



# Emotional Intelligence EQ

An Evaluation of Emotional Intelligence Styles

Report For: **Sample Report**

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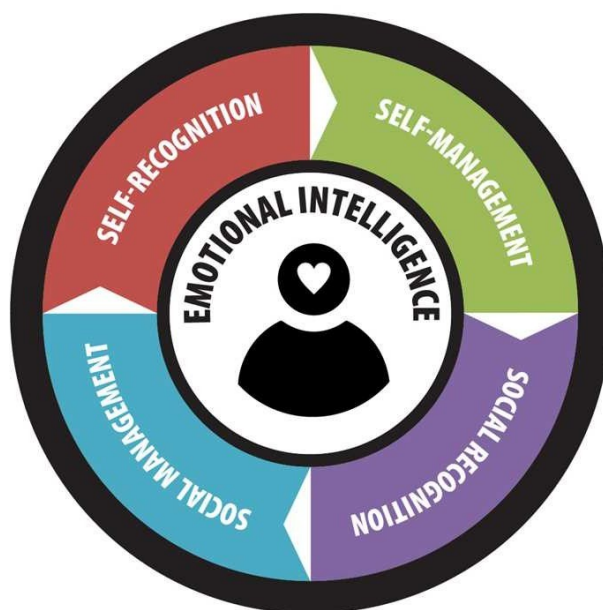
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# Emotional Intelligence (EIQ) Inventory

**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**

## EQ 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:

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

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.**

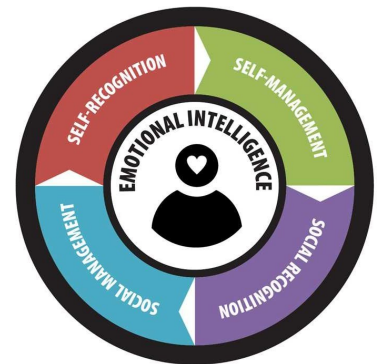
- It shapes our understanding of ourselves and our connections with others.
- It defines how we grow and what we learn about ourselves and those around us.
- It allows us to set the right priorities.
- It determines the majority of our daily actions and interactions.

**How It Works:**

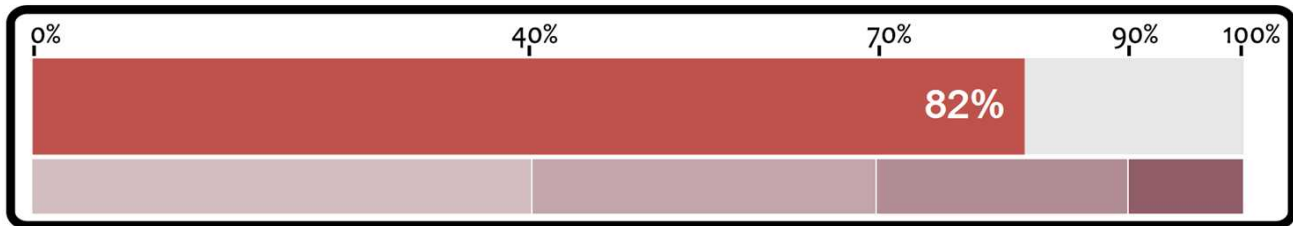
EIQ is based on an internal loop. It begins with **awareness** of emotions and temperament. It continues on through **understanding** and moves towards **discipline** and **management**. After the initial personal cycle, it **connects** to the emotions of others.

