

Sample Only
Success Dynamics International



EIQ-2: Emotional Intelligence
Basic Two Stage Index
Individual Report

Emotional Intelligence Inventory

Emotional intelligence counts more than IQ or expertise for determining who excels at a job -- any job -- and for outstanding leadership it counts for almost everything.

~Daniel Goleman~

In leadership positions 85% of the competencies for success lie in the EI domain, rather than in technical or intellectual abilities.

~Daniel Goleman~

People typically attribute the lion's share of their success personally and professionally to their mental intelligence or IQ. Research in psychology and human performance over the last twenty years indicates the mental intelligence does contribute to success BUT the far more significant intelligence that accounts for personal and professional success is emotional intelligence!

~Michael Rock~

Emotional intelligence is the ability to perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth.

~John D. Mayer & Peter Salovey~

Emotional Intelligence is a way of recognizing, understanding, and choosing how we think, feel, and act. It shapes our interactions with others and our understanding of ourselves. It defines how and what we learn; it allows us to set priorities; it determines the majority of our daily actions. Research suggests it is responsible for as much as 80% of the "success" in our lives.

Research indicates that emotional intelligence can be seen measurable differences directly associated with personal and professional success. Some of the areas include:

Communication	Sales
Decision making	Teamwork
Productivity/performance	Customer Service
Relationship satisfaction	Conflict Management
Leadership	Overall effectiveness

EQ is based on an internal loop. It begins with awareness of emotions and temperament. It continues on through understanding and moves towards discipline and management. After the initial personal cycle, it connects to the emotions of others. Emotional intelligence recognizes feelings and responds in an appropriate, focused way. These abilities heighten personal performance, empower relationships, and direct teamwork in a more result oriented manner.

<u>Positive Gains</u>	<u>Negatives Mitigated</u>
Superior problem solving	Stress/tension/worry/anxiety lowered
Better decision making	Bullying/intimidation reduced
Happier, more satisfying work	Emotional outbursts minimized
Healthier environment	Violence forestalled
Greater integrity	Harassment reduced
Higher empathy/better understanding	Discouragement/withdrawal diminished
Superior/lasting relationships	Hostile environment lowered
Enhanced customer satisfaction	Personal disengagement minimized
More effective leadership	Illness reduced
Improved performance/productivity	Crisis averted
More positive results	Costs lowered
Higher energy levels	Wasted energies minimized
Greater personal and professional efficiency	Reduced fatigue/burnout
Superior resiliency	Managed conflict/confrontation
Better intrapersonal and interpersonal skills	Minimized personal chaos/confusion
Powerful change management/improvement	Reduced miscommunication/message distortion

Emotional Intelligence Primary Index Analysis



Se R Quotient: The self-recognition quotient reflects intrapersonal communication. It indicates self-awareness and understanding. Factor in this area include self-understanding, personal acceptance and the overall understanding of personal psychology. Self-awareness is foundational to social awareness and self-management.

Factors included:

Personality Style	Self acceptance
Learning Styles	Self-esteem
Mental attitudes and states	Temperament
Comfort and discomfort	Tension/stress levels
Strengths and weaknesses	Spirituality
Biofeedback	Conscience

A 3.5 to 4.0 is average. This indicates a general understanding of self and transitions in thought/emotion.

A score of over 4.0 shows a high level of self-awareness and esteem. This indicates someone who understands well who they are.

A score below 3.5 shows a strong opportunity to develop greater self awareness and reduce inner tensions.

So R Quotient: The social-recognition scale reflects awareness and consideration of the feelings and responses of others. The ability to empathize and maintain sensitivity to the moods and emotions of others allows for superior intuition and connection.

Factors included:

Empathy	Holistic communication
Understanding/compassion	Primary resonance and rapport
Sensitivity/thoughtfulness	Connection
Appreciation	Relationships

A score of 3.4 to 3.9 is average. This indicates a general attentiveness and recognition of the emotional states of others.

A score over 3.9 is generally indicative of superior listening and rapport skills. Individuals with this heightened sensitivity tend to be sensitive to feelings, nonverbal signals and interpersonal dynamics. They recognize transitions and shifts. They readily ‘read between the lines.’

Scores below 3.4 would suggest that listening skills could generate better interpersonal connection.

