



# Emotional Intelligence

An Evaluation of Emotional Intelligence Styles

Report For: **Sample Report**

Date: **1/1/2023**

YOUR COMPANY  
**LOGO**  
APPEARS HERE

# Table of Contents

The Emotional Intelligence Inventory .....	3
Benefits .....	4
Your Overall Score & Emotional Intelligence Quotients .....	6

## **Quotient 1: Self-Recognition (SeR)**

Overview & Overall Score .....	7
SeR Sub-Categories .....	8
SeR Sub-Categories Detailed Scores .....	9
SeR Suggestions for Improvement .....	10
SeR Worksheet .....	12

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

Overview & Overall Score .....	13
SoR Sub-Categories .....	14
SoR Sub-Categories Detailed Scores .....	15
SoR Suggestions for Improvement .....	16
SoR Worksheet .....	18

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

Overview & Overall Score .....	19
SeM Sub-Categories .....	20
SeM Sub-Categories Detailed Scores .....	21
SeM Suggestions for Improvement .....	22
SeM Worksheet .....	24

## **Quotient 4: Social Management (SoM)**

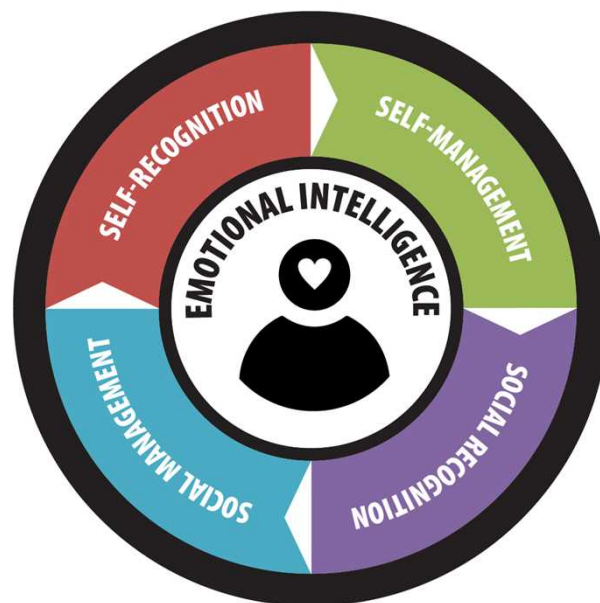
Overview & Overall Score .....	25
SoM Sub-Categories .....	26
SoM Sub-Categories Detailed Scores .....	27
SoM Suggestions for Improvement .....	28
SoM Worksheet .....	30
Additional Suggestions for Improvement & Now What? .....	31
Now What? .....	32

# Emotional Intelligence (EIQ) Inventory

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

Research indicates that emotional intelligence can be learned and improved, 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 four areas of emotional intelligence**
- **Highlight relative strengths, weaknesses, and areas of focus**
- **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***

## EQ Benefits

Emotional intelligence recognizes feelings and responds in an appropriate, attentive way. These skills and abilities heighten personal performance, empower relationships, and guide teamwork in a more people-centric and results-oriented manner.

Some of the areas influenced 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>     |

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

- **Enhanced Employer/Employee Relations**
- **Improved Performance/Productivity**
- **Higher Attention to Task/Focus**
- **Greater Motivation and Satisfaction**
- **Improved Confidence and Self-Efficacy**
- **Better Problem Solving and Creativity**
- **Enhanced Leadership, Influence, and Team Performance**
- **Collaboration and Synergy**
- **Improved Work Climate and Culture**
- **Better Interpersonal Connection and Effectiveness**
- **Greater Initiative and Commitment**

- **Reduced Stress**
- **Lower Levels of Bias and Mistrust**
- **Reduction in Absenteeism**
- **Significant Decrease in Turnover**
- **Decreased Burnout**
- **Minimized Negative Emotions**
- **Decreased Negative Interactions Due to Stress**
- **Fewer Aggression and Hostility Issues**
- **Less Safety-Related Violations**
- **Fewer On-the-Job Accidents**
- **Lower Worker's Compensation**
- **Fewer Disengaged Workers**

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

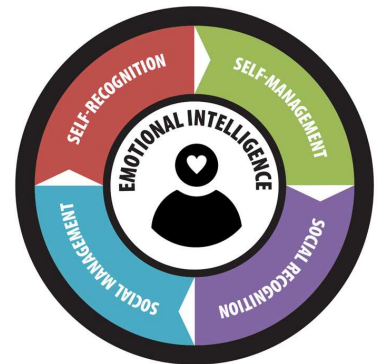
- It shapes our understanding of ourselves and our connections with others
- It defines how we grow and what we learn about ourselves and those around us
- It allows us to set the right priorities
- It determines the majority of our daily actions and interactions

### How It Works:

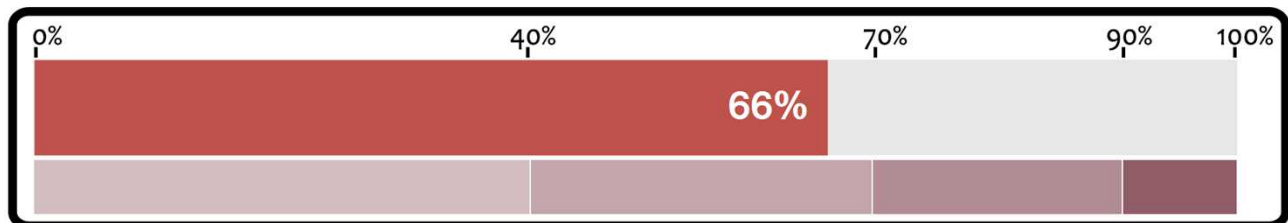
EQ is based on an internal loop. It begins with **awareness** of emotions and temperament. It continues on through **understanding** and moves towards **discipline** and **management**. After the initial personal cycle, it **connects** to the emotions of others.

