



LEADER HOUSE

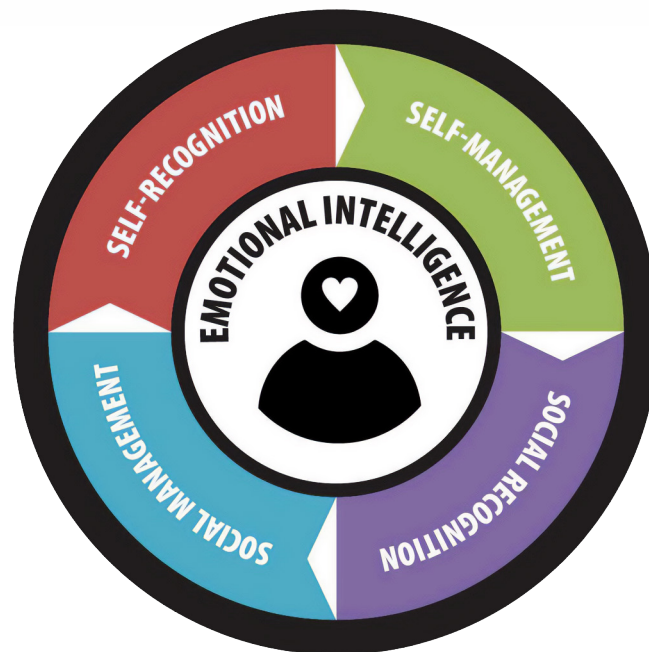
COACHING | TRAINING | STRATEGY

Emotional Intelligence Questionnaire and Checklist

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

Research indicates that emotional intelligence can be learned and can be 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.

- **Heighten awareness of the various areas of emotional intelligence**
- **Indicate relative strengths and weaknesses**
- **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, focused way. These abilities heighten personal performance, empower relationships, and direct teamwork in a more results-oriented manner.

Some of the areas effected by Emotional Intelligence include:

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

The work benefits are numerous. There are both **increases and decreases** that positively impact performance when EQ is strong:

- | | |
|--|---|
| <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• Reduced Stress• Lower Levels of Bias and Mistrust• 70% Reduction in Absenteeism (3 years)• Up to 94% Decrease in Turnover• Decreased Burnout• Minimised Negative Emotions• Decreased Negatives Due to Stress• Fewer Aggression and Hostility Issues• Less Safety-Related Violations• Fewer On-the-Job Accidents• Lower Workers Compensation• Fewer Disengaged Workers• Less Turnover |
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Emotional Intelligence is a way of recognizing, understanding, and choosing how we think, feel and act.

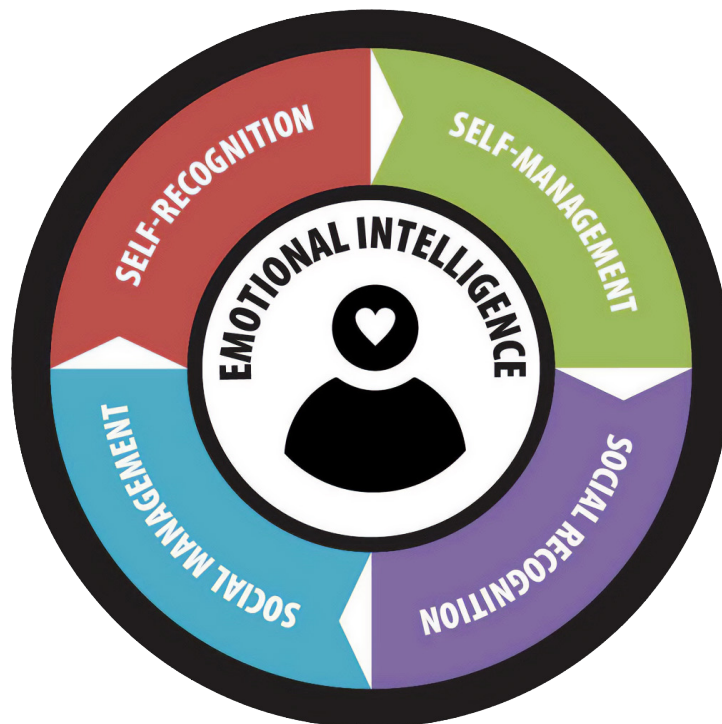
- **It shapes our interactions with others and our understanding of ourselves**
- **It defines how and what we learn**
- **It allows us to set priorities**
- **It determines the majority of our daily actions**

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**



Assess whether your organisation requires growth in the emotional intelligence of the team using the following checklist:



Assess whether your organisation requires growth in the emotional intelligence of the team using the following checklist:

- **Team knows its purpose?** Yes No
- **Team understands the importance of achieving the purpose?** Yes No
- **Team solicits honest feedback?** Yes No
- **Team members are motivated by majority?** Yes No
- **Team has significant issues/fractures?** Yes No
- **Team members have initiative by majority?** Yes No
- **Team aware of its weaknesses?** Yes No
- **Team takes measures to self correct?** Yes No
- **Team takes actions to advance themselves?** Yes No
- **New team member can quickly become productive?** Yes No
- **Is their bullying or divisive behaviour?** Yes No
- **Are their mechanisms to resolve conflict?** Yes No
- **Is the leadership emotional tone positive?** Yes No
- **Is work/life balance encouraged?** Yes No
- **Individuals understand how their role serves the big picture?** Yes No
- **Do leaders understand what motivates team members?** Yes No
- **Leaders have a structured evaluation and feedback system?** Yes No
- **Organisation has a communication system and process to ensure all team is valued and listened to?** Yes No
- **Leaders are evaluated on their performance by the team?** Yes No