Se M Quotient: The self-management quotient indicates self-evaluation coupled with self-regulation. The awareness and discipline to control and harness feelings directly impacts the ability to achieve personal objectives and develop inner resolution. Satisfaction, happiness and contentment are results of self-management.

Factors include:

Restraint	Direction/purpose
Discipline	Emotional management
Control	Flexibility
Resolve	Enthusiasm/excitement

A 3.3 to 3.8 is average. While these individuals may experience some impulsiveness and rash action, they are generally intentional and on task with their feelings and performance.

Superior scores of over 3.8 show exceptional self-control and discipline. These show people who intuitively understand how to manage themselves. This individuals are highly poised and self-posessed. They are intentional, responsible and in command of themselves.

A score below 3.3 shows an opportunity for developing more personal maturity and higher levels of self-control. These individuals tend to be impulsive and unable to direct their feelings.

So M Quotient: Relationship management combines interpersonal skills and focuses intelligence in generating results. This social intelligence fosters collaboration and connection to tap the power of synergy.

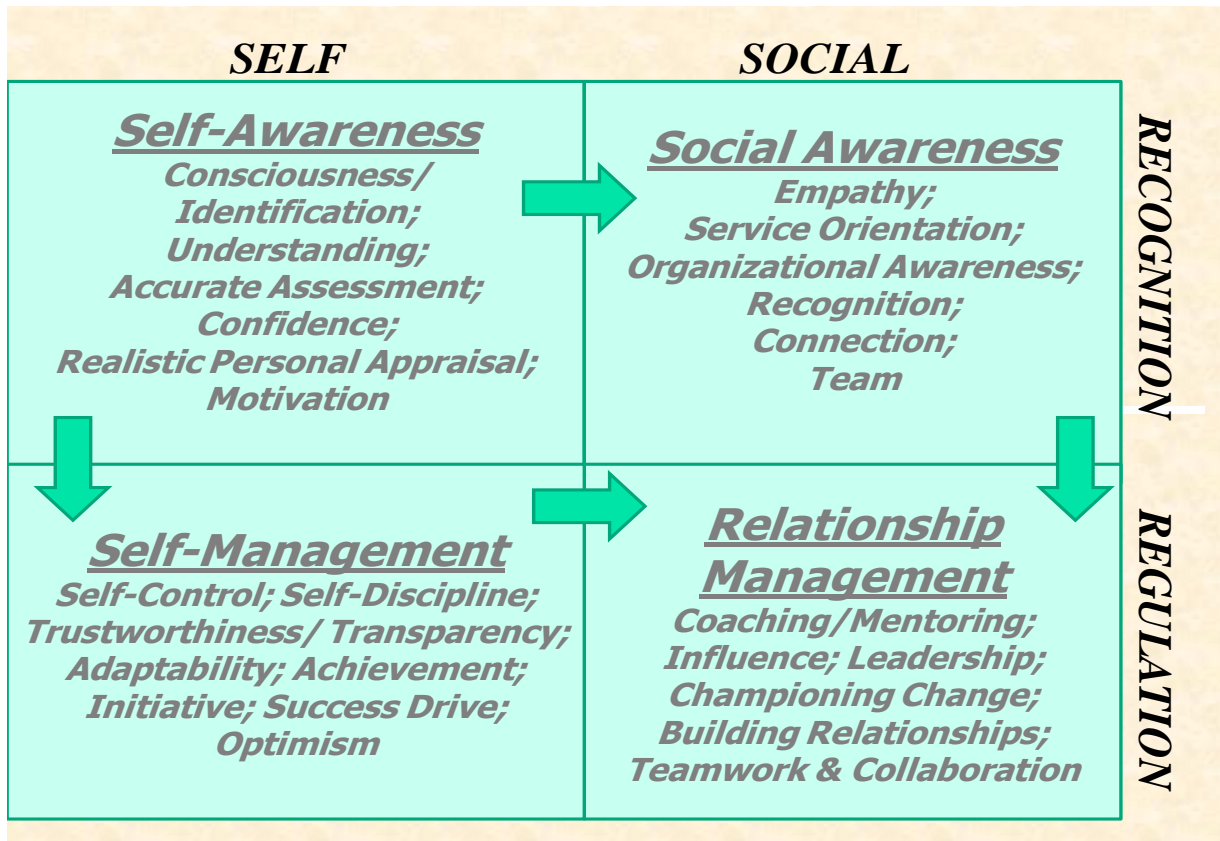
Factors include:

- | | |
|----------------------|---------------|
| Directing | Social poise |
| Encouragement | Warmth |
| Building friendships | Team results |
| Supporting | Collaboration |

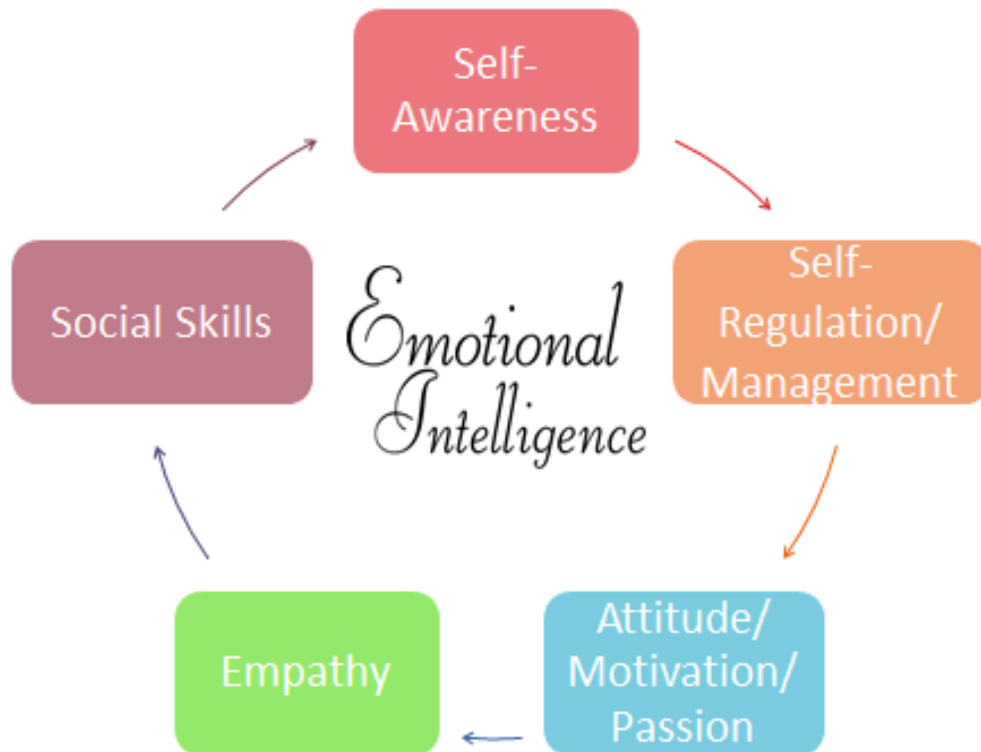
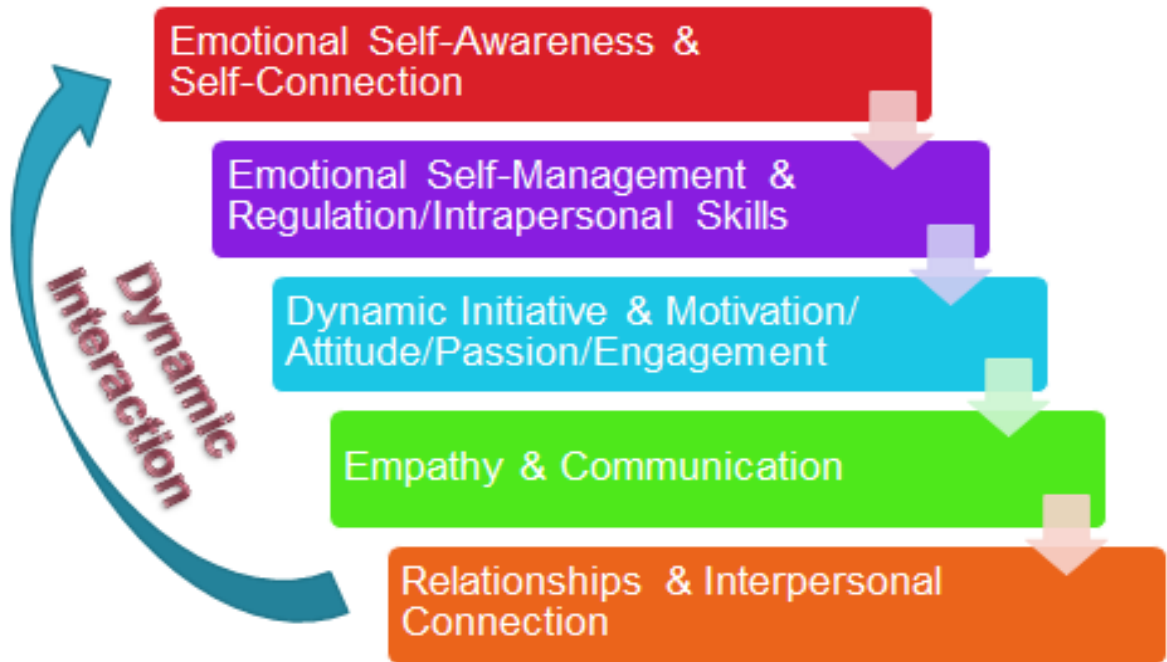
A score of 3.2 to 3.7 is average. This displays average team and interpersonal skills. These individuals are usually good team players.

