



ONLINE  
DISC  
PROFILE



# Emotional Intelligence (EIQ)

An Evaluation of Emotional Intelligence Styles

Report For: **Sample Report**

Date: **3/20/2024**



# Table of Contents

<b>Emotional Intelligence (EIQ) Inventory .....</b>	<b>3</b>
<b>EIQ Benefits.....</b>	<b>4</b>
<b>How It Works:.....</b>	<b>5</b>
<b>The Emotional Intelligence (EIQ) Quotients .....</b>	<b>6</b>
<b>Quotient 1: Self-Recognition (SeR) .....</b>	<b>8</b>
Self-Recognition (SeR) Scores .....	9
Details of Your Self-Recognition Scores .....	10
Suggestions to Improve Self-Recognition.....	11
Self-Recognition (SeR) Quotient Worksheet .....	13
<b>Quotient 2: Social Recognition (SoR).....</b>	<b>14</b>
Social Recognition (SoR) Scores .....	15
Details of Your Social Recognition Scores.....	16
Suggestions to Improve Social Recognition.....	17
Social Recognition (SoR) Quotient Worksheet.....	19
<b>Quotient 3: Self-Management (SeM) .....</b>	<b>20</b>
The Self-Management (SeM) Scores .....	21
Details of Your Self-Management Scores .....	22
Suggestions to Improve Self-Management .....	23
Self-Management (SeM) Quotient Worksheet.....	25
<b>Quotient 4: Social Management (SoM).....</b>	<b>26</b>
The Social Management (SoM) Scores .....	27
Details of Your Social Management Scores .....	28
Suggestions to Improve Social Management.....	29
Social Management (SoM) Quotient Worksheet.....	31
<b>Additional Ideas for Improvement.....</b>	<b>32</b>
<b>So Now What? .....</b>	<b>33</b>



# 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**



## EIQ 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:

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

At work, the benefits are numerous. There are both **increases** and **decreases** that **positively** impact performance when EIQ is strong:

#### ↑ Increases

- 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

#### ↓ Decreases

- 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:

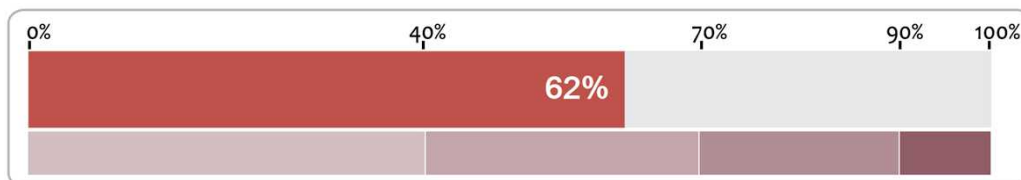
EIQ is based on an internal loop. It begins with **awareness** of emotions and temperament. It continues on through **understanding** and moves towards **discipline** and **management**. After the initial personal cycle, it **connects** to the emotions of others.

**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: 3.08**

Note: The Raw Score gives an average based on a scoring range from 1-5

### Your Overall Score is:

Vulnerable: Limited experience and some working knowledge – beginning to gain a deeper understanding with only foundational knowledge of the key aspects



