What's Your Emotional Intelligence Score?

Directions: For each of the following items, rate how well you are able to display the ability described. Think of actual situations in which you have had the opportunity to use the ability.

Very Slight Ability **Moderate Ability** **Very Much Ability**
1 2 3 4 5

_____ 1. Associate different internal physiological cues with different emotions.
_____ 2. Relax when under pressure in situations.
_____ 3. "Gear up" at will for a task.
_____ 4. Know the impact that your behaviour has on others.
_____ 5. Initiate successful resolution of conflict with others.
_____ 6. Calm yourself quickly when angry.
_____ 7. Know when you are becoming angry.
_____ 8. Regroup quickly after a setback.
_____ 9. Recognize when others are distressed.
_____ 10. Build consensus with others.
_____ 11. Know what senses you are currently using.
_____ 12. Use internal "talk" to change your emotional state.
_____ 13. Produce motivation when doing uninteresting work.
_____ 14. Help others manage their emotions.
_____ 15. Make others feel good.
_____ 16. Identify when you experience mood shifts.
_____ 17. Stay calm when you are the target of anger from others.
_____ 18. Stop or change an ineffective habit.
_____ 19. Show empathy to others.
_____ 20. Provide advice and emotional support to others as needed.
_____ 21. Know when you become defensive.
_____ 22. Know when you are thinking negatively and head it off.
_____ 23. Follow your words with actions.
_____ 24. Engage in intimate conversations with others.
_____ 25. Accurately reflect people's feelings back to them.

Scoring: Sum your responses to the 25 questions to obtain your overall emotional intelligence score. Your score for *self-awareness* is the total of questions 1, 6, 11, 16, 21. Your score for *managing emotions* is the total of questions 2, 7, 12, 17, 22. Your score for *motivating yourself* is the sum of questions 3, 8, 13, 18, 23. Your score for *empathy* is the sum of questions 4, 9, 14, 19, 24. Your score for *social skills* is the sum of questions 5, 10, 15, 20, 25.

Interpretation: This questionnaire provides an indication of your emotional intelligence. If you received a total score of 100 or more, you have high emotional intelligence. A score from 50 to 100 means you have a good platform from which to develop your emotional intelligence. A score below 50 indicates that you realize that you are probably below average in emotional intelligence. For each of the five components of emotional intelligence: self-awareness, managing emotions, motivating one's self, empathy and social skill, a score above 20 is considered high, while a score below 10 would be considered low.

People who are attuned to their own feelings and the feelings of others can use their understanding to enhance the performance of themselves and others.

Read the following description of five components of emotional intelligence and think about what you might do to develop those areas.

Self-awareness: This component provides the basis for all the other components of emotional intelligence. Self-awareness means being aware of what you are feeling, being conscious of the emotions within yourself. People who are in touch with their emotions are better able to guide their own lives. We need to be in touch with their emotions in order to interact effectively and appreciate emotions in others. People with high levels of self-awareness learn to trust their "gut feelings" and realize that these feelings can provide useful information about difficult decisions.

Managing emotions: The second key component of emotional intelligence is managing emotions. This means you are able to balance your moods so that worry, anxiety, fear, or anger do not get in the way of what needs to be done. People who manage their emotions perform better because they are able to think clearly. Managing emotions does not mean suppressing or denying them but understanding them and using that understanding to deal with situations productively. People should first recognize a mood or feeling, think about what it means and how it affects them, and then choose how to act.

Motivating oneself: This ability to be hopeful and optimistic despite obstacles, setbacks, or even outright failure is crucial for pursuing long-term goals in life or in business. A classic example of self-motivation occurred when the MetLife insurance company hired a special group of job applicants who tested high on optimism but failed the normal sales aptitude test. Compared to salespeople who passed the regular aptitude test but scored high on pessimism, the "optimistic" group made 21 percent more sales in their first year and 57 percent more in the second.

Empathy: The fourth component is empathy, which means being able to put yourself in someone else's shoes–to recognize what others are feeling without them needing to tell you. Most of the time people don't tell us what they feel in words but rather in tone of voice, body language and facial expression. Empathy is built from self-awareness; being attuned to one's own emotions makes it easier to read and understand the feelings of others.

Social skill: The ability to connect to others, build positive relationships, respond to the emotions of others and influence others is the final component of emotional intelligence. We need social skills to understand interpersonal relationships, handles disagreements, resolve conflicts and pull people together for a common purpose.

Adapted from *Training in Management Skills* by Phillip L. Hunsaker. 2001. Prentice-Hall: New Jersey.
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