A score of over 3.7 shows poise and self-confidence. These individuals build strong relationships and teams. They tend to gravitate to leadership and coaching. Others often look to them for direction.

Scoring below 3.2 presents the opportunity to develop the skills to work better on teams and within groups. These people may tend to be reclusive and avoid others. They need better development in interaction skills.





Emotional Intelligence (EIQ)




Colors and Moods


 Red - Passion, enhanced metabolism


 Orange - Sense of Welcoming, energy


 Yellow - Happiness, positivity


 Green - Harmony, stability

 Blue - peace, relaxation

 Purple - Luxury, romance

 Black - Power, elegance, edginess

 White - purity, simplicity

 Brown - Dependability, friendliness

List of Positive Feelings

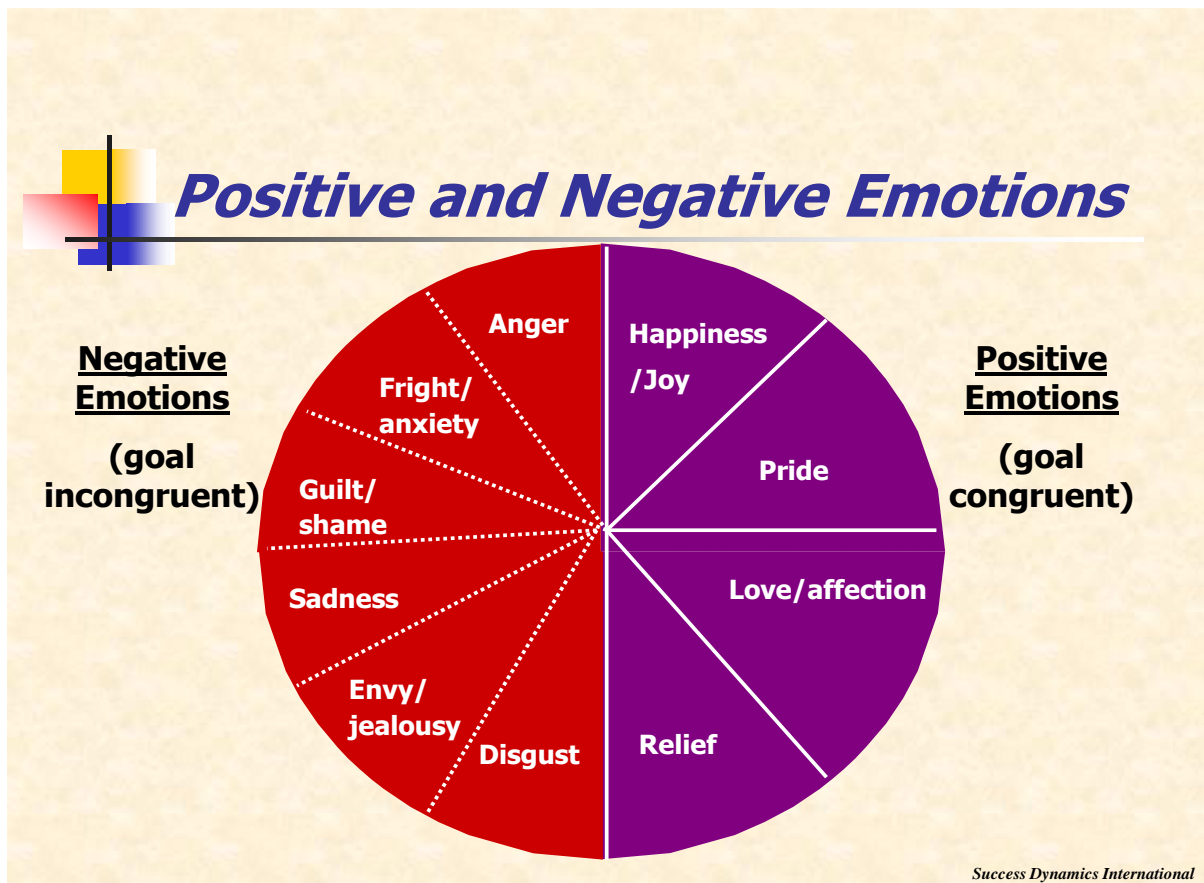
Affectionate -- Loving to
Alive -- Good sensations
Amused -- Humor
Accepted -- Being loved
Beautiful -- Proud
Brave -- Proud
Calm -- Low Anxiety
Capable -- Proud
Caring -- Loving to
Cheerful -- Optimism
Cherished -- Being loved
Comfortable -- Low Anxiety
Competent -- Proud
Concerned -- Loving to
Confident -- Proud
Content -- Optimism
Courageous -- Proud
Curious -- Interest
Delighted -- Good sensations
Desirable -- Proud
Eager -- Interest
Excited -- Interest, Activation
Forgiving -- Loving to
Friendly -- Loving to
Fulfilled -- Optimism
Secure -- Low anxiety
Self-reliant -- Proud
Sexy -- Proud
Silly -- Humor
Special -- Proud
Strong -- Proud
Supportive -- Loving to
Sympathetic -- Loving to
Tender -- Loving to
Generous -- Loving to
Glad -- Optimism
Grateful -- Being loved
Great -- Proud
Happy -- Optimism
Humorous -- Humor
Joyful -- Optimism
Lovable -- Being loved
Loving -- Loving to
Loved -- Being loved

