

EMOTIONAL INTELLIGENCE COMPETENCY ASSESSMENT

% of Daily Importance	Self Awareness	% of Actual Practice
1.	» Emotional Self-Awareness: Recognizes feelings and how emotions affect me and my job performance.	1.
2.	» Accurate Self-Assessment: Recognizes strengths and shortcomings and focuses on how to improve	2.
3.	» Confidence: Speaks in an unhesitating and self assured manner	3.
	Self Management	
4.	» Self-Control: Stays calm, unflappable and clear headed in high stress situations	4.
5.	» Trustworthiness: Openly admits faults or mistakes and confronts unethical behavior	5.
6.	» Conscientiousness: Comfortable with ambiguities and adapts to new challenges	6.
7.	» Adaptability: Takes personal responsibility to make sure that tasks are completed	7.
8.	» Achievement Orientation: Works through obstacles and takes risks to meet their challenging goals to continually improve.	8.
9.	» Initiative: Seizes or creates opportunities for the future.	9.
10.	» Optimism: Are resilient, sees opportunities in setbacks	10.
	Social Awareness	
11.	» Empathy: Understands others perspectives, open to diversity	11.
12.	» Organizational Awareness: Understands the political forces and unspoken rules at work	12.
13.	» Service Orientation: Proactive about customer satisfaction and addresses underlying needs	13.
	Relationship Management	
14.	» Influence: Finds the right appeal to build buy-in, develops a network of indirect influences	14.
15.	» Inspirational Leadership: Communicates a compelling vision, inspires others to follow	15.
16.	» Developing Others: Gives timely and constructive feedback and mentors	16.
17.	» Building Bonds: Builds strong networks and uses them for answers and support	17.
18.	» Teamwork & Collaboration: Encouraging and draws others into active commitment to the collective effort	18.
19.	» Conflict Management: Understands all sides and finds common ideals to endorse	19.
20.	» Communication: Effective give and take with others, continually fine tune their delivery	20.
21.	» Change Catalyst: Leads change efforts and champions the new initiative	21.

Adapted from Cary Cherniss and Daniel Goleman (2001) The Emotionally Intelligent Workplace.