



**Great leaders know themselves and  
the people they serve**



# Emotional Intelligence EIQ-2

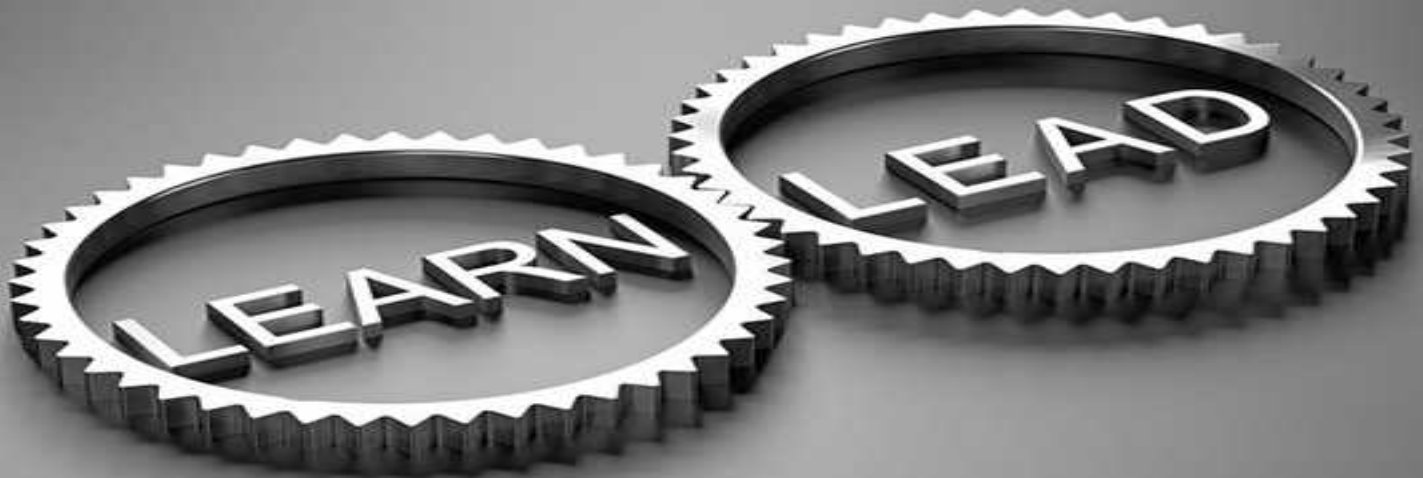
An Evaluation of Emotional Intelligence Styles



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Report For: **A H**

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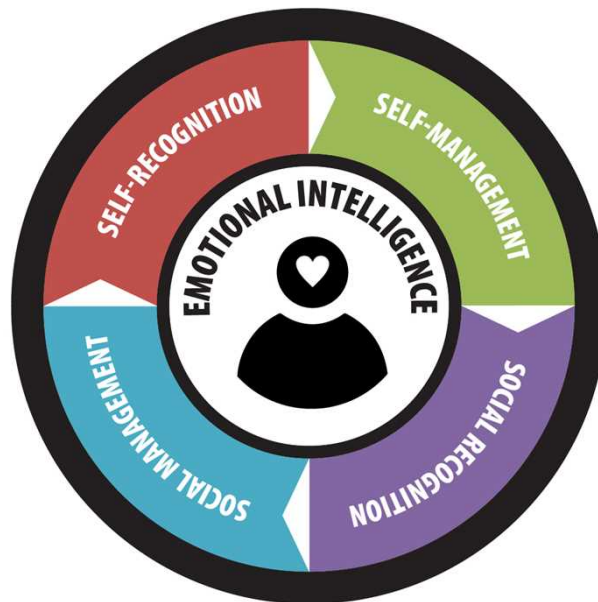
## Emotional Intelligence (EIQ) Inventory

Emotional intelligence is the ability to perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth (Mayer & Salovey, 1997).

Research indicates that emotional intelligence can be learned and can be seen as measurable differences directly associated with professional and personal success. Furthermore, it may be responsible for up to 80% of the success we experience in life.

This assessment serves to:

- Heighten awareness of the various areas of emotional intelligence
- Indicate relative strengths and weaknesses
- Provide a framework for personal and professional improvement



*"Emotional intelligence counts more than IQ or expertise for determining who excels at a job -- any job. For outstanding leadership, it counts for almost everything." - Daniel Goleman*

*"In leadership positions, 85% of the competencies for success lie in the EI domain, rather than in technical or intellectual abilities. " - Daniel Goleman*

*"People typically attribute the lion's share of their success personally and professionally to their mental intelligence, or IQ. Research in psychology and human performance over the last twenty years indicates that mental intelligence does contribute to success BUT the far more significant intelligence that accounts for personal and professional success is emotional intelligence!" - Michael Rock*

## EIQ Benefits

Emotional intelligence recognizes feelings and responds in an appropriate, focused way. These abilities heighten personal performance, empower relationships, and direct teamwork in a more results-oriented manner.

Some of the areas effected by Emotional Intelligence include:

- |                   |                             |
|-------------------|-----------------------------|
| ✓ Communication   | ✓ Productivity/Performance  |
| ✓ Decision-Making | ✓ Relationship Satisfaction |
| ✓ Leadership      | ✓ Customer Service          |
| ✓ Sales           | ✓ Conflict Management       |
| ✓ Teamwork        | ✓ Overall Effectiveness     |

The work benefits are numerous. There are both *increases and decreases* that positively impact performance when EIQ is strong:

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Enhanced Employer/Employee Relations</li><li>• Improved Performance/Productivity</li><li>• Higher Attention to Task/Focus</li><li>• Greater Motivation and Satisfaction</li><li>• Improved Confidence and Self Efficacy</li><li>• Better Problem Solving and Creativity</li><li>• Enhanced Leadership, Influence and Team Performance</li><li>• Collaboration and Synergy</li><li>• Improved Work Climate and Culture</li><li>• Better Interpersonal Connection and Effectiveness</li><li>• Greater Initiative and Commitment</li></ul> | <ul style="list-style-type: none"><li>• Reduced Stress</li><li>• Lower Levels of Bias and Mistrust</li><li>• 70% Reduction in Absenteeism (3 years)</li><li>• Up to 94% Decrease in Turnover</li><li>• Decreased Burnout</li><li>• Minimized Negative Emotions</li><li>• Decreased Negatives Due to Stress</li><li>• Fewer Aggression and Hostility Issues</li><li>• Less Safety-Related Violations</li><li>• Fewer On-the-Job Accidents</li><li>• Lower Workers Compensation</li><li>• Fewer Disengaged Workers</li><li>• Less Turnover</li></ul> |
|---|--|

Emotional Intelligence is a way of recognizing, understanding, and choosing how we think, feel, and act.