List of Negative Feelings

Afraid -- Activation, Fear
Angry -- Activation, Anger
Anxious -- Activation, Fear
Apprehensive -- Activation, Fear
Ashamed -- Shame, No pride.
Awkward -- Shame
Bitter -- Angry, Sad
Bored -- Uninterested
Confused -- Activation, Anger - Fear
Contempt -- Anger, Dislike
Defeated -- Low energy, Shame
Dejected -- Low energy, Sad
Dependent -- Shame, Sad
Devastated -- Sad
Disappointed -- Sad
Discouraged -- Sad, No pride
Disgusted -- Dislike
Distrustful -- Fear, dislike
Embarrassed -- Shame
Exasperated -- Anger
Fearful -- Fear
Melancholy -- Sad
Miserable -- Sad
Misunderstood -- Sad, Unlovable
Muddled -- Activation, Anger-Fear
Needy -- Sad, Shame
Old -- No pride, Shame, Sad, Tired
Outraged -- Anger
Overwhelmed -- Activation, No pride, fear
Panicky -- Fear
Foolish -- Shame
Frantic -- Activation, fear
Frustrated -- Activation, anger
Furious -- Anger, Activation
Guilty -- Guilt
Hateful -- Unlovable, Shame/Guilt
Helpless -- Sad, Shame, Fear
Hopeless -- Sad
Horrorified -- Sad, Fear
Hostile -- Angry
Humiliated -- Shame, Sad, Anger, dislike

Passionate -- Loving to, Interest, Activation
 Peaceful -- Low anxiety
 Playful -- Optimism, Good sensations
 Pleased -- Optimism, Good sensations
 Proud -- Proud
 Quiet -- Low anxiety
 Relaxed -- Low anxiety
 Relieved -- Low anxiety
 Respected -- Proud
 Safe -- Low anxiety
 Satisfied -- Good sensations, optimism, low anxiety

