

# EMOTIONAL INTELLIGENCE

## SELF-ASSESSMENT QUESTIONNAIRE

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Allow yourself 20 minutes to complete the questionnaire.

Score yourself (1-5) as follows:

- 5 = definitely a strength of mine
- 3 = adequate
- 1 = definitely needs improving

In the final column, write down evidence to support your score, and/or if you have scored yourself '1', write down the action you need to take to improve your score in that area.

If you wish you can give copies to others, who would then offer their views on you.

## SELF-AWARENESS

EI factor	description	1	2	3	4	5	own evidence/action
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<b>Emotional Awareness</b>	Know which emotions you are feeling and why						
	Realising the link between feelings and actions						
	Recognising feelings affect your performance						
	Guiding awareness of values and goals						

<b>Accurate Self - assessment</b>	Aware of your strengths and weaknesses						
	Reflective, and learn from your experience						
	Open to candid feedback, new perspectives, continuous learning, and self-improvement						

<b>Self-confidence</b>	Have self-assurance and presence						
	Can go out on a limb for what is right						
	Decisive						
	Deal well with/despite uncertainty						

## SELF-REGULATION

EI factor	description	1	2	3	4	5	own evidence/action
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Manage your impulsive feelings

### Self-control

Stay composed and positive

Stay focused under pressure

Act ethically

Build trust through reliability and authenticity

### Trustworthiness

Admit own mistakes

Confront unethical actions in others

Take tough, principled stands, even if unpopular

Meet commitments and keep promises

### Conscientiousness

Hold self accountable for meeting objectives

Organised and careful in your work

**SELF-REGULATION**

EI factor	description	1	2	3	4	5	own evidence/action
<b>Adaptability</b>	Handle multiple and competing demands						
	Adapt to changing circumstances						
	Flexible in how you see and respond to events						
<b>Innovation</b>	Seek out fresh ideas						
	Take on board original solutions						
	Generate new ideas						
	Take fresh perspectives and risks						

MOTIVATION							
EI factor	description	1	2	3	4	5	own evidence/action
<b>Achievement Drive</b>	Results oriented						
	Set challenging goals						
	Pursue information to reduce uncertainty						
<b>Commitment</b>	Learn how to improve your performance						
	Readily make sacrifices to meet larger organisational goal						
	Find a sense of purpose in the larger mission						
	Use group's core values in making decisions and clarifying choices						
<b>Initiative</b>	Seek out opportunities to fulfil larger mission						
	Ready to seize opportunities						
	Pursue goals beyond those immediately expected of you						
	Cut through red tape and bend the rules when necessary						
	Mobilise others through enterprising, unusual effort						

**MOTIVATION**

EI factor	description	1	2	3	4	5	own evidence/action
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**Optimism**

Persist, despite obstacles and setbacks

Operate from hope for success rather than fear of failure

See setbacks as due to manageable circumstance rather than a personal flaw

## EMPATHY

EI factor	description	1	2	3	4	5	own evidence/action
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### Understanding others

Attentive to emotional clues and listen well

Show sensitivity to others

Help out due to sensing others needs and feelings

### Developing others

Acknowledge and reward others' achievements

Offer useful feedback

Identify and try to meet others' needs for growth

Mentor, coach and offer assignments that challenge and develop

### Service orientation

Understand customers' needs and match the service or product to them

Seek ways to increase customer satisfaction and loyalty

Gladly offer appropriate assistance

See things from the customers' perspective

EMPATHY							
EI factor	description	1	2	3	4	5	own evidence/action
<b>Leveraging diversity</b>	Respect and relate well to people from different backgrounds						
	Understand diverse world views						
	Sensitive to group differences						
	See diversity as an opportunity						
	Challenge bias, prejudice and intolerance						
<b>Political awareness</b>	Accurately read key power relationships						
	Detect crucial social networks						
	Understand forces that shape views						
	Accurately read organisational and external realities						



**SOCIAL RELATIONS**

EI factor	description	1	2	3	4	5	own evidence/action
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**Influence**

Are skilled at winning people over

Fine tune presentations to appeal to the listener

Use complex strategies to influence

Orchestrate dramatic events to make a point

**Communication**

Effective in give and take

Register emotional cues and respond accordingly

Deal with difficult issues straightforwardly

Listen well, seek mutual understanding, and welcome full sharing of information

Foster open communication

Receptive to, and comfortable with, bad news as well as good

## SOCIAL RELATIONS

El factor	description	1	2	3	4	5	own evidence/action
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<b>Conflict management</b>	Handle difficult people and tense situations well						
	Spot potential conflict, and help de-escalate						
	Encourage debate and open discussion						
	Seek win-win solutions						

<b>Leadership</b>	Articulate and arouse enthusiasm						
	Step forward to lead as needed						
	Guide the performance of others						
	Lead by example						
	Challenge the status quo						

## SOCIAL RELATIONS

El factor	description	1	2	3	4	5	own evidence/action
<b>Change catalyst</b>	Recognise the need for change						
	Remove barriers where possible						
	Champion change, and enlist others						
	Model the change expected of others						
<b>Building bonds</b>	Cultivate and maintain extensive networks						
	Seek out relationships that are mutually beneficial						
	Build rapport and keep others in the loop						
	Make and maintain contacts/friendships at work						
<b>Collaboration and co-operation</b>	Balance focus on task with building relationships						
	Collaborate over plans, information and resources						
	Promote a friendly, co-operative climate						
	Spot and nurture opportunities for collaboration						

## SOCIAL RELATIONS

El factor	description	1	2	3	4	5	own evidence/action
<b>Team capabilities</b>	Model team qualities like respect and co-operation						
	Draw all members into helpful participation						
	Build team identity, spirit and commitment						
	Protect the group and its reputation						
	Share credit, internally and externally						