How Emotionally Intelligent Are You?

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Key Takeaways

- Emotionally intelligent people are calm during crises, make thoughtful decisions even under stress, and understand the emotions of others.
- Emotional intelligence helps us to build strong relationships and resilience to handle difficult situations effectively.
- You can discover your level of emotional intelligence and explore ways to develop and enhance it through this self-assessment.

We all know people who are in full control of their emotions. They're calm in a crisis, and they make decisions sensitively, however stressful the situation.

These people are high in emotional intelligence (EI). They have strong relationships, are flexible in their thinking, and are resilient and effective. They're also likely to be excellent in the face of adversity.

So, how emotionally intelligent are you, and how can you develop further? Find out below.

How Emotionally Intelligent Are You?

Instructions

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Evaluate each statement as you actually are, rather than as you think you should be. When you're finished, click "Calculate My Total," and use the table that follows to think about next steps.

I'll Statements to Answer	Not at all	Rarely	Sometimes	Often	Most of the time
I can recognize my emotions as they happen.	○	○	○	○	●
I can calm myself down fast when I get angry.	○	○	○	●	○
I forgive and move on when I feel I've been wronged.	○	○	●	○	○
I know how to calm myself down when I feel anxious or stressed.	○	●	○	○	○
I enjoy organizing groups.	○	○	●	○	○
I find it hard to focus on anything except my anger.	●	○	○	○	○
I rarely difficulty sleeping when I feel frustrated or unhappy.	○	○	○	●	○
I know my strengths and weaknesses.	○	○	○	○	●
I, social, polite and cooperative.	○	○	○	●	○
I feel down (sad or heavy) my mood.	○	●	○	○	○
I rely people for feedback on how I'm doing at work or relaxed.	○	○	○	●	○
I worry from guilty, and I have no longer lingering.	○	○	●	○	○
I'm much difficult to read other people's emotions.	○	○	○	●	○
I'm struggle to read nonverbal cues.	●	○	○	○	○
I can solve problems with other people's emotions.	○	○	○	●	○

Your score 62

56-75

You score is an emotionally intelligent person. You have good relationships, and you probably find that people approach you for advice. However, when so many people admire your people skills, it's easy to lose sight of your own needs. Read our tips below to find out how you can continue to build your EI. Researchers have found that emotionally intelligent people often face great leadership potential. Or Realize this potential by seeking opportunities to improve even further.

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Characteristics of Emotional Intelligence

Psychologist Daniel Goleman[1] identified five elements that make up emotional intelligence[2]. These are:

1. Self-awareness.
2. Self-regulation.
3. Motivation.
4. Empathy.
5. Social skills.

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Let's look at how you can develop good skills in each area:

Self-Awareness (Questions 1, 8, 15):

In his 1998 book "Emotional Intelligence: Why It Can Matter More Than IQ," Goleman explained that people with self-awareness are "aware of their moods as they are having them." [3]

To increase self-awareness, learn about yourself. This involves "recognizing your own feelings as they happen, knowing how you're feeling, and being in control" [4] which you write about and analyze the emotional situations you experience from day to day.

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You also need to understand your strengths and weaknesses to foster self-awareness. Use an personal SWOT analysis [5], and ask for feedback [6] from your boss, friends, and trusted colleagues to find out how you can improve further.

Self-Regulation (Questions 2, 4, 7):

Self-regulation is about staying in control. To develop your skills in this area, learn how to process your emotions[7] effectively.

If you often get angry, note what triggers this feeling, and think about why this happens. Use techniques such as deep breathing [8] to calm yourself down, and learn how to express your feelings constructively when responding to requests, so that you don't lose something that you later regret. (See our article on anger management[9] to learn more about this.)

You may also be affected by other negative feelings and emotions, such as stress[10] and guilt[11]. We show you ways to manage these feelings effectively.

Accountability[12] is another important element of self-regulation. Take responsibility for your actions and behaviors, and make sure that these align with your values[13].

Motivation (Questions 6, 10, 12):

Self-motivation is strongly affected by your emotions. When you're distracted by your emotions, you may find it hard to see tasks through.

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Boost your motivation levels[14] by developing self-discipline[15], and by looking for and celebrating small wins[16] – simple jobs that, when you're completed them, give you a sense of achievement.

Also, set yourself longer-term goals[17]. When you decide what you want to achieve, it's easier to stay on track with matters to you. (You can do bigger planning, relationship, where you connect personal goals with career-related goals.)

If you're still struggling to get motivated in your current role, take some time to rediscover your passions[18].

Empathy (Questions 3, 11, 15):

Empathy is the ability to recognize other people's emotions and understand their perspectives. Goleman calls this aspect of "EI" "the fundamental people skill."[3]

To develop empathy[19], start by simply thinking about other people's circumstances. Imagine how they may be feeling, and use active listening skills[20] to understand them fully when they express their emotions to you.

Try not to interrupt or talk about your own feelings during the conversation. Look at their body language[21], too. It can tell you a lot about their emotions. If you want and listen to others, you'll quickly become attuned to how they feel. (The Personal Purpose[22] technique can give you a particularly sharp insight into what other people may be thinking and feeling.)

Tip:

If you're a leader, read our article, What's Empathy Got to do With It?? For tips on using empathy in leadership.

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Social Skills (Questions 5, 9, 14):

Even if you're not a natural "people person," it is possible to develop better social skills.

Start by taking our quiz[23] to see which communication skills you need to improve on. Then find out how you can develop trust[24] and support[25] with people – this is an essential part of building good working relationships[26].

Don't shy away from negative situations, either. Learn how to deal with conflict, IT and other difficult situations effectively.

If you're uncomfortable with social situations, look on building self-confidence and "small talk" to find out how you can improve your skills. Also, use the trigger groups, for example, you could offer to attend conferences on behalf of your boss.

Key Points

Developing high emotional intelligence (or EI) is incredibly important for a successful career. When we have high levels of emotional intelligence, we're able to build strong working relationships and manage difficult situations more effectively.

Influential psychologist Daniel Goleman developed a framework of five elements that define emotional intelligence:

Self-awareness.

Self-regulation.

Motivation.

Empathy.

Social skills.

Even if you already have many of the elements of emotional intelligence, it's important to look for opportunities to build it further. This will increase your leadership potential, and improve the quality of your relationships.

For more detail, see our full emotional intelligence article and video[27] and our infographic[28]. Mind Tools Club members and corporate users can also access our exclusive Expert Interview podcast with Daniel Goleman, Always Learn.[29]

Five Ways to Show Emotional Intelligence Infographic

See Emotional Intelligence represented in our infographic[30].

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This assessment has not been validated and is intended for illustrative purposes only. It is just one of many that help you evaluate your abilities in a wide range of important career skills.

If you want to reproduce this quiz, you can purchase downloadable copies in our Store[31].

Bibliography

[1] Mayer, P.S. and Cronk, M. (2004). "Emotional Intelligence and Transformational and Transactional Leadership: A Meta Analysis," Leadership Institute Faculty Publications, Paper 16 [online]. Available here[32].

[2] Goleman, D. (2005). Emotional Intelligence – Why It Can Matter More Than IQ. London: Bantam.

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