



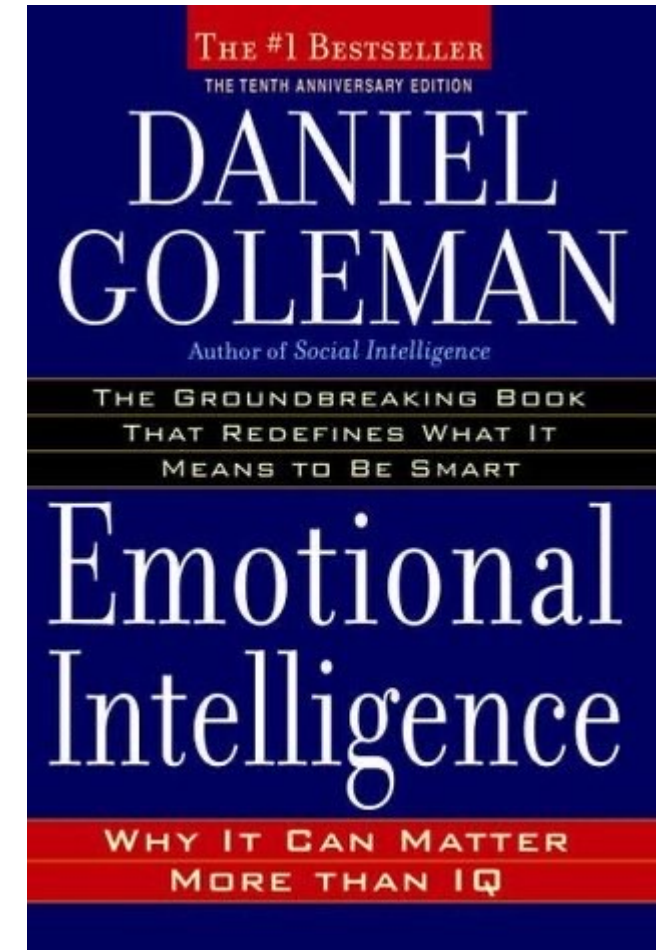
Work should **fuel** the human spirit, not drain it

**Cherisse Brown, MPA**  
**EQ Coach, Trainer, Facilitator**

# Emotional Intelligence : An Essential Skill



Emotional Intelligence (EQ) is a term created by researchers Peter Salovey and John Mayer – and popularized by Dan Goleman in his 1996 book.



**It is defined as the ability to:**

- Recognize, understand and manage our own emotions
- Recognize, understand and influence the emotions of others
- Being aware that emotions can drive our behavior and impact people (positively and negatively)



**IQ** determines 20-25%  
of business success

**EQ** determines 75-80%  
of business success

IQ:

- Measures cognitive intelligence
- Cannot be EASILY changed

EQ:

- Measures
  - Self Awareness
  - Self Regulation
  - Motivation
  - Social Awareness
  - Social Regulation
- Can be improved over time

How Do You  
Perceive Emotions?

MARC BRACKETT HAS ASKED HUNDREDS OF THOUSANDS OF ADULTS (PARENTS, EDUCATORS, PHYSICIANS, & CEOS) OVER THE PAST DECADE WHY IT IS SO HARD FOR ADULTS TO DESCRIBE HOW THEY ARE FEELING.

THEIR ANSWERS:

“We’re used to saying fine or okay, automatically.”

