



Relationship Management Skills

Rating

- Visionary Leadership: The ability to take charge and inspire with a compelling vision _____
- Influence: The ability to wield a range of persuasive tactics _____
- Developing Others: The propensity to bolster the abilities of others through feedback and guidance _____
- Communications Skill: Skilled at listening and at sending clear convincing and well-tuned direction _____
- Change Catalyst: Proficiency in initiating new ideas and leading people in a new direction _____
- Conflict Management: The ability to de-escalate disagreements and orchestrate resolution _____
- Building Bonds: Proficiency at cultivating and maintaining a web of relationships _____
- Teamwork and Collaborations: Competence at promoting cooperation and building teams _____

ADD THE EIGHT SCORES ABOVE AND DIVIDE BY 8: SECTION TOTAL _____

FINAL TALLY:

Self-Awareness _____

Self-Management _____

Social Awareness _____

Relationship Management _____

Use the information and perceptions gathered to continue to work on your emotional intelligence skills. Unlike I.Q., E.Q. can be learned and developed with proper attention, study and focus.



Self-Management

Rating

- Self – Control: The ability to keep disruptive emotions and impulses under control
- Trustworthiness: A consistent display of honesty and integrity
- Conscientiousness: The ability to manage yourself and your responsibilities
- Adaptability: Skill at adjusting to changing situations and overcoming obstacles
- Achievement Orientation: The drive to meet on internal standard of excellence
- Initiative: A readiness to seize opportunity

ADD THE SIX SCORES ABOVE AND DIVIDE BY 6: SECTION TOTAL

Social Awareness

Rating

- Empathy: Skill at sensing other people’s emotions, understanding their perspective and taking an active interest in their concerns
- Organizational Awareness: The ability to read the currents of organizational life, build decision networks and navigate needs
- Service Orientation: The ability to recognize and meet customer’s needs

ADD THE THREE SCORES ABOVE AND DIVIDE BY 3: SECTION TOTAL



Emotional Intelligence Evaluation Form

Emotional Intelligence is the ability to manage ourselves and our relationships effectively. It consists of four fundamental capabilities:

- Self – Awareness
- Self – Management
- Social Awareness
- Relationship Management

Much of the work on emotional intelligence has been done by Professor Daniel Goleman, at the Rutgers U. Graduate School of Applied Psychology and Professor David McClelland, Harvard U. psychologist. Additional research has been conducted by the Hay / McBer Consulting Firm, where they studied 3,871 selected executives from a national database of 20,000. The study found that leaders with strengths in a critical mass of emotional intelligence competencies were far more effective than peers who lacked such strengths.

This survey is presented to you as an aid to be used for self-assessment and also to determine the perceptions of members of their work teams.

RATE YOURSELF (RATE YOUR MANAGER)

Using a rating system of 1 = poor; 2 = adequate; 3 = good; 4 = outstanding, provide a score for each element under the four fundamental capabilities. For each capability add the individual scores and divide by the number of scores entered. (Example – Self-Management has six (6) elements. Add up the scores assigned and divide by 6, if they were all scored).

For further clarification and information on emotional intelligence, it is suggested that you read Professor Goleman’s book, by the same name.

Self-Awareness:

Rating

- Self – Awareness: The ability to read and understand your emotions as well as recognize their impact on work performance and relationships _____
- Accurate self-assessment: A realistic evaluation of your strengths and limitations _____
- Self-confidence: A strong and positive sense of self-worth _____

ADD THE THREE SCORES ABOVE AND DIVIDE BY 3: SECTION TOTAL
