

# 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 the 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

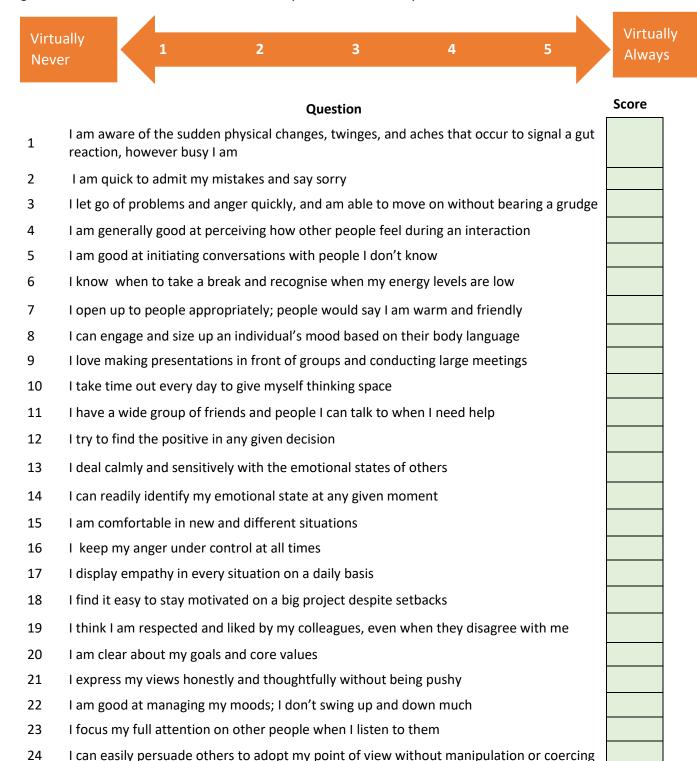
By assessing your personal competencies in each of the four key areas, you can see where your emotional intelligence is strongest and where it could be improved. You can then work to build strategies to develop your skills.

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.



# **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