

## EMOTIONAL INTELLIGENCE (“ E.Q.” Emotional Quotient)

The self-assessment questionnaire is designed to get you thinking about the various competences of “emotional intelligence”, as they apply to you.

- **Self-awareness**

The ability to recognize what you are feeling, to understand your habitual emotional responses to events and to recognize how your emotions affect your behavior and performance. When you are self-aware, you see yourself as others see you and have a good sense of your own abilities and current limitations.

- **Managing Emotions**

The ability to stay focused and think clearly, even when experiencing powerful emotions. Being able to manage your own emotional state is essential for taking responsibility for your actions and can save you from hasty decisions that you later regret.

- **Motivating Oneself**

The ability to use your deepest emotions to move and guide you towards your goals.

This ability enables you to take the initiative and to persevere in the face of obstacles and setbacks.

- **Empathy**

The ability to sense, understand and respond to what other people are feeling.

Self-awareness is essential to having empathy with others. If you are not aware of your own emotions, you will not be able to read the emotions of others.

- **Social Skills**

The ability to manage, influence, and inspire the emotions in others.

Being able to handle emotions in relationships, and being able to influence and inspire others are essential foundational skills for successful teamwork and leadership.

### What to do

1. **Assess and score** each of the questionnaire's statements.

Score your assessment - using a scale where:

- **1** indicates that the statement **does NOT apply at all.**
- **3** indicates that the statement **applies about half the time.**
- **5** indicates that the statement **ALWAYS applies to you.**

2. **Total and interpret your results**

Transfer your scores to the calculation tables and total your results.


Remember, this tool is not a validated psychometric test.

The answers you give are likely to vary, depending on your mood when you take it.

3. **Consider your results and identify one or two actions you can take immediately to strengthen your emotional intelligence.**

Put your actions into your journal.

## 1. Assess and score how much each statement applies to you

| #  | How much does each statement apply to you   | Mark your score  |   |   |   |   |
|----|---|--|---|---|---|---|
|    | Read each statement and decide how strongly the statement applies to YOU.<br>Score yourself 1 to 5 based on the following guide.<br>1 = Does not apply ~ 3 = Applies half the time ~ 5 = Always applies |  the number<br>that shows how strongly<br>the statement applies |   |   |   |   |
| 1  | I realize immediately when I lose my temper   | 1  | 2 | 3 | 4 | 5 |
| 2  | I can re-frame bad situations quickly   | 1  | 2 | 3 | 4 | 5 |
| 3  | I am always able to motivate myself to do difficult tasks   | 1  | 2 | 3 | 4 | 5 |
| 4  | I am always able to see things from the other person's viewpoint  | 1  | 2 | 3 | 4 | 5 |
| 5  | I am an excellent listener  | 1  | 2 | 3 | 4 | 5 |
| 6  | I know when I am happy  | 1  | 2 | 3 | 4 | 5 |
| 7  | I do not wear my "heart on my sleeve"   | 1  | 2 | 3 | 4 | 5 |
| 8  | I am able to prioritize important activities at work and get on with them   | 1  | 2 | 3 | 4 | 5 |
| 9  | I am excellent at empathizing with someone else's problems  | 1  | 2 | 3 | 4 | 5 |
| 10 | I never interrupt other people's conversations  | 1  | 2 | 3 | 4 | 5 |
| 11 | I usually recognize when I am stressed  | 1  | 2 | 3 | 4 | 5 |
| 12 | Others can rarely tell when kind of mood I am in  | 1  | 2 | 3 | 4 | 5 |
| 13 | I always meet deadlines   | 1  | 2 | 3 | 4 | 5 |
| 14 | I can tell if someone is not happy with me  | 1  | 2 | 3 | 4 | 5 |
| 15 | I am good at adapting and mixing with a variety of people   | 1  | 2 | 3 | 4 | 5 |
| 16 | When I am being "emotional" I am aware of this  | 1  | 2 | 3 | 4 | 5 |
| 17 | I rarely "fly off the handle" at other people   | 1  | 2 | 3 | 4 | 5 |
| 18 | I never waste time  | 1  | 2 | 3 | 4 | 5 |
| 19 | I can tell if a group of people are not getting along with each other   | 1  | 2 | 3 | 4 | 5 |
| 20 | People are the most interesting thing in life for me  | 1  | 2 | 3 | 4 | 5 |
| 21 | When I feel anxious I can usually can recognize the reason(s)   | 1  | 2 | 3 | 4 | 5 |
| 22 | Difficult people do not annoy me  | 1  | 2 | 3 | 4 | 5 |
| 23 | I do not ever deviate from the truth  | 1  | 2 | 3 | 4 | 5 |
| 24 | I can usually understand why people are being difficult towards me  | 1  | 2 | 3 | 4 | 5 |
| 25 | I love to meet new people and get to know what makes them "tick"  | 1  | 2 | 3 | 4 | 5 |

