted, the inner critic isn't as bad as we make them out to be. Don't be bullied by your inner critic. It's time for you to make a stand and stand up for yourself. Don't be dishearten when you first start the good news is the inner critic can be reprogrammed. Just like a computer. We have to create and install a virus remover to remove all of the negative self talk stored in our subconscious minds.

Tools And Practices

- **Morning mind movies and inventory**
- **Afternoon inventory**
- **Evening mind movies**

Week 5 - Closing The Gap

There is no time but now. We have to close the gap between where we are and where we want to be in life.

Stories of Amazing People Who Weren't Skilled

David Goggins: *No* Isn't An Answer

David Goggins is the perfect example of both will and skill. Goggins has faced plenty of obstacles in his life, from dealing with asthma, sickle cell anemia, as well as psychological and physical abuse during his childhood. Goggins graduated high school with an abysmal 1.6 GPA. He was impressive by no means. But he had an even tougher roadblock standing in his way. He was obese and struggled to lose weight throughout his life.

In the late 90's, after spending years in the Air Force, Goggins who weighed close to 300 pounds was too heavy to make it through Navy Seal training. His dream was within an arms reach, and he wasn't able to conquer it because of his physical condition.

We can see already that Goggins is not a natural talent mentally or physically.

So what does Goggins do with these handicaps? He applies the will and skill and whatever it takes mindset to overcome all of the obstacles standing in his way. In less than three months, he got his weight down to 190 pounds! That's an incredible feat for any regular human being. On his first two attempts to make it in through BUD/S Navy SEAL training he failed, but then on his third attempt he passed securing the

coveted rank of Navy SEAL. This training takes nearly 6 months to complete, and it involves grueling physical training that rivals the toughest workouts on the planet. Of course, there's also the dreaded hell week, which makes most people want to quit—but not Goggins.

In 2005, when he decided to run an ultra marathon to raise money for a charity he weighed 280 pounds from years of powerlifting. He ran the marathon on his first attempt (a 100-mile race) in 24 hours. That's *all will, no skill needed!*

In May 2010, during a routine medical check up, his doctor discovered a birth defect known as atrial septal defect (ASD), better known as a hole in your heart, this made him only able to function at 75% capacity. This condition typically prevents people from doing activities such as scuba diving or anything at high altitude. Goggins made it through Navy SEAL training, all will and ran ultra marathons with little to no training, and a rare birth defect. He was all will, proving that it's not always about talent—but also about making the most of the will to do well.

The Short Quarterback

Doug Flutie was by all accounts an exceptional quarterback. He was fast, could throw for completion and distance, and was one of the smartest young players in the game.

However, when he sized up against NFL lineman, he was as tall standing up as they were in two-point stance. However, he could really play. And yet, many—including the coach of the Buffalo Bills, have benched him, or downplayed his success because of



his lack of height.

Success Stories

1. *Sam Walton owned a small chain of discount stores but didn't open his first true Walmart until he was 44 and never looked back.*
2. *Vera Wang was first known as an accomplished figure skater and fashion editor then when she decided to get married at the age of 40 she knew she wanted to be a designer. She commissioned her own wedding dress for \$10,000 and then opened her first bridal boutique the following year.*
3. *When people say something is impossible is that really the case? We hear people all the time defying the odds and going to the extremes and pushing the boundaries. For years, experts said it was impossible to run a 4-minute mile. It simply couldn't be done. They claimed that this feat was not only humanly impossible, but could kill you. The human body couldn't take the stress of running a 4-minute mile without the person's heart exploding out of their chest. Then, Roger Bannister broke the 4-minute barrier, and the world held it's breath. Would Bannister go home and die later? Would his heart suddenly burst at the seams? It didn't, as he lived until the age of 88. So how did he do it? How did he make the impossible, possible? Bannister wasn't the greatest runner England had produced, yet he somehow he managed to do the impossible. An ordinary man did an extraordinary thing. Bannister had a goal and a vision. He totally believed he could break the mile down into four simple parts to achieve the impossible. He honed his skills and took the macro goal and made micro goals. Remember you build a wall brick by brick. He tuned out the outside noise. Bannister knew in his heart he could do it. He knew intuitively that it would work. He visualized running the 3.59*

mile day and night--seeing every step of the way making it become his reality. He was relentless, even when he failed, he never quit on himself, knowing that it could be done if he kept grinding away.