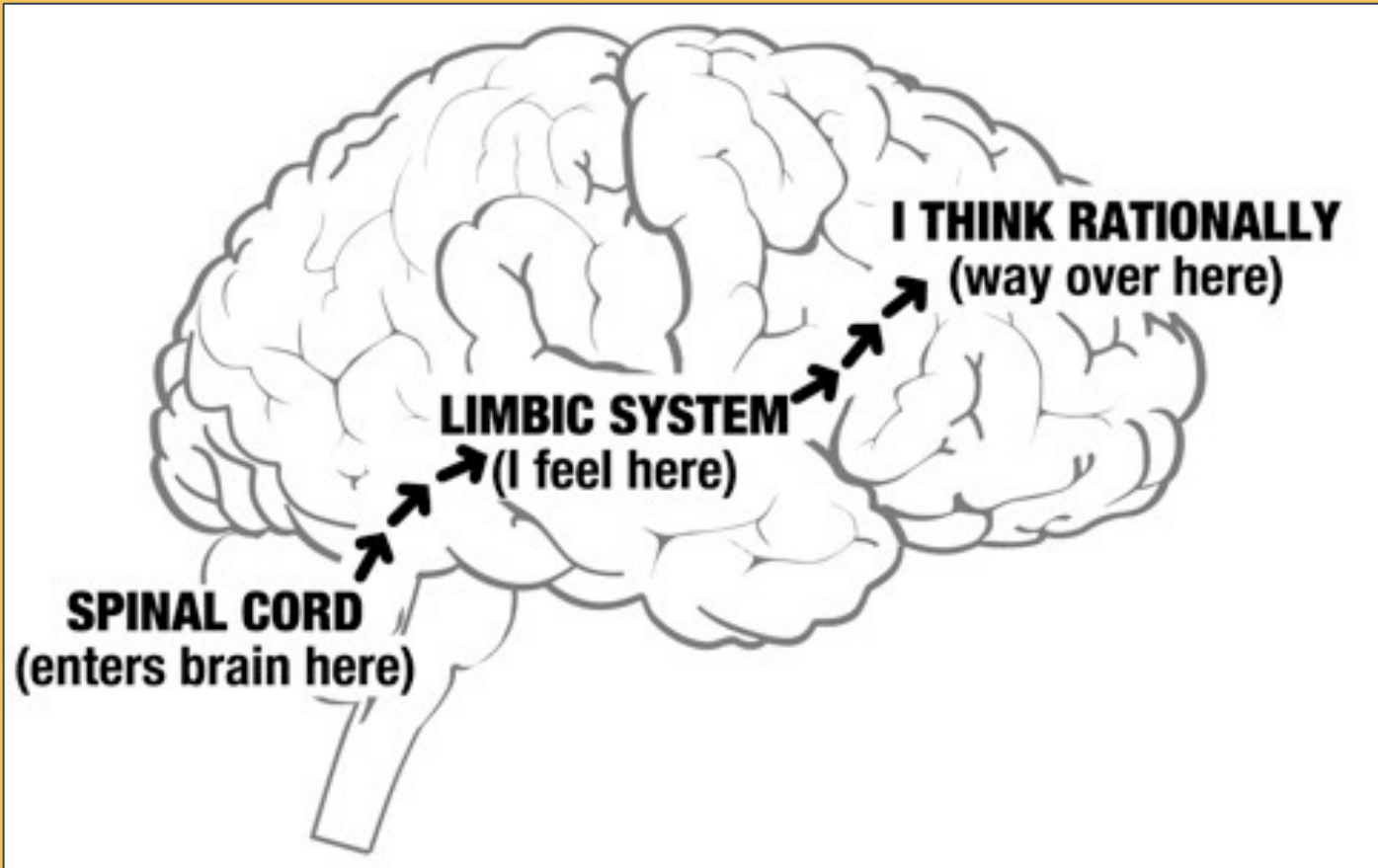
“We were never taught a comprehensive emotion vocabulary.”

“We never stop to ask ourselves that question.”

“Nobody actually cares about how you feel.”

“We have been taught not to discuss our feelings.”

“I don’t want to be judged.”



- Our brains are hard-wired to give emotions the upper hand
- Ensures you experience things emotionally before your reason can kick into gear (EQ 2.0)



WHY DOES EQ MATTER AT WORK?



### **Higher EQ is related to:**

- **Greater organizational citizenship behavior**
- **Increased leadership ability**
- **Improved team performance**
- **Decreased occupational stress**
- **Improved decision making**
- **Reduced staff turnover**
- **Increased personal well-being**

### **Lower EQ is related to:**

- **Counterproductive work behavior**
- **Procrastination**
- **Poor listening and communication skills**
- **Lack of self-management and social connectedness**
- **Relationship struggles**

# EQ Research



Emotional Intelligence accounts for **58%** of performance in all types of jobs. It is the strongest driver of leadership and personal excellence.



