

EMOTIONAL INTELLIGENCE QUESTIONNAIRE
self assessment

A. PERSONAL COMPETENCE

SELF-AWARENESS

scale:

1 - underdeveloped 2- needs improvement 3 - adequate 4 - good 5- excellent

Emotional Awareness: Recognizing one's emotions and their effects.						
1	I always know which emotions I am feeling and why	1	2	3	4	5
2	I realize the links between my feelings and what I think, do, and say	1	2	3	4	5
3	I recognize how my feelings affect my performance	1	2	3	4	5
4	I have a guiding awareness of my values and goals	1	2	3	4	5

Accurate Self-Assessment: Knowing one's strengths and limits.						
1	I am aware of my strengths and weaknesses	1	2	3	4	5
2	I am reflective and try to learn from experience	1	2	3	4	5
3	I am open to candid feedback, new perspectives, continuous learning, and self-development	1	2	3	4	5
4	I am able to show a sense of humour and perspective about myself	1	2	3	4	5

Self-Confidence: Sureness about one's self-worth and capabilities.						
1	I present myself with self-assurance; I have "presence"	1	2	3	4	5
2	I can voice views that are unpopular and go out on a limb for what is right	1	2	3	4	5
3	I am decisive, and able to make sound decisions despite uncertainties and pressures	1	2	3	4	5

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SELF-REGULATION

Self-Control: Managing disruptive emotions and impulses.						
1	I manage my impulsive feelings and distressing emotions well	1	2	3	4	5
2	I stay composed, positive, and unflappable even in trying moments	1	2	3	4	5
3	I think clearly and stay focused under pressure	1	2	3	4	5

Trustworthiness: Maintaining standards of honesty and integrity.

1	I consistently act ethically and am considered to be above reproach	1	2	3	4	5
2	I build trust by being reliable and authentic	1	2	3	4	5
3	I admit my own mistakes and confront unethical actions in others	1	2	3	4	5
4	I take tough, principled stands even if they are unpopular	1	2	3	4	5

Conscientiousness: Taking responsibility for personal performance.

1	I meet commitments and keep promises	1	2	3	4	5
2	I hold myself accountable for meeting my objectives	1	2	3	4	5
3	I am organized and careful in my work	1	2	3	4	5

Adaptability: Flexibility in handling change.

1	I smoothly handle multiple demands, shifting priorities, and rapid change	1	2	3	4	5
2	I adapt my responses and tactics to fit fluid circumstances	1	2	3	4	5
3	I am flexible in how I see events	1	2	3	4	5

Innovativeness: Being comfortable with and open to novel ideas and new information.

1	I seek out fresh ideas from a wide variety of sources	1	2	3	4	5
2	I entertain original solutions to problems	1	2	3	4	5
3	I generate new ideas	1	2	3	4	5
4	I take fresh perspectives and risks in my thinking	1	2	3	4	5

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SELF-MOTIVATION

Achievement Drive: Striving to improve or meet a standard of excellence.

1	I am results-oriented, with a high drive to meet objectives and standards	1	2	3	4	5
2	I set challenging goals and take calculated risks	1	2	3	4	5
3	I pursue information to reduce uncertainty and find ways to do better	1	2	3	4	5
4	I continuously learn in order to improve my performance	1	2	3	4	5

Commitment: Aligning with the goals of the group or organization.

1	I am willing to make personal or group sacrifices to meet a larger organizational goal	1	2	3	4	5
2	The larger mission gives me a sense of purpose	1	2	3	4	5
3	I use the group's core values in making decisions and clarifying choices	1	2	3	4	5
4	I actively seek out opportunities to fulfil the group's mission	1	2	3	4	5

Initiative: Readiness to act on opportunities.

1	I am always ready to seize opportunities	1	2	3	4	5
2	I pursue goals beyond what's required or expected of me	1	2	3	4	5
3	I cut through red tape and bend the rules when necessary to get the job done	1	2	3	4	5
4	I mobilize others through unusual, enterprising efforts	1	2	3	4	5

Optimism: Persistence in pursuing goals despite obstacles and setbacks.