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

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



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



**RAW SCORE: 3.28**

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

### Your Overall Score is:

Vulnerable: Limited experience and some working knowledge – beginning to gain a deeper understanding with only foundational knowledge of the key aspects

# 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**)

The scale descriptors on the right explain the continuum of EIQ knowledge and skill. As you read them, think of Emotional Intelligence as a skillset that can be developed. Scores are based on one's current level of understanding, competence, and focus. Unlike cognitive intelligence, emotional intelligence can be increased through willingness, insight, and application.

90-100

**Optimal:** Has comprehensive and extensive knowledge. Intuitively grasps the totality of the situation and responds instinctively and sensibly with ease.

70-89

**Proficient:** Has a high degree of competence and depth of understanding. Sees the big picture and holistically addresses complex situations with accountability and confidence.

40-69

**Vulnerable:** Some working knowledge, and beginning to gain a deeper understanding. Limited experience with only foundational knowledge of the key aspects.

0-39

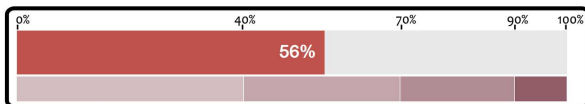
**Novice:** New or inexperienced with little knowledge. Minimal conception of the complexity of these skills. Very basic understanding.

## SELF

## SOCIAL

### Self-Recognition (SeR)

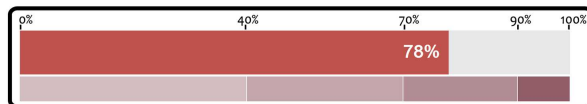
Awareness/Identification  
Self-Understanding  
Personal Confidence  
Motivation/Drive



RAW SCORE: 2.78

### Social Recognition (SoR)

Empathy  
Service Orientation  
Organizational Awareness  
Connection

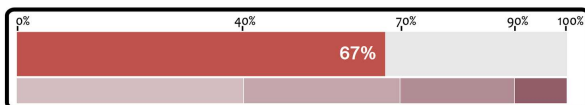


RAW SCORE: 3.89

RECOGNITION

### Self-Management (SeM)

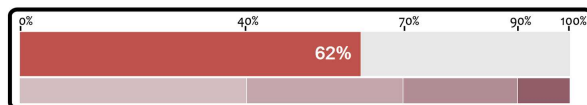
Self-Control/Discipline  
Transparency  
Adaptability  
Achievement



RAW SCORE: 3.33

### Social Management (SoM)

Leading/Coaching/Mentoring  
Championing Change  
Building Relationships  
Teamwork & Collaboration



RAW SCORE: 3.11

MANAGEMENT

Each of the four EIQ Quotients are then broken down into individual sub-categories to further determine the strengths and challenges associated with each quotient.

### Self-Recognition (SeR)

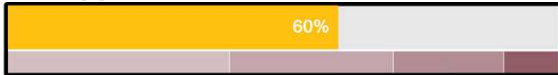
#### Self-Awareness



#### Cause and Effect



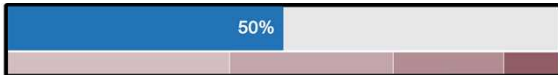
#### Self-Appreciation



#### Consciousness & Assertiveness



#### Emotional Identification



### Social Recognition (SoR)

#### Empathy, Sensitivity, Appreciation



#### Service, Compassion, Benevolence



#### Holistic Communication



#### Situational Perceptual Awareness



#### Interpersonal Development



### Self-Management (SeM)

#### Self-Control, Discipline



#### Goal-Directed Performance, Action



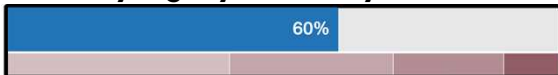
#### Self-Integrity, Trustworthiness



#### Motivation, Positive Psychology



#### Creativity, Agility, Flexibility



### Social Management (SoM)

#### Developing Relationships



#### Leadership & Influence



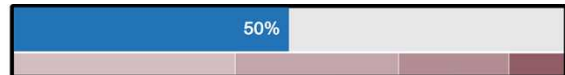
#### Change Catalyst & Response



#### Negotiation & Conflict Management



#### Teamwork & Collaboration



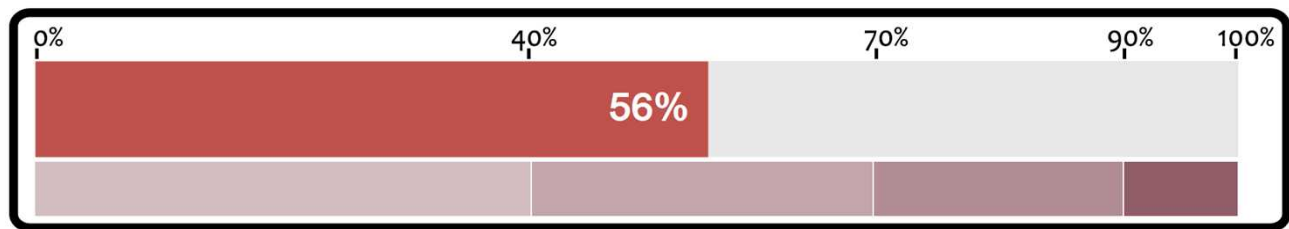
## Quotient 1: Self-Recognition (SeR)

The Self-Recognition Quotient reflects self-awareness and understanding, personal acceptance, and an overall understanding of one's individual attitudes and mindset. Remember, this Quotient is foundational to Social Recognition, Self-Management, and Social Management.