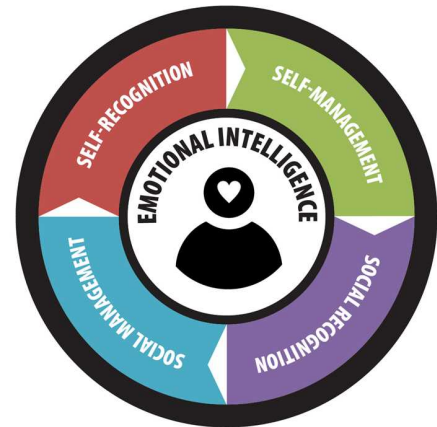
- It shapes our interactions with others and our understanding of ourselves
- It defines how and what we learn
- It allows us to set priorities
- It determines the majority of our daily actions

## How It Works:

EQ is based on an internal loop. It begins with **awareness** of emotions and temperament. It continues on through **understanding** and moves towards **discipline** and **management**. After the initial personal cycle, it **connects** to the emotions of others.

This assessment measures and provides insight into four areas of Emotional Intelligence:

- Self-Recognition
- Self-Management
- Social Recognition
- Social Management



*The score below uses each of these areas to provide you with a comprehensive score of Your Overall EIQ:*



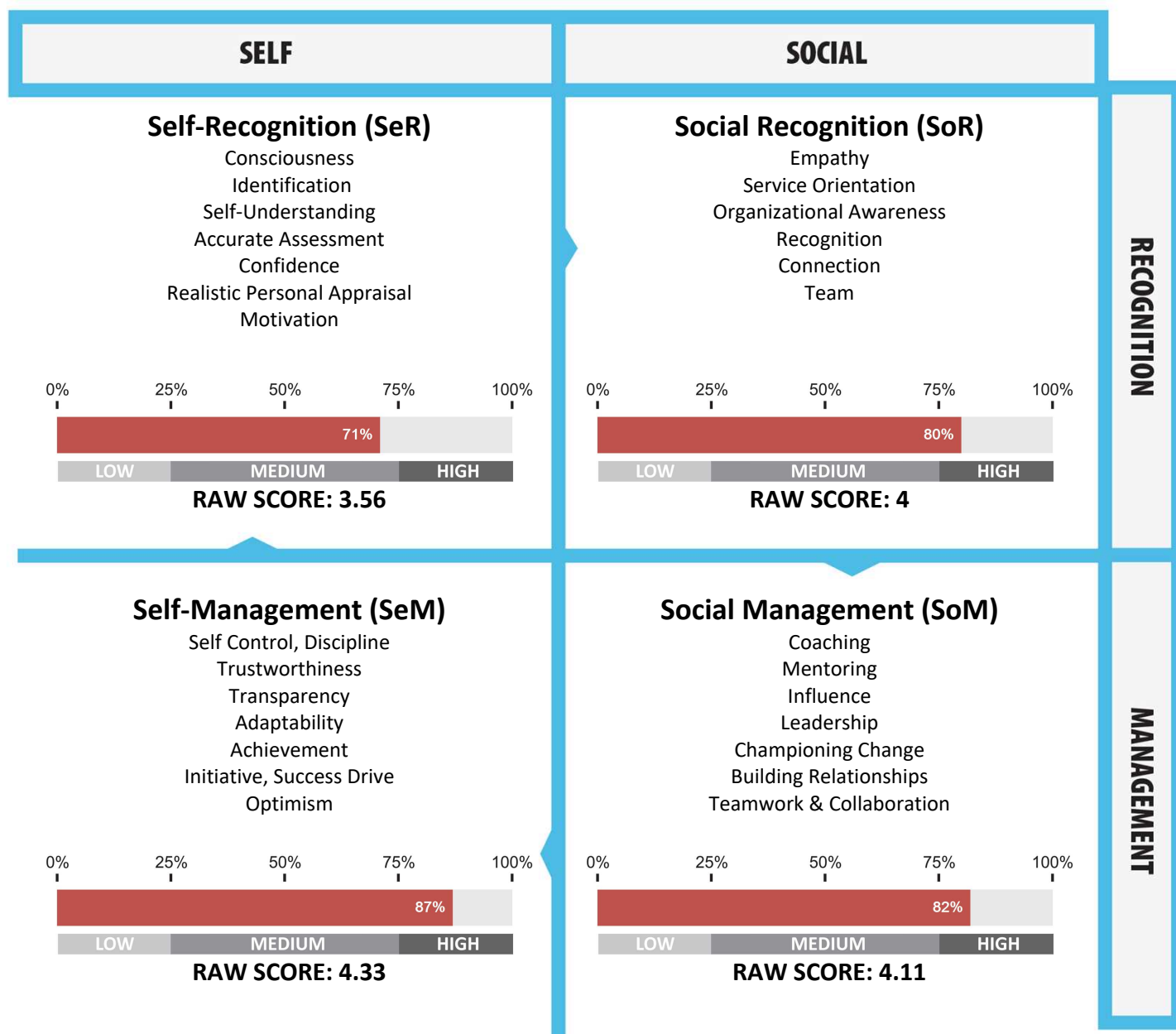
**RAW SCORE: 4**

Note: The Raw Score gives an average based on a scoring range from 1-5

## The Emotional Intelligence (EIQ) Quotients

EIQ is based on two competencies, measured in **Recognition** and **Management**:

- the ability to recognize, understand, and manage emotions (**self or intrapersonal**)
- the ability to recognize, empathize, and relate to the emotions of others (**social or interpersonal**)

