



Institute for
**SOCIAL AND EMOTIONAL
INTELLIGENCE**

Profile Report for:

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The Social and Emotional Intelligence Profile

Workplace Edition



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Sam your SEIQ is 275 - Average, or Slightly Above

What Your SEQScore Means

You have average or slightly above average emotional intelligence. This is good, and yet there is still room for improvement. You are likely aware of your own emotions, and are using that information to some extent in deciding how to respond to challenging situations. You are also fairly sensitive to the emotional climate of the people around you – your family, friends, colleagues, and if you have them, your direct reports, supervisor, other employees, and key customers and clients. You are also probably somewhat aware of the effect your behavior has on others. To zero in on what needs improvement, check your section scores and ask yourself: In what areas am I the strongest (and celebrate yourself for these). In what areas do I need to improve? What situations generally create tension and stress for me? How am I handling these situations? What can I do differently? What negative thoughts play over and over in my mind on a regular basis? Are these a true picture of reality? If you work on gaining clarity in these areas, you will move toward greater success and effectiveness at work and greater happiness, and fulfillment in life. You have it in you so go for it!



Four-Quadrant Model of Social + Emotional Intelligence

Social and emotional intelligence is the ability to be aware of our own emotions and those of others, *in the moment*, and to use that information to manage ourselves and manage our relationships.

	Self	Other
Awareness	Self-Awareness	Other Awareness
	Emotional Self-Awareness (10 - Average)	Empathy (6 - Vulnerable)
	Accurate Self-Assessment (11 - Strong)	Organizational Awareness (13 - Strong)
	Personal Power (14 - Exceptional)	Service Orientation (10 - Average)
Management	Self-Management	Relationship Management
	Behavioral Self-Control (7 - Vulnerable)	Communication (13 - Strong)
	Integrity (12 - Strong)	Interpersonal Effectiveness (9 - Average)
	Innovation & Creativity (9 - Average)	Powerful Influencing Skills (13 - Strong)
	Initiative & Bias for Action (9 - Average)	Conflict Management (11 - Strong)
	Achievement Drive (15 - Exceptional)	Inspirational Leadership (13 - Strong)
	Realistic Optimism (12 - Strong)	Catalyzing Change (12 - Strong)
	Resilience (14 - Exceptional)	Building Bonds (7 - Vulnerable)
	Stress Management (8 - Average)	Teamwork & Collaboration (8 - Average)
	Personal Agility (10 - Average)	Coaching & Mentoring Others (7 - Vulnerable)
Intentionality (14 - Exceptional)	Building Trust (8 - Average)	



Four-Quadrant Model of Social + Emotional Intelligence

Personal Competence

These competencies determine how we manage ourselves:

Self-Awareness

Knowing one's internal states, preferences, resources and intuitions

- ✓ **Emotional Awareness:** Recognizing one's emotions and their effects
- ✓ **Accurate Self-Assessment:** Knowing one's strengths and limits
- ✓ **Personal Power:** A strong sense of one's self-worth and capabilities; having self-confidence; being assertive

Self-Management

Managing one's internal states, impulses and resources

- ✓ **Behavioral Self-Control:** Keeping disruptive emotions in check; impulse control
- ✓ **Integrity:** Maintaining high standards of honesty and ethics at all times
- ✓ **Innovation & Creativity:** Actively pursuing new approaches and ideas
- ✓ **Initiative & Bias for Action:** Readiness to act on opportunities
- ✓ **Achievement Drive:** Striving to meet a standard of excellence
- ✓ **Realistic Optimism:** Expecting success; seeing setbacks as manageable; persisting in achieving goals despite obstacles and setbacks
- ✓ **Resilience:** Perseverance and diligence in the face of setbacks
- ✓ **Stress Management:** Working calmly under stress and pressure
- ✓ **Personal Agility:** Readily, willingly, rapidly and effectively anticipating and adapting to change
- ✓ **Intentionality:** Thinking and acting "on purpose" and deliberately

Social Competence

These competencies determine how we handle relationships:

Social Awareness – Other Awareness

Awareness of others' feelings, needs and concerns

- ✓ **Empathy:** Sensing others' feelings and perspectives, and taking an active interest in their concerns
- ✓ **Situational Awareness:** Reading a group's emotional currents and power relationships; being able to "size up" a situation and plan an appropriate response
- ✓ **Service Orientation:** Anticipating, recognizing and meeting customers' needs