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: 4.11**

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

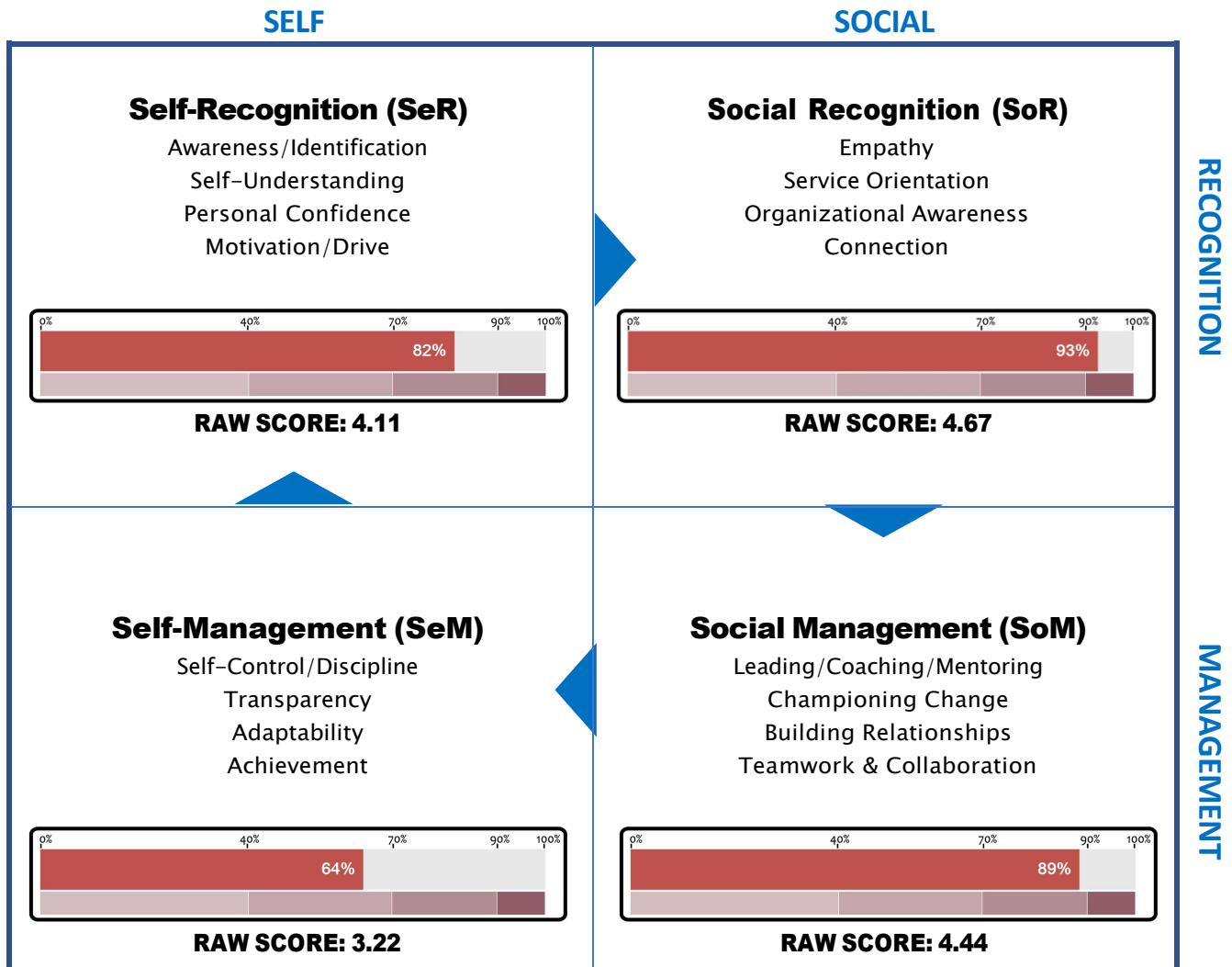
# The Emotional Intelligence (EIQ) Quotients

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.

<b>90-100</b>	<b>Optimal:</b> Comprehensive and extensive knowledge – intuitively grasps the totality of the situation and responds instinctively and sensibly with ease
<b>70-89</b>	<b>Proficient:</b> High degree of competence and depth of understanding – sees the big picture and holistically addresses complex situations with accountability and confidence
<b>40-69</b>	<b>Vulnerable:</b> Limited experience and some working knowledge – beginning to gain a deeper understanding with only foundational knowledge of the key aspects
<b>0-39</b>	<b>Novice:</b> 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