**Some factors included in Self-Recognition scores:**

- Learning styles
- Attitude/Outlook
- Comfort and discomfort
- Strengths/weaknesses
- Mindfulness
- Self-acceptance
- Tension/stress levels
- Spirituality
- Conscience
- Emotional well-being
- Assertiveness
- Authenticity
- Character
- Confidence
- Self-perception

### Your SeR Quotient



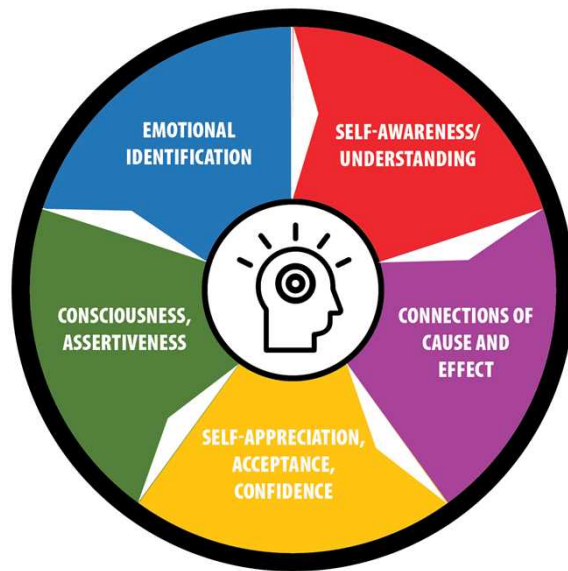
**RAW SCORE: 2.78**

### Your score in Quotient 1 is:

Vulnerable: Limited experience and some working knowledge – beginning to gain a deeper understanding with only foundational knowledge of the key aspects



## Self-Recognition (SeR) Scores



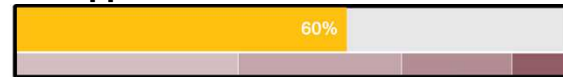
### Self-Awareness



### Cause and Effect



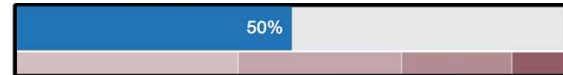
### Self-Appreciation



### Consciousness & Assertiveness



### Emotional Identification



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

- **Self-Awareness and Understanding:** a conscious, deliberate reflection on personal identity, image, feelings, motives, desires and how these are associated with perceptions of self in various situations; empathy and understanding of self; knowing why specific emotions occur
- **Connections of Cause and Effect:** recognition of the impact and consequences of behaviors on feelings and moods; separating external and internal factors effecting emotions; knowing how feelings affect performance
- **Self-Appreciation, Acceptance, and Confidence:** development of self-esteem, personal worth, and value; acknowledging personal attributes; recognizing personal strengths, weaknesses, and limitations; operating with realistic self-assurance
- **Consciousness and Assertiveness:** intentional establishment of personal boundaries and appropriate limits; choosing a path that expresses self-worth through personal care and outward presence
- **Emotional Identification:** ability to identify and name personal feelings; broad vocabulary and definition of emotions, purposeful choices and responses based on effective reflection and intrapersonal information

## Details of Your Self-Recognition Scores

### Self-Awareness/Understanding: 60%

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 skills in this area empowers improvement in self-consciousness, inner empathy, self-leadership and a greater ability to connect with your own feelings.

---

### Connections of Cause and Effect: 70%

You may not channel positive feelings to their optimal effect. Let optimism and positive expectations set the tone for constructive action and nurture patterns that energize and enhance your quality of life. Generate realistic expectations of personal achievement. Anticipate good things and cultivate a mindset that makes these reasonable outcomes. Let go of doubts and seek to minimize negative thoughts.

---

### Self-Appreciation, Acceptance and Confidence: 60%

You may experience self-doubt sometimes which limits your possibilities. Success at the highest levels requires courage and boldness. Negativity and questions happen when losses are magnified and victories are minimized. Cultivate internal and external environments that encourage and support you. Inaction, procrastination, doubt and perfectionism are the big opponents of top-level winning. Look to facilitate your own success.

---

### Consciousness, Assertiveness: 40%

Depending on the situation and relationships, your assertiveness may shift or flow accordingly. It's generally easy for you to differentiate relationships and varying circumstances. Healthy assertiveness requires that you become comfortable with yourself regardless of adjustments that may be required.

