Emotional Intelligence

Relating to yourself and others

Kendra Wilkins-Fontenot, HRS
The Four Emotional Quotient (EQ) Skills

<table>
<thead>
<tr>
<th>PERSONAL COMPETENCE</th>
<th>SOCIAL COMPETENCE</th>
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<tr>
<td><strong>What I See</strong></td>
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<tr>
<td><strong>Self Awareness</strong></td>
<td>Social Awareness</td>
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<td><strong>What I Do</strong></td>
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<td><strong>Self Management</strong></td>
<td>Relationship Management</td>
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**Self Awareness** - Ability to recognize your emotions as they happened and understand your general tendencies for responding to different people and situations

**Social Awareness** - Understanding where the other person is coming from whether you agree or not

**Self Management** - Using awareness of your emotion to choose what you say and do in order to positively direct your behavior

**Relationship Management** - Using awareness of other persons' emotions to choose what you say and do in order to positively direct your behavior
Emotional Intelligence

Take a few moments to think about someone whom you consider to excel at attaining effective working relationships with their employees. What makes them so effective? Try to identify and describe the attitudes, values, skills and knowledge that this person has that make them so effective.

<table>
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<tr>
<th>Attitudes:</th>
<th>Values:</th>
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<th>Skills:</th>
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EQ SELF-ASSESSMENT CHECKLIST

Rate each question below on a scale of 1—5, according to how true it is of you.

1 2 3 4 5
virtually never virtually always

1) I am aware of the physical reactions (twinges, aches, sudden changes) that signal a "gut reaction."

2) I readily admit mistakes and apologize.

3) I let go of problems, anger, or hurts from the past and I can move beyond these.

4) I generally have an accurate idea of how another person perceives me during a particular interaction.

5) I have several important things in my life that I am enthusiastic about, and I let it show.

6) I can easily meet and initiate conversation with new people when I have to.

7) I take a break or use another active method of increasing energy when I sense that my energy level is getting low.

8) I have little trouble taking prudent risks.

9) I "open up" with people appropriately — not too much but enough so that I don't come across as cold and distant.

10) I can engage in an interaction with another and pretty well size-up that person's mood based on non-verbal signals.

11) Others usually feel inspired and encouraged after talking to me.

12) I have no trouble making presentations in front of groups or conducting meetings.

13) I take time every day for quiet reflection.

14) I take initiative and move ahead on tasks that need to be done.

15) I refrain from making up my mind on issues and expressing my opinion until I have all the facts.

16) I have a number of people I can turn to, and I ask for their help when I need it.

17) I try to find the positive in any given situation.

18) I can deal calmly, sensitively, and proactively with the emotional displays of others.

19) I can usually identify the emotion I am feeling at any given moment.

20) I am generally comfortable in new situations.

21) I neither bury my anger nor let it explode on others.
22) I can show empathy and match my feelings with those of another person in an interaction.

23) I can keep going on a big project, despite obstacles.

24) I am respected and liked by others, even when they don’t agree with me.

25) I am clear about my own goals and values.

26) I express my views honestly and thoughtfully, without being pushy.

27) I am good at managing my moods, and I seldom bring negative emotions to work.

28) I focus my full attention on another person when I listen to them.

29) I believe the work I do day-to-day has meaning and value to society.

30) I can effectively persuade others to adopt my point of view without coercing them.

Scoring the 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 EQ.

<table>
<thead>
<tr>
<th>Self-Awareness:</th>
<th>Empathy:</th>
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<th>Self-Confidence:</th>
<th>Motivation:</th>
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<th>Social Competency:</th>
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The Emotionally Intelligent Leader (Course Number: COMM0145)
Emotional Intelligence at Work (Course Number: COMM0142)
Teamwork and Emotional Intelligence (Course Number: COMM0143)
Essentials of External Consulting (Course Number: CONS0111)
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The EQ Difference: A Powerful Plan for Putting Emotional Intelligence to Work by Adele B. Lynn

Manager’s Pocket Guide to Emotional Intelligence by Emily A. Sterrett, Ph.D

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Change Management Excellence: Using the Four Intelligences for Successful Organizational Change by Sarah Cook, Steve Macaulay and Hilary Coldicott

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50 Activities for Developing Emotional Intelligence by Adele B. Lynn

The Emotional Intelligence Activity Book: 50 Activities for Developing EQ at Work by Adele B. Lynn

Cultural Intelligence: Individual Interactions Across Cultures by P. Christopher Earley and Soon Ang

Promoting Emotional Intelligence in Organizations: Make Training in Emotional Intelligence Effective by Cary Cherniss and Mitchel Adler

Emotional Intelligence by Team Publications

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Mastering Mentoring and Coaching with Emotional Intelligence by Patrick E. Merlevede and Denis C. Bridoux

**Skill Briefs**

Skills that Enhance Emotional Intelligence (ID: COMM0141)
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Factors that Contribute to Emotional Competence (ID: COMM0141)

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Reframing Experiences (ID: COMM0144)
Goal Plan (ID: COMM0145)
Delegating Assignments (ID: COMM0145)
An Overview of EQ (ID: COMM0522)
Understanding Your Interpretations (ID: COMM0144)