



Chapter 3 - Assessing Emotional Intelligence

The Manager's Pocket Guide to Emotional Intelligence

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Recommend? ☐ yes ☐ no

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1 Rating EQ: Self-Assessment

The Self-Assessment Checklist is based on the six-facet model of Emotional Intelligence introduced in Chapter 1. It will point out to you those facets of Emotional Intelligence in which you have opportunity for improvement. Chapters 5–10 include "Suggestion..." sections with activities designed to strengthen specific areas.

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 | |
| <u>5</u> | 1) | I am aware of the physical reactions (twinges, aches, sudden changes) that signal a "gut reaction." | | | |
| <u>5</u> | 2) | I readily admit mistakes and apologize. | | | |
| <u>3</u> | 3) | I let go of problems, anger, or hurts from the past and I can move beyond these. | | | |
| <u>4</u> | 4) | I generally have an accurate idea of how another person perceives me during a particular interaction. | | | |
| <u>4</u> | 5) | I have several important things in my life that I am enthusiastic about, and I let it show. | | | |
| <u>5</u> | 6) | I can easily meet and initiate conversation with new people when I have to. | | | |
| <u>4</u> | 7) | I take a break or use another active method of increasing energy when I sense that my energy level is getting low. | | | |
| <u>5</u> | 8) | I have little trouble taking prudent risks. | | | |
| <u>5</u> | 9) | I "open up" with people appropriately — not too much but enough so that I don't come across as cold and distant. | | | |
| <u>5</u> | 10) | I can engage in an interaction with another and pretty well size-up that person's mood based on non-verbal signals. | | | |
| <u>3</u> | 11) | Others usually feel inspired and encouraged after talking to me. | | | |
| <u>5</u> | 12) | I have no trouble making presentations in front of groups or conducting meetings. | | | |
| <u>4</u> | 13) | I take time every day for quiet reflection. | | | |
| <u>3</u> | 14) | I take initiative and move ahead on tasks that need to be done. | | | |
| <u>2</u> | 15) | I refrain from making up my mind on issues and expressing my opinion until I have all the facts. | | | |
| <u>5</u> | 16) | I have a number of people I can turn to, and I ask for their help when I need it. | | | |
| <u>3</u> | 17) | I try to find the positive in any given situation. | | | |
| <u>4</u> | 18) | I can deal calmly, sensitively, and proactively with the emotional displays of others. | | | |
| <u>5</u> | 19) | I can usually identify the emotion I am feeling at any given moment. | | | |
| <u>4</u> | 20) | I am generally comfortable in new situations. | | | |
| <u>2</u> | 21) | I neither bury my anger nor let it explode on others. | | | |
| <u>4</u> | 22) | I can show empathy and match my feelings with those of another person in an interaction. | | | |
| <u>4</u> | 23) | I can keep going on a big project, despite obstacles. | | | |
| <u>3</u> | 24) | I am respected and liked by others, even when they don't agree with me. | | | |
| <u>5</u> | 25) | I am clear about my own goals and values. | | | |
| <u>3</u> | 26) | I express my views honestly and thoughtfully, without being pushy. | | | |

<u>4</u> 27)	I am good at managing my moods, and I seldom bring negative emotions to work.
<u>5</u> 28)	I focus my full attention on another person when I listen to them.
<u>3</u> 29)	I believe the work I do day-to-day has meaning and value to society.
<u>4</u> 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.

Self-Awareness:

1	<u>5</u>
7	<u>4</u>
13	<u>4</u>
19	<u>5</u>
25	<u>5</u>

Total Self-Awareness 23

Empathy:

4	<u>4</u>
10	<u>5</u>
16	<u>5</u>
22	<u>4</u>
28	<u>5</u>

Total Empathy 23

Self-Confidence:

2	<u>5</u>
8	<u>5</u>
14	<u>3</u>
20	<u>4</u>
26	<u>3</u>

Total Self-Confidence 20

Motivation:

5	<u>4</u>
11	<u>3</u>
17	<u>3</u>
23	<u>4</u>
29	<u>3</u>

Total Motivation 17

Self-Control:

3	<u>3</u>
9	<u>5</u>
15	<u>2</u>
21	<u>2</u>
27	<u>4</u>

Total Self-Control 16

Social Competency:

6	<u>5</u>
12	<u>5</u>
18	<u>4</u>
24	<u>3</u>
30	<u>4</u>

Total Social Competency 21

Interpreting the Score

Your score on each of **the** six facets will fall somewhere between 5 and 25 points. Circle any facet where your score was below 20: This indicates an area that you can improve. Read **the** rest of this book and resolve especially **to** practice **the** ideas listed **in the** chapter devoted **to** it. Your overall Emotional Intelligence will improve as you work on that particular area.

Other opportunities for improvement can be found **in** any individual question from **the** Checklist on which you scored **a** 4 or below. Circle those questions; **a** rating of "3" is average, but you have Emotional Intelligence, you are above average. So you need **to** target that area for improvement and turn it into **a** specific goal.

Effective leaders are generally high **in** all six areas. If you want your career and your relationships **to** soar, think of this Pocket **Guide** as **a** workbook, and make **a** commitment **to** do something **to** improve your weaknesses each day. Ideas for improvement **in** personal/self areas can be found **in** Chapters 5–7.

Obtaining Feedback from Others

Other people have much **to** teach us about ourselves. Examining our own behavior is crucial, but while most of us know our own strengths and weaknesses reasonably well, there are countless little things of which we are often unaware. **The** way other people perceive us has **a** great deal **to** do with how effective we are **in** any interaction, and we can't know for sure how we are coming across unless we ask for feedback. Hearing **the** observations of others with whom we interact will increase our self-awareness. **The** checklist below will assist **in** obtaining feedback