Only **36%** of people are accurately able to identify their emotions as they happen.



About **2/3** of all people are controlled by their emotions, unaware of or unable to recognize them, and therefore, unable to use them to their benefit.



“Emotional Intelligence 2.0”, Travis Bradberry and Jean Greaves

## Emotional Intelligence (EQ) Stats

[Learn More About EQ](#)



90%

*of top performers  
have high EQ*



*EQ is responsible for*

58%

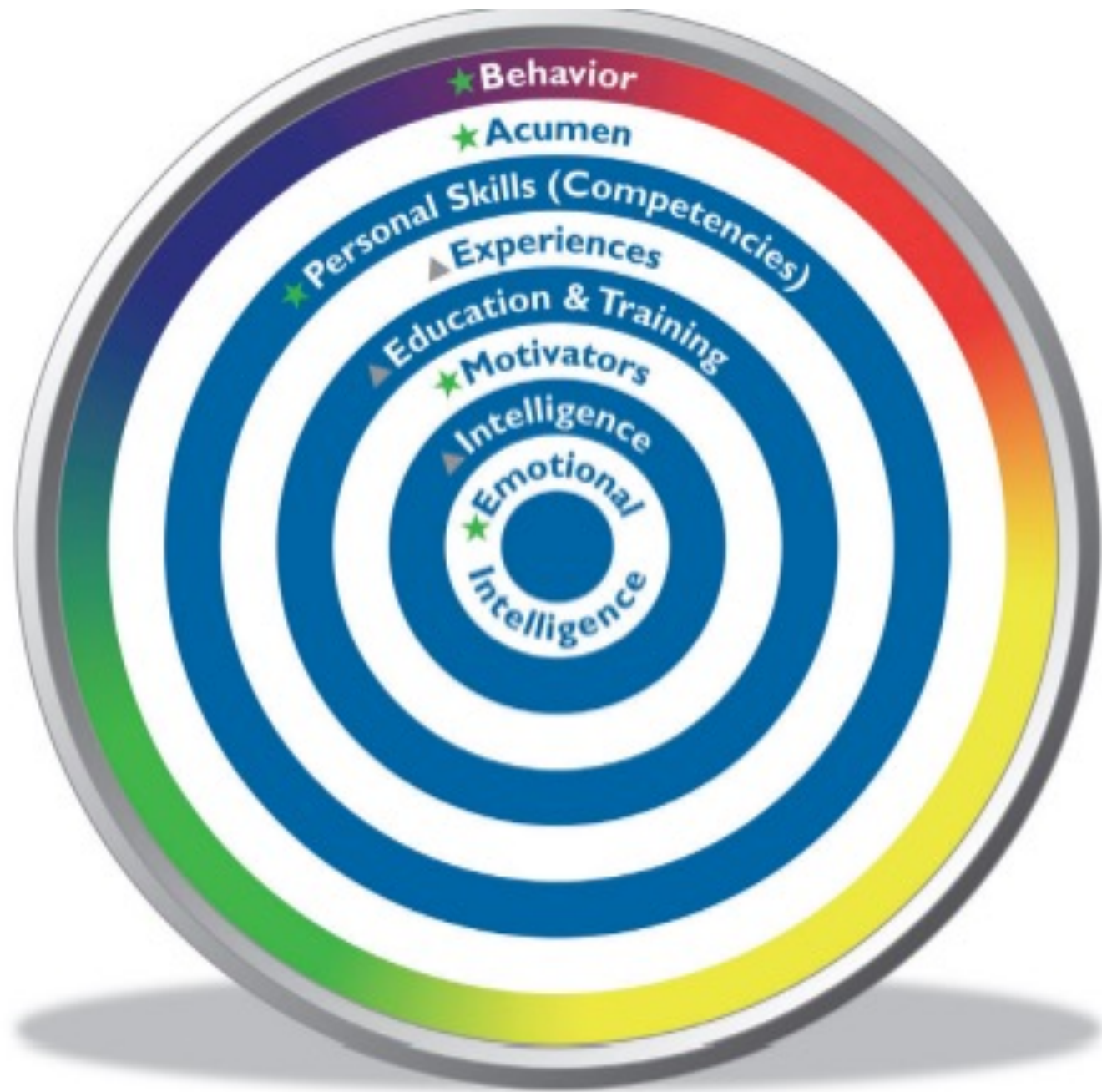
*of your job  
performance*



\$29,000

*People with high EQ  
make \$29,000 more  
annually than their  
low EQ counterparts*