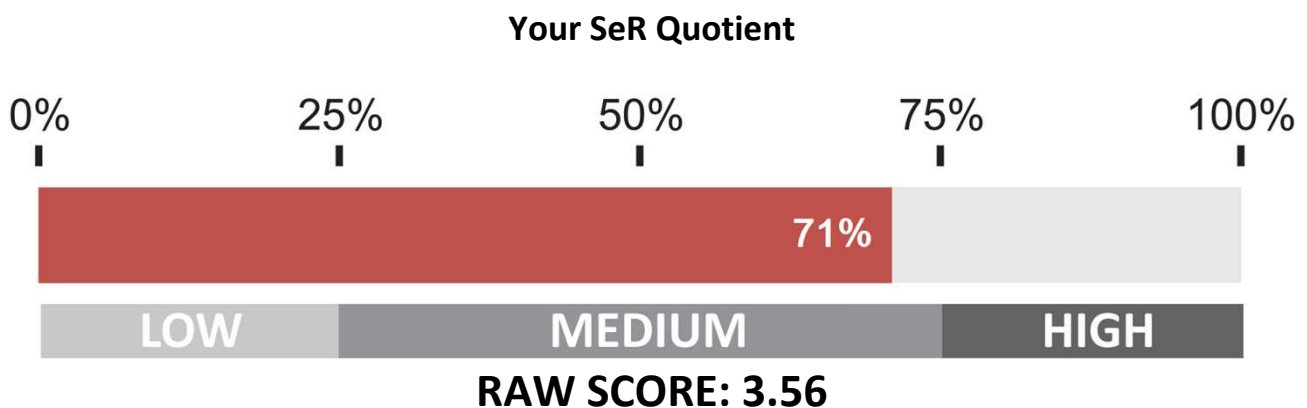


## Quotient 1: Self-Recognition (SeR)

The self-recognition quotient reflects self-awareness and understanding, personal acceptance and an overall understanding of personal psychology. Self-awareness is foundational to social awareness and self-management.

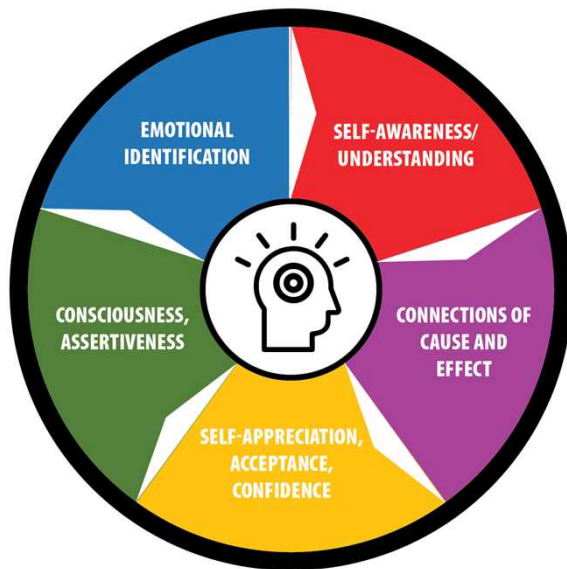
### Factors Include:

- Personality elements
  - Learning styles
  - Mental state/Attitude
  - Comfort and discomfort
  - Strengths and weaknesses
  - Biofeedback
  - Self-acceptance
  - Self esteem
  - Temperament
  - Tension/stress levels
  - Spirituality
  - Conscience
  - Emotional well-being
  - Assertiveness
  - Authenticity
  - Character
  - Confidence
  - Internal empathy
  - Self-perception
  - Mindfulness
- **A percentage score lower than 25%** shows a strong opportunity to develop greater self awareness and reduce inner tensions.
  - **A percentage score between 25% and 75%** indicates a general understanding of self and transitions in thought/emotion.
  - **A percentage score greater than 75%** shows a high level of self awareness and esteem. This indicates someone who understands well who they are.





## Self-Recognition (SeR) Scores



### Self Awareness



### Cause and Effect



### Self Appreciation



### Consciousness & Assertiveness



### Emotional Identification



### Self Recognition is comprised of 5 sub-categories:

- **Self-Awareness/Understanding:** a conscious, deliberate reflection on personal identity, image, feelings, motives, desires and how these are associated with perceptions of self in the context of various situations. Empathy and understanding of self. Knowing why emotions occur.
- **Connections of Cause and Effect:** recognition of the impact and consequence of behaviors on feelings and moods; separating external and internal factors effecting emotions. Knowing how feelings relate to performance.
- **Self Appreciation, Acceptance and Confidence:** development of self esteem; personal worth and value; and coming to grips with personal attributes. Recognizing personal strengths, weaknesses, and limitations. Operating with realistic self assurance.
- **Consciousness, Assertiveness:** intentional establishment of personal boundaries and appropriate limits; choosing a path that expresses self worth through personal care and outward presentation (presence).
- **Emotional Identification:** ability to identify and name personal feelings; vocabulary and definition of emotions allowing choices, responses and performance; effective reflection on intrapersonal information.



## Details of Your Self-Recognition Scores

### Self-Awareness/Understanding: 60%

You have some self-understanding; still, there is room for growth and continued development. While you are somewhat aware of your feelings and emotional patterns, you can develop better control through a deliberate investment in self-understanding. Make consistent time to become more reflective and self-aware. Be more intentional and conscious. Developing skill in this area empowers improvement in self-consciousness, inner empathy, self-leadership and a greater ability to connect with personal feelings.

### Connections of Cause and Effect: 90%

You tend to be optimistic and focused on what you really want. Use emotional flow to optimize achievement. Filter out feelings that are not productive. Focus on what counts and what it takes to achieve. Expand possibilities daily. Channel feelings into meaningful, measurable results.

### Self Appreciation, Acceptance and Confidence: 90%

You're comfortable with yourself and know what you can do. Develop and expand your horizons. Be careful not to become overconfident and complacent. Look forward to higher levels of achievement and self-actualization.

### Consciousness, Assertiveness: 50%

Depending on the situation and relationships, your assertiveness may shift or flow. It's easy to differentiate relationships and varying circumstances. There may even be appropriate adjustments required. Assertiveness requires that you become comfortable with yourself regardless.

### Emotional Identification: 60%

You may lose self-awareness due to the demands of the moment. Look for ways to grow from emotional experiences and enjoy the journey. Generating higher awareness of your emotions allows more meaning from them. Savor the richness and depth of your feelings; without lows, there cannot be highs.