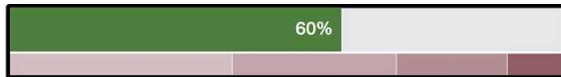
#### Cause and Effect



#### 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)

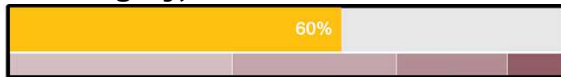
#### Self-Control, Discipline



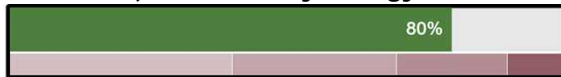
#### Goal-Directed Performance, Action



#### Self-Integrity, Trustworthiness



#### Motivation, Positive Psychology



#### Creativity, Agility, Flexibility



### Social Management (SoM)

#### Developing Relationships



#### Leadership & Influence



#### Change Catalyst & Response



#### Negotiation & Conflict Management



#### Teamwork & Collaboration



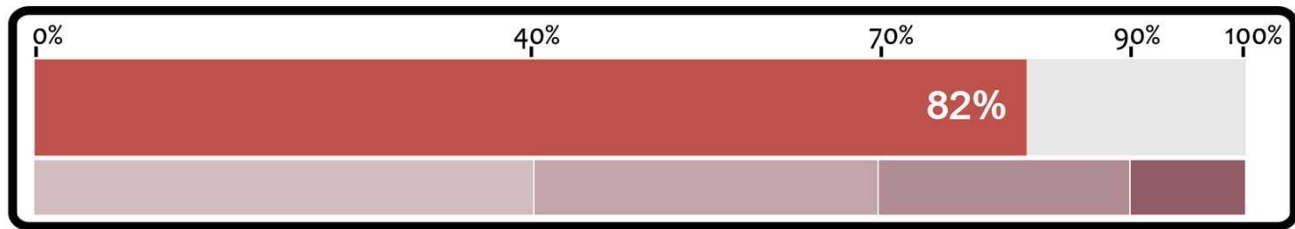
## Quotient 1: Self-Recognition (SeR)

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**
- **Attitude/Outlook**
- **Comfort and Discomfort**
- **Strengths/Weaknesses**
- **Mindfulness**
- **Self-Acceptance**
- **Tension/Stress levels**
- **Spirituality**
- **Conscience**
- **Emotional Well-Being**
- **Assertiveness**
- **Authenticity**
- **Character**
- **Confidence**
- **Self-Perception**

### Your SeR Quotient



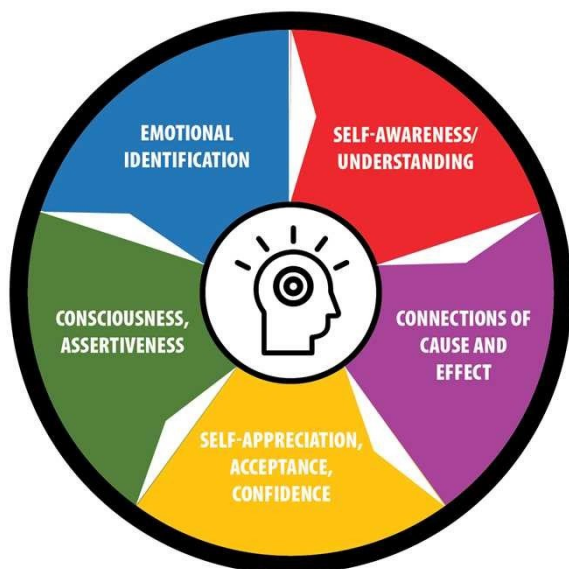
**RAW SCORE: 4.11**

**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



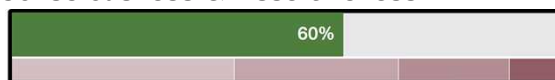
### Cause and Effect



### 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%**

You have a good foundation of self-understanding. You maintain an active, regular awareness of your feelings and may feel at ease with your emotional patterns. Be aware that even the emotionally competent have 'off' days. When that happens, focus on what you need to minimize the emotional setbacks and stay on track. Continue to invest in yourself to enhance self-actualization.

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### **Connections of Cause and Effect: 100%**

You tend to be optimistic and focused on what you really want. Use your strong emotional flow to optimize achievement. Filter out and manage feelings that are not productive. Focus on what counts and what it takes to achieve your goals daily. Channel your feelings into meaningful, measurable results.

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### **Self-Appreciation, Acceptance, and Confidence: 80%**

You're comfortable with yourself, your skills, and your gifts, and you know what you can do. Develop and expand the application of your greatness in new ways. Be careful not to become overconfident and complacent. Look to higher levels of achievement and self-actualization, but always maintain humility and genuine curiosity for new growth.