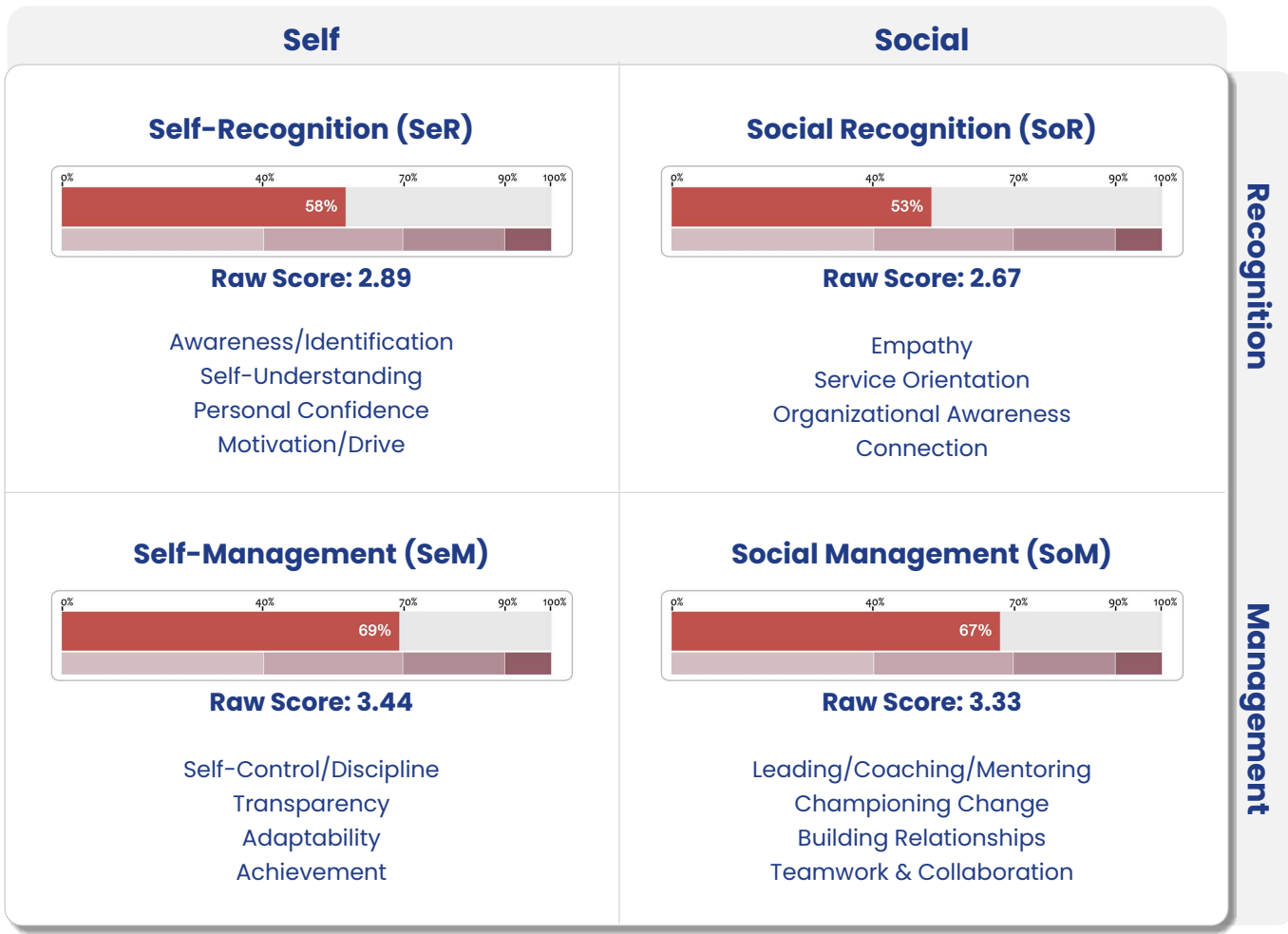
# The Emotional Intelligence (EQ) Quotients

EQ 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 EQ 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.

- 90-100** **Optimal:** Comprehensive and extensive knowledge - intuitively grasp the totality of the situation and responds instinctively and sensibly with ease
- 70-89** **Proficient:** High degree of competence and depth of understanding - sees the big picture and holistically addresses complex situations with accountability and confidence
- 40-69** **Vulnerable:** Limited experience and some working knowledge - beginning to gain a deeper understanding with only foundational knowledge of the key aspects
- 0-39** **Novice:** Very basic understanding - new or inexperienced with little knowledge and minimal conception of the complexity of these skills



Recognition

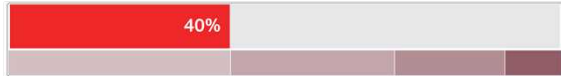
Management



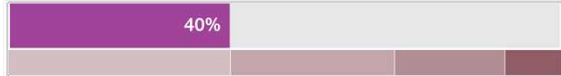
Each of the four quotients are then broken down into individual sub-categories to further determine the strengths and challenges associated with them.