---

### Emotional Identification: 50%

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 creating 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%

- Find activities that are engaging physically, mentally, and emotionally. Work with your memory and problem-solving skills (puzzles) and limit/eliminate multitasking when possible. Create patterns toward achievement. Tenacity, mental toughness, and focus are the stuff of winners. Exercise dynamic creativity and decision-making.
  - Make self-awareness a consistent discipline. Manage your moods and temperament. Listen to yourself. Pay attention to your inner dialogue and take active command of your self-talk. Program your language for self-worth and achievement. Apply self-imagery and affirmations 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, right here and now.
- 

## Connections of Cause and Effect: 70%

- Emotional expression has consequences. Recognize how yours creates impact. Positive emotions have constructive outcomes. High-energy feelings initiate momentum and powerful performance. Nurture and celebrate what you want to increase in your life.
  - Be accountable for engagement and motivation. Cultivate a high internal locus of control. Believe in yourself. Generate realistic positive expectations. Look to accountability partners, scheduling, budgeting, and greater structure to keep on track.
  - Take action. Thoughts, feelings, and productive plans give way to performance. Anticipate success. Compete with yourself to outperform yesterday, and focus on being the change you want to see.
- 

## Self-Appreciation, Acceptance and Confidence: 60%

- Validate your authentic feelings. Appreciate yourself. Find your passion and pursue it with zest and vigor. Choose to have fun and be happy. Personally and professionally act with enthusiasm.
- Build self-worth and esteem. Enjoy your own company. Make time to just be you. The permission and approval of others are not necessary. Recover from setbacks and disappointments with grace and self-forgiveness. Be resilient.
- Focus on your growth to be more self-assured and confident. Be deliberate and focused. Act with professionalism. Know your abilities and play to your strengths. Go after what you want.

**Consciousness, Assertiveness: 40%**

- Cultivate your standards, values, and principles. Ethics and values should not be 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 and speak up when you do not.
  - Honor your 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 communicate it accordingly.
- 

**Emotional Identification: 50%**

- 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. Remember, it is not always necessary to share our feelings out loud.
- Take time to laugh and smile. Use positive feelings to create warmth and more fun. Emotions are contagious.
- Give yourself permission to feel whatever and however, you do. Deal with emotions in a constructive, deliberate 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?**

---

---

---

---

---

---

**How can you better identify your different emotions based on their intensity and what causes them?**

---

---

---

---

---

---

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

---

---

---

---

---

---

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

---

---

---

---

---

---

**What is one way you can more frequently choose positive emotions and minimize negative emotions?**

---

---

---

---

---

---

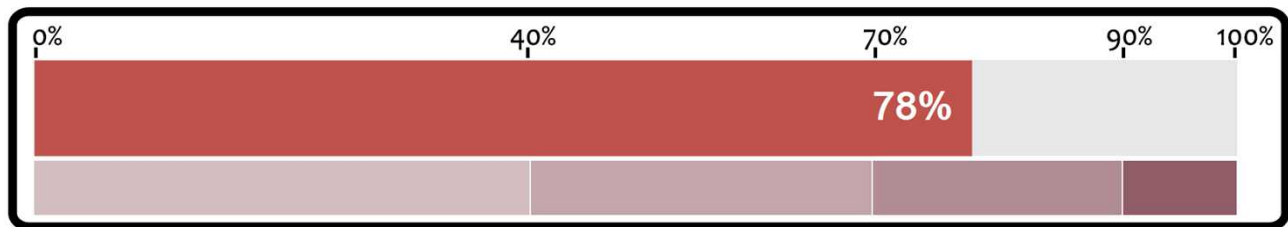
## Quotient 2: Social Recognition (SoR)

The Social Recognition Quotient reflects awareness, consideration, and response to the emotions of others. The ability to empathize and maintain sensitivity to the moods and feelings of others allows for superior engagement and connection.

### Factors include:

- Empathy & Compassion
- Understanding
- Thoughtfulness
- Appreciation
- Holistic communication
- Service Mindset
- Building Rapport
- Diversity/Tolerance
- Constructive Interaction
- Adding Value
- Genuine Listening
- Manners & Etiquette
- Respect
- Kindness
- Organizational Savvy

### Your SoR Quotient

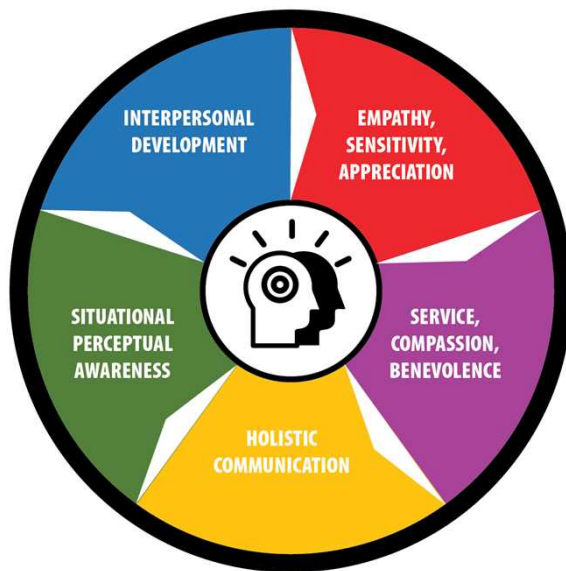


**RAW SCORE: 3.89**

### Your score in Quotient 2 is:

Proficient: High degree of competence and depth of understanding – sees the big picture and holistically addresses complex situations with accountability and confidence

## 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; beneficially contributing to another's emotional state; 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); genuinely and curiously listening; engaging and connecting with others; sending and receiving verbal and nonverbal signals constructively
- **Situational Perceptual Awareness:** recognizing and processing dynamic and shifting emotional data; communicating with attention, focus, and awareness; adapting to situational variables and changes; understanding which factors and influences matter and how much, and then 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 interactions; building and maintaining resonance and rapport.