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### **Consciousness and Assertiveness: 60%**

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.

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### **Emotional Identification: 90%**

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%

- Take some time for yourself. Listen to yourself. Expand your ideas by branching out with new possibilities. Go on new adventures. Exercise your creativity. Explore. Discover. Let your mind play. Recognize that time for refreshment and renewal serves to energize and excite your efforts.
  - Embrace your internal and external processes. Nurture the qualities you like. Congratulate yourself on your accomplishments and growth. Celebrate. Validate who you are. You know you're special. Own your story; your emotions and thoughts entwine to create long-term satisfaction and happiness.
  - Look to improve life balance concerns; focus on what you can enjoy here and now. Get the most out of the present. Focus on making each moment special and meaningful. Recognize that there are no limits to your potential for greatness.
- 

## Connections of Cause and Effect: 100%

- Enjoy the feelings of achievement and use them to move from one victory to the next. Use the positives as fuel for even higher-level initiatives. Cultivate the momentum of positive ascension while limiting the drain of negative spirals.
  - Take initiative. Let your motto be "If it's going to be, it's up to me." Find yourself a theme song and anchor positive affirmations to energize and empower action. Be bold and accept challenges. Accept reasonable, calculated risks while remaining tolerant of uncertainty and ambiguity to move forward through concerns.
  - Be accountable for engagement and motivation. Move toward self-actualization. Look for new horizons to reach higher levels of excellence. Create a vision board and set the tools in place to sustain enthusiasm. Use internal and external tools to maintain the passion and drive for high achievement. Don't accept anything less than complete success.
- 

## Self-Appreciation, Acceptance, and Confidence: 80%

- Savor happiness and take time to live in the moment. Let go of emotional baggage. Let people get to know you. You'll enjoy the connection and they'll respond to the level of quality and character you have.
- Embrace your self-worth and esteem. Enjoy learning, enhancing who you are, and personal/professional development. Pick out new things you think might be fun and invest time in yourself. Volunteer, support others, and give back.
- Engage your self-assurance and confidence. Avoid being arrogant or egotistical. Communicate with honesty, kindness, and directness. Let others know what you're capable of and deliver the quality and excellence you know you can.

**Consciousness and Assertiveness: 60%**

- 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.
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**Emotional Identification: 90%**

- 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?**

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**How can you better identify your different emotions based on their intensity and what causes them?**

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**How do your emotions, moods, and temperament affect your personal life and professional performance?**

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**How can you become more conscious of your feelings and more aware of their influence?**

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**What is one way you can more frequently choose positive emotions and minimize negative emotions?**

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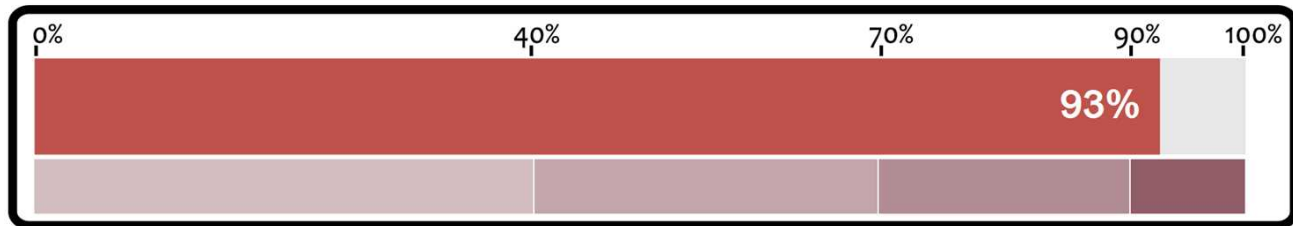
## Quotient 2: Social Recognition (SoR)

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

### Your SoR Quotient



**RAW SCORE: 4.67**

**Your score in Quotient 2 is:**

Optimal: Comprehensive and extensive knowledge – intuitively grasps the totality of the situation and responds instinctively and sensibly with ease

## Social Recognition (SoR) Scores



### Empathy, Sensitivity, Appreciation



### Service, Compassion, Benevolence



### Holistic Communication



### Situational Perceptual Awareness



### Interpersonal Development



### 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.

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### **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.