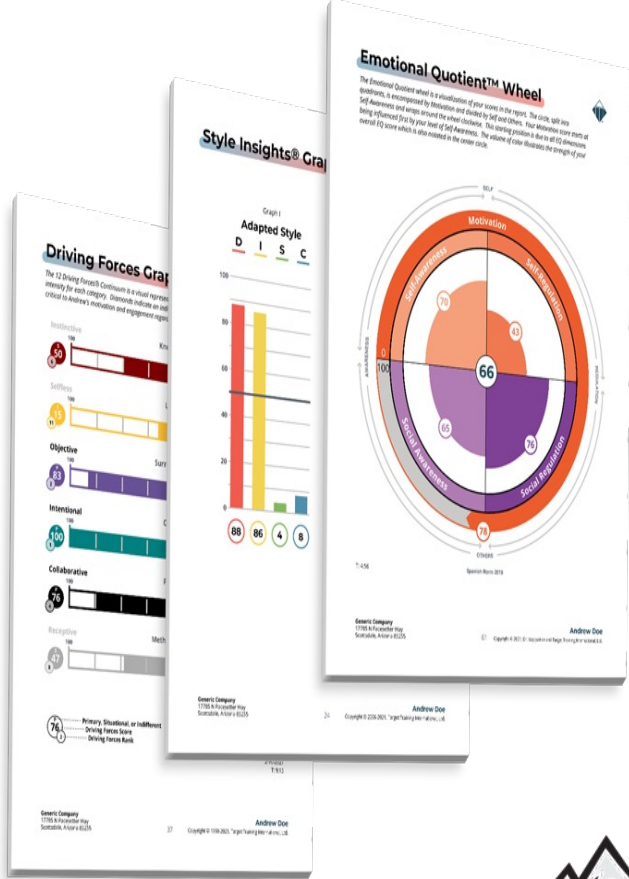
## EMOTIONAL INTELLIGENCE (EQ)



# Dimensions of Superior Performance



# A deeper dive into the science of self



# Tools for the tool box

## Introduction

*This report measures five dimensions of emotional intelligence:*



### Emotional Intelligence - Self

What goes on inside of you as you experience day-to-day events.

**Self-Awareness** is the ability to recognize and understand your moods, emotions and drives, as well as their effect on others. In practice, it is your ability to recognize when you are red, clear or somewhere in-between.

**Self-Regulation** is the ability to control or redirect disruptive impulses and moods and the propensity to suspend judgment and think before acting. In practice, it is your ability to influence your emotional clarity from red to clear when the situation requires.

**Motivation** is a passion to work for reasons that go beyond the external drive for knowledge, utility, surroundings, others, power or methodology and are based on an internal drive or propensity to pursue goals with energy and persistence.

### Emotional Intelligence - Others

What goes on between you and others.

**Social Awareness** is the ability to understand the emotional makeup of other people and how your words and actions affect others. In practice, it is the ability to assess if they are in a red, clear or somewhere in-between state.

**Social Regulation** is your ability to influence the emotional clarity of others through a proficiency in managing relationships and building networks.

Is the report 100% true? Yes, no and maybe. We are only measuring emotional intelligence. We only report statements from areas in which tendencies are shown. To improve accuracy, feel free to make notes or edit the report regarding any statement from the report that may or may not apply, but only after checking with friends or colleagues to see if they agree.

