



**Self**

**Social**

<b>Management Awareness</b>	<p><b>Self-Awareness</b></p> <ul style="list-style-type: none"> <li>• Self-Awareness</li> <li>• Self-Acceptance</li> <li>• Independence</li> <li>• Self-Appreciation</li> <li>• Temperament/Personality</li> <li>• Strength Consciousness</li> <li>• Self-Assurance</li> <li>• Cause and Effect</li> <li>• Self-Identification</li> <li>• Values and Principles</li> </ul>	<p><b>Social Awareness</b></p> <ul style="list-style-type: none"> <li>• Compassion</li> <li>• Helpfulness</li> <li>• Empathy</li> <li>• Sensitivity and Appreciation</li> <li>• Benevolence</li> <li>• Care, Consideration and Thoughtfulness</li> <li>• Citizenship/Community</li> <li>• Dealing with Diversity</li> <li>• Political Savvy</li> <li>• Communication</li> </ul>
	<p><b>Self-Management</b></p> <ul style="list-style-type: none"> <li>• Self-Discipline/Control</li> <li>• Self-Leadership</li> <li>• Dependability</li> <li>• Self-Direction</li> <li>• Change Management</li> <li>• Risk Management</li> <li>• Initiative and Motivation</li> <li>• Optimism and Positive Psychology</li> <li>• Problem Solving and Decision Making</li> <li>• Resilience</li> </ul>	<p><b>Relationship Management</b></p> <ul style="list-style-type: none"> <li>• Conflict Management</li> <li>• Collaboration</li> <li>• Influence</li> <li>• Leadership</li> <li>• Meaningful Relationships</li> <li>• Negotiation</li> <li>• Developing Others</li> <li>• Change Catalyst</li> <li>• Building Bonds</li> <li>• Communicating for Relationships and Results</li> </ul>

**The Empathy Principle**

**EQ-2 Second Stage Emotional Intelligence**

**EQ-2I Emotionally Intelligent Sales and Influence**

**EQ-2L Emotionally Intelligent Leadership**

**TmEQ-10 Team Emotional Intelligence**

**EQ-2CRM Customer Relations Management**

**ESO Emotionally Smart Organizations**

**Instascore™**

Applying Emotional Intelligence for Personal and Professional Success



## **EIQ-2 Instascore™ Emotional Intelligence** **Self-Awareness**

- 1. Self-Awareness:** having personal knowledge of the forces and factors that motivate you and influence your behavior.  
*No Awareness*      1   2   3   4   5   6   7   8   9   10      *Full Awareness*
- 2. Self-Acceptance:** acknowledging and coming to grips with what you are, your personal history and what you can become; knowing your personal limitations and constraints.  
*No Acceptance*      1   2   3   4   5   6   7   8   9   10      *Complete Acceptance*
- 3. Independence:** having the ability to control your life space, the freedom to act according to your own conscience; maintaining the ability to be autonomous and to make your own decisions.  
*Dependence*      1   2   3   4   5   6   7   8   9   10      *Independence*
- 4. Self-Appreciation:** valuing your own uniqueness and abilities; seeing yourself in a positive way; appreciating self-worth; acknowledging personal accomplishments; having positive regard for yourself, your accomplishments and your future potential; self-liking.  
*Low Esteem*      1   2   3   4   5   6   7   8   9   10      *High Esteem*
- 5. Temperament/Personality Recognition:** knowing individual personal patterns of thought and expression; having awareness of characteristic preferences, opinions and ways of responding.  
*No Recognition*      1   2   3   4   5   6   7   8   9   10      *Complete Recognition*
- 6. Strength Consciousness:** maintaining a realistic awareness and appraisal of strengths to achieve results in particular areas; having legitimate pride versus inappropriate humility.  
*Undue Humility*      1   2   3   4   5   6   7   8   9   10      *Conceit*
- 7. Self-Assurance:** having confidence and reasonable expectations of positive outcomes; knowing abilities and capability to achieve.  
*Fear*      1   2   3   4   5   6   7   8   9   10      *Arrogance*
- 8. Cause and Effect Understanding:** recognizing situational/relational influences on emotional states; understanding triggers and impacts.  
*Unconsciousness*      1   2   3   4   5   6   7   8   9   10      *Awareness*
- 9. Self-Identification:** differentiating factors which are internal and characteristic from those which are external and atypical.  
*Ambiguous*      1   2   3   4   5   6   7   8   9   10      *Defined*
- 10. Values and Principles:** defining personal standards and life purpose; establishing a mission and personal code.  
*Ambiguous*      1   2   3   4   5   6   7   8   9   10      *Defined*

Authenticity requires personal awareness and behavior in accordance with this knowledge.