## Suggestions to Improve Self-Recognition

### Self-Awareness/Understanding: 60%

- Look toward growth and learning. Find activities that are engaging physically, mentally and emotionally. Work with your memory and problem solving skills (puzzles) and limit/eliminate multitasking. Create patterns of achievement. Tenacity, mental toughness and focus are the stuff of winners. Exercise dynamic creativity and decision making.
- Make self-awareness a consistent discipline. Manage moods and temperament. Listen to yourself. Pay attention to your inner dialogue. Take an active command of your self-talk. Program yourself for self-worth and achievement. Apply self-imagery, affirmations and programs to enliven your energy.
- Let go of worry and anxiety and replace them with planning and preparation. Take time for fun and happiness while building success. Take command of the present and the future. Focus self-awareness on achieving the most here and now.

### Connections of Cause and Effect: 90%

- Enjoy the feelings of achievement. Move from one victory to the next. Use the positives as fuel for even higher level initiatives. Cultivate the momentum of positive spirals while limiting the drain of negatives.
- Take initiative. Let your motto be "If it's going to be, it's up to me." Find yourself a theme song and anchor positive affirmations to energize and empower action. Be bold and accept challenges. Take the initiative to accept reasonable, calculated risks. Be tolerant of uncertainty and ambiguity and move forward through concerns.
- Be accountable for engagement and motivation. Look towards self-actualization. Look for new horizons and higher levels of excellence. Create a vision board and set the tools in place to sustain enthusiasm. Use internal and external tools to maintain the passion and drive to high achievement. Don't accept anything less than complete success.

### Self Appreciation, Acceptance and Confidence: 90%

- Enjoy your feelings. Savor happiness and take time to live in the moment. Let go of emotional baggage. Let people get to know you. You'll enjoy the connection and they'll respond to the level of quality and character you have.
- Build self-worth and esteem. Develop experiences. Enjoy learning and personal development. Pick out areas you think might be fun and invest time in yourself. Volunteer and give back.
- Become more self-assured and confident. Avoid being cocky or arrogant. Communicate with honesty, kindness and directness. Let others know what you're capable of and deliver the quality and excellence you know you can.

#### Consciousness, Assertiveness: 50%

- Create standards, values and principles. Ethics and values are not situation dependent. Be certain to internalize your standards and not adjust to accommodate others. Integrity means being who you are regardless of the situation.
- Adjust boundaries as you deem fit. With different people, it's appropriate to have varying boundaries. Make sure you feel comfortable and safe.
- Maintain self-value. Treat yourself right and require that others do the same. Consider your needs and feelings. Consider what you need in terms of self-respect and leadership and adjust accordingly.

#### Emotional Identification: 60%

- Journal about your feelings. Take the information and use it to become more effective at understanding and applying your emotions to situations. Let feelings be part of the journey.
- Take time to laugh and smile. Use positive feelings to create warmth and more fun.
- Give yourself permission to feel. Deal with emotions in a constructive, masterful way. Begin to heal emotions that are no longer productive or helpful/supportive.

## Self-Recognition (SeR) Quotient Worksheet

How conscious are you of your different emotions and feelings consistently?

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Can you name your different emotions? How many of them can you identify?

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How do your emotions, moods and temperament affect your personal life and professional performance?

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How can you become more conscious of your feelings and more aware of their impact?

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Are you aware of the effects your feelings have? Are there ways to choose positive emotions and minimize negative ones?

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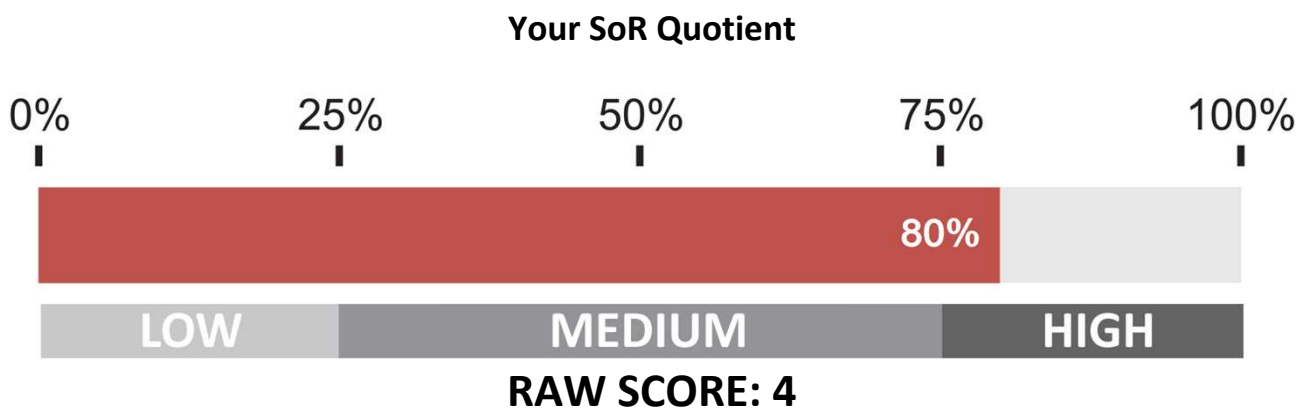
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## Quotient 2: Social Recognition (SoR)

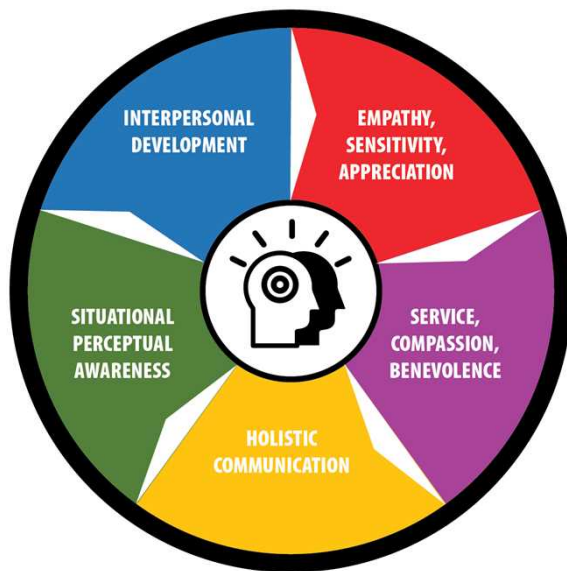
The social recognition scale reflects awareness and consideration of the feelings and responses of others. The ability to empathize and maintain sensitivity to the moods and emotions of others allows for superior intuition and connection.

