

How Emotionally Intelligent Are You?

Rate each question below on a scale of 1-5.

1 never 2 rarely 3 sometimes 4 usually 5 always

- ___ 1. I am aware of the physical reactions (twinges, aches, sudden changes) that signal a “gut reaction.”
- ___ 2. I readily admit mistakes and apologize.
- ___ 3. When I feel angry I can still stay composed.
- ___ 4. I generally have an accurate idea of how another person perceives me during a particular interaction.
- ___ 5. In assessing a situation, I look at my biases and adjust my assessment accordingly.
- ___ 6. I can keep going on a project, despite obstacles.
- ___ 7. I can engage in an interaction with another and pretty well size-up that person’s mood based on non-verbal signals.
- ___ 8. Others feel encouraged after talking to me.
- ___ 9. I consider my “emotional temperature” before I make important decisions.
- ___ 10. When I feel a strong impulse to do something, I usually pause to reflect and decide whether I really want to act on it.
- ___ 11. I can deal calmly, sensitively, and proactively with the emotional displays of others.
- ___ 12. I can identify the emotion I am feeling at any given moment.
- ___ 13. I am able to honestly say how I feel without getting others upset.
- ___ 14. I can show empathy and match my feelings with those of another person in an interaction.
- ___ 15. I think about the emotions behind my actions.
- ___ 16. I am respected and liked by others, even when they don’t agree with me.
- ___ 17. I watch how others react to me to understand which of my own behaviors are effective and which are not.
- ___ 18. I am good at managing my moods, and I refrain from bringing negative emotions to work.
- ___ 19. It’s easy to understand why other people feel the way they do.
- ___ 20. I can effectively persuade others to adopt my point of view without coercing them.

(Adapted from Emily A. Sterrett, Ph. D., in The Manager’s Pocket Guide to Emotional Intelligence, 2000, HRD Press: Amherst, MA and from The Handbook of Emotionally Intelligent Leadership by Daniel E. Feldman, 1999, Leadership Performance Solutions)

Scoring the Tool

Enter your ratings for each numbered question in the category where it appears. Add the ratings for each category to obtain a total for that specific facet of Emotional Intelligence.

Self-Awareness	Self-Management
1. _____	3. _____
5. _____	6. _____
9. _____	10. _____
12. _____	13. _____
15. _____	18. _____
Total _____	Total _____
Social Awareness	Relationship Management
4. _____	2. _____
7. _____	8. _____
14. _____	11. _____
17. _____	16. _____
19. _____	20. _____
Total _____	Total _____

Interpreting Your Score

Your score on these four components of Emotional Intelligence can range from a low of 5 to a high of 25. Any component where your score is below 18 is an area in which you could improve.

Emotional Intelligence is learnable and developmental. Use feedback from others, mentoring within your organization or friendship circles, and books and seminars to develop in those areas.