## **EIQ-2 Instascore™ Emotional Intelligence Self-Management**

- 1. Self-Discipline/Control:** acting in a responsive way to emotional content rather than reacting; managing feelings for personal and professional effectiveness.  
*Undisciplined*      1   2   3   4   5   6   7   8   9   10      *Rigid/Programmed*
- 2. Self-Leadership:** setting and effectively targeting goals; visualizing and affirming paths and priorities to objectives; preparing and planning; being self-reliant.  
*Free Floating*      1   2   3   4   5   6   7   8   9   10      *Goal Driven*
- 3. Dependability:** being trustworthy; performing with accountability; being reliable; behaving in accordance with agreements.  
*Irresponsible*      1   2   3   4   5   6   7   8   9   10      *Dependable*
- 4. Self-Direction:** taking initiative; setting paths, agendas and goals; persisting; having self-command and purpose.  
*Low Esteem*      1   2   3   4   5   6   7   8   9   10      *High Esteem*
- 5. Change Management:** being flexible, agile, imaginative, creative, adaptable, curious and willing to participate in progress; managing stress effectively.  
*Rigid*      1   2   3   4   5   6   7   8   9   10      *Adaptable/Progressive*
- 6. Risk-Management:** taking reasonable risks to accomplish what one feels is necessary; daring to be different; following your conscience; being creatively deviant; pursuing possibilities and potential.  
*Cautious*      1   2   3   4   5   6   7   8   9   10      *Risk Taking*
- 7. Initiative and Motivation:** managing internal and external drives and rewards to objectives; creating energy and enthusiasm to overcome internal inertia and pursue achievements; focusing attention deliberately on selected targets; being a self-starter.  
*Passive*      1   2   3   4   5   6   7   8   9   10      *Active*
- 8. Optimism and Positive Psychology:** using positive thinking and optimism; operating with constructive expectations; promoting positive moods and up-beat feelings.  
*Pessimism/Fear*      1   2   3   4   5   6   7   8   9   10      *Optimism/Courage*
- 9. Problem Solving and Decision Making:** effectively analyzing and evaluating situations for satisfactory resolution; implementing and coordinating result oriented performance.  
*Result Ineffective*      1   2   3   4   5   6   7   8   9   10      *Result Effective*
- 10. Resilience:** managing setbacks and defeats; overcoming disappointments and regaining momentum; recovering and refreshing.  
*Ambiguous*      1   2   3   4   5   6   7   8   9   10      *Defined*

Self-management takes command of life's objectives, achievements and self-actualizes.



## **EIQ-2 Instascore™ Emotional Intelligence** **Empathy and Social Awareness**

1. **Compassion:** resonating with the plights and struggles of others; sharing kindness and acting out of sympathy.  
*Callous*      1   2   3   4   5   6   7   8   9   10      *Compassionate*
  
2. **Helpfulness:** having capacity to give and receive aid; rendering assistance; sharing one's self, time and resources with those in need  
*Indifferent*      1   2   3   4   5   6   7   8   9   10      *Helpful*
  
3. **Empathy:** sharing in and recognizing emotions and thoughts of others; discerning interpersonal feelings and patterns; being tenderhearted.  
*Distain*      1   2   3   4   5   6   7   8   9   10      *Empathetic*
  
4. **Sensitivity and appreciation:** being perceptive of the verbal and nonverbal signals others send; noticing differences and shifts; valuing distinctions and differences in behavior and communication.  
*Inattentive*      1   2   3   4   5   6   7   8   9   10      *Sensitive*
  
