



Emotional Intelligence EQ

An Evaluation of Emotional Intelligence Styles

Report For: **Sam Sample**

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Culture-Werks

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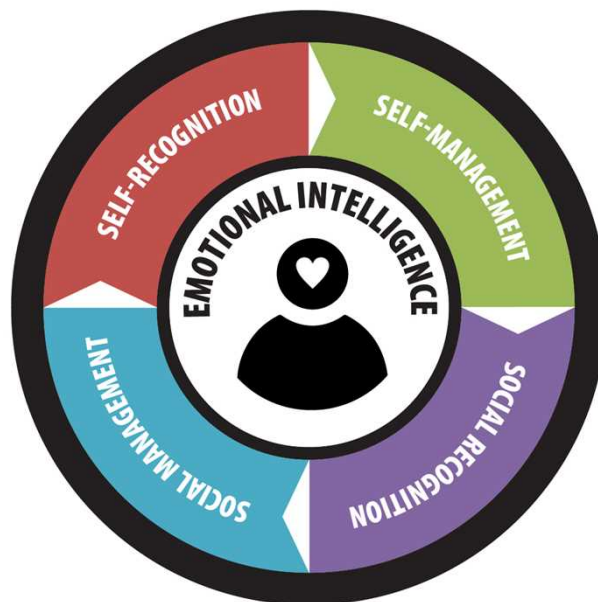
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Emotional Intelligence (EIQ) Inventory

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, as seen through measurable differences directly associated with professional and personal success over time. 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***

EIQ 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:

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

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**
- **Superior 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.

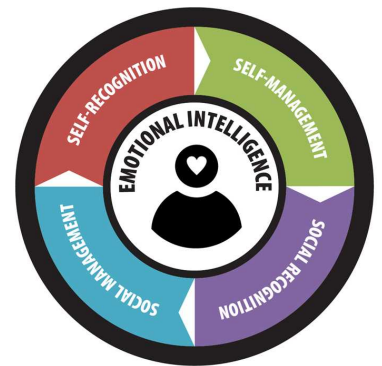
- It shapes our understanding of ourselves and our connections with others.
- It defines how we grow and what we learn about ourselves and those around us.
- It allows us to set the right priorities.
- It determines the majority of our daily actions and interactions.

How It Works:

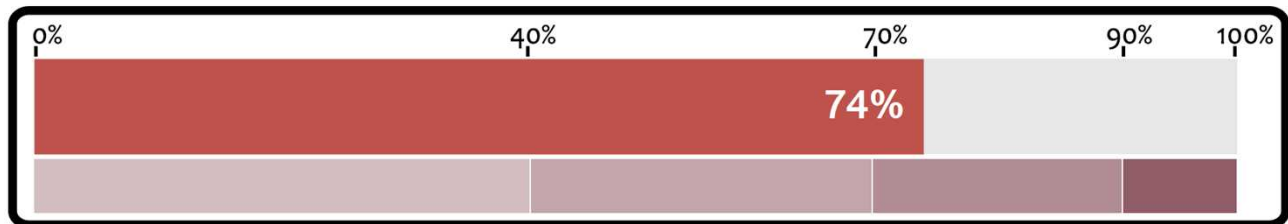
EIQ is based on an internal loop. It begins with **awareness** of emotions and temperament. It continues on through **understanding** and moves towards **discipline** and **management**. After the initial personal cycle, it **connects** to the emotions of others.

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 EIQ:



RAW SCORE: 3.69

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

Your Overall Score is:

