

How Emotionally Intelligent Are You?

People who are in control of their emotions tend to be calm in a crisis, and make decisions sensitively, however stressful the situation.

There are also people who are very good at reading the emotions of others. They know what to say to make people feel better, and they know how to inspire them to act.

People like this have high emotional intelligence (or EI). They have strong relationships, and they manage difficult situations calmly and effectively. They're also likely to be resilient when times get tough.

So, how emotionally intelligent are you, and how can you develop further? Evaluate each statement as you actually are, rather than as you think you should be.

		Not at all	Rarely	Sometimes	Often	Very often
1	I can recognise my emotions as I experience them.					
2	I lose my temper when I feel frustrated.					
3	People have told me that I'm a good listener.					
4	I know how to calm myself down when I feel anxious or upset.					
5	I enjoy organising groups.					
6	I find it hard to focus on something over the long term.					
7	I find it difficult to move on when I feel frustrated or unhappy					
8	I know my strengths and weaknesses.					
9	I avoid conflict and negotiations.					
10	I feel that I don't enjoy my work.					
11	I ask people for feedback on what I do well, and how I can improve.					
12	I set long-term goals and review my progress regularly.					
13	I find it difficult to read other people's emotions.					
14	I struggle to build rapport with others.					
15	I use active listening skills when people speak to me.					

Work out your Score

1
 Not at all = 1
 Rarely = 2
 Sometimes = 3
 Often = 4
 Very Often = 5

2
 Not at all = 5
 Rarely = 4
 Sometimes = 3
 Often = 2
 Very Often = 1

3
 Not at all = 1
 Rarely = 2
 Sometimes = 3
 Often = 4
 Very Often = 5

4
 Not at all = 1
 Rarely = 2
 Sometimes = 3
 Often = 4
 Very Often = 5

5
 Not at all = 1
 Rarely = 2
 Sometimes = 3
 Often = 4
 Very Often = 5

6
 Not at all = 5
 Rarely = 4
 Sometimes = 3
 Often = 2
 Very Often = 1

7
 Not at all = 5
 Rarely = 4
 Sometimes = 3
 Often = 2
 Very Often = 1

8
 Not at all = 1
 Rarely = 2
 Sometimes = 3
 Often = 4
 Very Often = 5

9
 Not at all = 5
 Rarely = 4
 Sometimes = 3
 Often = 2
 Very Often = 1

10
 Not at all = 5
 Rarely = 4
 Sometimes = 3
 Often = 2
 Very Often = 1

11
 Not at all = 1
 Rarely = 2
 Sometimes = 3
 Often = 4
 Very Often = 5

12
 Not at all = 1
 Rarely = 2
 Sometimes = 3
 Often = 4
 Very Often = 5

13
 Not at all = 5
 Rarely = 4
 Sometimes = 3
 Often = 2
 Very Often = 1

14
 Not at all = 5
 Rarely = 4
 Sometimes = 3
 Often = 2
 Very Often = 1

15
 Not at all = 1
 Rarely = 2
 Sometimes = 3
 Often = 4
 Very Often = 5

TOTAL	
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Score Interpretation

15-34

You may find that you feel overwhelmed by your emotions, especially in stressful situations; or, you may avoid conflict because you think that you'll find it distressing.

You may also find it hard to calm down after you've felt upset, and you may struggle to build strong healthy relationships.

Don't worry – there are plenty of ways that you can build emotional intelligence – see some tips below.

35-55

You probably have good relationships with some of your friends and family, but other people you may find more difficult.

The good news is that you have a great opportunity to improve your relationships significantly – see some tips below.

56-75

You probably have great relationships, and you probably find that people approach you for advice. However, when so many people admire your people skills, it's easy to lose sight of your own needs. Read some tips below to find out how you can continue to build your EI.

Researchers have found that emotionally intelligent people often have great leadership potential. Realise this potential by seeking opportunities to improve even further.



Tips to Improve Your Emotional Intelligence

Self-Awareness (Questions 1, 8, 11)

In his 1996 book "Emotional Intelligence: Why it can Matter More Than IQ," Goleman explained that people with high self-awareness are "aware of their moods as they are having them."

To increase self-awareness, learn about mindfulness. This involves focusing on the present moment – including how you're feeling. And keep a journal in which you write about and analyse the emotional situations you experience from day to day.

You also need to understand your strengths and weaknesses to build self-awareness

Self-Regulation (Questions 2, 4, 7)

Self-regulation is about staying in control. To develop your skills in this area, learn how to manage your emotions effectively.

If you often get angry, note what triggers this feeling, and think about why this happens. Use techniques such as deep breathing to calm yourself down and give yourself time to pause before you respond people, so that you don't say something that you'll later regret.

You may also be affected by other negative feelings and emotions, such as anxiety and stress. So, do what you can to manage these feelings effectively.

Accountability is another important element of self-regulation. Take responsibility for your actions and behaviours, and make sure that these are in line with your values.

Motivation (Questions 6, 10, 12)

Self-motivation is strongly affected by your emotions. When you're distracted by your emotions, you may find it hard to see tasks through.

Boost your motivation levels by developing self-discipline, and by looking for and celebrating small wins – simple little goals that, when you've completed them, give you a sense of achievement.

Also, set yourself longer-term goals. When you decide what you want to achieve, you'll focus on what really matters to you. This can be highly motivating, especially when you connect personal goals with what you want out of work.

If you're still struggling to get motivated in your current role, take some time to rediscover your purpose.

Empathy (*Questions 3, 13, 15*)

Empathy is the ability to recognise other people's emotions and understand their perspectives. Goleman calls this aspect of EI "the fundamental people skill".

To develop empathy, start by simply thinking trying to put yourself in another person's shoes. Imagine how they may be feeling and use active listening skills to understand them fully when they express their emotions to you.

Try not to interrupt or talk about your own feelings during the conversation. Look at their body language too: it can tell you a lot about their emotions. If you watch and listen to others, you'll quickly become attuned to how they feel.

Social Skills (*Questions 5, 9, 14*)

Even if you're not a natural "people person," it is possible to develop better social skills.

Think about which communication skills you need to improve on. Then, find out how you can develop trust and rapport with people – this is an essential part of building good relationships.

Don't shy away from negative situations, either. Learn how to deal with conflict and other difficult situations effectively.

If you're uncomfortable with social situations, work on building self-confidence. Start slowly, but then look for opportunities to practice your skills with bigger group.