### Self-Recognition (SeR)

#### Self-Awareness



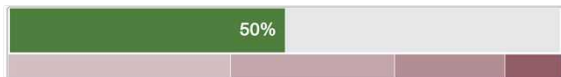
#### Cause and Effect



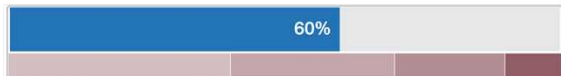
#### Self-Appreciation



#### Consciousness & Assertiveness

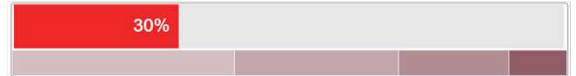


#### Emotional Identification



### Social Recognition (SoR)

#### Empathy, Sensitivity, Appreciation



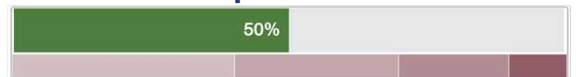
#### Service, Compassion, Benevolence



#### Holistic Communication



#### Situational Perceptual Awareness

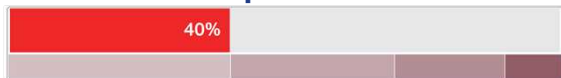


#### Interpersonal Development



### Self-Management (SeM)

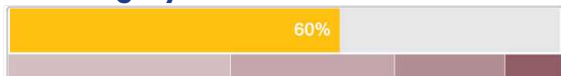
#### Self-Control, Discipline



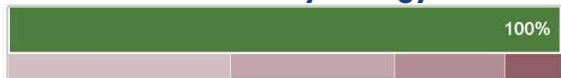
#### Goal-Directed Performance, Action



#### Self-Integrity, Trustworthiness



#### Motivation, Positive Psychology



#### Creativity, Agility, Flexibility



### Social Management (SoM)

#### Developing Relationships



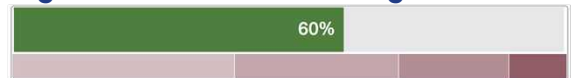
#### Leadership & Influence



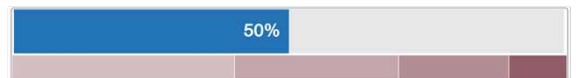
#### Change Catalyst & Response



#### Negotiation & Conflict Management



#### Teamwork & Collaboration





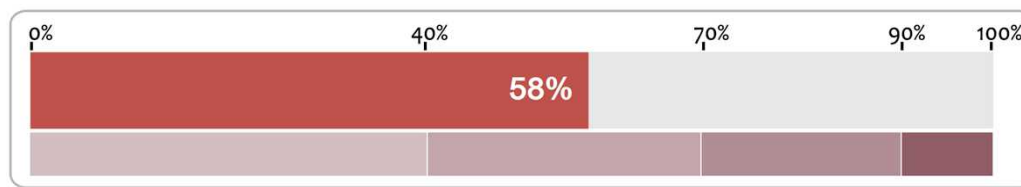
## Quotient 1: Self-Recognition (SeR)

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: 2.89**

### Your score in Quotient 1 is:

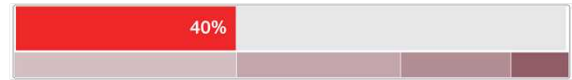
Vulnerable: Limited experience and some working knowledge – beginning to gain a deeper understanding with only foundational knowledge of the key aspects