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

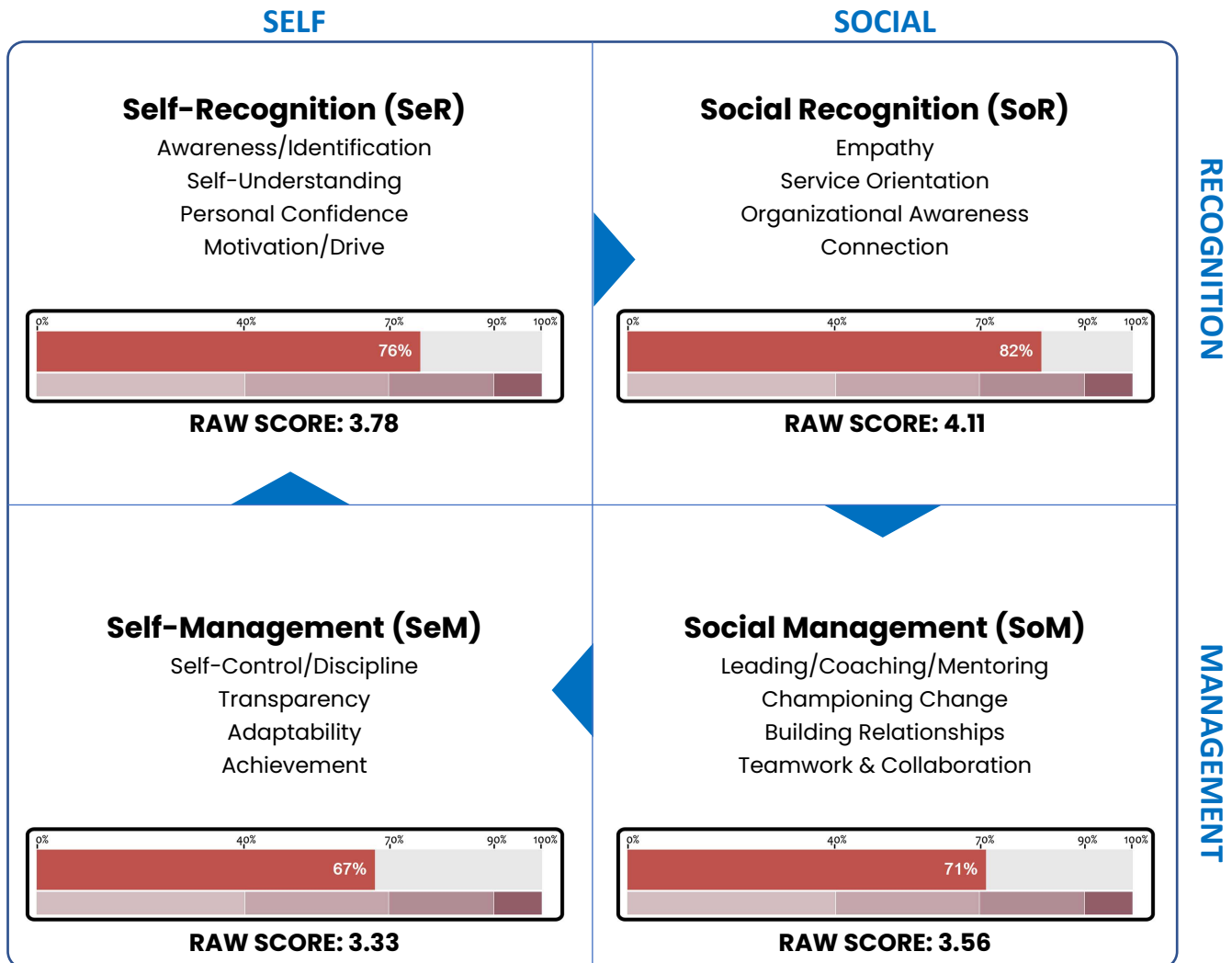
The Emotional Intelligence (EIQ) Quotients

EIQ is based on two competencies, measured as **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: Comprehensive and extensive knowledge - intuitively grasps the totality of the situation and responds instinctively and sensibly with ease
70-89	Proficient: High degree of competence and depth of understanding - sees the big picture and holistically addresses complex situations with accountability and confidence
40-69	Vulnerable: Limited experience and some working knowledge - beginning to gain a deeper understanding with only foundational knowledge of the key aspects
0-39	Novice: Very basic understanding - new or inexperienced with little knowledge and minimal conception of the complexity of these skills



Each of the four quotients are then broken down into individual sub-categories to further determine the strengths and challenges associated with them.

