

Introduction to
The Success Discovery Process
for the
Emotional Intelligence Quotient

The Emotional Intelligence Quotient report is not designed to be a “read only” document. It is meant to be used as a roadmap and guide toward Emotional Intelligence development.

First we must understand: **What is Emotional Intelligence?**

- Emotional Intelligence is not about being nice all the time, It is about being honest.
- It is about being aware of your feelings, and those of others.
- It is about developing your EIQ to enhance your ability to influence others.
- Emotional Intelligence is not about being emotional, it is about being smart with your emotions.
- Learn to recognize the five competencies you can work on to increase your level of Emotional Intelligence and why they are important to personal and professional success.
- Listen to and employ your emotions for better decision making.
- Show you care, and build trust by displaying sensitivity and concern.
- Use your EIQ, energy and enthusiasm to motivate others.

What are the Personal Benefits of Emotional Intelligence?

- Greater Career Success
- Stronger Personal Relationships
- Increased optimism and confidence
- Better physical and emotional health

What are the Professional Benefits of mastering Emotional Intelligence?

- Effective Leadership skills
- Improved communication
- Less workplace conflict
- Better problem solving skills
- Increased likelihood of promotion
- The ability to unite team members toward achieving goals.

How does one define, and understand the “Emotional Intelligence Quotient”

The EIQ is comprised of two categories separated into five traits.

1. Intra personal, or EIQ traits turned inward, that is focusing on yourself, they are: Self-awareness, Self-Regulation, and Motivation.
2. Interpersonal, or EIQ traits focused outward to better understand others. These traits are Empathy, and Social Skills.

How do I develop my EIQ?

- A. Read your EIQ report.
- B. Discuss it with your manager, friends, spouse, or partner. Ask their opinion.
- C. Focus attention on any trait listed as being “LOW”
- D. Read and put into practice the recommendations listed in the “What you can do” section.
- E. To develop leadership skills, read and put into practice the recommendations for any trait where you are listed as “AVERAGE.”
- F. Make a concerted effort to focus on the recommendations each and every day.
- G. Complete the Discovery process pages that follow.

Practicing and Developing – SELF-AWARENESS

1. What situation comes to mind that would have turned out more positively if you were more aware of your emotions and feelings so you could control them instead of allowing them to control you?

2. How can you learn to “tune-in” to your emotions so they can give you valid information about your responses to stressful situations?

3. Do you recognize the importance of emotions even in technical fields?

YES NO

Why? _____

4. Do you agree that humans are emotional beings?

YES NO

Why? _____

5. Why would emotional self-awareness be an important trait when managing others?

6. List three emotions that rise to the surface when you feel stressed.

I. _____

II. _____

III. _____

Which of these (if any) would be in your best interest to restrain?

When the last time you were under stress, were you aware of the emotions that surfaced?

YES NO

Why? _____

7. Is there an emotional “trigger” that causes you to “loose it” when confronted?

YES NO

Why? _____

8. The next time you are placed in a stressful situation to you think you will be able to summon the presence of mind to use your new-found sense of self-awareness to control your emotions?

YES NO

Why will this benefit you?

Practicing and Developing - SELF-REGULATION

1. Provide an example of how you would (or did) “re-frame” a stressful situation into one that is more workable?

2. Are you aware of your emotional “triggers?”

YES NO

3. Are you able to manage your own emotional “triggers?”

YES NO

Explain: _____

4. Do you accept responsibility for choosing your own emotional responses?

YES NO

5. Do you agree with the following statement: If we are in a heightened state of agitation or anger we cannot make good decisions, we cannot reason well.

YES NO

Why? _____

6. If you loose your temper in public it demonstrates that you are:

Forceful Vulnerable Emotional Immature

7. Those who have mastered the art of Self Regulation tend to practice restraint by listening to others and wait for the complete story, pausing, and then responding. Do you consider this statement to be:

TRUE FALSE

8. What is the one thing you should do to improve your ability to regulate your emotions?

Practicing and Developing – SELF-MOTIVATION

1. How do emotions affect your performance?

2. How do emotions affect your self-motivation?

3. Our motivational style is often described as being in a “Flow state,” that is being in the moment with work tasks. Does this describe you or is this a goal you would like to achieve?

4. Identify your explanatory style. When a setback strikes to you ask:

- A) _____ What’s wrong with me?
- B) _____ What’s wrong with this situation?
- C) _____ What can I fix?

Explain your selection:

5. What is your primary goal in life?

6. What are you doing to achieve this goal?

Practicing and Developing – EMPATHY

1. Would you agree that listening to others without interrupting them shows respect or empathy?

YES NO

Why? _____

2. Empathy is considered the ability to recognize and respond appropriately to the emotions of others. Why is this an important leadership skill?

3. Have you ever met someone who listens to you just enough to get your basic point of view, not to value it but to accumulate enough information to change your thinking to their point of view? What is your opinion of this type of person?

4. Do you occasionally or often interrupt when someone else is speaking to interject your thoughts or ideas?

YES NO

5. By expressing empathy, do you agree that in turn you create empathy in others?

YES NO

Why? _____

6. The mutual trust and empathy created by sharing thoughts and experiences can impact upon measurable goals such as productivity and safety. How is this possible?

Practicing and Developing – SOCIAL SKILLS

1. Does etiquette still have social relevance in today's society?

YES NO

Why? _____

2. What is the benefit to creating effective relationships?

3. Are your table manners the same in the company lunchroom as in a restaurant?

YES NO

4. Do you think the use of words such as "Please" and "Thank You" are necessary in today's work environment?

YES NO

Why? _____

5. Do leaders need social skills?

YES NO

Why? _____

6. Someone who is socially competent exerts a strong influence over others because they make others:

- A. At Ease
- B. Receptive to their thoughts and ideas
- C. Both A and B

Conclusion:

Review your EIQ report weekly. Make certain to follow the report recommendations and learn to control your emotions and master the art of creating effective relationships. Use the EIQ report and what you have learned by completing this Discovery Process to bring others into your sphere of influence. Thank You.