

A note before we begin — from Noor

Welcome — and thank you for trusting me with thirty days of your attention.

I started my working life as a computer engineer. Machines do what you tell them. People — I learned, across a decade in finance and HR, and then across 2,400+ hours of professional coaching — do not. People come with feelings they can't name, words they can't say, conflicts they can't read, worries that win at 2am, and pressures they carry silently. The leaders, students, parents, and professionals I've worked with were never short on intelligence. What changed everything for them was a different skill set entirely: emotional intelligence, practiced in small daily mechanics.

That's what this workbook is. Not a book about EQ — a **practice book**. Five parts, five skill areas, each with a true story from my coaching room, two concrete tools with worked examples, fill-in exercises, and a 7-day plan. Fifteen to twenty minutes a day. You will write in this book as much as you read it.

A word on methods and credit. The five parts of this guide — *Know Yourself, Say It, Connect, Think Clearly, Hold Steady* — follow the five skill groups of the **EQ-i 2.0 model of emotional intelligence (Multi-Health Systems, MHS)**, the framework I am certified to assess and debrief. The wider field draws on the research of **Peter Salovey and John Mayer**, who first defined emotional intelligence scientifically, and **Daniel Goleman**, whose work brought it to the world. Everything in these pages is my own teaching built on that foundation — the stories are real (names and details changed), the tools are the ones my clients actually use, and the exercises are the ones that survived contact with real lives.

One honest note: the quiz you may have taken, and this workbook, are educational self-reflection tools — my own design, built on these frameworks. They are not the certified EQ-i 2.0 psychometric assessment, and they don't pretend to be. If this book shows you a growth edge you want to work on properly — with the validated instrument and a private debrief — the last page tells you how to find me. But nothing here requires that. These thirty days stand on their own.

My only request: don't just read. Do one tool. Write in one box. Try one sentence out loud. Emotional intelligence has never once grown from reading — it grows from practice, and practice is what this book is for.

With you for the next thirty days,

Noor Yousaf

Tool 2 — The Mood Map

Time: 2 minutes, 3× a day, for 7 days · Use: to find your patterns

For one week, note three check-ins a day — morning, afternoon, evening. Four columns:

When	The word (be precise)	What was happening	What I did next
Mon am	<i>apprehensive</i>	Presentation at 11	Rehearsed once, then walked 10 min
Mon pm	<i>proud</i>	It went well	Told no one. (Interesting.)
Mon eve	<i>flat</i>	Scrolling, avoiding sleep	—

Worked example — what a week reveals:

After 7 days, look for two things:

Recurring words. *One client found “rushed” appeared 11 times. It wasn’t an emotion problem — it was a calendar problem. Another found “invisible,” like my manager client above.*

What you did next. *Did you act on the feeling, scroll past it, eat over it, take it out on someone? Your pattern here is your growth edge in action.*

The Mood Map feels almost too simple. Do it anyway. A week of honest words on paper will show you something about yourself that years of vague self-awareness haven’t.

Your turn

1. Right now. Stop reading. Run the 3-Word Drill on this exact moment:

I feel _____ about _____ and it needs _____.

2. Set up your Mood Map. Copy the four-column table into your phone’s notes or a paper notebook. Set three gentle alarms: morning, afternoon, evening. Seven days. That’s it.

3. Stretch your vocabulary. “Bad” is not a feeling word — it’s a category. This week, when you’d normally write *bad*, *stressed* or *fine*, reach for the precise word: overwhelmed? embarrassed? excluded? unappreciated? restless? (The full list of 60+ precise feeling words is in the appendix — use it until you don’t need it.)

Reflection

1. What story are you currently telling yourself that you haven't fact-checked? What would the evidence page show?

2. Where does your impulse control hold beautifully — and where does it never hold? What's different about those two places?

3. Think of a decision you made inside an emotion. What did the emotion know that was true — and where did it drive you wrong?

Writing more than the lines allow? Grab a blank sheet or your tablet and continue — the page is a starting point, not a limit.

This week — your 7-day plan

- Day 1: One fear onto the evidence page. Facts only.
- Day 2: One 90-second pause before a hot reply. (Notice the urge. That's the practice.)
- Day 3: Separate one problem from its panic: “the problem is ____, the panic is ____.”
- Day 4: Catch one re-fire. Say it. Return to now.
- Day 5: 2am rule — one line on paper, back to sleep, page in the morning.
- Day 6: Apply both tools to one real decision, start to finish.
- Day 7: Write down which tool you actually used most, and one moment it changed:

Clarity is not the absence of emotion. It's emotion, cross-examined.

Next: Part 5 — Hold Steady. Why stress is information, the 60-second reset, and the energy audit that keeps steady people from quietly burning out.