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



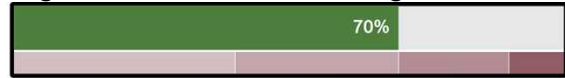
Leadership & Influence



Change Catalyst & Response



Negotiation & Conflict Management



Teamwork & Collaboration



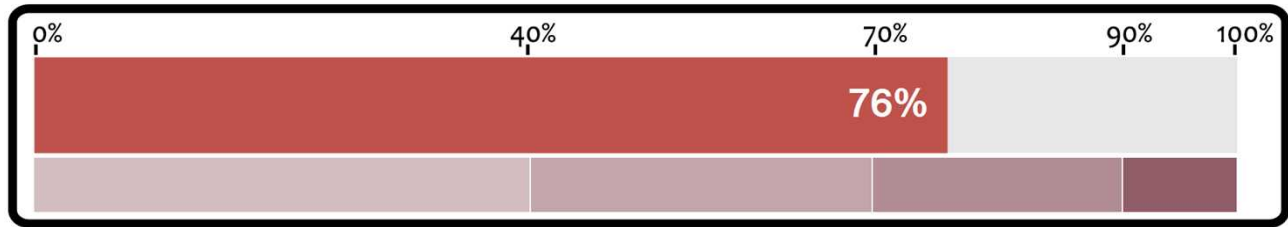
Quotient 1: Self-Recognition (SeR)

The Self-Recognition Quotient reflects self-awareness and understanding, personal acceptance, and an overall understanding of one’s 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**
- **Self-Acceptance**
- **Assertiveness**
- **Attitude/Outlook**
- **Tension/Stress levels**
- **Authenticity**
- **Comfort and Discomfort**
- **Spirituality**
- **Character**
- **Strengths/Weaknesses**
- **Conscience**
- **Confidence**
- **Mindfulness**
- **Emotional Well-Being**
- **Self-Perception**

Your SeR Quotient

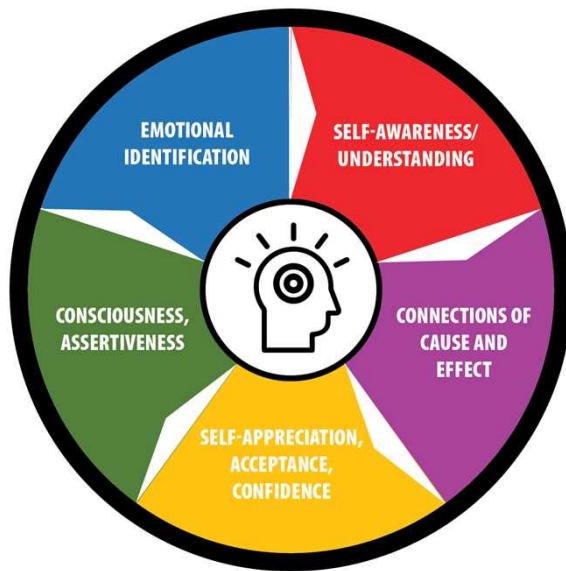


RAW SCORE: 3.78

Your score in Quotient 1 is:

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

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 affecting 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 reflection and intrapersonal information

Details of Your Self-Recognition Scores

Self-Awareness and Understanding: 80%

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: 80%

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: 40%

Some self-doubt and uncertainty may be preventing you from achieving great effectiveness. A lack of assurance can limit your efforts, which may cause others to doubt your abilities as well. You may become overly submissive and surrender your achievement to inner questions and concerns. Remember, people will believe in you when you believe in yourself.

Consciousness and Assertiveness: 80%

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

Emotional Identification: 100%

You have an excellent grasp of what you are feeling and why. Use emotional experiences and emotional energy to open pathways of creativity and provide new vehicles for self-actualization.

Suggestions to Improve Self-Recognition

Self-Awareness and Understanding: 80%

- 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: 80%

- 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: 40%

- Use affirmations and positive visualization to expand your supportive self-talk. The words you say to yourself have power. Be sure you are choosing to be kind and encouraging to yourself.
- Engage yourself and dedicate your effort to achievement. Create stepping-stone objectives and move from victory to victory. Remember to celebrate your accomplishments.
- Become more self-assured and confident. Be bold. Take action. See yourself as a champion and act accordingly.

Consciousness and Assertiveness: 80%

- 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: 100%

- Transform feelings into development. Recognize specific feelings that lead to unrecognized potential and consider how to turn them into an opportunity. Revel in learning and growth.
- Challenge the breadth and depth of your emotions. Expand emotional experiences. Recognize the full impact of specific feelings. Honor the feelings you have, and connect to what they mean to you.
- Allow feelings to create connections with new experiences that stimulate a variety of emotions. Enjoy the journey as an adventure, exploring and discovering more about yourself as you interact with the world emotionally.

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?

