

Emotional Intelligence

Relating to yourself and others

Kendra Wilkins-Fontenot, HRS

The Four Emotional Quotient (EQ) Skills

	PERSONAL COMPETENCE	SOCIAL COMPETENCE
What I See	<u>Self Awareness</u>	<u>Social Awareness</u>
What I Do	<u>Self Management</u>	<u>Relationship Management</u>

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.

Attitudes:	Values:
Skills:	Knowledge:

SkillSoft Excerpt -Chapter 3 - Assessing Emotional Intelligence

Manager's Pocket Guide to Emotional Intelligence

by Emily A. Sterrett, Ph.D.

HRD Press © 2000

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.

Self-Awareness:	
1	_____
7	_____
13	_____
19	_____
25	_____
Total Self-Awareness _____	

Empathy:	
4	_____
10	_____
16	_____
22	_____
28	_____
Total Empathy _____	

Self-Confidence:	
2	_____
8	_____
14	_____
20	_____
26	_____
Total Self-Confidence _____	

Motivation:	
5	_____
11	_____
17	_____
23	_____
29	_____
Total Motivation _____	

Self-Control:	
3	_____
9	_____
15	_____
21	_____
27	_____
Total Self-Control _____	

Social Competency:	
6	_____
12	_____
18	_____
24	_____
30	_____
Total Social Competency _____	

SkillSoft Courses

Expanding the training services and putting the Knowledge At Your Fingertips, HRS now extends a personal invitation to all current WSU students, faculty, and staff. Have you identified the skills that you want to strengthen? They are undoubtedly addressed in the tremendous SkillSoft library of courses and references.

SkillSoft courses are easy to use and navigate. Easily accessed through the [SkillPort](#) and averaging three hours in length, they can be completed in topic sections that average ten to twenty minutes of learning time. The course places a bookmark when you exit so that you return to your place the next time you log on. The Simulations are a brief often thirty minute overviews or quick courses on topics.

The following courses, simulations and books are only an example of the thousands of SkillSoft online training opportunities available to WSU students, faculty, and staff.

Please note you must use your WSU Network Id and Password to login and access the SkillSoft application.

SkillSoft Courses

Increasing Your Emotional Intelligence (Course Number: COMM0144)
What Is Emotional Intelligence? (Course Number: COMM0141)
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)
The Boss Factor (Course Number: PD0135)
Coping with Criticism and Feedback (Course Number: COMM0522)
Conducting the Behavioral-based Interview (Course Number: HR0214)

SkillSoft Simulations

Emotional Intelligence in the Workplace Simulation (Course Number: COMM0140)

Books 24/7

Coaching for Emotional Intelligence: The Secret to Developing the Star Potential in Your Employees by Bob Wall

7 Steps to Emotional Intelligence by Patrick E. Merlevede

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

The Emotionally Intelligent Manager: How to Develop and Use the Four Key Emotional Skills of Leadership by David R. Caruso

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

Quick Emotional Intelligence Activities for Busy Managers: 50 Team Exercises That Get Results in Just 15 Minutes by Adele B. Lynn

Selling with Emotional Intelligence: 5 Skills for Building Stronger Client Relationships by Mitch Anthony

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

How to Be an Even Better Manager by Michael Armstrong

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

[Skill Briefs](#)

Skills that Enhance Emotional Intelligence (ID: COMM0141)

Emotional Intelligence and Life Success (ID: COMM0141)

Emotional Intelligence Abilities (ID: COMM0142)

Emotional Intelligence and External Consulting (ID: CONS0111)

Understanding Temperament (ID: COMM0141)

Feedback and Your Emotional Quotient (ID: COMM0522)

The Link between Feedback and Emotions (ID: COMM0522)

Understanding Empathy (ID: COMM0141)

The Emotional Mind and the Rational Mind (ID: COMM0141)

Defining Intelligence (ID: COMM0142)

Managing Emotions (ID: COMM0145)

Attributes of Emotionally Intelligent Leaders (ID: COMM0145)

Understanding Yourself (ID: PD0135)

Problems Caused by Emotional Illiteracy (ID: COMM0141)

Factors that Contribute to Emotional Competence (ID: COMM0141)

[Job Aids](#)

Emotional Intelligence Questionnaire (ID: CONS0111)

Assessing Your Blind Spots (ID: COMM0142)

Mood Management (ID: COMM0142)

Managing Conflict (ID: COMM0143)

Types of Appeals (ID: COMM0143)

Reframing Experiences (ID: COMM0144)

Goal Plan (ID: COMM0145)

Delegating Assignments (ID: COMM0145)

An Overview of EQ (ID: COMM0522)

Understanding Your Interpretations (ID: COMM0144)