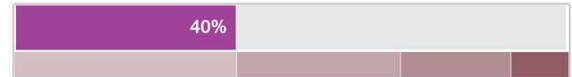
## Self-Recognition (SeR) Scores



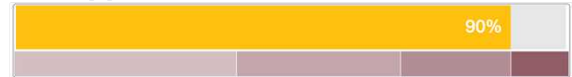
### Self-Awareness



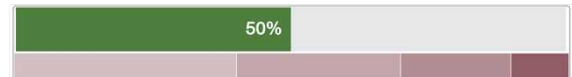
### Cause and Effect



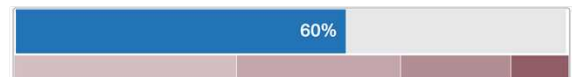
### Self-Appreciation



### 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: 40%

You have some self-understanding; still, there is room for growth and continued development. Take time to become more reflective and self-aware, recognizing the journey of self-discovery, healing, and growth. Healing and gracefulness for self will take you far as you explore the depths of your feelings.

### Connections of Cause and Effect: 40%

You may allow relationships and circumstances too much control over your feelings and expression. Examine if the cause of the emotions and your response to them make sense. While your emotional response is always valid, be sure you are aware of how your instinctual response drives your expression, and if how you respond is the best way to do so. Make space to choose your emotions and actions.

### Self-Appreciation, Acceptance, and Confidence: 90%

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.

### Consciousness and Assertiveness: 50%

Find balance in being assertive by speaking up or taking action. Extremes in this area can be a danger. Subservience enables others and invites them to ignore your feelings. Timidity denies emotions and lowers self-esteem. Conversely, aggressiveness shows personal arrogance and a lack of consideration.

### Emotional Identification: 60%

You may have some emotions you don't understand and cannot name. Examine your emotions intentionally, seeking to name and understand their depths. Continue to expand your emotional vocabulary to gain greater control of your feelings and emotional responses.



## Suggestions to Improve Self-Recognition

### Self-Awareness and Understanding: 40%

- Take time to relax. Be kind and compassionate with yourself. Calm your mind and breathe through and into your emotions. Continue to practice self-care; even just a few minutes here and there throughout the day can make a difference.
- Create positive thought and action patterns that improve both mental well-being and performance. Be patient and persistent with the journey.
- Emotions are always experienced in the present tense. Be aware of the influence of the past and the future with respect to your feelings. Choose to release emotional weight, but learn from the experiences. Choose to be present in the moment as much as possible.

### Connections of Cause and Effect: 40%

- Be accountable for your engagement and motivation. Choose patterns that create interest, excitement, and energy. Develop personal passions and act upon them.
- Take responsibility. Limit external blame and assume greater personal accountability. Avoid assigning too much power to situations or other people, and focus on what you can control.
- Take command of your thoughts and feelings. Actively select constructive thinking and emotional patterns. Choose personal mastery rather than falling prey to living in a victim mindset. Even victims can choose how they will respond.

### Self-Appreciation, Acceptance, and Confidence: 90%

- 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: 50%**

- Be brave and clearly communicate when a boundary is crossed early or consistently. If boundaries are clearly expressed, then they are easier to maintain.
- Protect and take care of yourself. Consider your needs and feelings. Figure out what feels okay and what does not. Recognize emotional needs and the ways to attend to them.
- Build an assertive personal presence. Integrate more assertiveness into your communication. Recognize your strengths and be comfortable with your own weaknesses/limits.

**Emotional Identification: 60%**

- Identify emotions in greater detail and more specifically. Work with a list of emotions to bring new language to your understanding of feelings. Watch for varying intensity in your emotional expression and notice when intensity changes.
- Be comfortable with yourself and how you feel. Emotions are information and energy. When you feel them, look for cause and effect rather than denying their existence. Consider how emotions serve you and if something should be expressed now, later, or not at all.
- Have a dynamic self-concept. Be ready to label and recognize how specific feelings impact you, both positively and negatively.