# Emotional Quotient Assessment Results



The Emotional Quotient (EQ) is a measure of your ability to sense, understand and effectively apply the power and acumen of your emotions and the emotions of others in order to facilitate high levels of collaboration and productivity. Your total score on the Emotional Quotient Assessment indicates your level of overall emotional intelligence. The higher the number, the more emotionally intelligent you are. If your goal is to raise your EQ, the components on which you have scored the lowest should be the focus of your development.

**1. Self-Awareness** - The ability to recognize and understand your moods, emotions and drives, as well as their effect on others.

0 10 20 30 40 50 60 70 80 90 100



70

74\*

**2. Self-Regulation** - The ability to control or redirect disruptive impulses and moods and the propensity to suspend judgment and think before acting.

0 10 20 30 40 50 60 70 80 90 100



43

72\*

**3. Motivation** - A passion to work for reasons that go beyond the external drive for knowledge, utility, surroundings, others, power or methodology and are based on an internal drive or propensity to pursue goals with energy and persistence.

0 10 20 30 40 50 60 70 80 90 100



78

79\*

**4. Social Awareness** - The ability to understand the emotional makeup of other people and how your words and actions affect others.

0 10 20 30 40 50 60 70 80 90 100



65

75\*

**5. Social Regulation** - The ability to influence the emotional clarity of others through a proficiency in managing relationships and building networks.

0 10 20 30 40 50 60 70 80 90 100



76

76\*

## Emotional Quotient Scoring Information

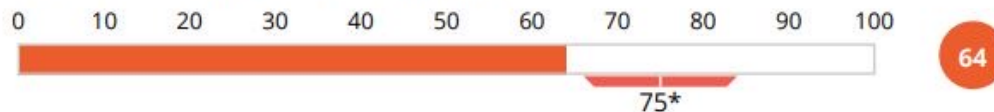


The average of the Self-Regulation, Self-Awareness and Motivation subscales represent your Self Score. The average of the Social Awareness and Social Regulation subscales represent your Others Score. Your total level of Emotional Quotient was calculated by averaging all five EQ dimensions.

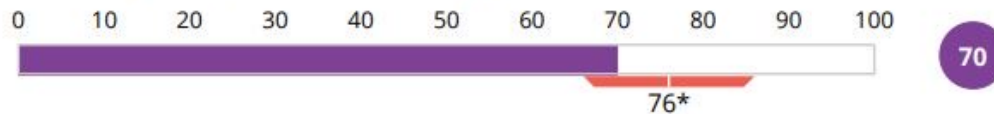
**Total Emotional Quotient** - Your total level of emotional intelligence, formed by averaging your Others and Self scores.



**Self** - The ability to understand yourself and form an accurate concept of yourself to operate effectively in life.



**Others** - The ability to understand other people, what motivates others, how they work and how to work cooperatively with them.







## SELF AWARENESS

The ability to recognize and understand your moods, emotions, and drives, as well as their effect on others.

# ACTION PLAN



Highlight two ways you would like to increase your self-awareness

## Self-Awareness

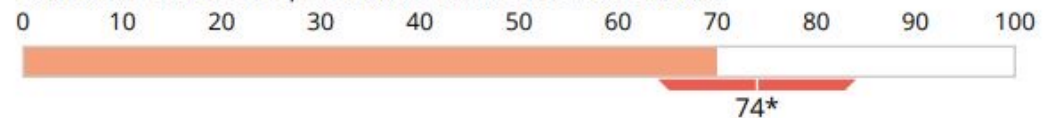


Based on Samantha's level of EQ in this dimension, she is moderately self-aware, meaning she may notice what she is feeling but is not always able to explain it.

### What Samantha can do:

- Practice self-reflection by identifying and naming your current emotional tone. Check your emotional clarity. What is your current state: red, clear or somewhere in-between?
- Once you identify the emotion, describe it aloud or write it down on paper.
- To improve your ability to self-assess, ask a family member or trusted advisor to describe your strengths and weaknesses. Compare with your own self-assessment.
- Pay attention to your behaviors and see if you recognize patterns throughout the day.
- Reflect on the connection between your emotions and your behavior.
- Write in a journal about your emotional responses to situations that were significant.
- Share your introspective discoveries and the impact on your decisions with a family member, friend or trusted advisor.
- Make a list of your strengths and areas for improvement. Look at it daily.
- Create an action plan to develop the areas you want to improve.
- Think of situations in which you made progress on an area you wish to develop, especially in the workplace.
- Identify three specific, measurable goals for improving your Self Awareness and revisit these goals monthly.
- Continue to practice the realistic perspective you are developing.