## Details of Your Social Recognition Scores

### Empathy, Sensitivity, Appreciation: 70%

You may seem aloof and disconnected from others at times. Focus on building your quality relationships and invest in your connections. 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 and seek to understand them, no matter the situation.

---

### Service, Compassion, Benevolence: 100%

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: 70%

Develop a persona and presence that provides quality and balance. You may not always come across as completely approachable, interested and caring. Willingness to listen, despite what you are experiencing, and warm approachability lead to being respected and trusted. In turn this leads to leadership, teamwork, and more opportunity.

---

### Situational Perceptual Awareness: 70%

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%

Use your interpersonal nurturing skills to empower synergy and abundance continuously. You are adept at setting the tone for long-term depth and breadth in relationships and can identify when support needs to look different to get different results with others. Keep the commitment to growing the success of others, and you'll reap the rewards of their achievement too.



# 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.
  - Be supportive. Encourage movement and offer suggestions to facilitate the success of others. Offer feedback and help.
- 

## Service, Compassion, Benevolence: 100%

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

## Holistic Communication: 70%

- Quality listening involves continuous improvement and development. It builds on understanding to facilitate better connections and more empowered relationships.
- Take extra time to energize connections. Do special things to demonstrate an interest in and involvement with others. Ask questions. Restate. Paraphrase. Focus.
- Follow-up and follow-through. Take the time to make the connection more significant by delivering on promises. Make sure the connection is satisfied by reconnecting and verifying satisfaction.

**Situational Perceptual Awareness: 70%**

- 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 to engage with and how it applies.
  - Allow your 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 feedback to expand your potential.
- Utilize a positive perspective to create habits of winning. Determine what works and makes you happiest. Nurture constructive feelings and relationships. Listen to what valued 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

**In what ways do you notice others revealing their feelings to you?**

---

---

---

---

---

---

**When you notice shifting or differences in emotions of those around you, how do you respond?**

---

---

---

---

---

---

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

---

---

---

---

---

---

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

---

---

---

---

---

---

**How does awareness of others' feelings impact collective performance, teamwork, and success?**

---

---

---

---

---

---

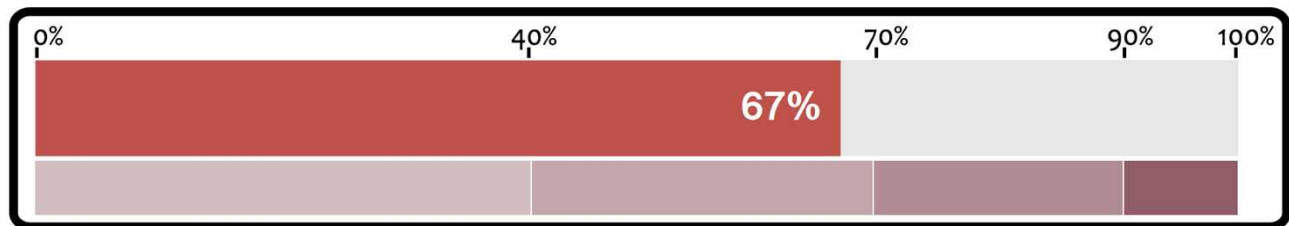
## Quotient 3: Self-Management (SeM)

The Self-Management Quotient adds to self-evaluation by coupling with self-regulation. The awareness and discipline to control and harness feelings directly impacts one's ability to achieve personal objectives and develop determination and drive. Satisfaction, happiness, and fulfillment are known results of strong Self-Management.

### Factors include:

- **Control/Restraint**
- **Discipline**
- **Resolve**
- **Direction/Purpose**
- **Emotional management**
- **Flexibility/Adaptability**
- **Enthusiasm/Excitement**
- **Stress Management**
- **Initiative**
- **Agility**
- **Focus**
- **Goal setting**
- **Impulse control**
- **Learning**
- **Resilience**

### Your SeM Quotient

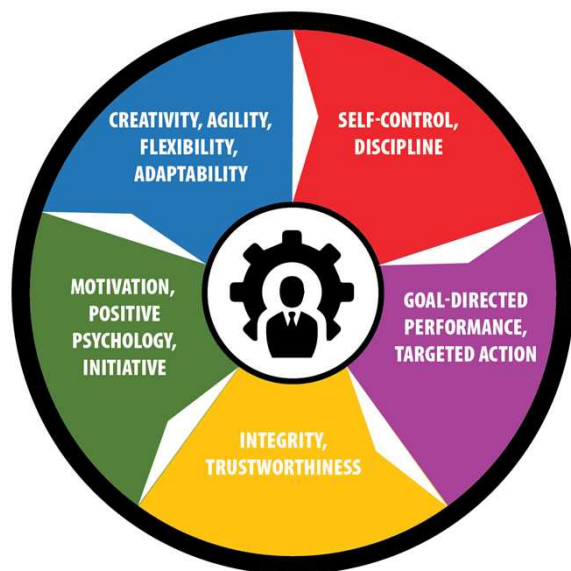


**RAW SCORE: 3.33**

### Your score in Quotient 3 is:

Vulnerable: Limited experience and some working knowledge – beginning to gain a deeper understanding with only foundational knowledge of the key aspects