5. **Benevolence:** being generous; having altruism; showing good will and care; serving without expectation/demand of return.  
*Selfishness*      1   2   3   4   5   6   7   8   9   10      *Benevolent*
  
6. **Care, Consideration and Thoughtfulness:** taking the time and interest to focus on the needs and wants of others; considering things from alternative perspectives and points of view; displaying high regard for the desires of others.  
*Inconsiderate*      1   2   3   4   5   6   7   8   9   10      *Thoughtful*
  
7. **Citizenship/Community:** dealing with the duties, obligations and responsibilities of being part of a group; exercising the appropriate adherence to expressed and implied social contracts.  
*Rebellious*      1   2   3   4   5   6   7   8   9   10      *Rule Compliant*
  
8. **Dealing with Diversity:** recognizing internal and external expressions of diversity; appreciating and accepting alternative ways of interpersonal connection; validating and valuing people.  
*Intolerant*      1   2   3   4   5   6   7   8   9   10      *Accepting*
  
9. **Politically Savvy:** having an awareness of social nuances, particularities and group norms; displaying respect and correctness in interpersonal exchange and performance.  
*Disconnected*      1   2   3   4   5   6   7   8   9   10      *Respectful*
  
10. **Communication:** expressing thoughts and feelings appropriately; listening effectively; understanding verbal and nonverbal signals.  
*Obtuse*      1   2   3   4   5   6   7   8   9   10      *Savvy*

Social awareness is an understanding and rapport with people, situations and communication.



## **EIQ-2 Instascore™ Emotional Intelligence** **Relationship Management**

1. **Influence:** having the ability to impact situations and people for targeted results; using interpersonal skills in leadership, persuasion, negotiation and sales deliberately for desired effects.  
*Powerlessness*      1   2   3   4   5   6   7   8   9   10      *Influential*
  
2. **Collaboration:** working with teams; interacting and cooperating with groups for common objectives; being part of a coordinated effort.  
*Individual*      1   2   3   4   5   6   7   8   9   10      *Team Player*
  
3. **Conflict Management:** dealing constructively with confrontation and disagreements; creating positive resolution and long term answers to disagreements; managing alternative viewpoints.  
*Contentious*      1   2   3   4   5   6   7   8   9   10      *Resolutionary*
  
4. **Leadership:** sharing direction and vision to direct results; producing outcomes through coordinated group efforts; inspiring relationships and performance to targeted goals; personal impact.  
*Individual*      1   2   3   4   5   6   7   8   9   10      *Leader*
  
5. **Meaningful Relationships:** having a sense of belongingness; creating mutual gains; nurturing supportive and positive exchanges; being friendly, gregarious; enjoying social relationships.  
*Isolated*      1   2   3   4   5   6   7   8   9   10      *Social*
  
6. **Negotiation:** bargaining and dealing with others; creating gains and interaction through communication; generating resolution to differences.  
*Loner*      1   2   3   4   5   6   7   8   9   10      *Deal Maker*
  
7. **Developing Others:** mentoring, coaching and facilitating growth; serving as a human agent for continuous learning and improvement; helping others achieve; fostering actualization.  
*Inattentive*      1   2   3   4   5   6   7   8   9   10      *Nurturing*
  
8. **Progress Catalyst:** focusing team members on a unified, inspiring vision; sharing direction and targeting performance; creating resolve and resilience in effort; transforming change into progress.  
*Rudderless*      1   2   3   4   5   6   7   8   9   10      *Change Master*
  
9. **Building Bonds:** enhancing and expanding networks; producing both quantity and quality in connections; managing constructive interpersonal dynamics.  
*Silo Builder*      1   2   3   4   5   6   7   8   9   10      *Connector*
  
10. **Communicating for Relationships and Results:** effectively energizing relationships through verbal and nonverbal communication; creating interpersonal dynamism and synergy.  
*Silent Anticipation*      1   2   3   4   5   6   7   8   9   10      *Communicator*