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### **Holistic Communication: 100%**

You understand others well and are understood. Connection and rapport are developed through quality, customized empathy, and communication. Communication is an action with a wide array of agendas. It serves best when it accomplishes what it was intended to, so be sure the message is shared and received as you want it to be.

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### **Situational Perceptual Awareness: 90%**

You can anticipate change and adjust accordingly. Heightened awareness is at the base of personal programming, mental toughness, and the skills necessary to succeed at higher levels. Commit to mastering these skills and applying them.

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### **Interpersonal Development: 90%**

Use your interpersonal nurturing skills to empower synergy and abundance continuously. You are adept at setting the tone for long-term depth and breadth in relationships and can identify when support needs to look different to get different results from others. Keep the commitment to growing the success of others, and you'll reap the rewards of their achievement too.



## 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.
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### 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.
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### Holistic Communication: 100%

- Communication energizes connection, enlivens motivation and engagement, and creates high-level, high-value interaction. Communication is at the core of synergy and high achievement. Tap into the power of great conversations.
- Do something to let other people know they are special and important. Use what you have learned in conversations to enhance value.
- Work with others to create opportunities. Through clear communication and connections, new possibilities emerge and problems can be solved.

**Situational Perceptual Awareness: 90%**

- Interpersonal dynamics program relationships for success or failure. Choose to be perceptive, adaptable, and effective. Don't merely have the information; apply it well when situations require it.
  - Cultivate a network that serves both today and tomorrow. Expand by finding common ground for conversations and connection. Emphasize quality interactions and learn to adjust your approach on the fly when needed.
  - Expand your repertoire of information. Generate data, connect with current events, and collect a wide array of specific knowledge to help you manage change with agility and efficiency.
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**Interpersonal Development: 90%**

- Recognize personal mastery as a vehicle to achieve dreams. Take the time to dream bigger and explore more. Self-actualize. Be all that you can be. Leverage mentors, trainers, and feedback to expand your potential.
- Utilize a positive perspective to create habits of winning. Determine what works and makes you happiest. Nurture constructive feelings and relationships. Listen to what valued friends and colleagues say.
- Recognize what you can control and what you cannot. Live every day to the fullest. Determine what counts and how much (and go for it). Allow synergy to expand the realm of the possible.

# Social Recognition (SoR) Quotient Worksheet

**In what ways do you notice others revealing their feelings to you?**

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**When you notice shifting or differences in emotions of those around you, how do you respond?**

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**How do the emotions and moods of others affect your interaction with them?**

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**How can you improve your awareness of other people's feelings?**

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**How does awareness of others' feelings impact collective performance, teamwork, and success?**

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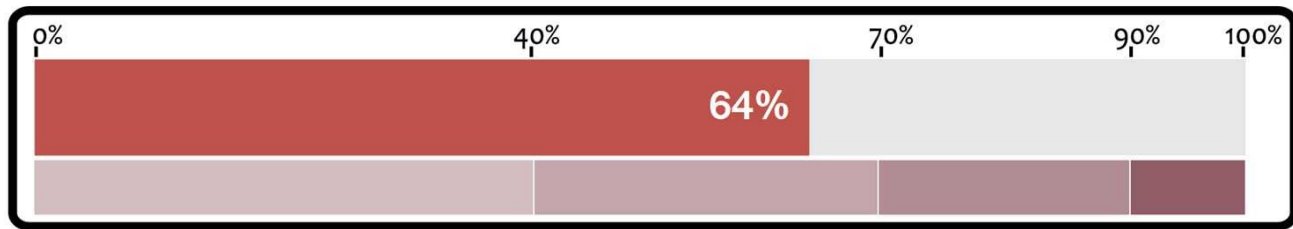
## Quotient 3: Self-Management (SeM)

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**
- **Discipline**
- **Resolve**
- **Direction/Purpose**
- **Emotional Management**
- **Flexibility/Adaptability**
- **Enthusiasm/Excitement**
- **Stress Management**
- **Initiative**
- **Agility**
- **Focus**
- **Goal Setting**
- **Impulse Control**
- **Learning**
- **Resilience**

### Your SeM Quotient



**RAW SCORE: 3.22**

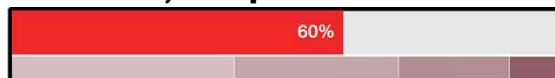
### Your score in Quotient 3 is:

