



# Pre-work Packet

## ▶ Assess Your Emotional Intelligence

- To fully apply the course content to a real-life situation, please identify a person or situation that causes you to become defensive or extremely emotional. If you can think of something that makes you go ballistic or something that is continually bugging you, choose that person or situation.
- During the workshop, we will ask you to refer to this situation.
- ✎ Write about the situation or the person with whom you become emotional. Record as many elements as you can remember. Write down what happened, what you felt, and what you thought at that time.

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## ► REAL EQ Self-Assessment

- This survey is designed to give you a clearer view of your level of emotional intelligence and help you identify things that may limit your personal effectiveness.
- To assess your EQ, please read the statement and then select the response that most accurately describes you. Remember, there are no “right” or “wrong” answers, and the more honest you are with yourself, the more beneficial this self-assessment will be.

Read the statement and then select the response that most accurately describes you.

		Never	Rarely	Sometimes	Usually	Almost Always	Always
<b>1</b>	Control my strong emotions when they begin to get the best of me						
<b>2</b>	Consider constructive feedback						
<b>3</b>	Am patient when I have to repeatedly explain things people don't understand						
<b>4</b>	Am aware of the impact my emotions have on others						
<b>5</b>	Know which of my values serve as triggers for strong or emotional reaction when they are violated						
<b>6</b>	Actively look for clues as to how my behavior influences others.						
<b>7</b>	Understand how my assumptions about others drive my behavior						
<b>8</b>	Am aware of the way others see me						
<b>9</b>	Try to understand the other person's perspective when they disagree with me						
<b>10</b>	Consciously manage my thinking to control my emotions						
<b>11</b>	Resist the desire to speak up if what I have to say will not improve the situation						
<b>12</b>	Control my negative emotions in difficult situations						
<b>13</b>	Trust other people, even if they have messed up in the past						
<b>14</b>	Handle stress well in any situation						

Read the statement and then select the response that most accurately describes you.

	Never	Rarely	Sometimes	Usually	Almost Always	Always
<b>15</b> Recognize immediately when I have offended someone						
<b>16</b> Take a good hard look at my values when I react emotionally						
<b>17</b> Notice when people around me start to become emotional						
<b>18</b> Look for the positive in what other people say and do						
<b>19</b> Know when to prioritize the relationship and when to focus on facts or process						
<b>20</b> Recognize body language that signals disagreement						
<b>21</b> Can identify words that signal negative emotions are rising						
<b>22</b> Can tell when a person is sharing what is truly important to them						
<b>23</b> Recognize the emotions another person is feeling						
<b>24</b> Know when the tone in a meeting starts to turn negative						
<b>25</b> Work through tough issues with others						
<b>26</b> Can see the personal values hidden behind a person's negative feelings and actions						
<b>27</b> Can defuse defensiveness or strong emotion when it comes up in a conversation						
<b>28</b> Manage conflict so that it reaches resolution						
<b>29</b> Deliberately demonstrate empathy for other people's feelings						
<b>30</b> Communicate in a way that creates understanding						
<b>31</b> Confront someone respectfully in a difficult situation						
<b>32</b> Understand the other person's viewpoint before I share my own						

▶ **Please complete all questions before turning to the next page.**

## REAL EQ Self-Assessment Score Sheet

- You will notice that the questions on the Self-Assessment have been divided up here into four categories: **Personal Awareness, Personal Management, Interpersonal Awareness, and Interpersonal Management.**
- In these matrices, number values have been added to each response. Referring to your responses on the Self-Assessment, circle the values in the matrix corresponding to your answers. Subtotal the values you circled in each column top to bottom, then add your subtotals left to right to obtain your grand total for each section.