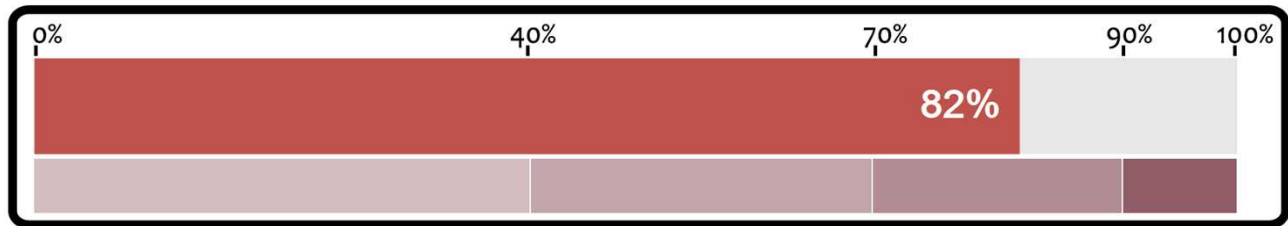
Quotient 2: Social Recognition (SoR)

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

Your SoR Quotient

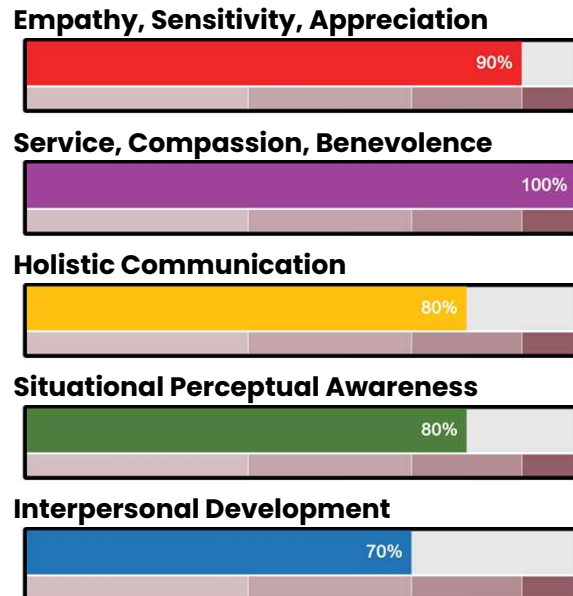
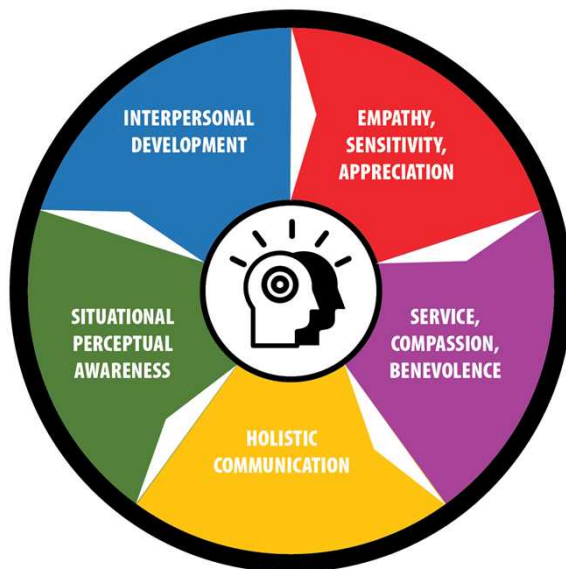


RAW SCORE: 4.11

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



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 ability 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: 90%

You're the person others want to engage with and talk to; you are trusted and valued as a support system. You can make the impossible - possible. Continue to be the person who translates thoughts and feelings into results. Be active, proactive, and responsive. Let your influence flow and become the master of relationship synergy. Nurture the achievement of others.

Service, Compassion, Benevolence: 100%

You adjust and accommodate based on connecting with others, both individually and 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: 80%

Develop a persona and presence that provides quality and balance. You may not always come across as completely approachable, interested, or 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: 80%

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: 70%

You've likely had some success building and growing meaningful and productive alliances and quality relationships in both your personal and professional life. Continue to set priorities and create more patterns of positive interactions and opportunities for others to succeed and grow with your support. Invest in continuous awareness and recognition to make sure you are stepping up your depth and breadth in relationships. Grow with them as they grow.