Hurt -- Shame, Sad, Anger
 Ignored -- Shame, Unlovable
 Impatient -- Anger
 Inadequate -- Shame
 Incompetent -- Shame, No pride
 Indecisive -- No pride, Fear, Activation
 Inferior -- Shame, No pride, unlovable
 Inhibited -- Shame, Fear
 Insecure -- Shame, Fear, No pride
 Irritated -- Anger
 Isolated -- Shame, unlovable, no pride
 Jealous -- fear, anger, unlovable
 Lonely -- shame, unlovable, no pride
 Touchy -- Angry, shame, unlovable
 Trapped -- Shame, fear, unlovable
 Troubled -- Fear
 Unappreciated -- Unlovable
 Unattractive -- Unlovable, no pride
 Uncertain -- No pride, fear
 Uncomfortable -- Shame, fear
 Uneasy -- fear
 Unfulfilled -- Uninterested, no pride



7 Reasons Positive Emotions Are Good For Your Heart:

Laughter Makes Blood Flow More
Freely

Hugs Release Oxytocin and Reduce
Physical Stress in the Body

When You Meet Someone that Your
Feelings Go Crazy for, Your Heart
Gets a Workout

Spending Time with a Loved One
Lowers Blood Pressure

Love Letters May Lower Cholesterol

Holding Hands Calms Nerves

A Positive Attitude Lowers the Risk
of a Heart Attack

The Ten Habits of Emotionally Intelligent People

© 1999 Steve Hein, The EQ Institute

High EQ people:

<p>1. Label their feelings, rather than labeling people or situations.</p>	<p>"I feel impatient." vs "This is ridiculous." "I feel hurt and bitter". vs. "You are an insensitive jerk." "I feel afraid." vs. "You are driving like a idiot."</p>
<p>2. Distinguish between thoughts and feelings.</p>	<p>Thoughts: I feel like...& I feel as if.... & I feel that Feelings: I feel: (feeling word)</p>
<p>3. Take responsibility for their feelings.</p>	<p>"I feel jealous." vs. "You are making me jealous."</p>
<p>4. Use their feelings to help them make decisions.</p>	<p>"How will I feel if I do this?" "How will I feel if I don't"</p>
<p>5. Show respect for other people's feelings.</p>	<p>They ask "How will you feel if I do this?" "How will you feel if I don't."</p>
<p>6. Feel energized, not angry.</p>	<p>They use what others call "anger" to help them feel energized to take productive action.</p>
<p>7. Validate other people's feelings.</p>	<p>They show empathy, understanding, and acceptance of other people's feelings.</p>
<p>8. Practice getting a positive value from their negative emotions.</p>	<p>They ask themselves: "How do I feel?" and "What would help me feel better?" They ask others "How do you feel?" and "What would help you feel better?"</p>
<p>9. Don't advise, command, control, criticize, judge or lecture to others.</p>	<p>They realize it doesn't feel good to be on the receiving end of such behavior, so they avoid it.</p>
<p>10. Avoid people who invalidate them, or don't respect their feelings.</p>	<p>As much as possible, they choose to associate only with other people with high EQ.</p>

EIQ-2 Workbook



First Level Concerns:

Self-Recognition

How consistently conscious are you of your different emotions and feelings?

Con't

Quick tips:

- Be aware of the distinction between thoughts and feelings
- Make a point of monitoring feelings throughout the day
 - Name emotions
 - Note changes
 - Determine cause and effect
- Keep track of emotions on a continuing basis
- Note how feelings contribute to or undermine achievement
- Listen to the feedback of others

Social Recognition

How do others reveal their feelings?

How wide a variety of feelings are you aware of in others?

How do the emotions and moods of others impact your interaction with them?

Con't

Quick tips:

- Pick up on both verbal and nonverbal cues.... Note especially changes and shifts
- Listen.... Capture information, Clarify understanding, and Confirm connection
- Be consistent in communication and relationships
- Be empathetic, kind and compassionate
- Actively maintain connections

Self-Management

How can you take command of the emotions you feel (or can you)?

What is your typical self-talk like? Can you improve on it?

What visions and dreams (images) inspire you?

Con't

Quick tips:

- Take responsibility for feelings and their effects
- Recognize emotional triggers and programming as well as their impact
- Reframe feelings into constructive, positive events that contribute to success
- Be positive and in control
- Use self-talk, visualization and affirmations to stay on a positive track



Social Management

How do the actions and feelings of others impact your emotions?

Can you read the feelings of others accurately? How?

