



# Emotional Intelligence EIQ-2

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An Evaluation of Emotional Intelligence Styles

Report For: **Michael Sample**

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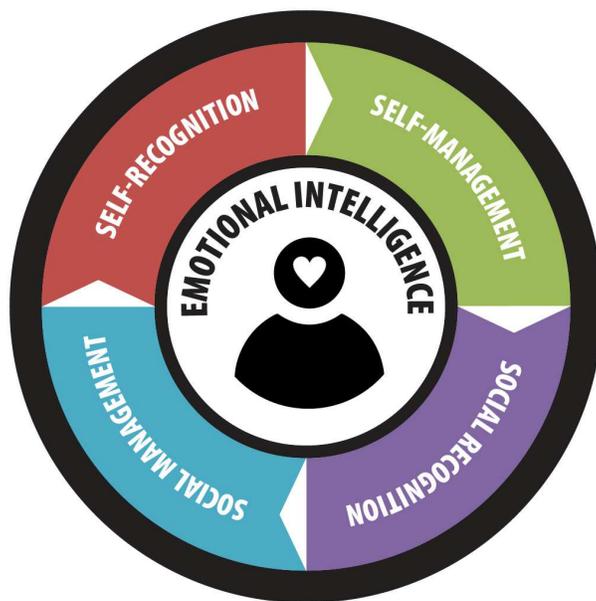
## Emotional Intelligence (EIQ) Inventory

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:

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

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

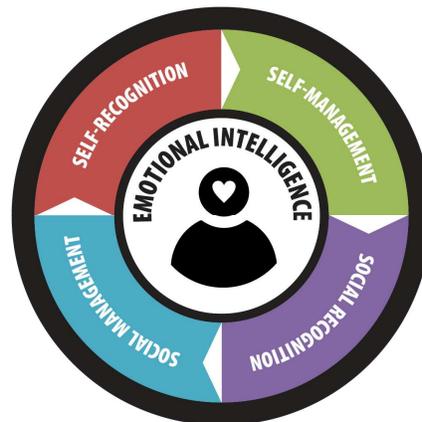
- It shapes our interactions with others and our understanding of ourselves
- It defines how and what we learn
- It allows us to set priorities
- It determines the majority of our daily actions