## 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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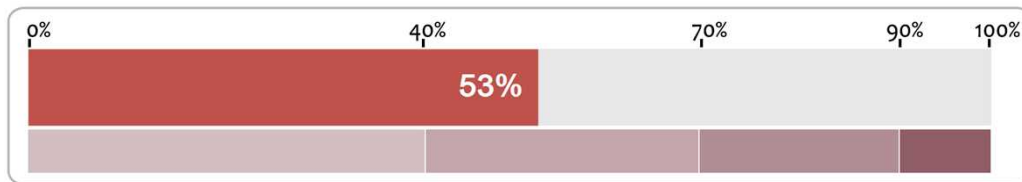
## Quotient 2: Social Recognition (SoR)

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



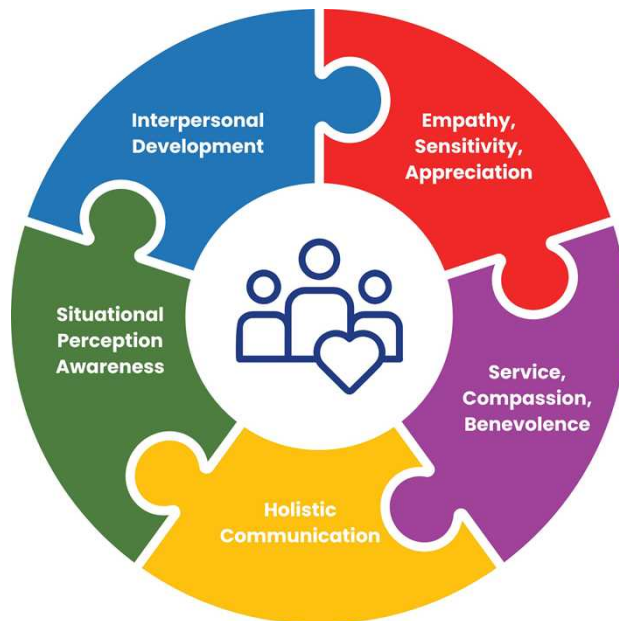
**RAW SCORE: 2.67**

### Your score in Quotient 2 is:

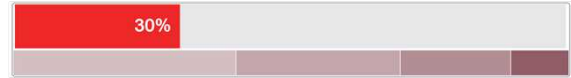
Vulnerable: Limited experience and some working knowledge – beginning to gain a deeper understanding with only foundational knowledge of the key aspects



## Social Recognition (SoR) Scores



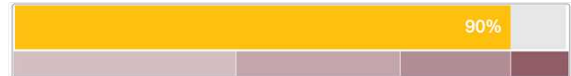
### Empathy, Sensitivity, Appreciation



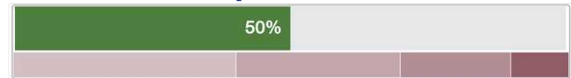
### Service, Compassion, Benevolence



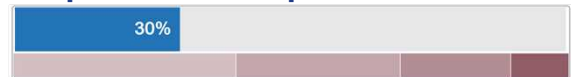
### Holistic Communication



### 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: 30%

Like control, dislike inaction

### Service, Compassion, Benevolence: 80%

You miss connecting with the individual and tend to generalize. See different perspectives and possibilities. Every person has a unique set of experiences. Reach out and communicate. Hear their messages. Open channels of communication. When you understand the viewpoints and expectations of others, your ability to offer value rises.

### Holistic Communication: 90%

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.

### Situational Perceptual Awareness: 50%

Notice how attention, focus, and connection change when situations change. Take those shifts and changes into account and be sure you are paying attention to what counts at the moment. Our perception defines reality; it creates understanding, attitudes, thinking, and feelings. These, in turn, create behaviors, effort, and results. Be sure yours are in alignment with what is observable from all sides, not just your own perspective.

### Interpersonal Development: 30%

Concerned with bottom line results, productivity, and goals



## Suggestions to Improve Social Recognition

### Empathy, Sensitivity, Appreciation: 30%

- When things happen, try to see them from the other person's perspective. Be aware of the things that are impacting them and seek to understand why they feel the way they do about what they are experiencing.
- It's important not only to understand others but to also let them be heard, accepted, and connected. This is best done through repeating and rephrasing. Show empathy with the three c's: confirm (verify understanding), clarify (get details and amplification), and capture (remember).
- Be sensitive to what is said in words, in tone, and through nonverbal cues. Do the words you are hearing match the tone and non-verbal cues? Is there something else being communicated?