How do you adapt based on empathizing with others?

Con't

Quick tips:

- Deliberately allow positive emotions to be contagious
- Be positive, supportive and affirming
- Let others know they are appreciated and valued
- Let others know you are engaged and committed
- Be assertive



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The Top 10 Reasons to Work with EIQ-2™:

- 1. A high return on investment in terms of motivation, performance, improvement, and tangible results.**

EIQ-2 focuses design and delivery on targeted, sustained results. Through a continuing dedication to excellence, *EIQ-2* systems facilitate adult learning and high transfer. These programs are maintained in state-of-the-art form and continuously updated to assure optimum impact.

- 2. Value in terms of immediate application and ready-to-use tools.**

EIQ-2 has been developed for immediate, practical application and continuing reference. The modules each offer change for individuals from novices to experts. Using these systems generates fast, effective solutions. *EIQ-2* tools serve as a foundation for continuous learning and improvement.

- 3. High energy programs that emphasize involvement and interaction; experience; development; and fun.**

All *EIQ-2* systems demand a high degree of learner interaction. They are designed to create experiences that will set the tone for long-term quality. Through integrating content and entertainment, both feelings and thoughts are continuously engaged. *EIQ-2* makes involvement fun and result oriented.

- 4. Memorable training with sustained long term growth.**

People learn through visual, auditory and kinesthetic techniques. Touching all of these paths and synthesizing the experience creates memorable learning. *EIQ-2* utilizes systems designed to maximize recall and retention.

- 5. Customization to resonate with your team and needs.**

With an extensive repertoire of materials, *EIQ-2* training is readily tailored to customized programs for specific audiences and objectives. *EIQ-2* has been developed to cover an extensive array of emotional intelligence topics offering depth and/or breadth as specifically needed. Programs can be delivered on site, anywhere in the world. The comprehensive systems approach extends from personal coaching through team training and organizational development.

- 6. Multidisciplinary design and methodology relate to diverse audiences.**

EIQ-2 translates expertise in social psychology, business, communication and adult learning; and experience with thousands of people into performance in whatever context is needed. *EIQ-2* programs have the expertise, experience and educational credentials to deliver.

7. A unique blend of research, expertise, education and humor.

Surprisingly, many consultants dabbling in emotional intelligence lack the training or education to support their programs. With *EIQ-2*, there is a unique synthesis to generate the highest quality in learning and results. This system fully integrates various aspects of emotional intelligence to create powerful growth at all levels. Recognized by Fortune 500 corporations, the U.S. Government, major Universities and elite trainers, emotional intelligence has a track record of success.

8. Guaranteed professionalism and quality.

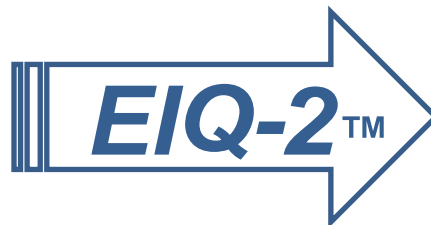
As a partner in performance, the *EIQ-2* system provides for continuing coaching, training and speaking programs to support continued growth. Through personalization and coaching, individual, team, and organizational success are assured.

9. An comprehensive, integrated system designed for improvement at all levels.

All *EIQ-2* modules contain a robust assortment of quotations, PowerPoint slides, activities, reflective experiences, bibliographies and comprehensive assessments. The modules offer a comprehensive rubric for organizational growth from individual performance through team development all the way to empowering the organizational culture.

10. A learning model designed for achievement: Assess; Develop; Perform; Excel.

The *EIQ-2* system begins with clear definitions and diagnostics. It creates customized training for targeted results. It partners for performance via coaching and consulting. Finally, it assures excellence in results.



- **THE EMPATHY PRINCIPLE™**
- **EIQ: EMOTIONAL INTELLIGENCE**
- **EIQ-2™ SECOND STAGE EMOTIONAL INTELLIGENCE: LEADERSHIP**
- **EIQ-2™ SECOND STAGE EMOTIONAL INTELLIGENCE: INFLUENCE/PERSUASION**
- **TmEIQ-10 TEAM EMOTIONAL INTELLIGENCE**
- **EMOTIONALLY SMART ORGANIZATIONS ESO™**
- **CLIENT CENTERED SERVICE EIQ-2CRM™**