**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:*



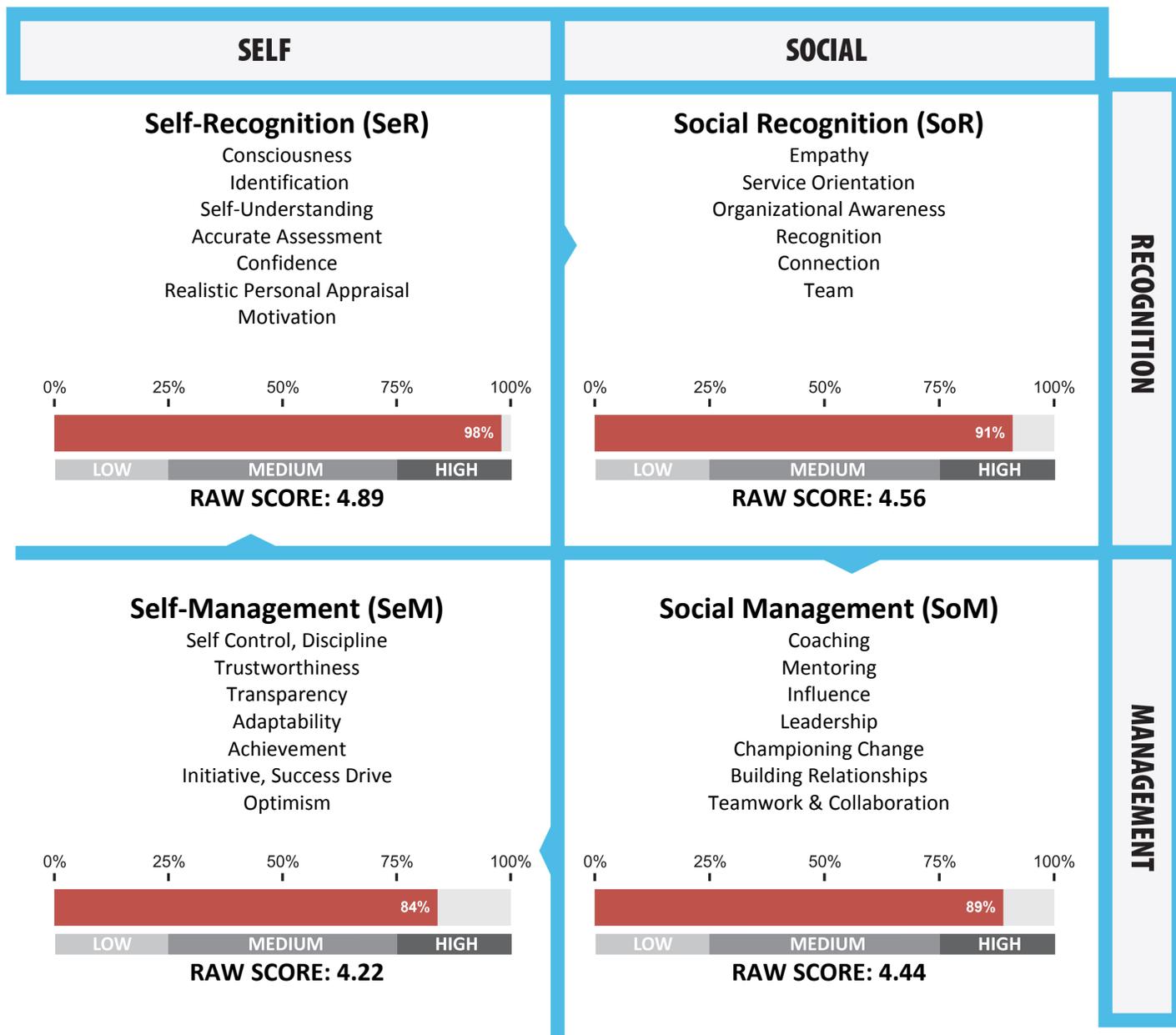
**RAW SCORE: 4.53**

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**)



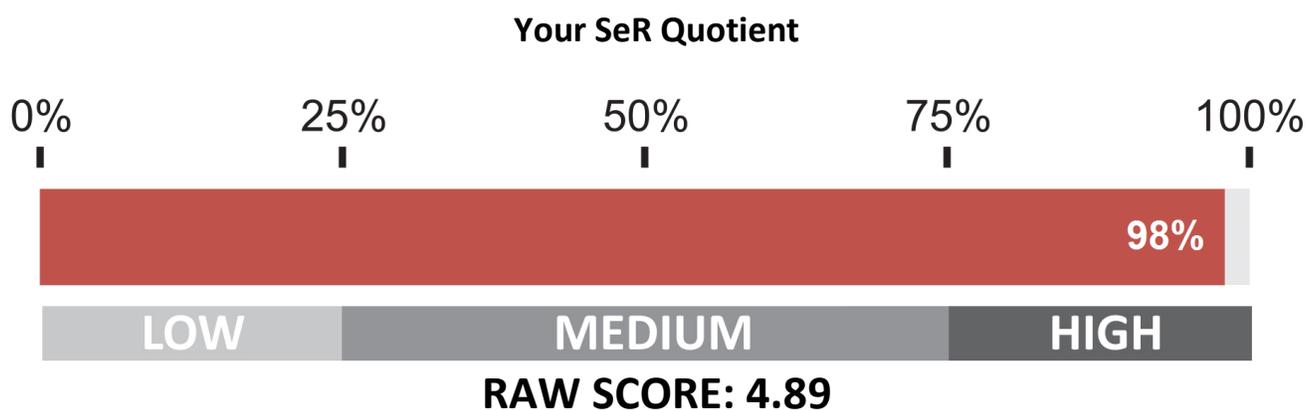
## Quotient 1: Self-Recognition (SeR)

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.