1	I am persistent in seeking goals despite obstacles and setbacks	1	2	3	4	5
2	I operate from hope of success rather than fear of failure	1	2	3	4	5
3	I see setbacks as due to manageable circumstance rather than a personal flaw	1	2	3	4	5

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B.SOCIAL COMPETENCE

SOCIAL AWARENESS

Empathy: Sensing others' feelings and perspective, and taking an active interest in their concerns.						
1	I am attentive to emotional cues and am a good listener	1	2	3	4	5
2	I show sensitivity and understand others' perspectives	1	2	3	4	5
3	I help out based on understanding other people's needs and feelings	1	2	3	4	5

Service Orientation: Anticipating, recognizing, and meeting customers' needs.						
1	I understand customers' needs and match them to services or products	1	2	3	4	5
2	I seek ways to increase customers' satisfaction and loyalty	1	2	3	4	5
3	I gladly offer appropriate assistance	1	2	3	4	5
4	I grasp a customer's perspective, acting as a trusted advisor	1	2	3	4	5

Developing Others: Sensing what others need in order to develop, and bolstering their abilities.						
1	I acknowledge and reward people's strengths, accomplishments, and development	1	2	3	4	5
2	I offer useful feedback and identify people's needs for development	1	2	3	4	5
3	I mentor, give timely coaching, and offer assignments that challenge and grow a person's skill	1	2	3	4	5

Leveraging Diversity: Cultivating opportunities through diverse people.						
1	I respect and relate well to people from varied backgrounds	1	2	3	4	5
2	I try to understand diverse worldviews and be sensitive to group differences	1	2	3	4	5
3	I see diversity as opportunity, creating an environment where diverse people can thrive	1	2	3	4	5
4	I consistently challenge bias and intolerance	1	2	3	4	5

Political Awareness: Reading a group's emotional currents and power relationships.						
1	I am good at accurately read key power relationships	1	2	3	4	5
2	I can usually detect crucial social networks	1	2	3	4	5
3	I have a good understanding of the forces that shape the views and actions of clients, customers, or competitors	1	2	3	4	5
4	I usually accurately read situations and organizational and external realities	1	2	3	4	5

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SOCIAL SKILLS

Influence: Wielding effective tactics for persuasion.						
1	I am skilled at the art of persuasion	1	2	3	4	5
2	I make sure I fine-tune presentations to appeal to the listener	1	2	3	4	5
3	I am able to use complex strategies like indirect influence to build consensus and support	1	2	3	4	5
4	I can orchestrate dramatic events to effectively make a point	1	2	3	4	5

Communication: Sending clear and convincing messages.						
1	I am good at give-and-take, and am able to attune my message according to the emotional cues I pick up	1	2	3	4	5
2	I deal with difficult issues straightforwardly	1	2	3	4	5
3	I listen well, seek mutual understanding, and fully welcome sharing of information	1	2	3	4	5
4	I foster open communication and stay receptive to bad news as well as good	1	2	3	4	5

Leadership: Inspiring and guiding groups and people.						
1	I am articulate and able to arouse enthusiasm for a shared vision and mission	1	2	3	4	5
2	I step forward to lead as needed, regardless of position	1	2	3	4	5
3	I guide the performance of others while holding them accountable	1	2	3	4	5
4	I lead by example	1	2	3	4	5

Change Catalyst: Initiating or managing change.						
1	I recognize the need for change and remove barriers to it	1	2	3	4	5
2	I acknowledge the need for change and challenge the status quo	1	2	3	4	5
3	I champion the change and enlist others in its pursuit	1	2	3	4	5
4	I model the change expected of others	1	2	3	4	5

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Conflict Management: Negotiating and resolving disagreements.						
1	I handle difficult people and tense situations with diplomacy and tact	1	2	3	4	5
2	I spot potential conflict, bring disagreements into the open, and help deescalate the conflict	1	2	3	4	5
3	I encourage debate and open discussion	1	2	3	4	5
4	I orchestrate win-win solutions	1	2	3	4	5

Building Bonds: Nurturing instrumental relationships.						
1	I cultivate and maintain extensive informal networks	1	2	3	4	5
2	I seek out relationships that are mutually beneficial	1	2	3	4	5
3	I build rapport and keep others in the loop	1	2	3	4	5
4	I make and maintain personal friendships among work associates	1	2	3	4	5

Collaboration and Cooperation: Working with others toward shared goals.						
1	I balance a focus on task with attention to relationships	1	2	3	4	5
2	I collaborate, sharing plans, information, and resources	1	2	3	4	5
3	I promote a friendly, cooperative climate	1	2	3	4	5
4	I spot and nurture opportunities for collaboration	1	2	3	4	5

Team Capabilities: Creating group synergy in pursuing collective goals.						
1	I model team qualities like respect, helpfulness, and cooperation	1	2	3	4	5
2	I draw all members into active and enthusiastic participation	1	2	3	4	5
3	I build team identity, esprit de corps, and commitment	1	2	3	4	5
4	I protect the group and its reputation, and share credit with the group	1	2	3	4	5

PLEASE NOTE:

This assessment tool was created for the purpose of benchmarking and using between coach and client.

It is NOT a validated assessment tool.

The Framework used for this assessment is based on Daniel Goleman's Emotional Intelligence Framework, prepared and adapted by The Consortium for Research on Emotional Intelligence; adapted into a questionnaire by Belinda Davies.