**Self-Awareness** - The ability to recognize and understand your moods, emotions and drives, as well as their effect on others.



# SELF REGULATION

*The ability to control or redirect disruptive impulses and moods and the propensity to suspend judgment and think before acting.*



# ACTION PLAN



Highlight 2 strategies you can implement today to improve your self-regulation.

## What Samantha can do:

- Practice self-restraint by listening first, pausing and then responding.
- Learn to step away from difficult or overwhelming situations.
- Be committed to not interrupting others.
- When frustration has occurred, summarize the situation to determine triggers.
- Role-play effective responses to a stressful situation with a family member, friend or trusted co-worker (use examples of workplace circumstances).
- Determine activities that improve your mood and take action when you feel stressed or overwhelmed.
- Focus on events that provide a sense of calm or elicit positive emotions.
- Keep a log of your effective and ineffective self-management skills so you can recall them in future situations.
- Discuss ways of expressing emotions appropriately with your co-workers.
- When negative emotions take over, try to visualize a positive or calming scene.
- Put things in perspective. Ask yourself, "What is the worst that can happen?" or "How will I feel about this a week from now?"

**Self-Regulation** - The ability to control or redirect disruptive impulses and moods and the propensity to suspend judgment and think before acting.

0 10 20 30 40 50 60 70 80 90 100



72\*

43

# Motivation

A passion to work for intrinsic reasons that go beyond money or status, a propensity to pursue goals with energy and persistence



# ACTION PLAN



Highlight two ways you would like to increase your Motivation EQ.

## Motivation



Based on Samantha's current level of Motivation, procrastination could be a potential issue for Samantha in achieving her goals.

### What Samantha can do:

- Set specific goals with milestones and dates for achievement.
- Clarify why the goals you have set are important to you. Ask yourself not only, "What are my goals?" but also, "Why are they my goals?"
- Work with a peer or trusted advisor to create detailed action items to work toward your overall goals.
- Set aside time to work on your goals each day, even if it is just five minutes at a time.
- List your goals and post them where you can see them every day.
- Spend time visualizing the outcome of accomplishing your goals. How does it look and feel?
- Ask a close friend to help hold you accountable for reaching your goals.
- Celebrate accomplishments, both big and small.
- Learn from your mistakes; keep track of the lessons learned in a journal.
- Challenge the status quo and make suggestions for improvement.
- Find inspiration from others who use internal Motivation to overcome obstacles to reach their dreams.

**Motivation** - A passion to work for reasons that go beyond the external drive for knowledge, utility, surroundings, others, power or methodology and are based on an internal drive or propensity to pursue goals with energy and persistence.



A group of colorful human figures in the background, including blue, yellow, red, green, and black figures, standing on a light surface. The figures are slightly out of focus, creating a sense of depth.

# Social Awareness

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# SOCIAL AWARENESS

## High Social Awareness

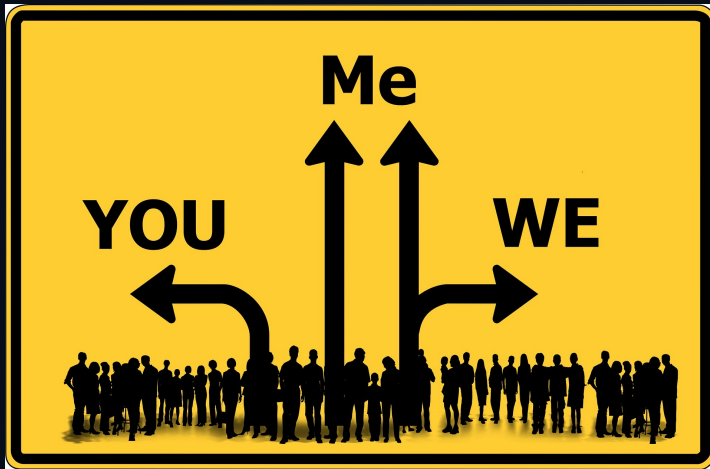
- Fosters collaboration
- Creates inspiration
- Values the perspectives of others
- Trustworthy and approachable
- Positive interaction