### Service, Compassion, Benevolence: 80%

- Be sensitive to differences with others and alternative points of view. Take an active interest in the ways others see things. Go beyond merely tolerating by seeking to understand, accept, affirm, and support.
- Seek opportunities to give and contribute to the goals of others. Help can be offered with both intrinsic and/or extrinsic contributions. Giving not only helps the receiver but empowers the giver.
- Anticipate the needs and wants of others and try to be proactive. Respond to the expectations of others and go even a little further when you can. Demonstrate awareness by offering support before you are asked.

### Holistic Communication: 90%

- 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: 50%

- Confirm foundational understanding of one another. Be sure effective communication is really happening. Avoid assumptions and verify.
- Avoid projecting your beliefs, feelings, and thinking onto the behavior of others. Generalizations and stereotypes are frequently misleading and disrupt connections in relationships.
- Look for characteristic communication cues to serve as baselines and norms. When shifts occur, recognize them and look for causes. Respond thoughtfully and appropriately.

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### Interpersonal Development: 30%

- Identify the ways in which you are actively growing and developing in some relationships and those where your development may have stalled or is lacking. Seek opportunities to engage with people in those areas that could use more focus right now.
- Examine your goals for relationship development in the future and look for what will support you in building stronger depth to your current interactions.
- Look at what kind of rapport you seek to build in all of your relationships. Where and with whom are you willing to be more open and more personal versus relationships where you are more guarded and reserved? Are there people with whom you'd like to adjust that connection?



## 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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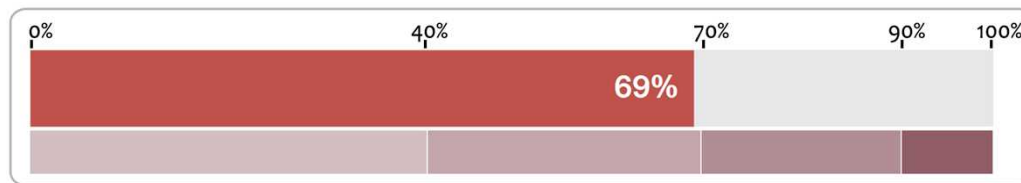
## Quotient 3: Self-Management (SeM)

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



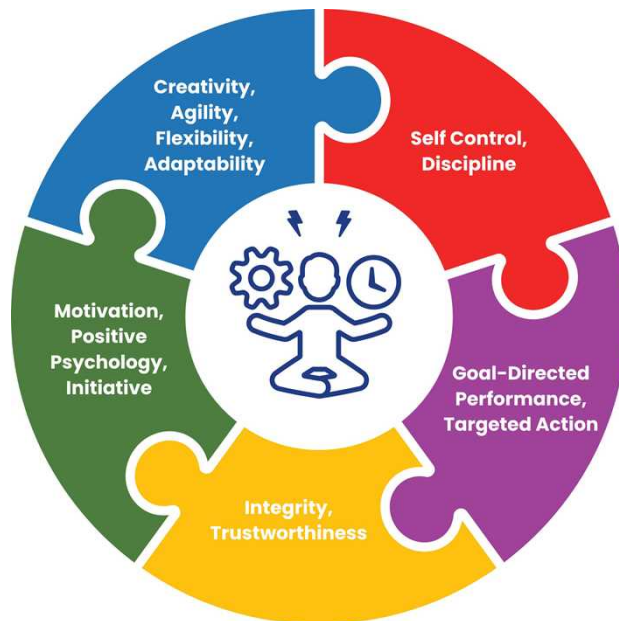
**RAW SCORE: 3.44**

### Your score in Quotient 3 is:

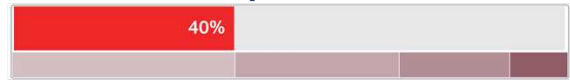
Vulnerable: Limited experience and some working knowledge - beginning to gain a deeper understanding with only foundational knowledge of the key aspects



