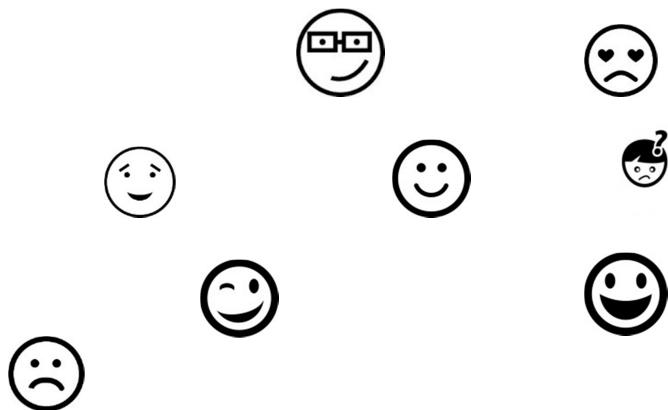


being Emotionally street-smart



Deep Mody

This book is an initiative to *'Give-Back'* to society

All I have learnt is from the world around me and I continue to use the knowledge to step-up in my life and be 'happy'. This is my attempt to give-back to society what it has helped me earn, to share my learning and knowledge.

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Introduction

Being 'Emotionally street-smart' is an expression that represents gaining emotional intelligence and using it in day-to-day life. Emotions are representation of how satisfied our Needs are, so to understand Emotions it is essential to understand what Needs are and how they impact Human Decision Making.

We all have our own micro-theories to explain; how does Human mind work, how do people make decisions, how to predict who would do what & when, how do people behave and why, what are emotions and how to deal with them, how to live life in 'best' way possible, etc.. But there is always something missing, the dilemma to listen to heart or brain, the sadness in spite of having everything one aimed for or lack of motivation to work for the 'obvious' target.

Here is an attempt to understand what drives Human Decision Making. Understanding basic human needs and forces that drive towards satisfying them. Role of Emotions. Role of culture and traditions including past experiences.

By the end of this book one can expect to have practical and usable methods to be 'Emotionally street-smart'. The topics covered here are a part of an in-depth informal research study and references mentioned are easily available on common search engines. The language is kept simple so the reader is not sent to dictionary.

To understand the concepts mentioned, it is highly recommended to reflect with your own experiences. Recognising relation to matter written here with your past experiences will help you gain better confidence in ways of using these tools and methods.

Hierarchy of Needs & Wants

Across various researches it is established that human beings have few well defined needs and a natural hierarchy is observed in which every person moves ahead. It is important to identify difference between Need and Want. To put it in simple words *Need is a basic necessity and Want is means to satisfy that Need.* You can change what you want, but you cannot change what you need¹.

Basic needs² are identified as physiological needs; physical requirements for human survival. Air, water, and food are metabolic requirements for survival in all animals, including humans. Clothing and shelter provide necessary protection from the elements. While maintaining an adequate birth rate shapes the intensity of the human sexual instinct, sexual competition may also shape said instinct. People are motivated to aim at advanced Needs of Love, Family, Friendship, Respect, etc. only after basic needs are taken care of.

Want is very complex in its functioning. We understand that it is means to satisfy a need,

but often every want has its focus on multiple needs. To understand it better let us discuss few simple examples, Need of hunger can be satisfied by either road side food or a fancy restaurant. However, fancy restaurant also satisfies Esteem need. Similarly need for protection from elements, shelter, can be satisfied by a simple hut, but having a big strong built house is again facilitating satisfaction of Security and Esteem needs.

Human Decision Making is always focused on satisfying Needs through Wants. It is important to identify all Needs associated with any Want. Basic Needs are simple to identify, but Needs like Esteem are more complex to understand. In further sections we will be discussing natural process that one tends to follow to satisfy these needs and what goes into defining the elements of that process.

Barter – way of life

People are highly dependent on others to satisfy their own needs. We build Relationships with other individuals with purpose of getting our needs satisfied. The rules of relationship are defined as we device various mechanisms, processes, way of functioning, etc. Few are clearly communicated and most are not, they are assumed to exist*.

*Psychological Contract between two individuals drives the unsaid and assumed expectations.

The entire process is driven by a common principle of Barter; exchange of 'satisfying needs' between two individuals. People in relationships (any kind; personal, professional, social, friends, family, etc.) put efforts helping others gain what they desire and in-turn seek from them what they personally desire. People have their own Individual theories about how the world works and what action leads to what result. These theories are developed by their learning, experience, traditions and operant conditioning*. These theories 'Define' an individual and their personality. We will be discussing more about it in sections ahead.

