



EMOTIONAL INTELLIGENCE

How do you manage yourself and
relate to others?

Learning differently
Thinking differently
Acting differently



Why is learning about Emotional Intelligence (EQ) important?

The effectiveness and efficiency of an organisation depends on how successfully individuals navigate highly emotional environments. Emotional Intelligence is a powerful skill to secure this success. Emotional Intelligence does not only improve our relationship with ourselves, helping us to look after our physical and mental health and well-being, but it also provides us with valuable tools for mediation, accountability and approaching difficult conversations.

Emotional Intelligence is:

1. The ability to recognise, understand and manage our emotions.
2. The ability to recognise, understand, and influence the emotions of others

It can be broken down into four key skill areas:

| | Personal Competencies | Social Competencies |
|------------|-----------------------|-------------------------|
| What I see | Self-Awareness | Social-Awareness |
| What I do | Self-Management | Relationship Management |

- **Self-Awareness** – The ability to recognise your emotions as they happen including physiological changes in your body. Also, the ability to understand your emotional response and your triggers in any given situation.
- **Social Awareness** – Understanding the other person’s perspective and why they think and behave as they do. Whether you think it’s right or not
- **Self-Management** – The ability to use your Self-Awareness to choose what you say and do for the best possible outcomes
- **Relationship Management** – Using the awareness of other people’s emotions to get the best possible outcomes by choosing what you say or do with them in mind

By assessing your personal competencies in each of the four key areas, you can see where your emotional intelligence is strongest and where it could be improved. You can then work to build strategies to develop your skills.

To excel, leaders need to develop a balance of strengths across the suite of emotional intelligence competencies.

Practical Tool for Assessing Emotional Intelligence

Part One

Rate each question below on a scale of 1-5 according to how true it is of you most of the time. Go with your gut feel, use the first answer that comes into your head, not how you would like to behave.



| | Question | Score |
|----|--|-------|
| 1 | I am aware of the sudden physical changes, twinges, and aches that occur to signal a gut reaction, however busy I am | |
| 2 | I am quick to admit my mistakes and say sorry | |
| 3 | I let go of problems and anger quickly, and am able to move on without bearing a grudge | |
| 4 | I am generally good at perceiving how other people feel during an interaction | |
| 5 | I am good at initiating conversations with people I don't know | |
| 6 | I know when to take a break and recognise when my energy levels are low | |
| 7 | I open up to people appropriately; people would say I am warm and friendly | |
| 8 | I can engage and size up an individual's mood based on their body language | |
| 9 | I love making presentations in front of groups and conducting large meetings | |
| 10 | I take time out every day to give myself thinking space | |
| 11 | I have a wide group of friends and people I can talk to when I need help | |
| 12 | I try to find the positive in any given decision | |
| 13 | I deal calmly and sensitively with the emotional states of others | |
| 14 | I can readily identify my emotional state at any given moment | |
| 15 | I am comfortable in new and different situations | |
| 16 | I keep my anger under control at all times | |
| 17 | I display empathy in every situation on a daily basis | |
| 18 | I find it easy to stay motivated on a big project despite setbacks | |
| 19 | I think I am respected and liked by my colleagues, even when they disagree with me | |
| 20 | I am clear about my goals and core values | |
| 21 | I express my views honestly and thoughtfully without being pushy | |
| 22 | I am good at managing my moods; I don't swing up and down much | |
| 23 | I focus my full attention on other people when I listen to them | |
| 24 | I can easily persuade others to adopt my point of view without manipulation or coercing | |

Scoring

Self-Assessment Checklist

1. Enter your ratings for each numbered question in the category where it appears
2. Add the ratings for each category to obtain a total for that specific facet of EI

| Self-Awareness | |
|-----------------|-------|
| Question Number | Score |
| 1 | |
| 6 | |
| 10 | |
| 14 | |
| 16 | |
| 20 | |
| Total | /30 |

| Self-Management | |
|-----------------|-------|
| Question Number | Score |
| 2 | |
| 3 | |
| 12 | |
| 17 | |
| 18 | |
| 22 | |
| Total | /30 |

| Social-Awareness | |
|------------------|-------|
| Question Number | Score |
| 4 | |
| 7 | |
| 8 | |
| 15 | |
| 21 | |
| 23 | |
| Total | /30 |

| Relationship Management | |
|-------------------------|-------|
| Question Number | Score |
| 5 | |
| 9 | |
| 11 | |
| 13 | |
| 19 | |
| 24 | |
| Total | /30 |

Interpreting your Results

Looking at areas of strengths and areas for development

- **Scores under 20:** areas for you to work on
- **Scores between 20-25:** as expected, you are doing well
- **Scores between 25-30:** you have excellent Emotional Intelligence skills