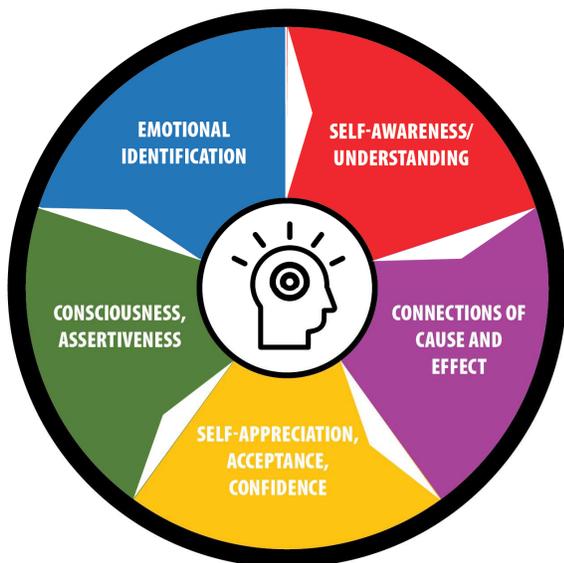
### Factors Include:

- 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: 100%**

You are highly self-aware and comfortable with you. You maintain an active, regular understanding of your feelings. You are at ease with your emotional patterns. Be aware that even the emotionally competent have off days. Do what you need to do to minimize down time and stay on track. Invest in yourself to expand possibilities and enhance self-actualization.

### **Connections of Cause and Effect: 90%**

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: 100%**

You're comfortable with yourself and 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: 100%**

Set your focus and vision on your dreams rather than the dreams of others. Your vision, focus and assertiveness create the world in which you live. Take responsibility and choose wisely. Rather than accepting life as others lead, take command and develop the life that serves your vision.

### **Emotional Identification: 100%**

Take emotional experience and energy to new places. Use emotional energy for expanding possibilities. Let it open pathways to creativity and new vehicles of self-actualization.

## Suggestions to Improve Self-Recognition

### Self-Awareness/Understanding: 100%

- Take some time for yourself. Listen to yourself. Expand possibilities. Go on new adventures. Exercise your creativity. Explore. Discover. Let your mind play. Recognize that time for refreshment and renewal serves to energize and excite your efforts.
- Enjoy your internal and external processes. Nurture the qualities you like. Congratulate yourself on accomplishments and growth. Celebrate. Validate who you are. You know you're special. Enjoy your story. Resonate with how your emotions and thoughts entwine to create long-term satisfaction and happiness.
- Look to improve life balance concerns to better enjoy the here and now. Focus on making each moment special and meaningful. Get the most out of the present. Recognize that there are no limits to your potential for greatness.

### 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: 100%

- 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: 100%**

- Create standards, values and principles. When you select the means and values that you'll apply, you often choose the results as well. Choose your destiny rather than leaving it in the control of others.
- Adjust boundaries as you deem fit. Determine what you will accept from yourself as well as from others. Treat yourself with the care, respect and dignity you would demand from others. Consider your needs and feelings. Celebrate character and inner quality.
- Integrate effective systems and strategies into your life. Think not only through the tactics, but consider short- and long-term implications.

**Emotional Identification: 100%**

- Transform feelings into development. Recognize specific feelings that lead to unrecognized potential. Revel in learning and growth.
- Catch up on breadth and depth. Expand emotional experience. Recognize the full impact of specific feelings.
- Let feelings create connections with new experiences that stimulate emotions. Enjoy the journey as an adventure. Explore and discover.