Factors include:

- Empathy/Understanding
  - Sensitivity/Thoughtfulness
  - Appreciation
  - Holistic communication
  - Rapport
  - Service
  - Connection
  - Relationships
  - Compassion
  - Diversity/Tolerance
  - Constructive Interaction
  - Listening
  - Manners & Etiquette
  - Organizational Savvy
  - Respect/Kindness
  - Warmth
  - Adding Value
- **A percentage score lower than 25%** suggests that listening and communication skills could generate better interpersonal connections.
  - **A percentage score between 25% and 75%** indicates a general attentiveness and recognition of the emotional states of others.
  - **A percentage score greater than 75%** is generally indicative of superior listening and rapport-building skills. Individuals with this heightened sensitivity tend to recognize others' feelings, nonverbal signals and interpersonal dynamics. They recognize transitions and shifts. They readily 'read between the lines.'



## Social Recognition (SoR) Scores



### Empathy, Sensitivity, Appreciation



### Service, Compassion, Benevolence



### Holistic Communication



### Situational Perceptual Awareness



### Interpersonal Development



### Social Recognition is comprised of 5 sub-categories:

- **Empathy, Sensitivity, Appreciation:** understanding others; accurately picking up emotional cues from communication (including words, tone and nonverbal signals); managing direct and indirect feedback effectively; being attentive, sensitive, aware and appreciative of the emotional signals of others.
- **Service, Compassion, Benevolence:** operating with a sense of contribution; aiding, helping, coaching and developing others; giving; operating constructively to contribute to the emotional states and benefits of others; recognizing needs, wants and desires; relating to alternative thoughts, perceptions and perspectives.
- **Holistic Communication:** the abilities to effectively send and receive information including emotional content; listening; engaging and connecting with others; sending and receiving verbal and nonverbal signals constructively.
- **Situational Perceptual Awareness:** recognizing and processing dynamic, shifting emotional data; communicating attention, focus, awareness and connection; adapting to situational variables and changes; understanding which factors count, how much and responding with reasonable behavior.
- **Interpersonal Development:** growing and nurturing constructive connections; setting the tone for long term depth and breadth in relationships; working with quality in personal and professional relations; having resonance and rapport.

## Details of Your Social Recognition Scores

### Empathy, Sensitivity, Appreciation: 70%

You may seem aloof and disconnected from others. Build quality relationships. It's not about some people or under some circumstances; empathy is about connecting all the time. Elevate your game to continuously make people feel welcome. Choose to be warm, accepting and supportive. Make a point of really listening, with both your mind and heart.

### Service, Compassion, Benevolence: 80%

You adjust and accommodate based on connecting with others, both individually or collectively. Enjoy the fruits of interaction. Accept the service and gifts of others with appreciation and grace. Show thankfulness. Allow others to help you. Let them understand what you need and what you appreciate.

### Holistic Communication: 100%

You understand others well and are understood. Resonance and rapport are developed through quality, customized empathy and communication. Communication is an action. It has a wide array of agendas. It serves best when it accomplishes what it was intended to, so be sure the message is received as you want it to be.

### Situational Perceptual Awareness: 60%

You may sometimes miss alternative perspectives and points of view. Note cause and effect in feelings to understand and anticipate performance. Listening with all the senses allows for higher levels of awareness. It empowers expectations and intuition through conscious and subconscious awareness of circumstances and shifts.

### Interpersonal Development: 90%

You continuously set new objectives and you consistently achieve them. Center and leverage positive feelings. Use the past for information. Leverage the future for passion and engagement. Focus on the present to optimize performance. Use soft skills to empower synergy and abundance.



## Suggestions to Improve Social Recognition

### Empathy, Sensitivity, Appreciation: 70%

- Reach out in a genuine way on a regular basis. Remember special dates and interests. Connect in a way that shows you are interested in them and their well-being.
- Create a two-way flow of communication. Send messages. Ask questions. Generate dialogue. Actively listen. Validate feelings and thoughts.
- Encourage and support. Encourage movement and offer suggestions to facilitate the success of others. Offer feedback and help.

### Service, Compassion, Benevolence: 80%

- Work with others. Cooperate and engage in activities that generate mutual gain. Think abundance. Take joy from motivation, engagement, interaction and involvement. Relationships enhance happiness.
- Explore higher levels of connection. Focus on quality, not quantity. Ask people what they'd need and like. Be involved at more than a superficial level. Make opportunities to enhance relations.
- Develop a reputation for offering personal, high value care. One size does not fit all. Offer personalized attention.

### Holistic Communication: 100%

- Communication energizes connection, enlivens motivation and engagement, and creates high level, high value interaction. Communication is at the core of synergy and high achievement. Tap the power of conversations.
- Do something to let other people know they are special and important. Use what you have learned in conversations to enhance value.
- Work with others to create opportunities. Through connections, possibilities emerge and problems can be solved.

### Situational Perceptual Awareness: 60%

- Listen more than you speak. Make others feel valued by giving the gift of your attention. Continuous learning comes through practical experience as well as formal education. Use interaction for growth.
- Expand awareness, attention and vigilance. Note subtle changes. Determine what is meaningful and how it applies.
- Allow perceptions to flow and change. Comfort and relaxation are found in the familiar but growth comes through adaptation. Challenge personal beliefs and perceptions. Know their influence on performance, well-being and happiness.

### Interpersonal Development: 90%

- Recognize personal mastery as a vehicle to achieve dreams. Take the time to dream bigger and explore more. Self-actualize. Be all that you can be. Leverage mentors, trainers and feedforward to expand potential.
- Utilize mindsets to create habits of winning. Determine what works and makes you happiest. Nurture constructive feelings and relationships. Listen to what friends and colleagues say.
- Recognize what you can control and what you cannot. Live every day to the fullest. Determine what counts and how much (and go for it). Allow synergy to expand the realm of the possible.

## Social Recognition (SoR) Quotient Worksheet

How do others reveal their feelings to you?

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What range or variety of feelings you aware of in others? Do you notice differences in emotions?

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How do the emotions and moods of others affect your interaction with them?

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How can you deepen connections, improve performance, and expand relationships?

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How can you improve your awareness of other people's feelings?

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How does awareness of others' feelings impact project success and teamwork?