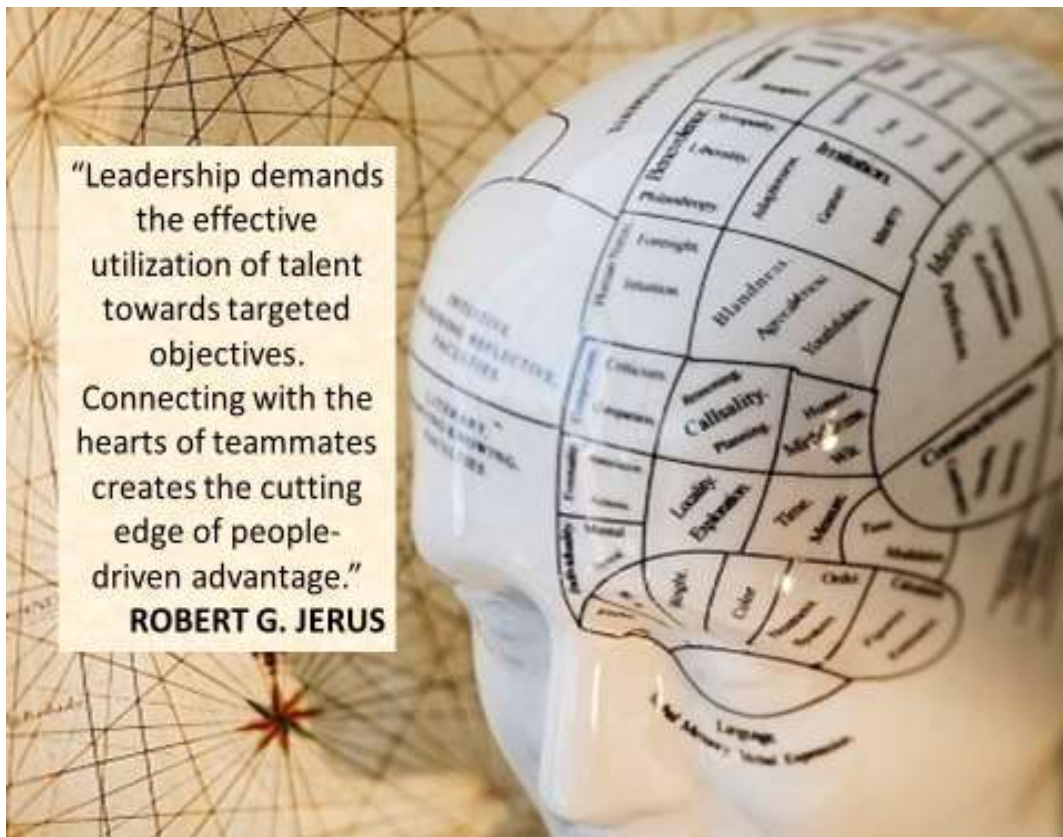
Relationship management capitalizes on the dynamics of interpersonal connection and positive synergy.

# EQ-2

**Interpersonal Results: Trust; Credibility;  
Assertiveness; Anger Management; Decision  
Making; Time Management; Stress &  
Ambiguity Tolerance; Leadership; Influence;  
Teamwork; Conflict Management; Change  
Management; Flexibility & Adaptability**

**Action and Energy Skills:  
Communication; Social Skills;  
Initiative; Relationship  
Building; Attitude;  
Motivation; Enthusiasm;  
Discipline**

**Inner Core Skills: Emotional Self-Awareness & Self-Connection**





## **EQI-2 Instascore™ Emotionally Intelligent Leadership**

1. **Assertiveness:** communicating clear, defined expectations; setting appropriate performance standards and targets; engaging and involving team members in achieving peak performance.  
*Non-assertive*      1   2   3   4   5   6   7   8   9   10      *Assertive*
  
2. **Commitment:** maintaining a continuing dedication to team members, organizational priorities and achieving results; being spirited, tenacious and energetic in gaining targeted outcomes.  
*Detached*      1   2   3   4   5   6   7   8   9   10      *Committed*
  
3. **Consideration:** operating with deliberation and clear intent; taking cause and effect implications into account regarding tasks and relationships; being thoughtful of array of consequences.  
*Careless*      1   2   3   4   5   6   7   8   9   10      *Thoughtful*
  
4. **Conflict Management:** operating in a straightforward and fair way; mending misunderstandings and offenses; using positive confrontation as needed; being proactive and responsive to contention and disagreement.  
*Hostile/Indifferent*      1   2   3   4   5   6   7   8   9   10      *Peacemaking*
  
5. **Decision Making:** analyzing situations, tasks and performance accurately; operating with insight and quality judgment; being decisive at choosing options and implementing plans for targeted outcomes.
  