<b>PERSONAL AWARENESS</b>		Never	Rarely	Sometimes	Usually	Almost Always	Always	
<b>1</b>	Control my strong emotions when they begin to get the best of me	0	1	2	3	4	5	
<b>2</b>	Consider constructive feedback	0	1	2	3	4	5	
<b>3</b>	Am patient when I have to repeatedly explain things people don't understand	0	1	2	3	4	5	
<b>4</b>	Am aware of the impact my emotions have on others	0	1	2	3	4	5	
<b>5</b>	Know which of my values serve as triggers for strong or emotional reaction when they are violated	0	1	2	3	4	5	
<b>6</b>	Actively look for clues as to how my behavior influences others.	0	1	2	3	4	5	
<b>7</b>	Understand how my assumptions about others drive my behavior	0	1	2	3	4	5	
<b>8</b>	Am aware of the way others see me	0	1	2	3	4	5	
<b>SUBTOTALS:</b>								<b>TOTAL</b>

**PERSONAL MANAGEMENT**

	Never	Rarely	Sometimes	Usually	Almost Always	Always	
<b>9</b> Try to understand the other person’s perspective when they disagree with me	0	1	2	3	4	5	
<b>10</b> Consciously manage my thinking to control my emotions	0	1	2	3	4	5	
<b>11</b> Resist the desire to speak up if what I have to say will not improve the situation	0	1	2	3	4	5	
<b>12</b> Control my negative emotions in difficult situations	0	1	2	3	4	5	
<b>13</b> Trust other people, even if they have messed up in the past	0	1	2	3	4	5	
<b>14</b> Handle stress well in any situation	0	1	2	3	4	5	
<b>15</b> Recognize immediately when I have offended someone	0	1	2	3	4	5	
<b>16</b> Take a good hard look at my values when I react emotionally	0	1	2	3	4	5	
<b>SUBTOTALS:</b>							<b>TOTAL</b>

**INTERPERSONAL AWARENESS**

	Never	Rarely	Sometimes	Usually	Almost Always	Always	
<b>17</b> Notice when people around me start to become emotional	0	1	2	3	4	5	
<b>18</b> Look for the positive in what other people say and do	0	1	2	3	4	5	
<b>19</b> Know when to prioritize the relationship and when to focus on facts or process	0	1	2	3	4	5	
<b>20</b> Recognize body language that signals disagreement	0	1	2	3	4	5	
<b>21</b> Can identify words that signal negative emotions are rising	0	1	2	3	4	5	
<b>22</b> Can tell when a person is sharing what is truly important to them	0	1	2	3	4	5	
<b>23</b> Recognize the emotions another person is feeling	0	1	2	3	4	5	
<b>24</b> Know when the tone in a meeting starts to turn negative	0	1	2	3	4	5	
<b>SUBTOTALS:</b>							<b>TOTAL</b>

<b>INTERPERSONAL MANAGEMENT</b>		Never	Rarely	Sometimes	Usually	Almost Always	Always	
<b>25</b>	Work through tough issues with others	0	1	2	3	4	5	
<b>26</b>	Can see the personal values hidden behind a person's negative feelings and actions	0	1	2	3	4	5	
<b>27</b>	Can defuse defensiveness or strong emotion when it comes up in a conversation	0	1	2	3	4	5	
<b>28</b>	Manage conflict so that it reaches resolution	0	1	2	3	4	5	
<b>29</b>	Deliberately demonstrate empathy for other people's feelings	0	1	2	3	4	5	
<b>30</b>	Communicate in a way that creates understanding	0	1	2	3	4	5	
<b>31</b>	Confront someone respectfully in a difficult situation	0	1	2	3	4	5	
<b>32</b>	Understand the other person's viewpoint before I share my own	0	1	2	3	4	5	
<b>SUBTOTALS:</b>								<b>TOTAL</b>

**Self-Assessment Summary**

- There are 40 points possible in each category. Based on your total score, you should be able to determine which categories would benefit from increased attention. Looking at the scores for the individual questions, you might also notice which specific skills in each category could use the most improvement.

▶ Please transfer your category totals to the appropriate boxes in the graphic.

