

EMOTIONAL INTELLIGENCE 101: MY EMOTIONAL INTELLIGENCE

One of the trickiest things about emotional intelligence is that it can be hard for you to assess your own levels. The following questionnaire is designed to help you do just that, by enlisting the help of people you work with. The results should encourage you to reflect on your current ways of working and interactions with others, and identify development areas for you to work on.

Using this questionnaire:

1. Start by asking someone that you trust to facilitate this exercise for you. This could be someone in HR, your manager, a peer, or someone outside your organisation (a coach or mentor, perhaps). They will be responsible for collating the results from the questionnaire and feeding them back to you.
2. Look over the questionnaire, which is made up of various statements. The colleagues you ask to give feedback will be asked to score the statements using the key detailed at the top, with space for them to make comments or suggestions. With this in mind, consider who you would like to receive this feedback from; to ensure a comprehensive selection, consider those you manage, your peers and your manager.
3. To make sure that you receive honest feedback, the questionnaires should be completed anonymously.
4. Send the questionnaires out with a covering letter (a template is provided below), including details of who is collating the feedback on your behalf and the date by which you'd like it returned.
5. Once all the questionnaires have been completed and returning, the person collating your feedback can start to compile the results sheet. The results sheet has been set up in a flexible way – there is provision for you to receive an overall summary of your scores, an average of them, or both. You should advise your feedback collator how you want to receive the results.
6. You should also consider how you would like to receive the additional comments and suggestions. Do you want a complete list of comments, or would a summary suffice?

Sample cover letter to be sent with questionnaire

Dear [colleague's name]

As part of my development, I am looking to gather feedback that helps me to assess my self-awareness and interpersonal skills. I have enclosed a questionnaire and, as someone who has worked closely with me, would appreciate it if you could take the time to fill it in.

To complete the questionnaire, you should read each of the statements, consider them carefully, and then score them using the key detailed at the top of the page. If you feel it necessary, you can also add comments or suggestions in the spaces provided. Please be as candid as possible.

The feedback is completely confidential. [Collator's name] has kindly agreed to collate the questionnaires, and will provide me with a summary of the findings. Once you have finished the questionnaire, please hand it directly to them or send it to [collator's details]. It would be helpful if you could do this by [date required].

Thank you in advance for completing this questionnaire. The results will be most useful for me to gauge my effectiveness and to forge more successful working relationships.

Your sincerely,

[Your name]

What is _____ like to work with?

Date: _____

Please consider the following statements and score them according to the key listed below. Any additional comments or suggestions that you feel are necessary can be added in the box provided.

Key	1 Never	2 Rarely	3 Sometimes	4 Usually	5 Always
-----	---------	----------	-------------	-----------	----------

Statement	Score	Comments / Suggestions
1. Self-Awareness		
He/she is good at seeing the bigger picture.		
He/she admits to his/her weaknesses as well as his/her strengths.		
He/she is able to laugh at him/herself.		
He/she responds positively to constructive criticism and feedback.		
He/she is confident when interacting with others.		
2. Self-Management		
He/she remains calm in stressful situations.		
He/she is open and honest at work.		
He/she is able to adapt to new challenges.		
He/she can manage several different priorities at once.		
He/she is good at spotting opportunities and taking the initiative.		
He/she has an optimistic outlook.		

3. Social Awareness		
He/she can pick up on the mood of an individual or group.		
He/she is tactful when dealing with sensitive situations.		
He/she relates well to people from a range of different backgrounds and cultures.		
He/she is politically astute about the department/organisation.		
He/she can identify the key influencers in different situations.		
He/she is well informed about what their customers want and need.		
He/she motivates others to deliver excellent customer care.		
4. Relationship Management		
He/she inspires others with their sense of vision.		
He/she is not afraid to get their hands dirty.		
He/she makes work exciting for others.		
He/she is a skilful negotiator.		
He/she is good at influencing others.		
He/she takes a strong interest in developing others.		
He/she is a catalyst for change.		
He/she is adept at overcoming resistance to change.		
He/she is good at resolving conflict situations.		

He/she is able to build strong, effective teams.		
He/she can inspire discretionary effort from others.		

Results of feedback for _____

Date: _____

Questionnaire issued to _____ people

Statement	No. of 1s	No. of 2s	No. of 3s	No. of 4s	No. of 5s	Av. Score
1. Self-Awareness						
He/she is good at seeing the bigger picture.						
He/she admits to his/her weaknesses as well as his/her strengths.						
He/she is able to laugh at him/herself.						
He/she responds positively to constructive criticism and feedback.						
He/she is confident when interacting with others.						
TOTAL						
2. Self-Management						
He/she remains calm in stressful situations.						
He/she is open and honest at work.						
He/she is able to adapt to new challenges.						
He/she can manage several different priorities at once.						
He/she is good at spotting opportunities and taking the initiative.						
He/she has an optimistic outlook.						
TOTAL						

3. Social Awareness						
He/she can pick up on the mood of an individual or group.						
He/she is tactful when dealing with sensitive situations.						
He/she relates well to people from a range of different backgrounds and cultures.						
He/she is politically astute about the department/organisation.						
He/she can identify the key influencers in different situations.						
He/she is well informed about what their customers want and need.						
He/she motivates others to deliver excellent customer care.						
TOTAL						
4. Relationship Management						
He/she inspires others with their sense of vision.						
He/she is not afraid to get their hands dirty.						
He/she makes work exciting for others.						
He/she is a skilful negotiator.						
He/she is good at influencing others.						
He/she takes a strong interest in developing others.						
He/she is a catalyst for change.						
He/she is adept at overcoming resistance to change.						

He/she is good at resolving conflict situations.						
He/she is able to build strong, effective teams.						
TOTAL						

COLLATED COMMENTS	
1. Self-Awareness	
2. Self-Management	
3. Social Awareness	
4. Relationship Management	