Suggestions to Improve Social Recognition

Empathy, Sensitivity, Appreciation: 90%

- 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 what you've been told and add value. Be sensitive to what they consider important and deliver accordingly.
-

Service, Compassion, Benevolence: 100%

- 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 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: 80%

- 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: 80%

- 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: 70%

- Define relationship variables and look for both internal and external confirmation that you are clear on each interaction. Leverage development by leaving behind patterns that have become less successful and constructing habits that lead to greater connection.
- Develop an optimistic, constructive mindset. Avoid sarcasm, cynicism, and verbal signals that limit engagement. Leverage relationships with positive feelings.
- Be the spark. Let others look to you for strength, toughness, grit, and positive emotions.

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?

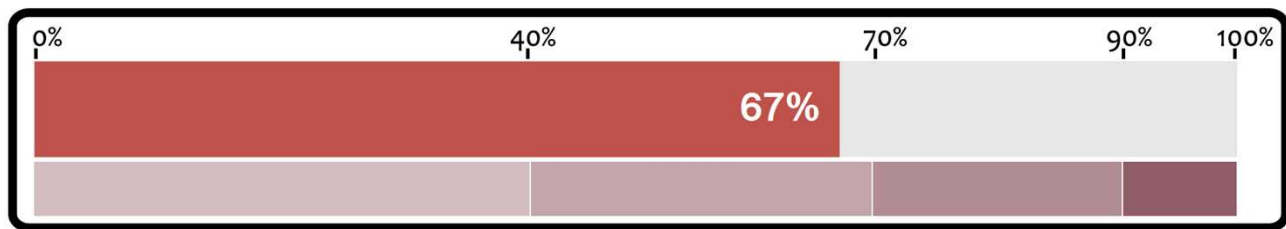
Quotient 3: Self-Management (SeM)

The Self-Management Quotient adds to self-evaluation by coupling with self-regulation. The awareness and discipline to control and harness feelings directly impact 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**
- **Flexibility/Adaptability**
- **Focus**
- **Discipline**
- **Enthusiasm/Excitement**
- **Goal Setting**
- **Resolve**
- **Stress Management**
- **Impulse Control**
- **Direction/Purpose**
- **Initiative**
- **Learning**
- **Emotional Management**
- **Agility**
- **Resilience**

Your SeM Quotient



RAW SCORE: 3.33

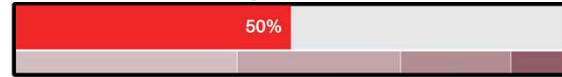
Your score in Quotient 3 is:

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: 50%

Vague goals and a lack of passion can lead to apathy and half-efforts that lead to poor outcomes. To reach your highest potential, invest in something important and meaningful that you care about and get clear on your "whys." Dedicate time and energy to managing your actions, persevering despite the circumstances, and creating a solid direction and a clear path to a fulfilling journey.

Goal-Directed Performance, Targeted Action: 80%

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— 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: 70%

Your values are clear but your character is still growing and in flux. Nurture the highest level of your character and well-being. Develop consistency in your expression and standards. Let your values and principles be the hallmark of your performance and interactions. Set the tone for excellence in your interactions through patterns and systems that clearly display your personal integrity.

Motivation, Positive Psychology, Initiative: 40%

You expect other people and external rewards to motivate and engage you. Expecting situations or other people to motivate you or make you happy will fail. Accept personal responsibility for energy, excitement, motivation, and engagement. Happiness and positive emotions come from within. Take initiative.

Creativity, Agility, Flexibility, Adaptability: 80%

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: 50%

- Have a focus and enthusiasm to achieve whatever you desire. Visualize the impact of the results and create that picture in your mind. Prepare and plan to get closer to your goal, step by step.
 - Invest in discipline and control. Set a schedule, agenda, and plan. Allocate enough resources. Prepare for success. Be consistent, committed, and diligent.
 - Be responsible and hold yourself accountable for performance. Set measurable objectives. Achieve stepping-stone priorities. Celebrate and reward yourself when you reach a milestone.
-

Goal-Directed Performance, Targeted Action: 80%

- 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: 70%

- Create systems and routines that are consistent with your mission, values, and principles. Set your agenda for meaningful performance by committing to regular implementation. Even dedicated small steps can lead to significant results.
- Be authentic. Do the right things, even when they are the hard things. Make empowered personal choices. Follow the path you select to create the life you choose, rather than one determined by others.
- Take command of your personal trustworthiness. Own when you are wrong, and make things right when you make a mistake. Learn from your experience to be better aligned next time.

