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Enhancing Your

Emotional Intelligence

**claremonteap.com 800.834.3773**

**Getting a Sense of Emotional Intelligence:**

**Personal Assessment**

**Source for this packet: *Emotional Intelligence for Dummies* by Steven Stein, PhD, 2009**

By taking an honest look at your emotional skills, you put yourself in a better position to understand your situation and move forward in areas that can help you be more at ease with yourself and with others. Here are some things to think about when looking at your own level of emotional intelligence.

Record your responses to these items:

* I’m usually aware of how I’m feeling emotionally.
* I find it easy to express my feelings and beliefs to others.
* I really know what I’m good at and where I lack skills.
* I know exactly where I’m going in life.
* People feel I really listen to them.
* I have many friends and acquaintances.
* I spend a lot of time doing things to help others.
* I’m good at solving people’s problems.
* I find it easy to change tasks.
* I live in the real world and tend not to daydream.
* I get through stressful situations without a lot of anxiety.
* I’m thoughtful, and I carefully plan my reaction to things.
* I tend to look at the bright side of things.
* I’m usually happy.

If you’re an emotionally intelligent person, you:

* Know your mood most of the time.
* Possess a good understanding of why you feel the way you do.
* Know how other around you are feeling.
* Manage your feelings, especially by turning intense, negative emotions into less intense emotions.
* Manage the emotions of people around you, making those people feel more at ease.

## The EQ-i Test

The Emotional Quotient Inventory (or EQ-i) is the most widely used test of emotional intelligence. Developed by Dr. Reuven Bar-On. There are 15 factors, grouped into 5 areas of emotional and social intelligence:

1. **Intra-Personal**: This area concerns your ability to know and manage yourself. It embraces the following:
   1. **Self-Awareness**: The ability to recognize how you’re feeling and why you’re feeling that way, as well as the impact your behavior has on others.
   2. **Assertiveness**: The ability to clearly express your thoughts and feelings, stand your ground, and defend your position.
   3. **Independence**: The ability to be self-directed and self-controlled, to stand on your own two feet.
   4. **Self-Regard**: The ability to recognize your strengths and weaknesses, and feel good about yourself despite your weaknesses.
   5. **Self-Actualization**: The ability to realize your potential and feel comfortable with what you achieve at work and in your personal life.
2. **Inter-Personal**: This area concerns your “people skills” – your ability to interact with and get along with others. It is composed of three scales:
   1. **Empathy**: The ability to understand what others might be feelings and thinking. It is the ability to view the world through another person’s eyes.
   2. **Social Responsibility**: The ability to be a cooperative and contributing member of your social group.
   3. **Interpersonal Relationships**: The ability to forge and maintain relationships that are mutually beneficial and marked by give-and-take and a sense of emotional closeness.
3. **Adaptability**: This area involves your ability to be flexible and realistic, and to solve a range of problems as they arise. Its three scales are as follows:
   1. **Reality Testing**: The ability to see things as they actually are, rather than the way you wish or fear they might be.
   2. **Flexibility**: The ability to adjust your feelings, thoughts, and actions to changing conditions.
   3. **Problem-Solving**: The ability to define problems and then move to generate and implement effective, appropriate solutions.
4. **Stress Management**: This area concerns your ability to tolerate stress and control impulses. It has two scales:
   1. **Stress Tolerance**: The ability to remain calm and focused, to constructively withstand adverse events and conflicting emotions without caving in.
   2. **Impulse Control**: The ability to resist or delay a temptation to act.
5. **General Mood**: This area also concerns your ability to be positive and in a good mood. It has two scales:
   1. **Optimism**: The ability to maintain a realistically positive attitude, particularly in the face of adversity.
   2. **Happiness**: The ability to feel satisfied with life, to enjoy yourself and others, and to experience zest and enthusiasm in a range of activities.

**Identifying Your Emotions**

The English language has many different words for emotional experiences. Here is a list of emotional words. Some emotions are positive, some are neutral and some are negative. Emotionally intelligent people tend to have a rich vocabulary of words to describe their feelings.