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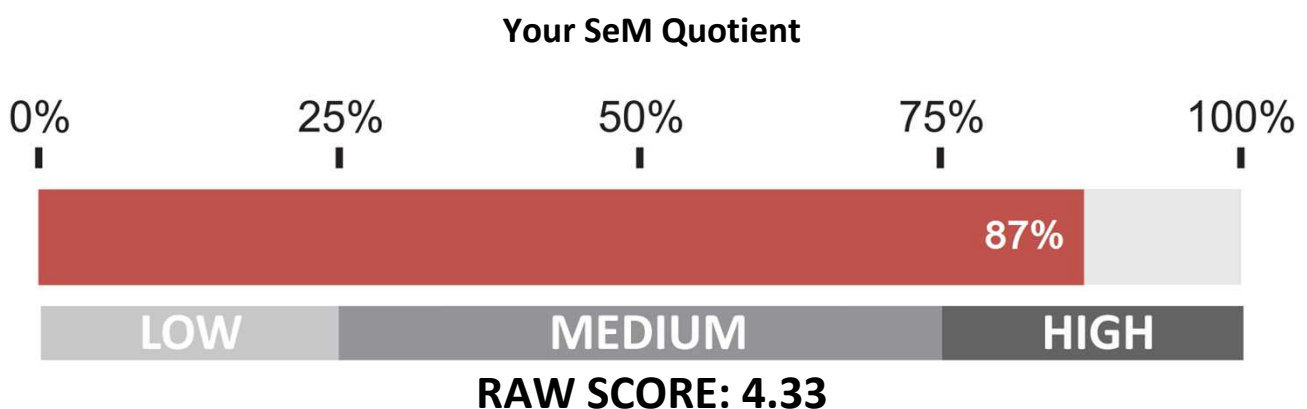
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## Quotient 3: Self-Management (SeM)

The self-management quotient indicates self-evaluation coupled with self-regulation. The awareness and discipline to control and harness feelings directly impacts the ability to achieve personal objectives and develop inner resolution. Satisfaction, happiness and contentment are results of self-management.

Factors include:

- Restraint
  - Discipline
  - Control
  - Resolve
  - Direction/purpose
  - Emotional management
  - Flexibility
  - Enthusiasm/excitement
  - Optimism, Happiness
  - Stress Management
  - Initiative
  - Adaptability, Agility
  - Focus
  - Goal setting
  - Impulse control
  - Learning
  - Likability
  - Resilience
- **A percentage score lower than 25%** shows an opportunity for developing more personal maturity and higher levels of self control. These individuals tend to be impulsive and less able to direct their feelings.
  - **A percentage score between 25% and 75%** is average. While these individuals may experience some impulsiveness and rash action, they are generally intentional and on task with their feelings and performance.
  - **A percentage score greater than 75%** shows exceptional self control and discipline. This score shows people who intuitively understand how to manage themselves. These individuals are highly poised and self-assured. They are intentional, responsible and in command of themselves.



## The Self Management (SeM) Scores



### Self-Control, Discipline



### Goal-Directed Performance, Action



### Integrity, Trustworthiness



### Motivation, Positive Psychology



### Creativity, Agility, Flexibility



### Self-Management is comprised of 5 sub-categories:

- **Self Control, Discipline:** effectively handling impulses; maintaining composure while experiencing stressful, trying emotions; managing preparation and performance; actively choosing paths; self directing; the ability to emotionally persist to achieve strategic objectives.
- **Goal-Directed Performance, Targeted Action:** focus to achieve long term desired goals; emotional tenacity and persistence; drive to choose challenging objectives and assume acceptable risk; staying the course to completion; resilience in the face of obstacles and setbacks; seizing opportunities.
- **Integrity, Trustworthiness:** the ability to work with conscience, ethics and integrity; operating with personal standards, principles and values; being dependable, reliable and authentic; keeping promises and assuming personal responsibility.
- **Motivation, Positive Psychology, Initiative:** self energizing; the ability to be mentally and emotionally engaged; attitude; passion; choosing cause and effect feelings; being responsible for personal success; acting and choosing feelings in accordance with positive emotions, optimism and constructive feelings; limiting negative emotions, patterns and spirals.
- **Creativity, Agility, Flexibility, Adaptability:** coping with change, transition and development; adjusting to situations, relationships and feelings; handling curiosity and imagination to create, discover and explore opportunities; innovation for progress; cognitive and emotional shifts to augment and manage change; the abilities to problem solve and 'think outside the box.'

## Details of Your Self-Management Scores

### Self Control, Discipline: 80%

You are a high achiever with a plan and a vision. Be sure to challenge and expand horizons. It's easy to become satisfied and complacent when things are going well when efforts are readily and appropriately rewarded. Self-discipline and control suggest expanding objectives and continuously setting new and exciting goals. Today's excellence is the standard that needs to be exceeded tomorrow.

### Goal-Directed Performance, Targeted Action: 90%

You are continuously improving and expanding your horizons. Accept challenges and calculated risks to achieve new heights. Be bold and adventurous. Break out of the patterns you know and love to expand possibilities. Embrace the excitement and possibilities that are there with a mind for exploration and discovery. Creatively learn and improve.

### Integrity, Trustworthiness: 80%

You're comfortable with who you are, your values and your calling. Character, integrity and honesty are lifelong commitments. Excellence in the journey assures quality and satisfaction in the outcomes. Your reputation, authenticity and integrity set the foundation for inner ease and positive relationships.

### Motivation, Positive Psychology, Initiative: 100%

You actively take command of life and assume responsibility for your destiny. Drive and commitment are most effective as active systems. While willpower is a powerful force, directing it towards creating habits, patterns, systems and results allows for sustained, powerful achievement.

### Creativity, Agility, Flexibility, Adaptability: 90%

You take the initiative to be agile, imaginative and explore new possibilities. Challenge yourself. Accept reasonable risks. Don't be afraid of failure. Discover new horizons. Make your good, better and your better, best. While you are quite good at flexibility, adaptability and change, there always new possibilities and perspectives. Dream big.

## Suggestions to Improve Self-Management

### Self Control, Discipline: 80%

- Take pride in your self-discipline and control. Take time to rest, relax, refresh and renew. Be careful that self-control and discipline don't cost your relationships.
- Leverage your success to achieve new levels and succeed in alternative areas. Expand your focus and take in new possibilities. Keep setting goals and plans to achieve.
- Seek possibilities where you can invest yourself and make a real contribution. Explore and discover. Make the future even better. Explore and let curiosity and imagination have a free reign. Be creative and try different things.