## The Self-Management (SeM) Scores



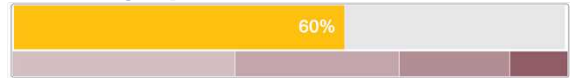
### Self-Control, Discipline



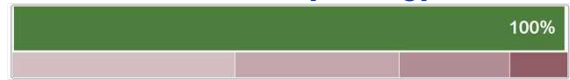
### Goal-Directed Performance, Action



### 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: 40%

Vague goals and a lack of passion can lead to apathy and half-efforts that lead to poor outcomes. To reach your highest potential, invest in something important and meaningful that you care about and get clear on your "whys." Dedicate time and energy to managing your actions, persevering despite the circumstances, and creating a solid direction and a clear path to a fulfilling journey.

### Goal-Directed Performance, Targeted Action: 80%

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.

### Self-Integrity, Trustworthiness: 60%

While you may have some values and principles that are important to you, adopting integrity and personal standards sets the foundation for authenticity and credibility. Others' ability to trust you and believe in your starts with your own adherence to what is important. Set boundaries that support your success. Having personal convictions will build relationships where you're known, respected, and trusted.

### Motivation, Positive Psychology, Initiative: 100%

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.

### Creativity, Agility, Flexibility, Adaptability: 80%

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: 40%

- Have a focus and enthusiasm to achieve whatever you desire. Visualize the impact of the results and create that picture in your mind. Prepare and plan to get closer to your goal, step by step.
- Invest in discipline and control. Set a schedule, agenda, and plan. Allocate enough resources. Prepare for success. Be consistent, committed, and diligent.
- Be responsible and hold yourself accountable for performance. Set measurable objectives. Achieve stepping-stone priorities. Celebrate and reward yourself when you reach a milestone.

### Goal-Directed Performance, Targeted Action: 80%

- 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.

### Self-Integrity, Trustworthiness: 60%

- Integrity includes doing what you know you were made for. Invest time in reflection and mindfulness to determine what counts for you and to what degree. Decide what you are willing to exchange for the meaningful results you want.
- Authenticity communicates honesty regarding self-awareness. To be in alignment with your principles, determine the appropriate level of self-disclosure and exercise a willingness to share what's most important.
- Accepting personal responsibility maintains awareness of performance from an internal perspective. It provides an honest accounting of both effort and work compared to results achieved. Where might you benefit from more effort and energy being applied?

**Motivation, Positive Psychology, Initiative: 100%**

- 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.

**Creativity, Agility, Flexibility, Adaptability: 80%**

- 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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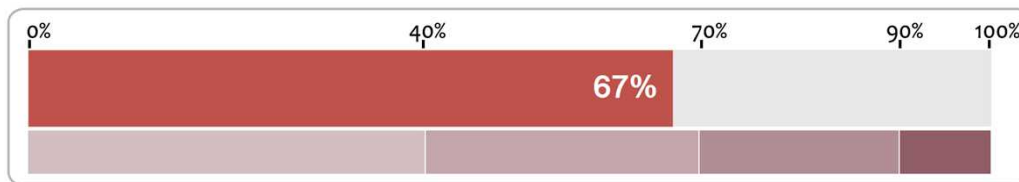
## Quotient 4: Social Management (SoM)

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: 3.33**

### Your score in Quotient 4 is:

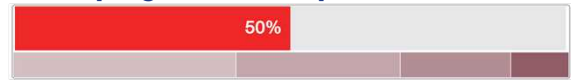
Vulnerable: Limited experience and some working knowledge - beginning to gain a deeper understanding with only foundational knowledge of the key aspects