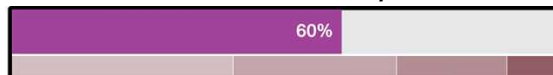
## The Self-Management (SeM) Scores



### Self-Control, Discipline



### Goal-Directed Performance, Action



### Self-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; preparing for and managing performance; actively choosing direction and path; Self-directing; emotionally persisting 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 risks; staying the course to completion; resilience in the face of obstacles and setbacks; seizing opportunities
- **Self-Integrity, Trustworthiness:** the ability to work with conscience, internal ethics, and integrity; operating with personal standards, principles, and values; being dependable, reliable, and authentic while holding boundaries; keeping promises and accepting personal responsibility
- **Motivation, Positive Psychology, Initiative:** Self-energizing; the ability to be mentally and emotionally engaged; attitude; passion; choosing productive and constructive feelings; being responsible for personal success; acting 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 the imagination to create, discover, and explore opportunities; innovation for progress; embracing cognitive and emotional shifts to augment and manage change; the ability to problem solve and 'think outside the box'

## Details of Your Self-Management Scores

### Self-Control, Discipline: 60%

Demanding the best and settling for nothing less leads to excellence. Be sure you have clearly defined goals that fully motivate and engage your heart. Energize yourself regularly to stay on track, avoid multitasking, and have more fun on the journey! Targeted objectives lead to success, but coordinating the effort and staying on task are essential. Develop a strong commitment, excitement, and enthusiasm to stay the course, even in the face of setbacks and disappointments.

---

### Goal-Directed Performance, Targeted Action: 60%

While you may find it easy to start and finish, you likely find it difficult to remain disciplined through the long haul. Find ways to maintain passion and enthusiasm when things are challenging. Remember, most projects are hardest at the start and finish and it's easier to maintain momentum when you see evidence that things are moving along. Set a positive tone to keep up your excitement, drive, and motivation to get the targeted results.

---

### Self-Integrity, Trustworthiness: 80%

You're comfortable with who you are, your values and your purpose, and standing your ground when necessary. Character, personal integrity, and honesty are your commitments. Authenticity and personal excellence in the journey assure quality and satisfaction in the outcomes. Your reputation and integrity set the foundation for inner satisfaction and positive relationships.

---

### Motivation, Positive Psychology, Initiative: 80%

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: 60%

You're willing to adjust if and when the path and the rewards are well-defined. Change is the norm in life but it requires initiative to shift to improvement and a mindset of authenticity when embracing the chance. Exercise creativity and agility to be sure of progress. Don't be limited by past experience. Strive for continuous learning and development of new perspectives and options.

# Suggestions to Improve Self-Management

## Self-Control, Discipline: 60%

- Find the right balance for you. Recognize the exchange value of time, talent, and treasure. Value yourself and your time and commit to what matters. Use your personal passion to keep things on track.
  - Set clear goals that are important and meaningful. Avoid overextending yourself. Be consistent, 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: 60%

- Keep the goals in plain sight. It's easy to lose focus when things get tough or when new things arise. Find ways to keep your passion for a project fresh and stay committed until the end.
  - Use tools to keep on track and stay accountable (write progress reports, have accountability partners, keep a journal). Overcome hurdles and maintain momentum. Deal with mental, physical, and emotional barriers as they arise. Give yourself credit for overcoming, and keep moving forward.
  - Balance your emotional investment and commitment. Remember that success is not final and failure is not fatal. Develop and follow through on your course, adjusting as needed.
- 

## Self-Integrity, Trustworthiness: 80%

- Your reputation and attitude serve to create your model of character and excellence. Be aware of your impact and commit to matching your actions to your intentions.
- Be consistent – internally and externally. There is 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 and embrace your purpose. Work towards it every single day.

**Motivation, Positive Psychology, Initiative: 80%**

- Your focus on sustained excellence yields strong patterns and healthy habits. Keep it up! It will be far easier to consistently contribute high quality effort. Winning and a 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 reach for new successes.
- 

**Creativity, Agility, Flexibility, Adaptability: 60%**

- Generate new experiences and try new things. Set aside the tried and true to expand possibilities. Push beyond your comfort zone.
- Think in terms of 'what if.' Ask yourself 'why' and 'why not?' Become a master of questions and listen attentively for fresh answers. Instead of saying 'no' or thinking something is impossible, think in terms of how it could work and what the impact will be. Leave doubt and constraints behind.
- Make small, significant improvements daily. Commit to both big and small gains and focus on something that has the potential to make a meaningful difference. Do things that will expand your possibilities tomorrow.



