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Emotional Intelligence — You Can Lead a Horse to Water But...



I have gone to the same woman who cuts my hair for about 30 years. She had a room in her house that was set up as a salon. She did a good job on my hair, and I enjoyed our light conversations. About 3 years ago she and her husband retired and moved to Florida. She referred all of her clients to another woman, Sally, who has a salon nearby. Sally does a nice job on my hair, but I find the atmosphere at her salon much different.

Sally always seems to have some sort of drama going on in her life, whether it's with clients in the salon or family members. I think she really enjoys sharing the various stories about how other people screw things up, don't do things right, get into trouble, cause her trouble, etc. And all the while I have to sit there and listen to it. I have taught and used Emotional Intelligence techniques for 16 years and use them to keep from letting her negative emotions "infect" me.

It just seems that Sally thrives or "feeds" on those stories and the negative emotions that accompany them. It reminds me of something Eckhart Tolle, in his book *The Power of Now*, calls the "pain body." He suggests that there is an energy force that many people have that feeds on some sort of pain that the person experiences and that the pain body actually tries to create negative energy in people so that it can survive. Do you know people who seem to turn situations into dramas? Talking about and reliving these situations actually energizes Sally.

Of course I have talked to Sally about the benefits of enhancing [Emotional Intelligence skills](#). I have explained how easy it is and how quickly it can occur. I have given her my book *SMART EMOTIONS* and showed her the documented improvements in health, reductions in stress and worry, increases in personal productivity, improvements in relationships and more. I have even offered to have one-to-one individual coaching sessions with her whenever she would like. But Sally has shown no interest in changing things for the better. You can lead a horse to water but some aren't ready to drink. But some are, if you just point them in the right direction.

Brenda, an account executive with a large manufacturing company sat in on a presentation I gave at the company's National Sales Conference. I taught an easy-to-use, yet powerful emotional self-management technique that everyone practiced during the presentation. A few days ago I received this email from Brenda:

"The technique you taught us during your presentation really helped me to think about how easy it is to control the way I look at situations and can manage my expectations and emotions. It sounds simple, but it does work when you know you're in control of how you feel about your life."

What is the point of this article? You can offer all kinds of help, but people have to want to change or improve their lives.

You can also find this article published on [Emotional Intelligence — You Can Lead a Horse to Water But...](#), and on the tag pages [Emotional Intelligence](#).