## The Social Management (SoM) Scores



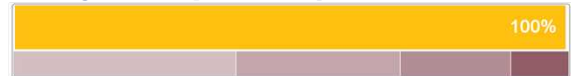
### Developing Relationships



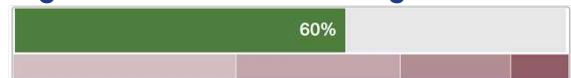
### Leadership & Influence



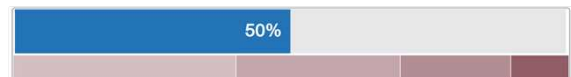
### Change Catalyst & Response



### 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: 50%

You have few friends or close relationships but may lack a wide, deep support group. Quality relationships create happiness, fulfillment, connection, and success. They result in improved health and well-being as well as longer life. Find those around you each day who bring quality and support to your life and goals.

### Leadership and Influence: 80%

You don't exercise full responsibility for your influence and impact. Become the right example. Serve as a catalyst for transformation, growth, and high-value outcomes. Commit and dedicate to a vision and a mission and encourage and support others as they follow you.

### Change Catalyst and Response: 100%

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.

### Negotiation and Conflict Management: 60%

You don't always see the long-term impact/benefit of negotiations and conflict resolution. Negotiation and conflict are part of healthy problem-solving and decision-making. Focus on finding a way to let all perspectives be heard and understood when working through challenges. Constructive, positive solutions generate opportunity and abundance. They emphasize mutual gain and involvement.

### Teamwork & Collaboration: 50%

Though you may not enjoy teamwork, collaboration, and interaction enough to engage often with others in optimizing returns, you may be able to see the value sometimes in working together. It may take some effort and energy to build strong, team connections, but more can be done together than on your own. Find opportunities to engage with others who bring something to the table that may be different from you, but that compliments and supports your skills and talents for greater achievement.



## Suggestions to Improve Social Management

### Developing Relationships, Getting Along with Others: 50%

- It's estimated that the average person has about 250 connections, but only 4 to 6 close friends. Make a concerted effort to connect on a strong basis with people you enjoy (both personally and professionally). Invest time in relationships.
- What are some things you notice that are difficult for you when meeting new people or developing relationships? Do you have any consistent places where your beliefs or fears stand in your way? What can you do to make those things easier to manage?
- How can you leverage more elements in your relationships for increased happiness and greater levels of success? Create a plan for measurable improvement with those who are a priority, always looking at what you can contribute first.

### Leadership and Influence: 80%

- Set the tone for team emotion, engagement, motivation, and optimism through the feelings you share. Leadership and influence are about relationships. Cultivate the warmth and happiness that attracts and inspires.
- Integrate thoughts and feelings into creativity and problem-solving. Generate excitement and enthusiasm in implementation and performance through the use of your own experience. Don't be afraid to be in the trenches with those you lead; let them see you are willing to do what you ask of them.
- Define the aspects of your personal commitment to leadership even further. There are areas where you excel but others that merit attention and improvement. Focus on becoming the leader you would enjoy following. Leaders transform both situations and people. Define the aspects of your personal commitment to leadership even further.

### Change Catalyst and Response: 100%

- 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: 60%

- Choose to engage in negotiations with a positive mindset. Look for opportunities to connect and expand returns for all involved. Be creative with solutions and problem-solving.
  - Separate issues from people and personalities. Be warm and caring. Demonstrate a real interest in seeing all parties achieve more.
  - Be assertive and engaged. The resolution is neither surrender nor submission. Effective answers lie in improved relationships and agreements that serve all.
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### Teamwork and Collaboration: 50%

- Independent effort and work can never generate the returns that teams achieve. Get involved in structures that allow everyone to bring their best and share in the outcomes. Encourage and support team dynamics.
- There's more satisfaction and valuable diversity in relationships and working together than trying to solve everything on your own. What connections can you leverage to bring strengths to the team where there may be weaknesses?
- What qualities make good teammates? Which are the barriers to success? Where do you excel? Where do you need to improve?



# 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.



## So 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 (EQ). 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 EQ through ongoing practice. Competence breeds confidence, which leads to increased inner motivation.

The key to making EQ 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 EQ 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.