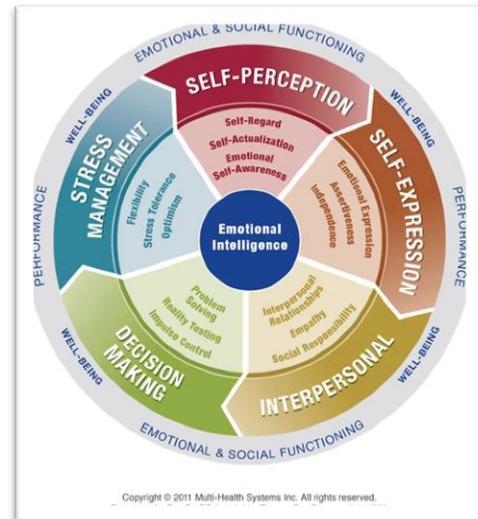


## The Emotional Quotient Inventory (EQi)

After participants have been debriefed on their EQi results, what learning occurs that allows them to grow and help more?

Think of a person who you consider to be an excellent leader. How about an amazing partner or awesome team player? When thinking about what makes them great, you may notice their ability to be present, engaging and empathetic. They may be confident, flexible and have a good grip on what's really going on. You may admire their optimism and their integrity in regards to caring for their community. All these attributes point to emotional intelligence.



The EQi is a self-reporting tool that represents a snapshot of an individual's social and emotional well being. The skills being analyzed are condensed into five composite categories that contribute to performance: **self-perception, self-expression, interpersonal, decision making** and **stress management**. Each of these are broken down into three subscales, providing fifteen building blocks of functioning for a coach and client to explore.

Although having high results in all the subscales may be desired, the focus is actually on the balance between them. Here are just a few of the many possibilities to examine:

- Being able to express emotion well is important in the workplace so that others can read you. However, if your ability to emote is high, and if empathy is much lower, then perhaps that indicates a need to listen more, to be aware of how your expression affects others.
- Flexibility is an essential skill because it is important to remain open to new ideas and change, although not at the expense of sound reason. If impulse control is rated much lower, this may suggest that changes are made haphazardly without proper thought to the implications.
- If assertiveness is much higher than emotional self awareness, then you may be assertive without firmly understanding your own feelings. Ensure that you attend to your tone of voice, body language, and the manner in which you treat others when you are being assertive.
- Being a strong problem solver is an asset, as long as it doesn't override an evaluation of pertinent objective information. If reality testing scores low, then try validating thoughts and assumptions by asking someone else to define the problem as they see it. This validation process can keep you grounded while you arrive at timely decisions.

The beauty of emotional intelligence is that it can be developed over time. With the guidance of a coach, a client will look at the impact of their emotions at work, prioritize the areas that they would like to enhance and create a plan of action to implement change in their top choice.

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