* Aggressive
* Aggravated
* Alienated
* Amused
* Angry
* Annoyed
* Anxious
* Apathetic
* Appalled
* Awed
* Bashful
* Blissful
* Bored
* Cautious
* Cheerful
* Confident
* Confused
* Curious
* Delighted
* Depressed
* Determined
* Disappointed
* Discouraged
* Disgusted
* Ecstatic
* Elated
* Embarrassed
* Enthusiastic
* Envious
* Excited
* Exhausted
* Fearful
* Frightened
* Frustrated
* Glad
* Guilty
* Happy
* Helpless
* Hopeful
* Hostile
* Humiliated
* Hurt
* Hysterical
* Interested
* Jealous
* Joyous
* Lonely
* Loved
* Love-struck
* Miserable
* Negative
* Optimistic
* Paranoid
* Undecided
* Paranoid
* Peaceful
* Proud
* Puzzled
* Regretful
* Relieved
* Sad
* Satisfied
* Shocked
* Sorry
* Sure
* Surprised
* Suspicious
* Undecided
* Withdrawn

1. Record a + next to each emotion you think is positive, a – next to each emotion that’s negative and a 0 next to each emotion that’s neutral.
2. Rate the intensity of your most vivid experience of the emotion. (Use a scale from 1 to 10; 1 is minimal, 5 is average, 10 is extreme.)
3. Add up the total number of emotions you’ve experienced.
4. Add up the number of positive emotions. Add up the number of negative emotions.
5. Compare your balance of positive versus negative emotions.
   1. Do you feel more positive or negative emotions? What does this tell you?

**Are You Emotionally Intelligent? How to Know for Sure**

When emotional intelligence (EQ) first appeared to the masses, it served as the missing link in a peculiar finding: people with average IQs outperform those with the highest IQs 70% of the time. This anomaly threw a massive wrench into the broadly held assumption that IQ was the sole source of success.

Decades of research now point to emotional intelligence as being the critical factor that sets star performers apart from the rest of the pack. The connection is so strong that 90% of top performers have high emotional intelligence.

Emotional intelligence is the “something” in each of us that is a bit intangible. It affects how we manage behavior, navigate social complexities, and make personal decisions to achieve positive results.

Despite the significance of EQ, its intangible nature makes it very difficult to know how much you have and what you can do to improve if you’re lacking. You can always take a scientifically validated test. Unfortunately, quality (scientifically valid) EQ tests aren’t free. What follows is a quick sketch of sure signs that you have high EQ:

* You have a robust emotional vocabulary.
* You’re curious about people.
* You embrace change.
* You know your strengths and weaknesses.
* You’re a good judge of character.
* You are difficult to offend.
* You know how to say no (to yourself and others).
* You let go of mistakes.
* You give and expect nothing in return.
* You don’t hold grudges.
* You neutralize toxic people.
* You don’t seek perfection.
* You appreciate what you have.
* You disconnect.
* You limit your caffeine intake.
* You get enough sleep.
* You stop negative self-talk in its tracks.
* You won’t let anyone limit your joy.

For more information, refer to the source of this article: Dr. Travis Bradberry – Coauthor Emotional Intelligence 2.0 & President at TalentSmart

**23 Reasons to Call Claremont EAP**

1. It’s free! No money comes out of your paycheck.
2. It’s confidential – no one will know that you called Claremont unless you tell them.
3. Accessing Claremont is easy: no forms, no co-pays, no deductibles. Just one toll free number.
4. Be proactive about your life!
5. You get free counseling sessions with a licensed clinician in private practice.
6. Counseling can be for individuals, couples and families.
7. Free legal consultations!
8. You can do a Simple Will for free.
9. Free financial consultations!
10. Concerned about your credit report information or score? Schedule a consultation to resolve any issues.
11. Get your life organized!
12. Looking for child care services? Claremont will generate a customized report for you, with a listing of appropriate services and other helpful written information.
13. Same with elder care services – Claremont provides nationwide referrals and customized reports.
14. Need help choosing a public or private school for your child? Claremont can help you do the research.
15. Feel overwhelmed by the college search process? Claremont can help you research undergraduate and graduate programs, including financial aid.
16. Claremont provides nationwide referrals for adoption attorneys, agencies, infertility specialists, and support groups.
17. Do you care for a pet? Claremont offers referrals for pet services such as vets, groomers, boarders, animal hospitals and pet sitters.
18. Looking for a low or no cost community resource? Claremont provides referrals to 12-step meetings, inpatient and outpatient treatment facilities, and more. Just call.
19. Be prepared for whatever comes up.
20. Manage your stress – at work and at home.
21. All benefited employees and their family members in the immediate household are eligible.
22. Video counseling. See and speak to a counselor from the privacy of your home.
23. It’s free and confidential – why *not* call?

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