### Goal-Directed Performance, Targeted Action: 90%

- Create new possibilities. Set more challenging goals. Use the energy to enhance confidence and try new things. Exercise dynamic creativity and explore new types of intelligence.
- Enlist stress as an ally and energizer. Compete against yourself. Set new standards. Go beyond yesterday's expectations.
- Be a mentor and coach. Become a catalyst for excellence. Focus on bringing out the best in others; empower them to achieve. Teach and share to expand your horizons and those of your teammates. Look for colleagues who can facilitate excellence in you and take you to new heights also.

### Integrity, Trustworthiness: 80%

- Your reputation and attitude serve to create a model of character and excellence. Be aware of your impact.
- By being consistent - internally and externally. There is an ease and peacefulness in living with integrity by doing the right thing, no matter who is or isn't watching.
- You are the master of your fate. By assuming self-responsibility, you choose your own destiny and path. Commit to your greatness.



### Motivation, Positive Psychology, Initiative: 100%

- Your sustained excellence yields patterns and habits. Keep it up! These systems make it far easier to consistently contribute high quality effort. Winning and positive outlook serve best when they are second nature.
- Nurture your passion through intrinsic rewards, celebration and a positive stream of self-talk. Character and positive emotions constitute who you are; they aren't just what you do.
- Enjoy your journey and take pride in the accomplishments you've achieved. Use those feelings to fuel new possibilities and go for new successes.

### Creativity, Agility, Flexibility, Adaptability: 90%

- What people do you really admire? Why? How can you emulate the qualities you like best in them? What can you do to offer service and value to others? What possibilities have you explored in giving, kindness and compassion?
- What would you like to leave as a legacy? How would you like to be remembered? Think of the special things you can do. Make that part of your mission.
- Make small, significant improvements daily. Commit to both big and small gains. Do things that will expand the possibilities of tomorrow.

## Self-Management (SeM) Quotient Worksheet

How can you take command of the emotions you feel (or can you)?

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What is your typical self-talk like? Can you improve it?

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What visions and dreams (images) inspire you?

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Do you dwell on positives or negatives? How can you make this more constructive?

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Can you actively make choices to control emotions? Do you have internal responsibility?

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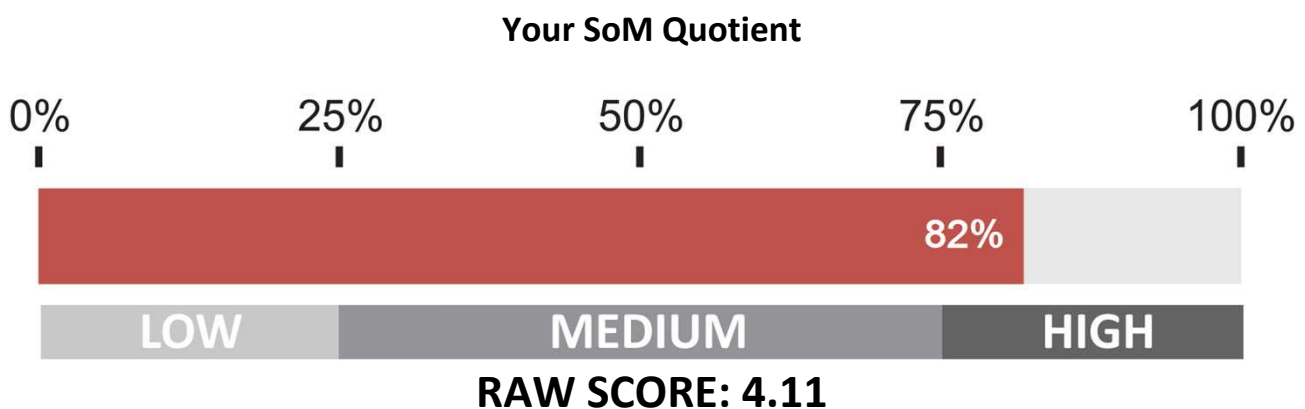
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## Quotient 4: Social Management (SoM)

Social/Relationship management includes interpersonal skills and focuses intelligence on generating results. This social intelligence fosters collaboration and connection to tap the power of synergy.

### Factors include:

- Directing
  - Encouragement
  - Building friendships
  - Supporting
  - Social poise
  - Warmth
  - Team results
  - Collaboration
  - Change Catalyst
  - Conflict Management
  - Developing Others
  - Influence
  - Leadership
  - Negotiation
  - Teamwork & Collaboration
- **A percentage score lower than 25%** presents the opportunity to develop the skills to work better on teams and within groups. These people may tend to be reclusive and avoid others. Focus development on interaction skills.
  - **A percentage score between 25% and 75%** displays average team and interpersonal skills. These individuals are usually good team players.
  - **A percentage score greater than 75%** shows poise and self confidence. These individuals build strong relationships and teams. They tend to gravitate to leadership and coaching. Others often look to them for direction.



## The Social Management (SoM) Scores



### Developing Relationships



### Leadership & Influence



### Change Catalyst & Response



### Negotiation & Conflict Management



### Teamwork & Collaboration



### Social Management is comprised of 5 sub-categories:

- **Developing Relationships, Getting Along with Others:** cultivating, nurturing and maintaining long term personal and professional relationships; having quality connections and friendships.
- **Leadership and Influence:** operating with warmth, likability, presence, charisma, and approachability; paying attention and focusing on results; being involved, engaging, passionate and powerful; showing deliberate persuasion; delivering solutions and success to others and to groups; partnering for targeted outcomes.
- **Change Catalyst and Response:** recognizing the need for change and championing action; developing interpersonal skills and abilities; initiating growth and progress on individual, team and organizational levels; facilitating maturity and success; focusing on positive outcomes.
- **Negotiation and Conflict Management:** bargains with abundance thinking for mutual gains; copes with conflict through positive proactive and reactive techniques; effectively deals with difficult people and situations; creates unity, balance and gain.
- **Teamwork and Collaboration:** builds bonds; transforms groups into teams; fosters unified, engaged effort; generates collaboration, cooperation, participation and high quality results; nurtures spirit de corps and the ability to develop synergy. Interpersonal emotional effectiveness.

## Details of Your Social Management Scores

### Developing Relationships, Getting Along with Others: 90%

You enjoy people and find satisfaction in creating and nurturing quality relationships. Gain happiness through relationships and experiences, not things. Focus on connections where you can make the greatest contribution and receive the most significant payoffs. Invest yourself in quality relationships.