# Self-Management (SeM) Quotient Worksheet

**How can you maintain control of the emotions and express them in a kind and effective way?**

---

---

---

---

---

**What messages are sending with your self-talk and how can you make them more positive?**

---

---

---

---

---

**What can you do to be more proactive and prepare for whatever may come?**

---

---

---

---

---

**When you dwell on positives or negatives, how can you make this more constructive?**

---

---

---

---

---

**What steps can you take to actively make choices to control your emotions?**

---

---

---

---

---

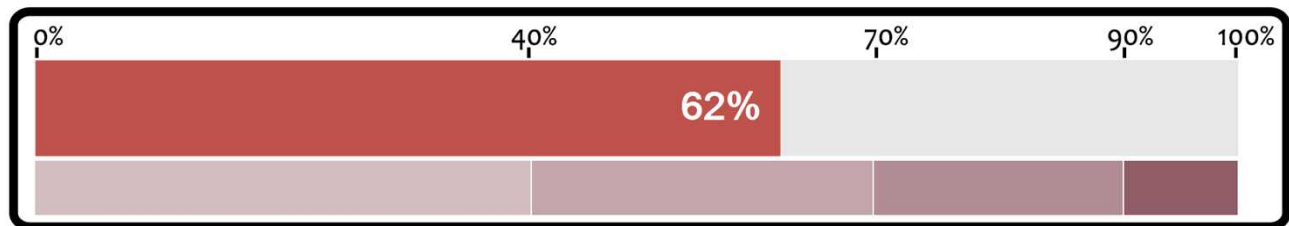
## Quotient 4: Social Management (SoM)

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
- Supporting
- Encouragement
- Building friendships
- Social poise
- Warmth
- Team results
- Collaboration
- Change Catalyst
- Conflict Management
- Developing Others
- Influence
- Leadership
- Negotiation
- Teamwork & Collaboration

### Your SoM Quotient

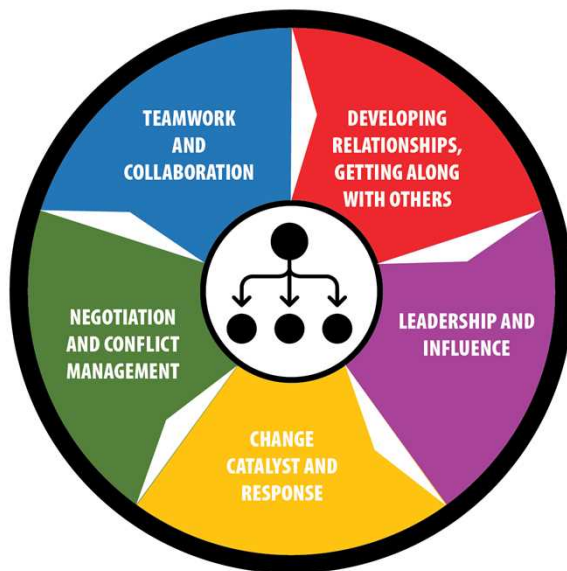


**RAW SCORE: 3.11**

### Your score in Quotient 4 is:

Vulnerable: Limited experience and some working knowledge - beginning to gain a deeper understanding with only foundational knowledge of the key aspects

## The Social Management (SoM) Scores



### Developing Relationships



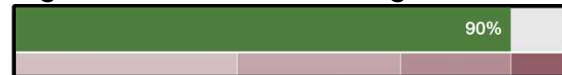
### Leadership & Influence



### 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, presence, charisma, and approachability; paying attention and focusing on results and relationships; being involved, engaging, passionate and influential; engaging in purposeful persuasion; delivering solutions when needed, or guidance when appropriate; partnering with others to reach targeted outcomes
- **Change Catalyst and Response:** recognizing the need for change and championing action and interaction; developing interpersonal skills and abilities; initiating and encouraging growth and progress on individual, team, and organizational levels; facilitating mature interaction and communication; focusing on positive results
- **Negotiation and Conflict Management:** bargaining with abundance thinking for mutual gains; coping with conflict through positive proactive and reactive techniques; effectively dealing with difficult people and situations; creating unity, balance, and mutual benefit
- **Teamwork and Collaboration:** building bonds to transform groups into teams; fostering unified, engaged effort; generating collaboration, cooperation, participation, and high-quality results; nurturing and developing synergy; fostering interpersonal emotional effectiveness

## Details of Your Social Management Scores

### Developing Relationships, Getting Along with Others: 60%

You may not have a strong, well-developed, and consistent network for both giving and receiving. Your level of success will be approximately the same as your five closest friends. Cultivate a network that can contribute to your success in all areas of life. Nurture the connections you need both personally and professionally. Set a course to give and serve as well as to receive.

---

### Leadership and Influence: 20%

Master different roles and skills while paying attention to the kind of leader you want to be. Emulate what you love about those who have inspired and led you. Learn how you can best contribute and influence from a wide array of positions and authority levels. Develop an attitude of generating service and adding value.

---

### Change Catalyst and Response: 70%

Rather than taking command and becoming the change you want to see first, you may drift from the sometimes proactive to the sometimes reactive. Development is certainly planned and structured, but also can be reactive and spontaneous. This can be confusing for others as change is navigated. Commit to creating the change that is improvement-centered. Take what you have learned today and apply it to the hopes and actions of tomorrow for yourself and others.

---

### Negotiation and Conflict Management: 90%

You apply effective conflict management skills to creatively resolve problems, improve relationships, and create abundance. Interaction always involves differences and you promote constructive engagement to make things better, knowing that these give connections greater value. Hostility and anger are negatives to minimize, but you encourage discussion and interaction that generates higher returns for all.