6. **Discipline:** exercising self-control and relationship management; planning and preparing to achieve both tactical and strategic objectives; persevering and maintaining agendas in the face of adversity.
  
7. **Focus:** being attentive, diligent and intense; staying on task; avoiding distractions and tangents; securing high value goals; doing what it takes to succeed.  
*Confused*      1   2   3   4   5   6   7   8   9   10      *Focused*
  
8. **Individual Relationships:** generating and maintaining high quality connection and bonds; engaging in interpersonal interaction that is mutually productive; being a people-person.  
*Distant*      1   2   3   4   5   6   7   8   9   10      *Relational*
  
9. **Inspiration and Vision:** having the ability to elicit high quality effort and performance from teams; energizing, empowering and engaging enthusiastic, dynamic action; leading a team.  
*Uncertain*      1   2   3   4   5   6   7   8   9   10      *Visionary/Inspiring*
  
10. **Team Engagement:** optimizing participation, involvement and engagement; utilizing team members in a way that accentuates their abilities, creates excitement and fun; and generates group synergy.  
*Discouraging*      1   2   3   4   5   6   7   8   9   10      *Engaging*

Leadership is about gaining specific results. It happens when quality relationships are developed and nurtured to get the best from individuals and a cohesive team.

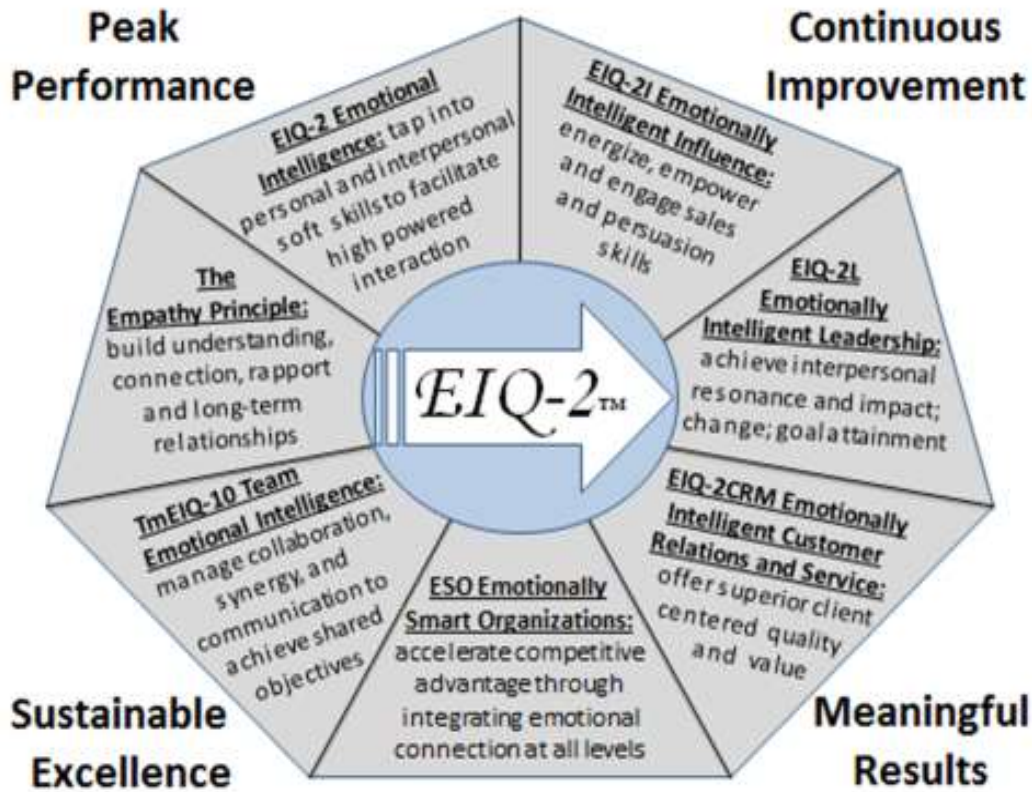


## **EQI-2I Instascore™ Emotionally Intelligent Influence and Persuasion**

- Empathy:** having resonance and rapport; operating with understanding; interacting in a constructive, insightful way that creates abundance and mutual gains.  
*Indifference*      1   2   3   4   5   6   7   8   9   10      *Empathetic*
- Attitude:** sharing warmth and connection; operating with a positive, optimistic outlook; communicating hope and an authentic desire for mutual benefits; accentuating inclusive, winning perspectives.  
*Uninvolved*      1   2   3   4   5   6   7   8   9   10      *Winning*
- Communication:** facilitating a flow of information that empowers connection to mind and heart; having the ability to express in a convincing, compelling way; adjusting based on feedback and impact.  
*Misaligned*      1   2   3   4   5   6   7   8   9   10      *Communicative*
- Confidence:** operating with self-assurance in yourself, your abilities and with the expectation of under promising and over-delivering; realistic abilities to deliver results both in yourself and your team.  
*Doubt*      1   2   3   4   5   6   7   8   9   10      *Assurance*