## 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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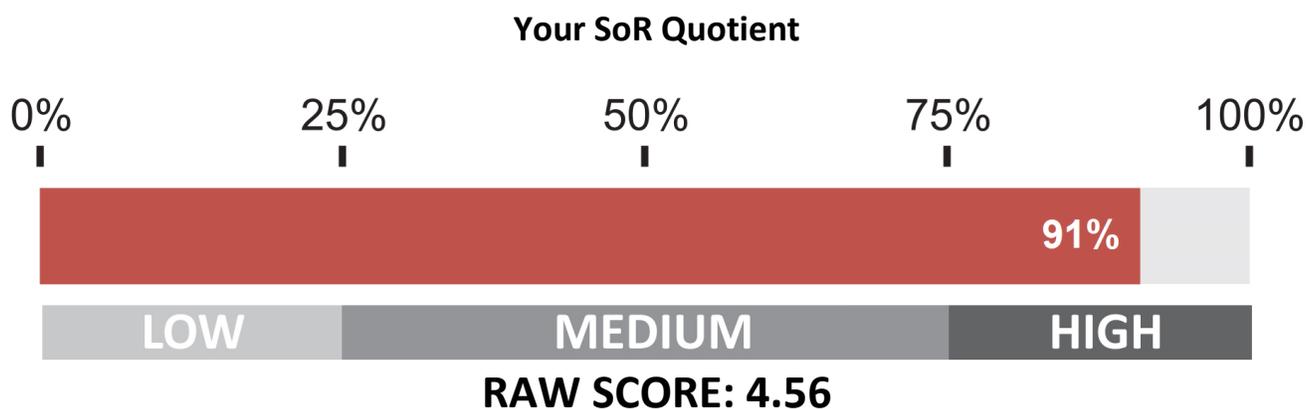
## Quotient 2: Social Recognition (SoR)

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.

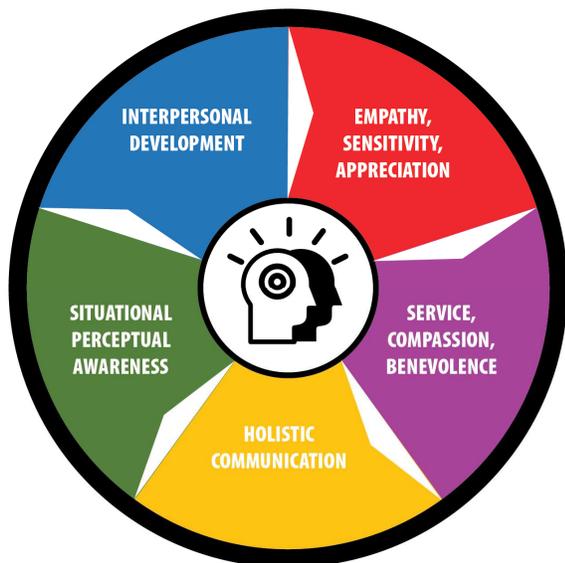
### Factors include:

- 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: 80%**

Make the impossible - possible. Be the person who translates thoughts and feelings into results. Be active, proactive and responsive. Let your influence flow and become the master of synergy. Focus on developing passion with purpose. Nurture the achievement of others.

### **Service, Compassion, Benevolence: 80%**

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%**

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: 100%**

Expand potential. Heightened awareness is at the base of personal programming, mental toughness and the skills necessary to succeed at higher levels. Commit to mastering these skills and applying them.

### **Interpersonal Development: 90%**

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: 80%

- Listen with purpose and intent. Convert thoughts and feelings to action and results.
- Be available, accepting and approachable. Show connection through positive emotions and optimistic feedback.
- Make an effort to remember and add value. Be sensitive to what they consider important and deliver accordingly.

### 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: 100%**

- Interpersonal dynamics program relationships for success or failure. Choose to be perceptive, adaptable and effective. Don't merely have the information; apply it well.
- Cultivate a network that serves both for today and tomorrow. Expand by finding common ground for conversations and connection. Emphasize quality interactions.
- Expand your repertoire of information. Generate general data, connect with current events and collect a wide array of specific knowledge to help you manage change agilely and efficiently.

