

UNDERSTANDING EMOTIONAL INTELLIGENCE

→ UNLOCK SELF-AWARENESS.
UNLEASH SUCCESS.



EMOTIONAL INTELLIGENCE (EI)

IN THE WORKPLACE

THINK ABOUT HOW YOU WOULD DESCRIBE YOUR TYPICAL EI BEHAVIOURS.

The EI Questionnaire

This questionnaire is based on the 5-step model of Emotional Intelligence (i.e. Self-Awareness, Self-Regulation, Motivation, Empathy and Social Skill).

It's designed to give you a possible flavour of where there might be opportunity for growth or practice for you. If you don't think this will be helpful to you, feel free to skip this activity.

For each question, tick the box that comes closest to how you feel about the answer today.

Please be compassionate with yourself or anyone else who does not wish to participate in this activity today.

	A	B	C	D
1. Do you know when you are becoming defensive? For example, feeling as though you have to stand up for yourself?	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
2. Do you notice when you begin to feel angry quickly? For example, in a confrontational situation.	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
3. Do you notice quickly when your thoughts may turn negative? For example, jumping to the worst case scenario straight away.	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
4. Can you tell when your emotions are affecting your performance? For example, if you are feeling anxious do you struggle to complete tasks?	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
5. Can you tell when your mood is changing? For example, do you know when you are starting to feel angry?	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
6. Do you struggle to relax under pressure? For example, can you switch off from a stressful task when you need a break?	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
7. Can you operate when angry? For example, can you work on a task effectively when you feel angry?	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
8. Do you talk to yourself to feel calmer whilst feeling angry or anxious? For example, do you self-talk to vent or to regulate your mood?	☐ Often	☐ Sometimes	☐ Rarely	☐ Never

The EI Questionnaire

	A	B	C	D
9. Do you stay calm when others come to you angry or aggressive? For example, when someone comes up to you shouting?	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
10. Can you concentrate when you are feeling anxious? For example, can you follow instructions or engage in conversations?	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
11. Do you 'bounce back' or get back on track quickly after a set-back? For example, if your computer loses the project you're working on with a deadline approaching?	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
12. Do you deliver on your promises? For example, sticking to a set deadline you agreed to with your team.	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
13. Can you motivate yourself when you need to? For example, starting a new project when it's presented to you.	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
14. Do you consider changing the way you do things if current methods aren't working? For example, are you willing to try a new approach to a set task.	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
15. Are you able to lift your energy level to start and complete boring tasks? For example, doing a tax return or submitting expenses.	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
16. Do you actively seek ways to resolve conflict? For example, instigate the conversation to talk through a disagreement.	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
17. Do you feel as though you influence others about the way things are done? For example, set standards on the work that you deliver as a team.	☐ Often	☐ Sometimes	☐ Rarely	☐ Never

The EI Questionnaire

	A	B	C	D
18. Would you be willing to speak on another person's behalf? For example, if they asked you to express how they may be feeling about a certain situation.	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
19. Are you able to demonstrate empathy with others' feelings? For example, if a colleague came to you upset about something, would you feel comfortable helping?	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
20. Would you say that others trust and confide in you? For example, do colleagues come to you to discuss their problems in confidence?	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
21. Do you feel able to raise morale and make others feel good? For example, if a colleague was feeling low about a set-back, would you be able to lift them up?	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
22. Do you openly offer help and assistance to others? For example, if your team has any questions about a task, can they come to you for advice?	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
23. Can you tell when someone is feeling anxious or angry, then adapt your response? For example, by their body language or tone when speaking?	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
24. Are you comfortable communicating your feelings to others? For example, are you willing to talk about how you feel with your colleagues or team?	☐ Often	☐ Sometimes	☐ Rarely	☐ Never
25. Do you help manage conflict and emotions at work? For example, resolving arguments and stressful situations by communicating your feelings.	☐ Often	☐ Sometimes	☐ Rarely	☐ Never

The EI Questionnaire

Getting your Scores

It's time to count up your ticks and get your scores.

