

Module 2: Self-Assessing your EI – complete the questionnaire

Answer the following questions about your behaviour.
You should rate them between 1 and 5

After each three questions, total up your score, divide by 3 and enter into section total column.

1= Never 2=Rarely 3=Sometimes 4=Usually 5=Always

	Question	Rating (1-5)	Section Total (÷3)
1.1	I am able to successfully handle many tasks at once		
1.2	I can handle unexpected changes in priorities effectively		
1.3	I can adapt easily to a range of different situations		
	Subtotal 1		
2.1	I always appear in control and assured		
2.2	I have “presence” in group situations		
2.3	I strongly believe in my ability to do my job		
	Subtotal 2		
3.1	I act quickly and promptly		
3.2	I look for unusual or different ways of doing things		
3.3	I am prepared to take risks and break rules where necessary		
	Subtotal 3		
4.1	I am aware of how my behaviour impacts on others		
4.2	I am aware of my own strengths and weaknesses		
4.3	I am very willing to accept justified criticism from others		
	Subtotal 4		
5.1	I meet deadlines		
5.2	I am meticulous and careful in my work		
5.3	I see planning as vital to the success of a task		
	Subtotal 5		
6.1	I see opportunities rather than problems		
6.2	I expect the best from others		
6.3	I expect the future to be better than the past		
	Subtotal 6		
7.1	I am willing to challenge unprofessional behaviour in others		
7.2	I create an atmosphere of mutual respect		
7.3	I act fairly and consistently		
	Subtotal 7		
8.1	I set clear measurable goals		
8.2	I model high standards		
8.3	I focus all my efforts on raising achievement		
	Subtotal 8		

9.1	I am trustworthy and conscientious		
9.2	I am honest and dependable		
9.3	I am enthusiastic and fully committed to all my tasks		
	Subtotal 9		
10.1	I operate effectively under pressure and stress		
10.2	I am patient		
10.4	I do not lose my temper or get angry		
	Subtotal 10		
11.1	I use a variety of communication methods		
11.2	I can convince people to my point of view		
11.3	I use a range of aids to enhance my communication		
	Subtotal 11		
12.1	I have customer satisfaction as my number one priority		
12.2	I make every effort to meet the needs of my customers		
12.3	I have a good relationship with my customers		
	Subtotal 12		
13.1	I am able to recognise other's strengths and potential		
13.2	I regularly coach/mentor others		
13.3	I take responsibility for my own professional development		
	Subtotal 13		
14.1	I have good listening and negotiation skills		
14.2	I am able to anticipate and resolve potential conflict		
14.3	I am tactful in difficult situations		
	Subtotal 14		
15.1	I inspire and motivate others		
15.2	I build consensus and communicate decisions clearly		
15.3	I use facts and/or data to convince people		
	Subtotal 15		
16.1	I remove barriers to change wherever possible		
16.2	I recognise the need for change and instigate it		
16.3	I am willing to accept imposed change and work with it		
	Subtotal 16		
17.1	I understand the mission and ethos of my organisation		
17.2	I am aware of the climate and culture of the organisation		
17.3	I know where, when and how to access support		
	Subtotal 17		
18.1	I value individual contributions and reward these		
18.2	I encourage colleagues to work together and support others		
18.3	I value team spirit and co-operation		
	Subtotal 18		
19.1	I have insight to read other's moods and non-verbal actions		
19.2	I respect and value diversity		
19.3	I demonstrate understanding of others' circumstances		
	Subtotal 19		

Assessing your own Emotional Intelligence – Score Sheet

Self-Management		
	1. Adaptability	
	2. Confidence	
	3. Creative Thinking/Initiative	
	4. Emotional Awareness	
	5. Planning & Organisation	
	6. Positive Attitude	
	7. Professional Integrity	
	8. Quality Focus	
	9. Reliability	
Working with Others	10. Self-Control	
	11. Communication Skills	
	12. Customer Focus	
	13. Developing Self & Others	
	14. Handling Difficult Situations	
	15. Leading and Influencing	
	16. Managing Change	
	17. Organisational Insight	
	18. Team Working	
	19. Understanding Others	

Interpreting your Data – Questions for Discussion/Reflection

A score of 4 or above is a key strength.

1. What key challenges face you in your work today?
2. What key challenges will face you in the future?
3. How will you use your key strengths to help you face and overcome these challenges?
4. What are your main areas for development? Be specific.
5. How will you address these? Can you give examples?
6. If you were asked to state ONE key goal what would it be?

My key goal is.....