### **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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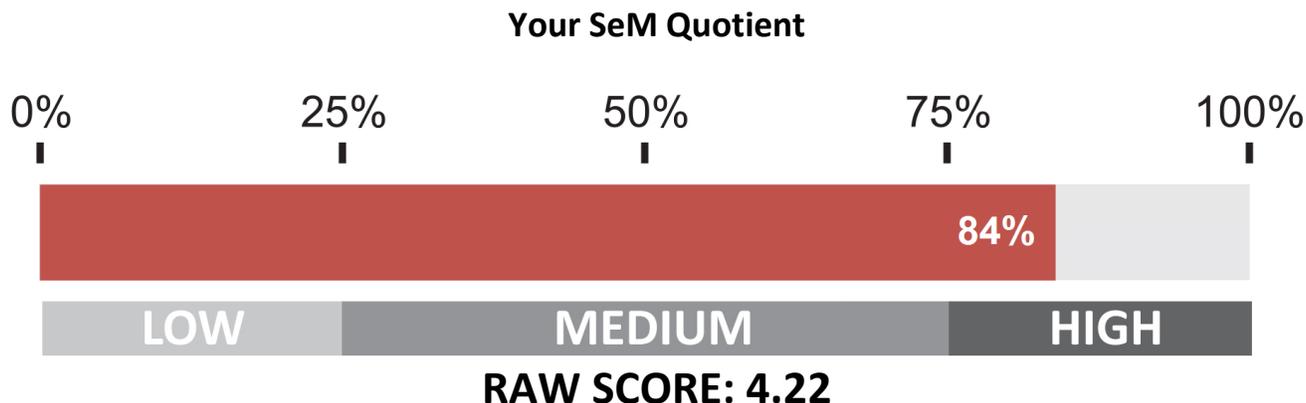
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## Quotient 3: Self-Management (SeM)

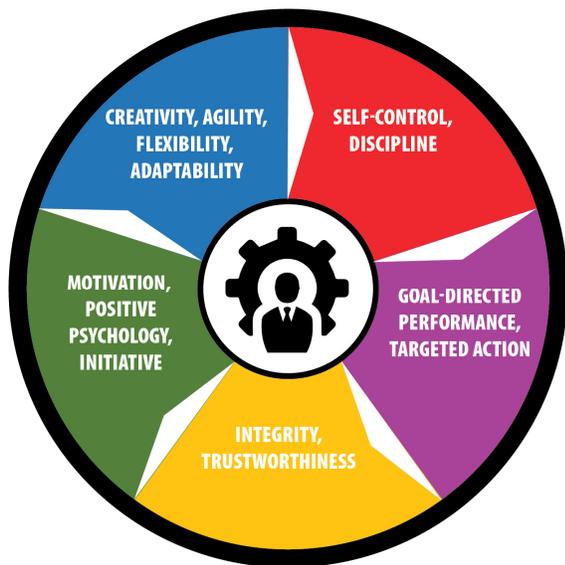
The self-management quotient indicates self-evaluation coupled with self-regulation. The awareness and discipline to control and harness feelings directly impacts the ability to achieve personal objectives and develop inner resolution. Satisfaction, happiness and contentment are results of self-management.

**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) Wheel



### 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: 70%

Energize to stay on track, avoid multitasking, and have more fun on the journey. Targeted objectives lead to success. Still, coordinating the effort and staying on task are essential. Demanding the best and settling for nothing less leads to excellence. Develop a strong commitment, excitement and enthusiasm to stay the course, even in the face of setbacks and disappointments.

### Goal-Directed Performance, Targeted Action: 70%

Maintain passion and enthusiasm. Most projects are hardest to start and finish. It's easier to maintain momentum when things are moving along. Set a positive tone to keep up excitement, drive and motivation to get the targeted results.

### Integrity, Trustworthiness: 100%

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%

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%

Explore new possibilities. Challenge yourself. 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: 70%

- Find the right balance. Recognize the exchange value of time, talent and treasure. Keep the focus on outcomes. Commit to what matters. Value yourself and your time. Create a personal passion to perform. Make the results worth the effort.
- Set SMART goals that are important and meaningful. Avoid overextending. Set a few significant goals and achieve them on a regular basis. Be consistent, committed and diligent. Be focused and deliberate. Commit to learning and continuous improvement to expand potential.
- Take time to assess and evaluate. Review your efforts and performance on a regular basis. Solicit feedback. Commemorate and recognize success with personal pride. Take pictures or make notes. Make victory tangible and memorable.

### Goal-Directed Performance, Targeted Action: 70%

- Keep the goals in sight. It's easy to lose focus. Keep a lively passion for the project and the service rendered. Avoid distractions, tangents and activities not on task that drain energy and waste resources. Stay the course until the end.
- Use tools to keep on track and keep accountable. Write progress reports; have accountability partners; keep a journal. Overcome hurdles and maintain momentum. Deal with mental, physical and emotional barriers. Give yourself credit for overcoming but keep moving forward.
- Balance your emotional investment. Remember that success is not final and failure is not fatal. Develop and follow-through on your course, adjusting as needed.