---

### Teamwork & Collaboration: 50%

You know that great teams have an affinity and chemistry. They come together with a mission that transcends one person. The most valuable players are catalysts to everyone's success. They perform and make others perform better. Positive, constructive interaction characterizes high achievers. The whole is stronger and better than the individual parts.

# Suggestions to Improve Social Management

## Developing Relationships, Getting Along with Others: 60%

- Who are your closest colleagues? How are you contributing to their dreams and aspirations? How are they facilitating yours? Find common interests and experiences to create greater levels of satisfaction.
  - Relations typically are also stress generators to a degree. Make them as constructive as possible but remember that they are investments. Expect to give to get.
  - Deal assertively with toxic and difficult people. Author the story of your life with appropriate boundaries and focused objectives. Remember that not everyone you lose is a loss.
- 

## Leadership and Influence: 20%

- Be assertive and cooperative. Put the mission and success of the team above personal achievement. Find satisfaction in following and contributing. Learn to self-lead and be a great follower before looking to lead a team.
  - Recognize leadership as both a formal and an informal role. Accept that there needs to be leadership at all levels. Intentionally develop the feelings and skills necessary to make real, qualitative contributions.
  - Be a catalyst for optimism, positivity, and results. Greater contribution leads to more and higher leadership opportunities.
- 

## Change Catalyst and Response: 70%

- When a change comes your way, it may be helpful to build some structure around HOW the change will take place. Do your part in making an agenda, finding out what needs to be done, and understanding any expectations. Then, actively contribute where you have skills or experience.
- Who have been your coaches, mentors, or examples you followed? How have these people made a positive impact on your life? What are you doing to pay it forward? Be creative and invest in others.
- When things change, how do you reinforce a productive and constructive transition? Do others rely on you to remain stable through change or to help move the change along? Which change behaviors are your greatest strengths and how can you leverage them to support changes now and in the future?

**Negotiation and Conflict Management: 90%**

- Invite discussion and constructive critique. Information and real feedback generate the fuel for improvement.
  - Steer clear of initially evaluating, probing, advising, and interpreting what is being shared – just listen. Use reflective listening strategies to be sure you are understanding all perspectives. Seek first to understand, then to be understood. Watch out for language that could seem like condescension or judgment and just be present and open to hearing what is said.
  - Develop friendships and understanding through communication. Resolved conflicts may turn into strong connections when handled with dignity and grace.
- 

**Teamwork and Collaboration: 50%**

- Figure out what teams you have enjoyed and which ones have disappointed you. Determine how you define a good team. Focus on what you can bring to make performance better.
- Focus less on what you can get than what you can give. Become a team catalyst who makes other players better.
- What do people enjoy about you as a teammate? How do you contribute to synergy? How do you know that what you are contributing is useful and beneficial?

# Social Management (SoM) Quotient Worksheet

**How do you allow the actions and feelings of others to affect your emotions?**

---

---

---

---

---

---

---

**How can you be sure you are reading the feelings of others accurately?**

---

---

---

---

---

---

---

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

---

---

---

---

---

---

---

**How can you be more purposeful by responding intentionally and deliberately, rather than with instinctive reactions?**

---

---

---

---

---

---

---

# Additional Ideas for Improvement

## Self-Recognition:

1. Accept your personal feelings as information without judgment or rejection.
2. Connect emotions, thoughts, and actions. Think about the causes and impacts of feelings.
3. Tune into the subconscious patterns by recognizing your initial emotional responses.
4. Recognize both positive and negative emotions. Reinforce the positive and minimize the negative.
5. Support growing intrapersonal effectiveness through positive self-talk, personal affirmations, constructive visualization, and/or journaling.
6. Establish a practice of relaxing, refreshing, and renewing through daily meditation and reflection.

## Social Recognition:

1. Be curious and genuinely interested in learning about other people.
2. Focus your attention on others and what they are willing to share. Examine 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 your communication and behaviors. Adapt to different environments, situations, and relationship dynamics.
6. Express feelings in kind, appropriate, useful, and honest ways. Empathize with others. Seek to ensure the connection remains healthy and strong.

## Self-Management:

1. Develop active habits of self-control and personal discipline, even when it seems tough.
2. Accept responsibility for behavior, communication, performance, and impact.
3. Foster your conscience, morality, and integrity. 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. Reach for achievement with diligence, tenacity, and personal drive.
6. Intentionally make and execute decisions. Think, feel, and perform with the best you can offer always. Seek to avoid regret, anxiety, and worry over the things you cannot control.

## Social Management:

1. Resolve conflict judiciously through seeking double wins.
2. Promote change management and continuous learning to optimize effectiveness and generate high value returns. Engage coaching and mentoring to develop and expand your potential.
3. Involve others through teamwork. Generate synergy through cooperation, participation, and utilization.
4. Design both intrinsic and extrinsic reward systems to support successes. Celebrate achievement for all, at all levels and encourage all efforts.
5. Create environments and situations that promote reasonable risk taking. Allow failure and mistakes to be learning experiences rather than disasters.
6. Strengthen interactions 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? Not necessarily! You must improve your EIQ through ongoing practice. Competence breeds confidence, which leads to increased 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. Work on one area and incorporate that into your life consistently before moving on to the next one. This will begin a "spiral of success" - you learn something new, try it out, and experience some success which gets you charged up about learning and applying even more.

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