### Leadership and Influence: 60%

You don't exercise full responsibility for your influence and impact. Become the right example. Serve as a catalyst for transformation, growth and high value outcomes. Commit and dedicate to a vision and a mission.

### Change Catalyst and Response: 80%

You take responsibility and have a plan for proactive, positive self-actualization. The fire must come from within, not from outside. Find causes and missions that excite a passion within you. Dedicate yourself to causes and meaningful change. Be the catalyst for the change you want. Be involved.

### Negotiation and Conflict Management: 90%

You apply effective conflict management skills to creatively resolve problems, improve relationships and create abundance. Interaction always involves differences. These give connections value and spice. Hostility and anger are negatives but discussion and interaction generate higher returns for all.

### Teamwork & Collaboration: 80%

You are a collaborative team player who can assume various roles to generate optimal results. As teams succeed, they expand their mission and climb to new heights. The mission needs to expand as the team grows. Achievement creates new possibilities and horizons. Success inspires motivation, engagement and high-quality impact.

## Suggestions to Improve Social Management

### Developing Relationships, Getting Along with Others: 90%

- Relationships work best when they emphasize similar interests and experiences. Over time, quality is added through shared projects and adventures. The little details are important. Remember friends and be attentive.
- Refresh old connections. Invest the time in reconnecting. Let people know you care and that they are valued.
- Share conversations and ideas. Communication is the currency of success. Time, availability and meaningful discussion contribute to all.

### Leadership and Influence: 60%

- Set the tone for team emotion, engagement, motivation and optimism by the feelings you share. Leadership and influence are about relationships. Cultivate the warmth and happiness that attracts and inspires.
- Integrate thoughts and feelings into creativity and problem solving. Generate excitement and enthusiasm in implementation and performance through use of the whole mind.
- Define the aspects of leadership. There are areas where you excel but others that merit attention and improvement. Focus on becoming the leader you would enjoy following. Leaders transform both situations and people.

### Change Catalyst and Response: 80%

- Take some time to reflect and be a futurist. What positive changes does the future hold? How can these shifts be capitalized upon for optimum positive impact? Commit to making your part of the world better.
- Change impacts thoughts, feelings and performance. Be sure to implement improvement in all areas. It is much easier to sustain.
- Develop ways to make others (personal and professional) better. Think in terms of improvement, and seek to leave all situations and relationships better than you found them.

### Negotiation and Conflict Management: 90%

- Invite discussion and constructive critique. Information and real feedback generate the fuel for improvement.
- Respect others. Be assertive. Be positive and constructive. Set the tone for resonance and rapport to develop connection.
- Develop friendships and understanding through communication. Resolved conflicts may turn into strong connection.

### Teamwork and Collaboration: 80%

- As the team achieves, how are investments made in improvement and growth? How is achievement recognized, celebrated and capitalized on?
- Synergy is a dynamic process. It is sustained through positive climate and culture. Contribute to success through realistic optimism and positive emotions.
- Great teams manage internally and externally. They create inner systems to support happiness and victory. External structures generate service and high value.



## Social Management (SoM) Quotient Worksheet

How do the actions and feelings of others affect your emotions?

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How can you read the feelings of others accurately?

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How do you adapt based on your ability to empathize with others?

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How do you separate responses from reactions? How can you choose to be more proactive?

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## Additional Ideas for Improvement

### Self-Recognition:

1. Accept personal feelings as information without judgment or rejection.
2. Connect emotions and thoughts. Think about the causes and impacts of feelings.
3. Tune into the subconscious by recognizing the physical impacts of emotions.
4. Recognize both positive and negative emotions. Reinforce the positive and lessen the negative.
5. Support intrapersonal effectiveness through positive self talk; self affirmation; constructive visualization and/or journalizing.
6. Establish the practice of relaxing, refreshing and renewing through meditation and reflection.

### Social Recognition:

1. Be curious and interested in other people.
2. Focus attention on others and what they are willing to share. Hear both verbal and nonverbal communication.
3. Be sensitive, appreciative, validating and respectful of others. Value both the person and the message they send.
4. Show support and encouragement. Display understanding through physical and verbal communication.
5. Reflect on information to adjust communication and behaviors. Adapt to different personalities, situations and dynamics.
6. Express feelings in sensitive, appropriate, useful, honest ways. Empathize with others. Let them know and feel the connection.

### Self-Management:

1. Develop habits of self-control and personal discipline.
2. Accept responsibility for behavior, communication, performance and impact.
3. Create a sense of conscience, morality and integrity and act consistently with personal values and principles.
4. Determine personal boundaries and act assertively (rather than passively or aggressively).
5. Actively set goals and objectives. Support achievement with diligence, tenacity and the personal qualities necessary to succeed.
6. Actively make and execute decisions. Think, feel and perform with the best information available. Avoid regret, anxiety and worry.

### Social Management:

1. Resolve conflict judiciously through attention, focus, problem solving and seeking double wins.
2. Promote change management, learning and continuous learning to optimize effective and generate high value returns. Apply coaching and mentoring to develop and expand potential.
3. Involve others through teamwork. Generate synergy through cooperation, participation and utilization.
4. create both intrinsic and extrinsic rewards. Celebrate achievement at all levels. Encourage effort.
5. Create environments and situations that promote reasonable risk taking. Allow failure and mistakes to be learning experiences rather than disasters.
6. Get along with difficult people in tough situations through positive interaction, empathy, dialogue, negotiation and emotional connection.

## Now What?

*"The longest journey on earth begins with a single step." (Ben Sweetland)*

After taking this assessment and reading your report, you are probably even more interested in learning as much as possible to improve your emotional intelligence (EIQ). You might believe you can absorb the suggested improvements quickly and retain them until they become second nature, right? Wrong! You must improve your EIQ through ongoing practice. Competence breeds confidence, which leads to inner motivation.

The key to making EIQ easier to master is to break the improvement suggestions into simple bite-size pieces that can be readily digested and successfully implemented in your life. Perfect one area and incorporate that information into your life before perfecting the next area. This begins a "spiral of success" where you learn something new, try it out, and experience some success which gets you charged up about learning more.

The speed with which you apply your new EIQ knowledge should change your behaviors gradually, not radically, so that it affects your life permanently - not as quick fixes learned today and forgotten tomorrow. Training, learning and practicing must become an "all the time" behavior.