- Influence:** having a mastery of social and emotional tactics and strategies of persuasion; demonstrating the ability to convince others of ideas and energize them to desired performance; having the ability to elicit followers.  
*Powerlessness*      1   2   3   4   5   6   7   8   9   10      *Influencer*
- Likeability:** having charisma; being someone who others enjoy; displaying warmth and approachability; being an engaging, desirable companion.  
*Disliked*      1   2   3   4   5   6   7   8   9   10      *Likeable*
- Motivation:** working with inner drives and passions to perform; desiring to take initiative to achieve specific targeted objectives; having the energy, excitement and enthusiasm to act.  
*Disheartened/Uninspired*      1   2   3   4   5   6   7   8   9   10      *Motivated*
- Resiliency:** having the abilities to recover from setbacks; being able to bounce back and overcome obstacles; learning from mistakes and taking new initiative; refreshing and renewing efforts.  
*Defeated*      1   2   3   4   5   6   7   8   9   10      *Resilient*
- Stress Management:** handling tensions, change, anxieties and anxieties; channeling energies from challenges into positive fruitful ventures; acting with conviction and eustress.  
*Burned-Out*      1   2   3   4   5   6   7   8   9   10      *In Flow*
- Time Management:** having effective schedules and agendas; gaining optimum results from investments of time and energy; focusing attention and getting maximum desired returns.  
*Chaotic*      1   2   3   4   5   6   7   8   9   10      *Time Managed*

Influence creates connection to persuade and convince.

# Leveraging Organizational EIQ





## TmEQ-10 Instascore™ Emotionally Intelligent Teams

1. **Affinity:** being emotionally attached to the team; having positive regard and respect for colleagues; enjoying constructive interaction; having a chemistry generating warm, family-like interaction.  
*Distant*      1   2   3   4   5   6   7   8   9   10      *Liking*
  
2. **Positivity:** displaying optimism and hope; maintaining an up-beat perspective; accentuating positive emotions and psychology; having expectations of mutual gains and quality outcomes; having fun together.  
*Negative*      1   2   3   4   5   6   7   8   9   10      *Positive*
  
3. **Identification:** having commitment and team buy-in; enjoying the status of being part of a team; sharing team spirit; managing a common cause and shared vision.  
*Free Rider*      1   2   3   4   5   6   7   8   9   10      *Team Member*
  
4. **Communication:** sharing information constructively for peak performance; interacting to utilize and involve all team members as well as possible; developing participation, comradery and synergy.  
*Non-communicative*      1   2   3   4   5   6   7   8   9   10      *Communicative*
  