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



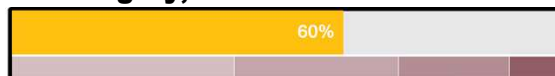
### Self-Control, Discipline



### 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: 60%

Demanding the best and settling for nothing less leads to excellence. Be sure you have clearly defined goals that fully motivate and engage your heart. Energize yourself regularly to stay on track, avoid multitasking, and have more fun on the journey! Targeted objectives lead to success, but coordinating the effort and staying on task are essential. Develop a strong commitment, excitement, and enthusiasm to stay the course, even in the face of setbacks and disappointments.

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### Goal-Directed Performance, Targeted Action: 60%

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.

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### Self-Integrity, Trustworthiness: 60%

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.

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### Motivation, Positive Psychology, Initiative: 80%

You actively take command of life and assume responsibility for your destiny. Drive and commitment are most effective as active systems. While willpower is a powerful force, directing it toward creating habits, patterns, systems, and results allows for sustained, powerful achievement.

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### Creativity, Agility, Flexibility, Adaptability: 70%

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: 60%

- Find the right balance for you. Recognize the exchange value of time, talent, and treasure. Value yourself and your time and commit to what matters. Use your personal passion to keep things on track.
  - Set clear goals that are important and meaningful. Avoid overextending yourself. Be consistent, focused, and deliberate. Commit to learning and continuous improvement to expand potential.
  - Take time to assess and evaluate. Review your efforts and performance on a regular basis. Solicit feedback. Commemorate and recognize success with personal pride. Take pictures or make notes. Make victory tangible and memorable.
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## Goal-Directed Performance, Targeted Action: 60%

- 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.
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## Self-Integrity, Trustworthiness: 60%

- 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: 80%**

- Your focus on sustained excellence yields strong patterns and healthy habits. Keep it up! It will be far easier to consistently contribute high-quality effort. Winning and a positive outlook serve best when they are second nature.
  - Nurture your passion through intrinsic rewards, celebration, and a positive stream of self-talk. Character and positive emotions constitute who you are; they aren't just what you do.
  - Enjoy your journey and take pride in the accomplishments you've achieved. Use those feelings to fuel new possibilities and reach for new successes.
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**Creativity, Agility, Flexibility, Adaptability: 70%**

- 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?**

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**What messages are you sending with your self-talk, and how can you make them more positive?**

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**What can you do to be more proactive and prepare for whatever may come?**

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**When you dwell on positives or negatives, how can you make this more constructive?**

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**What steps can you take to actively make choices to control your emotions?**

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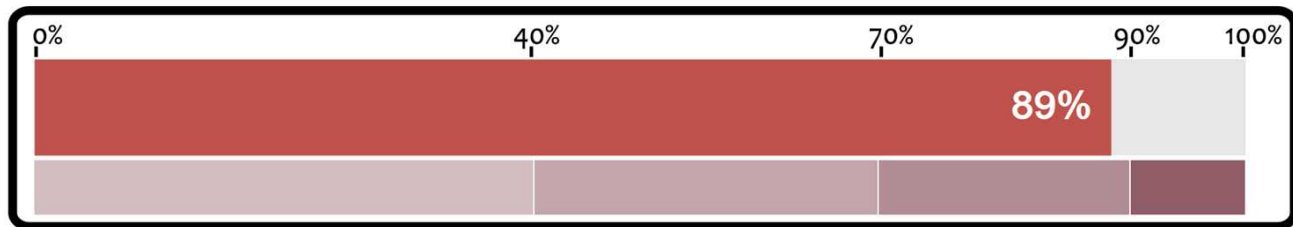
## Quotient 4: Social Management (SoM)