## Low Social Awareness

- Unsupportive
- Difficult to earn trust
- Trouble listening and seeing the views of others
- Unnecessary conflict
- Decreased performance



# ACTION PLAN



Highlight two ways you would like to increase your social awareness.

## What Samantha can do:

- Attempt to predict and understand the emotional responses of others before communicating your point of view.
- Observe nonverbal behavior to evaluate the emotional temperature of others.
- Analyze and understand things from others' perspectives before responding to your peers at work or family members.
- Think about an invisible clarity meter over people and ask yourself, "What is their emotional state: red, clear or somewhere in-between?" Know that if it is not clear, the optimal outcome may be compromised.
- Continue to develop interpersonal habits, such as listening to others until they are finished with their thought before asking questions or making statements.
- Observe body language for nonverbal messages being expressed.
- Seek clarification from others when attempting to interpret emotional responses.
- Be nonjudgmental in your interactions with others. Ask questions before drawing conclusions.
- Offer assistance to your friends, family and even strangers on occasion. Be careful to give the assistance they are looking for versus what you think they need.

**Social Awareness** - The ability to understand the emotional makeup of other people and how your words and actions affect others.



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# SOCIAL REGULATION

The ability to influence the emotional clarity of others through proficiency in managing relationships and building networks.

# ACTION PLAN



Highlight two ways you would like to increase your social regulation.

## Social Regulation

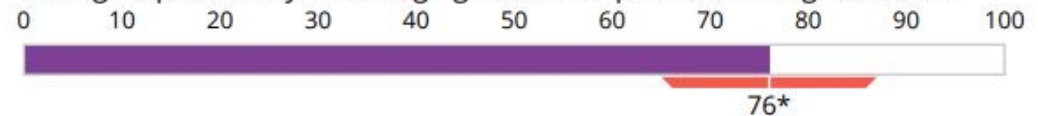


Based on Samantha's level of Social Regulation, she may find relating to others challenging, especially in emotionally charged situations.

### What Samantha can do:

- Be aware of the message your body language is communicating, try to predict how you can respond positively to the interaction.
- Ask those you admire to describe their experience when socializing with you.
- Remember people's names. Use memory techniques and be known as the one that remembers!
- After a negative interaction or misunderstanding, take accountability and find ways to make amends.
- Describe scenarios to a trusted advisor in order to gain experiential knowledge on how to increase your level of Social Regulation skills.
- Take notice when emotions are taking over an interaction and then find ways to remove yourself from the situation.
- Show a genuine curiosity for others' well-being.
- Allow others to take the lead role so you can learn from their leadership style.
- Connect with people you have just met and find ways to continue to build the rapport.
- Seek quality, rather than quantity, in your social bonds. Converse with others on a deeper level.
- Join a professional association or special interest group to practice building bonds.

**Social Regulation** - The ability to influence the emotional clarity of others through a proficiency in managing relationships and building networks.



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# Benefits of growing your EQ:

*Dimensions of emotional intelligence and associated behavioral competencies.*

<b>Individual</b>		<b>Individual Relationship and Interaction with Others</b>	
<b>Self Awareness</b>	<b>Self Management</b>	<b>Social Awareness</b>	<b>Relationship Management</b>
Self Confidence	Self Control	Empathy	Developing Others
Accurate Self Assessment	Trustworthiness	Service Orientation	Influence
	Conscientiousness	Organizational Awareness	Communication
	Adaptability	Empathy	Conflict Management
	Achievement Drive		Leadership
	Initiative		Change Catalyst
			Building Bonds and
			Teamwork
			Collaboration

# EQ Resources



<https://blackriverpm.com/downloadable-resources/>