5. **Collaboration:** working together to accentuate team abilities and performance; cooperating to achieve targeted results; coordinating effort to heighten and tap into potential; accommodating.  
*Isolation*      1   2   3   4   5   6   7   8   9   10      *Togetherness*
  
6. **Motivation:** performing for mutual internal and external incentives; belonging and socializing; being inspired, energized and excited to achieve team objectives; sharing positive team momentum.  
*Ambivalent*      1   2   3   4   5   6   7   8   9   10      *Motivated*
  
7. **Change:** learning together; developing team competitive advantage; having agility, versatility, adaptability and group flexibility; creating a safe environment to try new things and take risks.  
*Rigid*      1   2   3   4   5   6   7   8   9   10      *Progressive*
  
8. **Responsiveness:** transforming into a cohesive unit; having mutual accountability; sharing common destiny; answering success and adversity; being proactive and responsive rather than reactive.  
*Reactive*      1   2   3   4   5   6   7   8   9   10      *Responsive*
  
9. **Resolution:** determining to succeed; focusing on achievement; resolving disputes and differences constructively; tenaciously and persistently committing to achievement.  
*Multitasking*      1   2   3   4   5   6   7   8   9   10      *Focused and Determines*
  
10. **Celebration:** taking pride in team victory; recognizing group and individual achievement; setting aside time for praising and recognition of effort and success.  
*Passive Ignorance*      1   2   3   4   5   6   7   8   9   10      *Celebration*

Team synergy is a product of inclusion, participation, engagement and utilization.



## **EIQ-2CRM Instascore™ Emotionally Intelligent Customer Relationships**

- Attitude:** having a constructive mindset and genuine desire to be of help; being friendly and dedicated to providing real customer value; setting the tone for continuing relationships.  
*Task/Structure*      1   2   3   4   5   6   7   8   9   10      *Relational*
- Listening:** taking a genuine interest in concerns; empathizing, focusing, and displaying attention; connecting with verbal and nonverbal signals; capturing, clarifying and conforming issues.  
*Neglecting*      1   2   3   4   5   6   7   8   9   10      *Listening*
- Communication:** conversing in a thoughtful, patient, responsive way; building rapport, likeability and credibility; showing sincerity and interest.  
*Negative*      1   2   3   4   5   6   7   8   9   10      *Affirmative*
- Problem Solving:** defining the concerns; creating viable alternatives; selecting an appropriate course of action; confirming agreement; following-up and following through.  
*Part of Problem*      1   2   3   4   5   6   7   8   9   10      *Problem Solver*
- Negotiating Differences:** discerning target and resistance points; managing the flow of information; determining possible courses of resolution; communicating well; implementing agreed answers.  
*Win/Lose Orientation*      1   2   3   4   5   6   7   8   9   10      *Solution Orientation*
- Partnering:** sharing responsibility for answers; actively engaging in dialogue to set course of action; allowing for possibilities; exercising loyalty; taking charge of results; operating with integrity.  
*Adversary*      1   2   3   4   5   6   7   8   9   10      *Partner*
- Asking Questions:** promoting understanding; combining open and closed questions to define concerns and establish viable solutions; determining resolution and soliciting other areas to help.  
*Nonchalant*      1   2   3   4   5   6   7   8   9   10      *Genuine Interest*
- Creativity:** working with possibilities and options; thinking 'out-of-the-box;' seeking excellence and quality answers; working to expand answers and enhance value.  
*Uncreative*      1   2   3   4   5   6   7   8   9   10      *Creative*
- Courtesy & Respect:** showing consideration through manners and etiquette; acting with politeness and deference; treating others with dignity and in accordance to the golden rule.  
*Rude*      1   2   3   4   5   6   7   8   9   10      *Mannerly*
- Validate/Appreciate:** letting people know that their concerns are respected and important; showing clients that they are valued; displaying sincere interest; desiring to delight clients  
*Bothered*      1   2   3   4   5   6   7   8   9   10      *Appreciative*

Customer relationships are about generating positive emotions and relationships.