The results of this informal test are just for you. Please feel no pressure to share them.

They are designed to give you a flavour of where there might be opportunity for growth or practice for you.

Feel free to use them as a gentle guide for yourself if you think they're helpful.

Scoring:

Each **A** box ticked is worth 4 points. Each **B** box ticked is 3 points. Each **C** box ticked is 2 points.

Each **D** box ticked is 1 point.

	A score (each A ticked is worth 4 points)	B score (each B is worth 3 points)	C score (each C is worth 2 points)	D score (each D is worth 1 point)	Total Score (A+B+C+D scores)
Questions 1-5					Self-Awareness Score
Questions 6-10					Self-Regulation Score
Questions 11-15					Self-Motivation Score
Questions 16-20					Empathy Score
Questions 21-25					Social Skills Score

Understanding your scores today

- > 17** : Your score here today suggests you regularly practice emotional intelligent behaviours in this area.
- 13 – 16** : Your score here today suggests you already practice some emotional intelligent behaviours in this area.
- 9 – 12** : Your score here today suggests there is good potential for you to practice some new emotionally intelligent behaviours in this area.
- < 8** : Your score here today suggests this area holds lots of potential new practice for you, if you wish!

EMOTIONAL SPARK LIST

EMOTIONS	SPARKS (WHAT SETS THE EMOTIONS OFF IN YOU?)
▶ People/situations that make me angry	
▶ People/situations that upset me	
▶ Behaviours/gestures/ words that make me switch off	
▶ People/situations that irritate me	

VALUES LIST

What is important to you at work? Feel free to add your own!

Doing good	Loyalty	Collaboration
Creative expression	Friendship	Working with others
Independence	Helping others	Change and variety
Solving problems	Status	Aesthetics
Achievement	Competence	Participation of others
Recognition	Working alone	Excitement
Stability	Being organised	High earnings
Adventure	Work/life balance	Pressure
Job tranquillity	Health	Physical challenges
Winning	Knowing more	Freedom
Fame	Precision	Family happiness
Flexibility	Power and authority	Personal development
Quality	Order	Being important
Integrity	Security	Kindness

EMPATHETIC LISTENING NOTES

MY PERSONAL ACTION PLAN

The three things I will do differently are...

1.

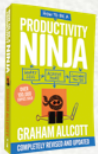
2.

3.

WHAT'S NEXT?



Head over to the Productivity Ninja Academy from today, where you'll find your slide deck and this workbook to help cement your newly increased level of EI. (You'll gain access as soon as you complete your Survey at the end of this Workshop).



Deep dive into Graham's "How to be a Productivity Ninja" book for more essential core skills (your eCopy is waiting for you in the Academy).



Start applying the concept of the questioning funnel right away! After each discussion, evaluate what you did well & what you could do better each time.



Practice your social skills with your team, by starting your meetings with an opening round like, "What's your good news and how are you feeling?"



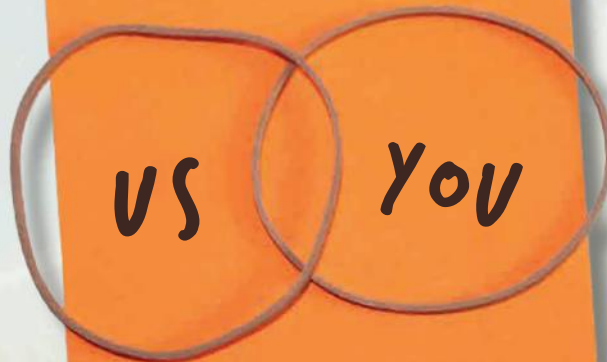
Last but not least, find a way to celebrate the successes of your action plans!



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YOU'VE Got THIS!

THE THINK PRODUCTIVE TEAM!



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