Eagles love a storm. When clouds gather, eagles get excited. They use the storm winds to lift them higher. Once it finds the heart of the storm, eagles use the raging storm to lift them above the clouds. This gives the eagle the opportunity to glide and rest their wings.

In the meantime, all the other birds hide in branches and trees avoiding the storm.

Are you an eagle? Are some people born eagles? How can you train yourself to be an eagle? Will you face the storms of life to rise to greater heights, or will you hide from the storm and wait for it to pass?

Will you run into a burning building to save someone or when things get heated do you run out of the kitchen?

To be successful you are going to have to learn to be an eagle. To be a successful Dad you are going to have to learn to face the storm.

Life is full of storms and you are going to have to go through them.

Be an eagle. Face the storm and rise above it, don't run from your problems or push them aside. Don't block your feelings and hide what you feel. Be an eagle and get it done no matter what life throws at you.

The storm can't last forever.

No Excuses let's make a list of the skills we have to learn to become the best in our field and commit to daily practice.

Week 6 - The Conscious Outlaw

The 6 Principles of a Conscious Outlaw

1. A Conscious Outlaw is **calm, secure, doesn't complain, blame or play the victim.**

2. A Conscious Outlaw **creates solutions to situations and finds a positive in every negative situation** because they have the power to control their thoughts.

3. A Conscious Outlaw is in **control of their emotions, feelings and takes full responsibility of their actions.** They know that they have the freedom of choice as they know that no one can ever control them.

4. A Conscious Outlaw knows **life is not what happens to you but how you choose to react in the present moment.**

5. A Conscious Outlaw knows **life is about living with purpose and truth** no matter what is going on in the world around them.

6. A Conscious Outlaw **takes the road less traveled.** They don't follow in other people's footsteps. **They step to the side and create their own path for others to follow them.**

12 Values of a Conscious Outlaw

1. Accountability: Being responsible for how we act and treat others is a key principle to becoming the person we are meant to be.

2. Authenticity: Being honest, genuine, and real about how we feel. We act as our true selves and don't compromise our integrity to please others when we know what is right. If everyone is being racist, do we join the crowd or stand beside the person being mistreated?

3. Focus: Being able to concentrate on an activity by giving it our full attention.

4. Generosity: Engaging in the practice of being unselfish. Showing compassion to others and going outside ourselves to bring happiness expecting nothing in return.

5. Reliability: Doing what we say we will do. Being honest and showing up in life when people need us.

6. Patience: Having the ability to create a gap between what we feel and how we choose to respond to people when things don't go as we planned.

7. Being of service: To live with real purpose is to be of service to others. We all need money, but money is the effect, not the cause. Our cause should be to be of service, then the effect will be the money we receive for our work.

8. Hard working: Without hard work we get nothing. People that are jealous and envious are only like this because they fear hard work. Hard work always outshines talent.

9. Simplicity: Keeping things simple and in perspective allows us to live within our means. Once we lose the ability to be simple and only take what we need our egos take over. Once we feel more is better we are puppets to the world.

10. Discipline: No one that succeeds in life does it if they are undisciplined. Being disciplined and practicing good habits allows us to grind past people even if they started with more than us. Everything begins and ends with us. The values we believe in and the principles we practice daily create our life.



11. Empathy: The ability to show empathy, which includes understanding others' thoughts and feelings, helps you connect with others. Instead of judging or labeling others, you work hard to see things through their eyes. Empathy doesn't necessarily mean agreeing with another person's point of view. Rather, it's about striving to understand—which allows you to build deeper, more connected relationships.

12. You forgive and forget: Hanging on to resentment is like leaving a knife inside a wound. While the offending party moves on with their life, you never give yourself the chance to heal. When you forgive and forget, you prevent others from holding your emotions hostage—allowing you to move forward.

Week 7a - Will Power

We all want to be successful make money achieve our goals be discipline and better people. But without will power we have nothing. So why is it some people have more will power than others you might be thinking. Well let's take a closer look at why we don't have will power when we need it.

Our lives are full of temptations that tax our self-control and drain our willpower, but a growing body of research says you can make it through the day without losing your cool, and it isn't as hard as you think. First, you need to realize that doing anything you don't want to do—suppressing irritation at your mother-in-law, fighting an impulse to do something you shouldn't, completing a task when you want to quit—draws on the same storehouse of willpower.