## **ESO Instascore™ Emotionally Smart Organizations**

- 1. Shared Destiny/Group Identity:** making goals, agenda and vision common and internal; assuring team commitment and resonance; creating common incentives and rewards; establishing unity of purpose.  
*Separated*      1   2   3   4   5   6   7   8   9   10      *Unified*
- 2. Team Emotion:** cultivating positive contagious feelings; setting the stage for shared emotions, motivation and integrated climate; manifesting socially constructive, supportive, collegial feelings.  
*Disjoint*      1   2   3   4   5   6   7   8   9   10      *Connected*
- 3. Knowledge Deployment:** communicating information; managing with transparency and candor; assuring shared memory, agenda, tactics and strategy; reinforcing the vision and mission.  
*Obscured*      1   2   3   4   5   6   7   8   9   10      *Deployed*
- 4. Mental Models:** operating with common paradigms; sharing perspectives for performance and success; having well-developed cause and effect structures creating procedures and systems.  
*Ambiguous*      1   2   3   4   5   6   7   8   9   10      *Defined*
- 5. Participation:** involving, utilizing and engaging team members at their highest and best performance; creating mutual gains and active sharing in processes; tapping cognitive and emotional power.  
*Isolation*      1   2   3   4   5   6   7   8   9   10      *Team Enthusiasm*
- 6. Strategic Vision:** having an agenda, mission, strategy and tactics; managing for continuous competitive advantage; creating meaningful purpose and significant individual roles; eliciting optimal contribution.  
*Disjointed Efforts*      1   2   3   4   5   6   7   8   9   10      *Group Focus*
- 7. Culture, Climate & Group Dynamics:** establishing viable, sustainable, dynamic, empowering relationships between individuals and teams; generating positive, constructive structures and systems.  
*Haphazard Structure*      1   2   3   4   5   6   7   8   9   10      *Deliberate Defined Culture*
- 8. Alignment & Congruence:** coordinating individual, team and organizational agendas; establishing priorities and subordinating objectives; creating common, coherent, cohesive, involving plans.  
*Skewed*      1   2   3   4   5   6   7   8   9   10      *Aligned*
- 9. Shared Memory Systems:** developing common traditions, rituals and understandings; creating a sense of history; directing efforts to long-term performance, meaningful service and lasting legacy.  
*Lacking Memory*      1   2   3   4   5   6   7   8   9   10      *Having Recall*
- 10. Fun & Energy:** appreciating, empowering and engaging individual and team performance; making success fun; generating paths to stamina, well-being and continuing energy; creating happiness.  
*Misery*      1   2   3   4   5   6   7   8   9   10      *Shared Enjoyment*

Individual and team emotional intelligence is essential for emotionally smart organizations. These employ powerful leadership and influence at all levels.

## Using EIQ-2 Instascore:

Feel free to complete whichever assessments you choose. The first four are based on primary emotional intelligence scales as illustrated on page one. The rest are based on specific EIQ-2 areas.

When you have completed a particular page, as an individual or group, review the scores and determine which areas you want to work on. Evaluate where you have been, where you are now, and where you want to be in the future.

Create specific targets and schedule. Set some intrapersonal and interpersonal accountability. Be aware of resources and support systems as well as obstacles and distractions. Create strategies to make the program fun and engaging.

Think positively. Take the opportunity to expand the possible and capitalize on potential. Positive, energizing, optimistic goals fuel hope and generate powerful returns. Working from a position of strength allows the brain to be creative and achieve beyond limiting expectations. Growth and development come from focused effort and targeted plans. Visualize victory. Create inner dialogue that compels optimal performance.

Success Dynamics features learning systems to develop optimal performance throughout your organization, at all levels.

# **WWW.EIQ-2.COM**

Success Dynamics offers affordable, comprehensive emotional intelligence learning systems:

## **The Empathy Principle**

**EIQ-2 Second Stage Emotional Intelligence**

**EIQ-2I Emotionally Intelligent Sales and Influence**

**EIQ-2L Emotionally Intelligent Leadership**

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**EIQ-2CRM Customer Relations Management**

**ESO Emotionally Smart Organizations**

And **MIND MATTERS** books and support materials

## **Applying Emotional Intelligence for Personal and Professional Success**