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

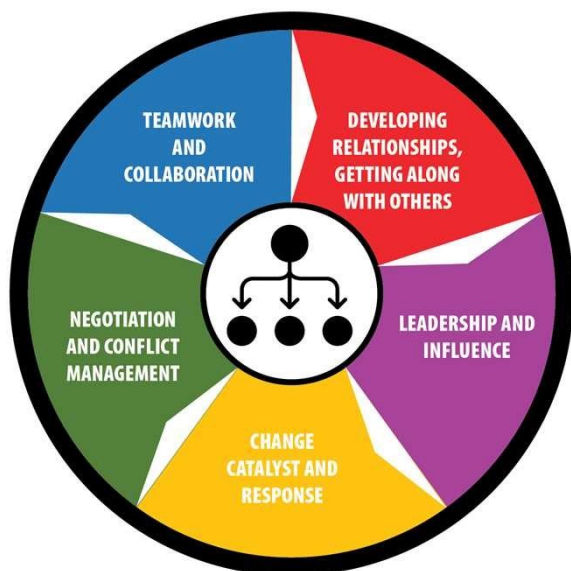


**RAW SCORE: 4.44**

**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.

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### Leadership and Influence: 100%

You are the person others look to for guidance and direction. Be the leader who builds long-term investment in people and success. Coach, share, and transform the ordinary into the extraordinary. See potential and possibility in everyone. Set the path and tone for reaching and achieving high-level success internally and externally, and show them the way.

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### Change Catalyst and Response: 80%

You take responsibility for your role and influence in change and have a plan for proactive, positive change experiences. You know that the fire must come from within, not from outside, so continue to create environments where you and others can thrive in change, rather than struggle. Find causes and missions that excite passion and dedicate yourself to meaningful change. Be the catalyst for the change you want to see, and help others get involved.

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### Negotiation and Conflict Management: 80%

You apply effective conflict management skills to creatively resolve problems, improve relationships, and create abundance. Interaction always involves differences and you promote constructive engagement to make things better, knowing that these give connections greater value. Hostility and anger are negatives to minimize, but you encourage discussion and interaction that generates higher returns for all.

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### Teamwork & Collaboration: 100%

You are a collaborative team player who can assume various roles to generate optimal results. As teams succeed, they expand their mission and climb to new heights. You are an example that will support the mission as it expands and the team grows. Achievement creates new possibilities and horizons. Success inspires motivation, engagement, and high-quality impact.

# 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.
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## Leadership and Influence: 100%

- Invest time and effort into the aspirations of others. Be a contributor. Connect on a personal level to become a catalyst for the individual, team, and organizational achievement. How can you serve those you lead?
  - Learn how to coach and mentor with different topics and for varying audiences. Nurture and cultivate the best in others. Make praise, encouragement, and celebration a regular part of your routine.
  - Connect with a long-term vision and mission. Look to leave a legacy. Set strategies and systems in place that generate sustained patterns of excellence.
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## Change Catalyst and Response: 80%

- Take some time to reflect on the potential for the future focus. What positive changes does the future hold? How can these shifts be capitalized upon for optimum impact? Commit to making your part of the world better one step at a time.
- Reflect on changes you've experienced in the past. What changes have been the easiest? Most difficult? Most impactful? Translate the lessons of learning and development into continued self-actualization.
- Develop ways to make others (personal and professional) better. Think in terms of improvement, and seek to leave all situations and relationships better than you found them.

**Negotiation and Conflict Management: 80%**

- Invite discussion and constructive critique. Information and real feedback generate the fuel for improvement.
  - Steer clear of initially evaluating, probing, advising, and interpreting what is being shared – just listen. Use reflective listening strategies to be sure you are understanding all perspectives. Seek first to understand, then to be understood. Watch out for language that could seem like condescension or judgment and just be present and open to hearing what is said.
  - Develop friendships and understanding through communication. Resolved conflicts may turn into strong connections when handled with dignity and grace.
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**Teamwork and Collaboration: 100%**

- As the team achieves, how are investments made in improvement and growth? How is achievement recognized, celebrated, and capitalized on?
- Synergy is a dynamic process. It is sustained through a positive climate and culture. Contribute to group success through realistic optimism and positive emotions.
- Great teams manage both internally and externally. They create inner systems to support victory and satisfaction. External structures generate quality service and promote high value.

# Social Management (SoM) Quotient Worksheet

**How do you allow the actions and feelings of others to affect your emotions?**

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**How can you be sure you are reading the feelings of others accurately?**

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**How do you adapt to others' needs based on your ability to empathize with them?**

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**How can you be more purposeful by responding intentionally and deliberately, rather than with instinctive reactions?**

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## 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.