Motivation, Positive Psychology, Initiative: 40%

- Choose positive emotions, optimism, and happiness. Feelings are subject to individual focus and mindfulness. No matter the circumstances, you can always choose your attitude.
 - Make active choices about performance. Create positive patterns that continuously generate achievement. Take charge and initiative to perform with excellence by investing complete, energized effort.
 - Motivation and engagement are internal catalysts for energy and action. They come through creating the right systems, finding the right initiatives, and growing your intrapersonal skills.
-

Creativity, Agility, Flexibility, Adaptability: 80%

- 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 your emotions and express them in a kind and effective way?

What messages are you 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?

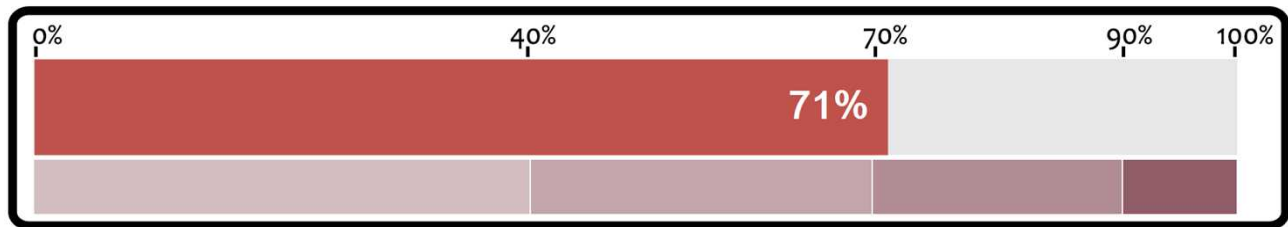
Quotient 4: Social Management (SoM)

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

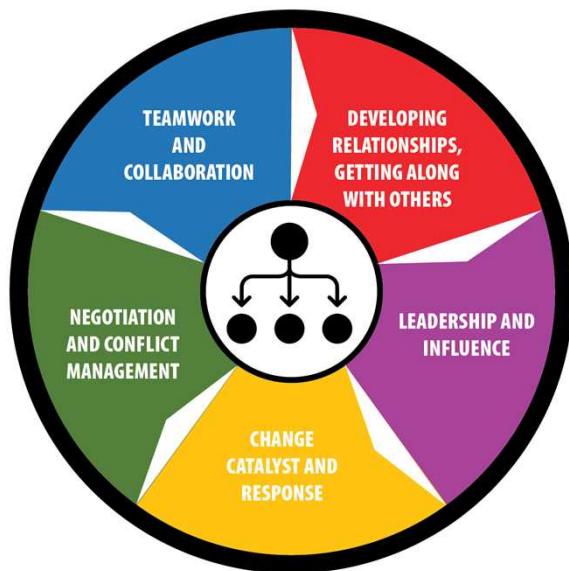


RAW SCORE: 3.56

Your score in Quotient 4 is:

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

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, engaged, 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: 90%

You enjoy people and find satisfaction in creating and nurturing quality relationships. You 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: 40%

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: 70%

You may prefer to focus on immediate answers rather than on improvement and abundance. Conflict resolution is not a quick fix and confrontation does not need to be aggressive or negative. It's about developing constructive solutions and answers that generate improvement for everyone to create mutual gains. Abundance has no losers.

Teamwork & Collaboration: 70%

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: 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 with no expectation of reciprocation.
 - Share conversations and ideas. Communication is the currency of all success. Time, availability, and meaningful discussion contribute to continued connections.
-

Leadership and Influence: 40%

- 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: 70%

- Listening, empathy, and communication are essential in conflict management and resolution. Answers come through discussion and information sharing. Hostility and negative emotions are impediments to success. Generate a positive climate to create winning answers.
 - Expectations set realities. Look for the best in everyone. The opposition is not as much against your success as they are for their needs and wants.
 - Resolve conflicts at all necessary levels. Internal, team, and organizational issues are often symptoms rather than real concerns. Invest the time in quality, long-term relationships.
-

Teamwork and Collaboration: 70%

- 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 them?

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 in 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.