But help is here: According to Roy Baumeister, PhD, director of social psychology at Florida State University, willpower functions like a muscle. It can be fatigued by overuse, but it can also be strengthened to make you more productive, less stressed, and happier. All you need are a few healthy habits to keep your willpower tank on full.

We need to make sure we get enough sleep lack of sleep will drain our will power tank. Exercise regularly, avoid junk foods, add in some meditation or hobbies. Hang out will people we like so we aren't always in fight or flight mode.

Here is a simple three step rule.

I will, I won't and I want.

Think of something you want to achieve like losing weight and need will power to achieve your goal.

*I will lose 30 pounds.
I won't binge late night on sweets
I want to be happy and healthy.*

*I will be more patient
I won't be so judgmental
I want to be a better husband.*

We have to break down our will power into three tasks to see where we fail.

Our will power gets drained during the day that's why late at night we have trouble staying disciplined. The longer more stressful the day the less will power Juice we have in the tank and the more we are likely to make bad choices against our goals. Look at the stress we are facing day and night and think of ways to maintain our willpower.

Study

When Baumesiter monitored workers in Germany, he was surprised to find that people spent between 3 and 4 hours per day resisting desires, the most common of which were urges to eat, sleep, take a break from work, and have sex. But Baumeister also found that people with strong self-control spent less time resisting desires than other people did. At first he was puzzled. If self-control is for resisting desires, why are people who have more of it using it less? Soon the explanation emerged: They're better at proactively arranging their lives to avoid problem situations. These are the folks who take the car to the shop before it breaks down, give themselves enough time to finish a project, and steer clear of all-you-can-eat buffets. They play offense instead of defense—which means they set themselves up so they have a realistic chance of succeeding.

Where there is a will there is always a way. Keeping grinding and you can shine.

Tasks:

- *Why do I want what I want?*
- *What am I willing to do to achieve my goals?*
- *What will I not do to make sure I don't get off track?*

Week 7b - Self Discipline

Self discipline is the ability to control ones emotions and overcome our weaknesses, impulses, urges and cravings. A self disciplined person knows how delay gratification, focus on the big picture and grind through to the end no matter how they feel or what they are faced with.

Everyone thinks Michael Jordan had it easy. Before becoming one of the best players in the history of basketball, Michael Jordan was a 5'11" aspiring high school sophomore rejected by his varsity team for being too short.

But according to Jordan, failure is just part of eventual success – take it from the man who led the Chicago Bulls to six NBA championships, won the Most Valuable Player award five times and starred in Space Jam (one of the best movies of all time, if you ask me).

"I have missed more than 9,000 shots in my career," Jordan has said. "I have lost almost 300 games. I have failed over and over and over again in my life. And that is why I succeed."

Ariana Huffington

Ariana Huffington is now known as founder and president of The Huffington Post, but she began her career as a writer.

Huffington's second book was rejected 36 times, and when she decided to create an online magazine, several friends and critics doubted the idea would take off.

But Huffington persisted, building The Huffington Post into a global organization that was acquired by AOL in 2011 for \$315 million. Pro tip from Huffington: "Perseverance is everything. Everybody has failures, but successful people keep on going."

Walt Disney

Before launching an empire that includes resorts, theme parks, film and television studios, retail and so much more, Walt Disney launched his first animation company in 1921.

He had relative success but was forced to go bankrupt after acquiring too much debt. It took Disney several other failures to finally become successful, including losing the rights to one of his most popular cartoon characters, Oswald the Lucky Rabbit. Even Mickey Mouse and Snow White were first dismissed by critics – until Disney proved them wrong.

The Benefits of Being Self Disciplined.

Self discipline people practice the self control to stick to a decision they make without getting distracted by outside temptations. They possess the strength to practice certain habits to help them overcome addictions, procrastination and constantly take inventory of their assets and liabilities.

12 Habits of Self Disciplined People:

1. Ability to Delay Gratification
2. They can persevere, persist and they don't procrastinate
3. They have self control
4. They set macro and micro goals
5. They practice meditation
6. They exercise daily
7. They are self aware
8. They have the ability to bounce back after a loss or failure
9. They prioritize and plan
10. They cultivate a flexible mindset
11. They have a life purpose, mission and live by principles
12. They cultivate and protect their will-power



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Self discipline people know that to be successful at any given takes they need to acquire certain skills. Unfortunately kids this day and age are always looking for the trophy before they achieve the goal. It's the tail wagging the dog.