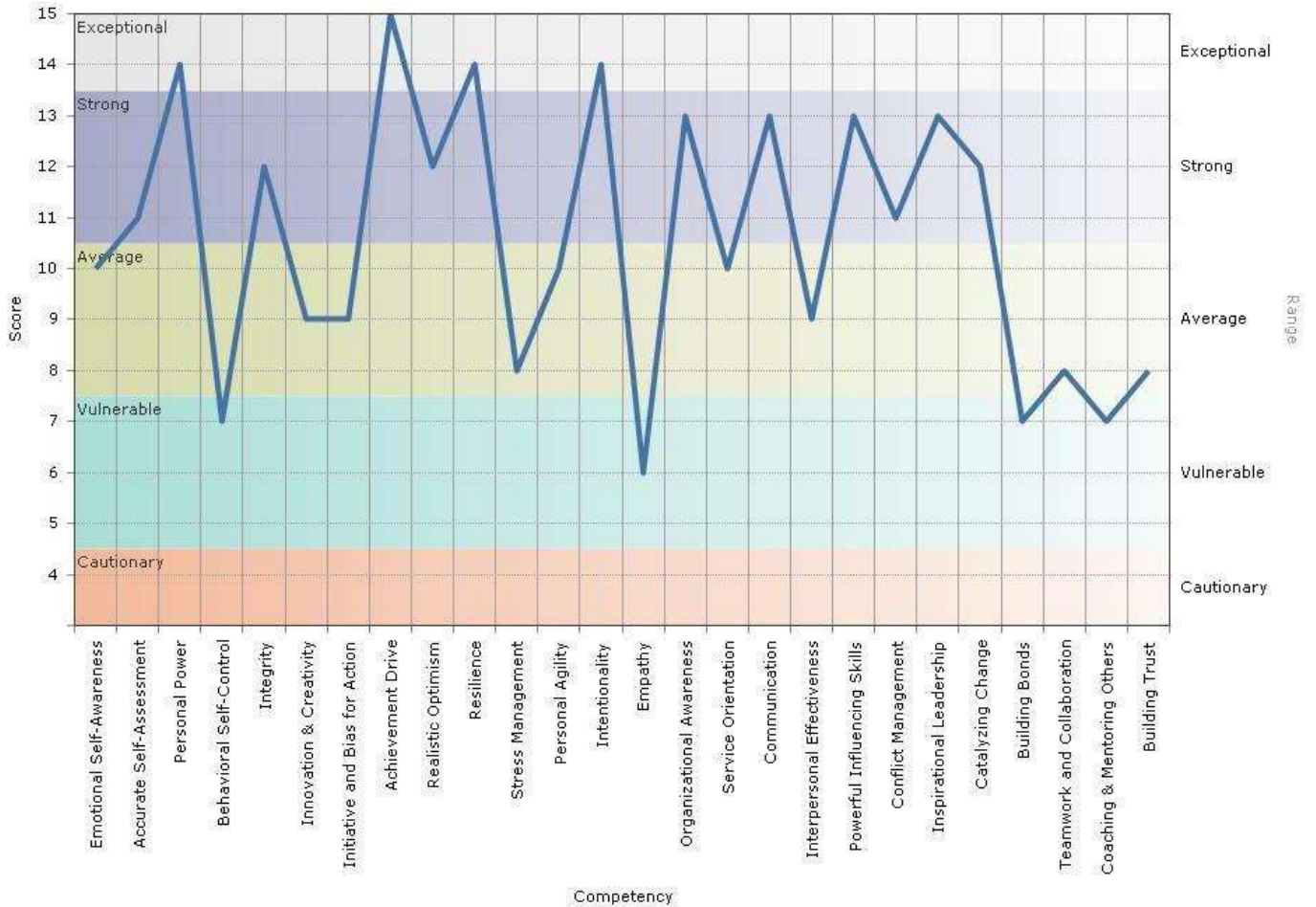
Social Skills – Relationship Management

Adeptness at inducing desirable responses in others

- ✓ **Communication:** Listening attentively and fostering open dialogue
- ✓ **Interpersonal Effectiveness:** Possessing diplomacy, tact and interpersonal skills, and knowing how to use them to ease transactions and relationships with others; the ability to relate well and build rapport with all people
- ✓ **Powerful Influencing Skills:** Wielding effective tactics for persuasion
- ✓ **Conflict Management:** Negotiating and resolving disagreements
- ✓ **Inspirational Leadership:** Motivating, guiding and mobilizing individuals and groups; articulating a clear, compelling and motivating vision for the future
- ✓ **Catalyzing Change:** Initiating, managing and leading change
- ✓ **Building Bonds:** Nurturing and maintaining relationships, cultivating a wide network; connecting with others on a deeper rather than superficial level
- ✓ **Teamwork & Collaboration:** Working with others toward shared goals. Creating group synergy in pursuit of collective goals
- ✓ **Coaching & Mentoring Others:** Identifying others' development needs and bolstering their abilities
- ✓ **Building Trust:** Being trustworthy and ethical when working and relating to others; ability to establish a bond of trust with others



Social + Emotional Intelligence Profile





Social + Emotional Competencies Explained

On this and the following pages are descriptions of each of the 26 competencies, including the characteristics of individuals with the competency, characteristics of people lacking the competency, and several development tips. If you find you are in the “cautionary” or “vulnerable” range, you might consider some of the development suggestions contained here. At the same time, don’t lose sight of your strengths. You will want to leverage these to maximize your success and your contribution to the organization.

Emotional Self-Awareness (10 - Average)

- noticing and being able to label your feelings, emotions, “gut-level” instincts or reactions; being able to connect these to their source; recognizing their effects on your mind and your body; using your feelings as a valuable source of insight and information about yourself, others and the situations around you

People with this competence

- ✓ Know which emotions they are feeling and why
- ✓ Realize, in the moment, the links between their feelings and what they think, do and say
- ✓ Recognize how their feelings effect their performance
- ✓ Are able to articulate their feelings and appropriately express them
- ✓ Can tell, in the moment, when they are getting upset

People lacking this competence

- ✓ May receive messages from their bodies such as chronic headaches, lower back pain, neck or shoulder pain, heart racing, sweaty palms, anxiety attacks or other signals but generally don’t pay attention to these signals or connect them to what might be causing these physical symptoms
- ✓ Fail to gain insight and information from what their bodies might be trying to tell them
- ✓ Get irritated, frustrated or angry easily, causing them to treat people in an abrasive way
- ✓ Fail to see that what they are doing or being asked to do might not be aligned with their personal goals and values
- ✓ Often feel stressed and out of balance in terms of their work, life, health and family