

Name: _____

Emotional Intelligence Skills

An emotional SKILL is something that is learned, based on Emotional Intelligence, which leads to outstanding job performance.

Emotional Intelligence determines our potential to learn practical skills that are based on its five components or dimensions:

1. **Self-knowledge**
2. **Motivation**
3. **Self-regulation**
4. **Empathy**
5. **Social Skills**

EMOTIONAL SKILL is the proportion that such potential has been applied to the skills we use while on the job. For example, being skilled at helping customers is an emotional skill based on empathy. Similarly, reliability is a skill based on self-regulation or the ability to handle impulses and emotions well. Possessing any of the above skills will allow a person to excel at their job and stand out.

Emotional skills are grouped into clusters, each one based on a capacity that in turn belongs to a dimension. These skills have some characteristics in common:

Independence: Each one makes an unmatched contribution to job performance.

Hierarchies: Each one depends on certain others to some extent, with strong interactions.

Necessary, but not sufficient: The fact that someone possesses a certain faculty does not guarantee that they will display all the skills associated with such faculty. The fact of having them or not also depends on other factors, such as the organizational climate and culture as well as the person's values and interests.

General: The general list can apply to nearly any type of job, but we must keep in mind that different skills are required for different jobs, and some could even be repeated with various degrees of demand.



Self-diagnosis of Emotional Intelligence Skills

Instructions: Evaluate how you handle each one of the following skills on a scale of 1 to 5. Be very honest with your answers.

Evaluation Scale	1					2					3					4					5									
	Not Effective					Regularly Effective					Effective					Very Effective					Expert									
Personal Skills																														
Self-knowledge																														
	1	2	3	4	5																									
Emotional awareness																										Knowing how emotions affect our performance				
Self-evaluation																										Knowing our limits and strong points				
Trust in oneself																										Having a strong sense of what we are worth and our capabilities				
Self-regulation																														
	1	2	3	4	5																									
Self-control																										Keeping harmful emotions and impulses under control				
Reliability																										Maintaining integrity and inspiring trust				
Conscientiousness																										Keeping commitments and promises				
Adaptability																										Easily handling multiple demands, priorities and quick transformations				
Innovation																										Finding original solutions to problems				
Motivation																														
	1	2	3	4	5																									
Eagerness to triumph																										Geared towards improving or responding to a standard of excellence				
Commitment																										Aligning oneself to group or organizational objectives				
Initiative																										Surpassing the required or expected objective				
Optimism																										Persisting in pursuing the goal, despite obstacles and setbacks				
Social Skills																														
Empathy																														
	1	2	3	4	5																									
Understand others																										Perceiving the feelings and perspectives of others, and taking an active interest in their concerns				
Help others to develop																										Perceiving development needs of others and encouraging them to develop their abilities				
Service-oriented																										Anticipating, recognizing and satisfying customer needs				
Benefit from diversity																										Cultivating opportunities through different individuals				
Political consciousness																										Interpreting social and political trends in groups				
Social skills																														
	1	2	3	4	5																									
Influence																										Implementing effective persuasion tactics				
Communication																										Openly listening to and conveying compelling messages				
Handling conflict																										Negotiating and resolving disagreements with other individuals				
Leadership																										Inspiring and guiding individuals or groups				
Catalyst of change																										Initiating, driving, or handling changes				
Forming links																										Nurturing instrumental relationships				
Collaboration and cooperation																										Working with others to achieve shared goals				
Team skills																										Creating synergy to work towards collective goals				

 **Now respond to the following questions:**

What did you identify in the self-diagnosis exercise?

What do you have to learn to do better?

What new behaviors will you implement immediately?

What conclusions have you reached?

TopTraining