### Integrity, Trustworthiness: 100%

- 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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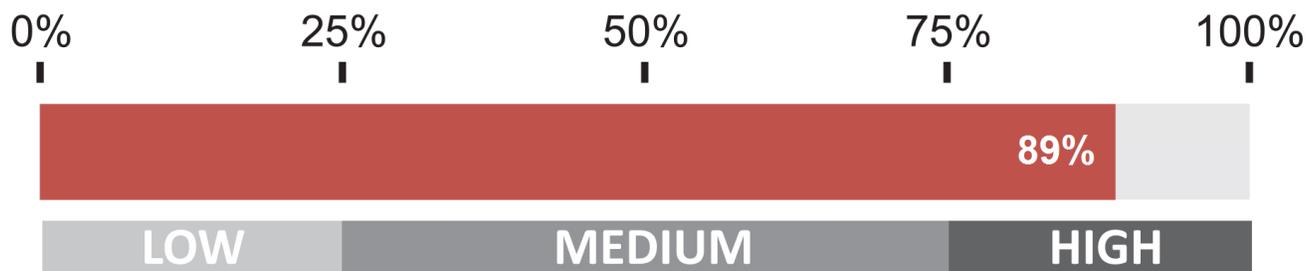
## Quotient 4: Social Management (SoM)

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:**

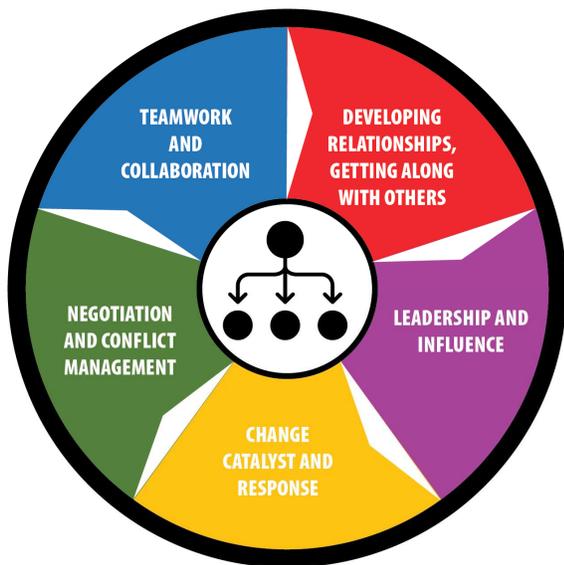
- Directing
  - Encouragement
  - Building friendships
  - Supporting
  - Social poise
  - Warmth
  - Team results
  - Collaboration
  - Change Catalyst
  - Conflict Management
  - Developing Others
  - Influence
  - Leadership
  - Negotiation
  - Teamwork & Collaboration
- **A percentage score lower 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.

### Your SoM Quotient



**RAW SCORE: 4.44**

## The Social Management (SoM) Wheel



### 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; develop interpersonal skills and abilities; initiating growth and progress on individual, team and organizational levels; facilitating maturity and success. Focusing on eustress and 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%

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: 80%

Be the leader who builds long term. Invest in people and long-term success. Coach, share and transform the ordinary to the extraordinary. See potential and possibility. Set the path and tone for reaching and achieving high level success internally and externally.

### Change Catalyst and Response: 90%

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: 100%

Resolving differences and difficulties makes for better relationships. 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%

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: 80%

- Invest time and effort into the aspirations of others. Be a contributor. Connect on a personal level to become a catalyst for individual, team and organizational achievement. Seek to serve.
- Learn how to coach and mentor with different topics and for varying audiences. Nurture and cultivate the best in others. Make praise, encouragement and celebration a regular part of your routine.
- Connect with a long-term vision and mission. Look to leave a legacy. Set strategies and systems in place that generate sustained patterns of excellence.

### Change Catalyst and Response: 90%

- 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: 100%**

- 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.