| #  | How much does each statement apply to you  | Mark your score  |   |   |   |   |
|----|--|--|---|---|---|---|
|    | Read each statement and decide how strongly the statement applies to YOU.<br>Score yourself 1 to 5 based on the following guide.<br><b>1 = Does not apply ~ 3 = Applies half the time ~ 5 = Always applies</b> |  the number<br>that shows how strongly<br>the statement applies |   |   |   |   |
| 26 | I always know when I'm being unreasonable  | 1  | 2 | 3 | 4 | 5 |
| 27 | I can consciously alter my frame of mind or mood   | 1  | 2 | 3 | 4 | 5 |
| 28 | I believe you should do the difficult things first   | 1  | 2 | 3 | 4 | 5 |
| 29 | Other individuals are not "difficult" just "different"   | 1  | 2 | 3 | 4 | 5 |
| 30 | I need a variety of work colleagues to make my job interesting   | 1  | 2 | 3 | 4 | 5 |
| 31 | Awareness of my own emotions is very important to me at all times  | 1  | 2 | 3 | 4 | 5 |
| 32 | I do not let stressful situations or people affect me once I have left work  | 1  | 2 | 3 | 4 | 5 |
| 33 | Delayed gratification is a virtue that I hold to   | 1  | 2 | 3 | 4 | 5 |
| 34 | I can understand if I am being unreasonable  | 1  | 2 | 3 | 4 | 5 |
| 35 | I like to ask questions to find out what is important to people  | 1  | 2 | 3 | 4 | 5 |
| 36 | I can tell if someone has upset or annoyed me  | 1  | 2 | 3 | 4 | 5 |
| 37 | I rarely worry about work or life in general   | 1  | 2 | 3 | 4 | 5 |
| 38 | I believe in "Action this Day"   | 1  | 2 | 3 | 4 | 5 |
| 39 | I can understand why my actions sometimes offend others  | 1  | 2 | 3 | 4 | 5 |
| 40 | I see working with difficult people as a challenge to win them over  | 1  | 2 | 3 | 4 | 5 |
| 41 | I can let anger "go" quickly so that it no longer affects me   | 1  | 2 | 3 | 4 | 5 |
| 42 | I can suppress my emotions when I need to  | 1  | 2 | 3 | 4 | 5 |
| 43 | I can always motivate myself even when I feel low  | 1  | 2 | 3 | 4 | 5 |
| 44 | I can sometimes see things from others' point of view  | 1  | 2 | 3 | 4 | 5 |
| 45 | I am good at reconciling differences with other people   | 1  | 2 | 3 | 4 | 5 |
| 46 | I know what makes me truly happy   | 1  | 2 | 3 | 4 | 5 |
| 47 | Others often do not know how I am feeling about things   | 1  | 2 | 3 | 4 | 5 |
| 48 | Motivation has been the key to my success  | 1  | 2 | 3 | 4 | 5 |
| 49 | Reasons for disagreements are always clear to me   | 1  | 2 | 3 | 4 | 5 |
| 50 | I generally build solid relationships with those I work with   | 1  | 2 | 3 | 4 | 5 |



## Total and interpret your results

1. **Record** your 1 – 5 scores for the questionnaire statements in the grid below. The grid organizes the statements into emotional competency

| Self awareness |  | Managing emotions |  | Motivating oneself |  | Empathy |  | Social Skill |  |
|----------------|--|-------------------|--|--------------------|--|---------|--|--------------|--|
| 1              |  | 2                 |  | 3                  |  | 4       |  | 5            |  |
| 6              |  | 7                 |  | 8                  |  | 9       |  | 10           |  |
| 11             |  | 12                |  | 13                 |  | 14      |  | 15           |  |
| 16             |  | 17                |  | 18                 |  | 19      |  | 20           |  |
| 21             |  | 22                |  | 23                 |  | 24      |  | 25           |  |
| 26             |  | 27                |  | 28                 |  | 29      |  | 30           |  |
| 31             |  | 32                |  | 33                 |  | 34      |  | 35           |  |
| 36             |  | 37                |  | 38                 |  | 39      |  | 40           |  |
| 41             |  | 42                |  | 43                 |  | 44      |  | 45           |  |
| 46             |  | 47                |  | 48                 |  | 49      |  | 50           |  |

2. **Calculate** a total for each of the 5 emotional competencies.

|                 |  |                 |  |                 |  |                |  |                 |  |
|-----------------|--|-----------------|--|-----------------|--|----------------|--|-----------------|--|
| Total =<br>(SA) |  | Total =<br>(ME) |  | Total =<br>(MO) |  | Total =<br>(E) |  | Total =<br>(SS) |  |
|-----------------|--|-----------------|--|-----------------|--|----------------|--|-----------------|--|

3. **Interpret** your totals for each area of competency using the following guide.

|       |   |
|-------|---|
| 35-50 | This area is a <b>strength</b> for you.                                       |
| 18-34 | <b>Giving attention</b> to where you feel you are weakest will pay dividends. |
| 10-17 | Make this area a <b>development priority</b> .                                |

4. **Record** your result for each of the emotional competencies: strength, needs attention or development priority.

|                    | Strength | Needs attention | Development priority |
|--------------------|----------|-----------------|----------------------|
| Self awareness     |          |                 |                      |
| Managing emotions  |          |                 |                      |
| Motivating oneself |          |                 |                      |
| Empathy            |          |                 |                      |
| Social Skill       |          |                 |                      |

5. **Consider** your results and identify one or two actions you can take immediately to strengthen your **emotional intelligence**. Put them into your journal.