*Operant Conditioning - A learning process in which the likelihood of a specific behavior is increased or decreased through positive or negative reinforcement each time the behavior is exhibited, so that the subject comes to associate the pleasure or displeasure of the reinforcement with the behavior

Keeping the above in mind, it would not be incorrect to state that Human beings focus on their needs first, any or every act of doing something for others is with an underlying assumption (from their theories) of that act being beneficial to their personal satisfaction of needs. Unsatisfied needs are usually result of inconsistency of theories with realistic practical facts. To elaborate a little on it, instances when assumptions leading to predicted results are incorrect, the results are not what are desired. Emotions are result of satisfied or unsatisfied needs, we will be discussing more about it in sections ahead.

We will focus on few aspects of theories that make them effective. While we look at Barter in general, it requires two individuals who; Need something, Have what the other one wants and Have clear understanding of value of exchange. To understand this better I urge everyone to think of a relationship you are happy in and

another where you are not happy. List down the following:

1. Your Needs from the relationship.
2. How much capable is the other person of satisfying your Needs?
3. Other person's Needs.
4. How much capable are you of satisfying other person's Needs?
5. Are the values of exchange clearly defined?
6. Are those defined terms clearly communicated, understood and accepted?

It is generally observed that it is very easy to list down your Personal Needs and they are also often communicated. With little efforts even other person's Needs are recognised. What often gets ignored is capability of satisfying the other one's Needs and defining terms and values of exchange. Ofcourse it is not always feasible to articulate all terms and values of exchange, usually they are assumed to exist and non-verbally communicated by actions.

Credibility – currency for barter

As established earlier, relationships are driven by putting efforts in giving what the other one desires hoping to get what you desire. But the question is how much to invest in at first? Invest in-terms of time, energy, money, space of mind, etc. Credibility of a person to deliver your desires in exchange of your efforts defines your level of relationship. My relationship is very close to my best friend because she has proved her capability in delivering to my expectations, so I do not mind investing or putting lot of efforts for something she desires as I know I will get my returns. Closer relationship means very high credibility.

Usually Credibility for a person whom you're interacting with for the first time is defined by your past experiences with that 'kind' of person. We tend to look at stereotype of individuals. Reiterating, Our Individual theories of how the world works are largely dependent on our past experiences, learning, traditions and operant conditioning.

The estimate of efforts to be invested in an individual, you're interacting with for the first time, is a result of mix of Credibility we derive at (as mentioned in previous para) and capability of that individual to satisfy our Need. Let us take a random example of men being readily available to help unknown 'attractive' women. Possibly those men do that because their Individual theory tell them that wooing women by giving what they desire can make that woman give them what they want and one has to invest more than usual to gain attention of such attractive woman. Also possibly they can see capability of that woman to enormously satisfy their sexual need and Esteem need (holding their head high proudly by being with an attractive woman).

I once again urge reader to reflect on the concepts with their past experiences and decide to accept.

Understanding advanced Needs

Security

While we have formulated basis of human relationships and exchange of 'satisfaction of needs', it is also important to understand that once our Needs are satisfied and we are in 'Happy' state, we want it to be that way forever. Relationships flourish when both individuals involved continue to satisfy each other's needs. The theories they both have developed about how things work and their mutual agreement of value exchange of needs are in perfect sync.

Such relationships carry individuals with some crucial understanding about constant change. As discussed earlier, individual Needs change in hierarchical order, where satisfaction of one need leads to craving for another. Each of the individuals involved should increase their individual capability of delivering changing needs of other and also revise their value exchange terms constantly. This is a skill that a person develops over period of time. As mentioned in brief earlier that Individual theories about how things work are developed and improved as

experiences add, such delicate management of relationships to make them last longer requires time & efforts.

Need for Security or say consistently satisfying all other Needs is an important aspect of Human Decision Making.

Love

Love is often most admired Need and most desired. What makes it so? Let us look at definition of Love. Love is defined as a *profoundly tender, passionate affection for another person; to have a strong liking for; take great pleasure in; to need or require; benefit greatly from*³. Maintaining the reference we are using in this text, it is desire to have a relationship where Needs are immensely satisfied. Often relationships which cater to satisfying almost all Needs and in highly satisfying manner. The person you Love has high credibility to satisfy your multiple Needs. Often we come across instances when one is in Love with other, but not necessarily the other way around. In this case when we look at things from

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