



# Working in the Smart Zone™ Pocket Guide by Susan Fletcher, Ph.D.

## Introduction

With more than 15 years practicing psychology, I have seen an obvious trend where worry and stress drain intelligence and hold back individual performance. I see this in my private practice and when I am speaking at events and for corporations. In our work to help improve performance, Smart Zone™ Solutions has developed strategies to help people stay in the Smart Zone™.

The Smart Zone™ is where you work to the best of your ability:

- Emotionally
- Behaviorally
- Intellectually

People who work in the Smart Zone™ function at their best. They are more productive, more efficient, and are better able to communicate effectively. Out of the Smart Zone™

you are less productive, less efficient, and performance suffers.

A key component to being in the Smart Zone™ is Emotional Intelligence (EQ). EQ is the set of skills people use to achieve optimal performance. Thoughts and emotions are the building blocks of performance and expert self-management. Emotions provide the energy to execute our best thinking. A growing body of research indicates that Emotional Intelligence is a better predictor of success in life than Cognitive Intelligence (IQ).

The Working in the Smart Zone™ Pocket Guide provides information on how to be more productive, more efficient, a better communicator, and more satisfied at work and home.

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**The Smart Zone™ Model**

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**The Smart Zone™ Model**

In The Smart!Zone.  
More Productive  
More Efficient

Manage Perception	Communication
Solution Oriented	Manage Stress
Negative Drama Out	Manage Change
Manage Mood	Sanity Sustained
Value Opportunity	Smart Zone Secret

↑ Emotional Intelligence

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**Emotional Intelligence**

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**Emotional Intelligence**

The major influence that guides the theory of Working in the Smart Zone™ is the concept of Emotional Intelligence. Emotional Intelligence provides the common thread that connects the different components of The Smart Zone™ Model.

Emotional Intelligence is the capacity for:

- recognizing our own feelings
- recognizing the feelings of others
- motivating ourselves
- managing emotions in ourselves and in our relationships.

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