10 Traits of an Undisciplined Person:

1. Lack of focus
2. Procrastination
3. Victim mentality
4. Lack of grit
5. Poor preparation
6. Fixed mindset
7. Fear of failure
8. Entitlement
9. Catastrophic thinking
10. Pessimistic attitude

We all know the importance of self discipline but most people would rather blame the world inside doing to the hard work to succeed. It's doesn't matter where you start in life a discipline person can always make there way to the top because they know how to put work people.

If you want more discipline, start by:

1. Becoming self aware of your bad hibits.
2. Understand the consequences of the choices you make.
3. Take responsibility for your choices.
4. Be aware when you get off track.
5. Set goals and stick to them no matter what.

When we learn to cultivate our will power, we can start to practice self discipline.

Week 7c - Emotional Intelligence

Here are 13 of them:

1. You think about feelings.

Emotional intelligence begins with what is called self- and social awareness, the ability to recognize emotions (and their impact) in both yourself and others.

That awareness begins with reflection. You ask questions like:

- *What are my emotional strengths? What are my weaknesses?*
- *How does my current mood affect my thoughts and decision making?*
- *What's going on under the surface that influences what others say or do?*

Pondering questions like these yield valuable insights that can be used to your advantage.

2. You pause.

The pause is as simple as taking a moment to stop and think before you speak or act. (Easy in theory, difficult in practice.) This can help save you from embarrassing moments or from making commitments too quickly.

In other words, pausing helps you refrain from making a permanent decision based on a temporary emotion.

3. You strive to control your thoughts.

You don't have much control over the emotion you experience in a given moment. But you can control your reaction to those emotions--by focusing on your thoughts. (As it's been said: You can't prevent a bird from landing on your head, but you can keep it

from building a nest.)

By striving to control your thoughts, you resist becoming a slave to your emotions, allowing yourself to live in a way that's in harmony with your goals and values.

4. You benefit from criticism.

Nobody enjoys negative feedback. But you know that criticism is a chance to learn, even if it's not delivered in the best way. And even when it's unfounded, it gives you a window into how others think.

When you receive negative feedback, you keep your emotions in check and ask yourself: *How can this make me better?*

5. You show authenticity.

Authenticity doesn't mean sharing everything about yourself, to everyone, all of the time. It does mean saying what you mean, meaning what you say, and sticking to your values and principles above all else.

You know not everyone will appreciate your sharing your thoughts and feelings. But the ones who matter will.

6. You demonstrate empathy.

The ability to show empathy, which includes understanding others' thoughts and feelings, helps you connect with others. Instead of judging or labeling others, you work hard to see things through their eyes.

Empathy doesn't necessarily mean agreeing with another person's point of view. Rather, it's about striving to understand--which allows you to build deeper, more connected relationships.

7. You praise others.

All humans crave acknowledgement and appreciation. When you commend others, you satisfy that craving and build trust in the process.

8. You give helpful feedback.

Negative feedback has great potential to hurt the feelings of others. Realizing this, you reframe criticism as constructive feedback, so the recipient sees it as helpful instead of harmful.

9. You apologize.

It takes strength and courage to be able to say you're sorry. But doing so demonstrates humility, a quality that will naturally draw others to you.

Emotional intelligence helps you realize that apologizing doesn't always mean you're wrong. It does mean valuing your relationship more than your ego.

10. You forgive and forget.

Hanging on to resentment is like leaving a knife inside a wound. While the offending party moves on with their life, you never give yourself the chance to heal.

When you forgive and forget, you prevent others from holding your emotions hostage--allowing you to move forward.

11. You keep your commitments.

It's common nowadays for people to break an agreement or commitment when they feel like it. Of course, bailing on an evening of Netflix with a friend will cause less harm than breaking a promise to your child or missing a major business deadline.

But when you make a habit of keeping your word--in things big and small--you develop a strong reputation for reliability and trustworthiness.

12. You help others.

One of the greatest ways to positively impact the emotions of others is to help them.

Most people don't really care where you graduated from, or even about your previous accomplishments. But what about the hours you're willing to take out of your schedule to listen or help out? Your readiness to get down in the trenches and work alongside them?

Actions like these build trust and inspire others to follow your lead when it counts.

13. You protect yourself from emotional sabotage.

You realize that emotional intelligence also has a dark side--such as when individuals attempt to manipulate others' emotions to promote a personal agenda or for some other selfish cause.

And that's why you continue to sharpen your own emotional intelligence--to protect yourself when they do.