

# EQ

The Difference is **YOU!**  
*workbook*

Lindsay Bishop  
*Training and Media Associate*  
...and EQ Survivor and Thriver

# Your Exceptional Leader

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Think of someone you know personally whom you would describe as an exceptional leader.

Who are they? \_\_\_\_\_

What makes that person stand out to you?

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Name an important quality, characteristic, or behavior:

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Is that exceptional leader quality a...

Hard skill: IQ and technical skills

or

Soft skill: EQ and transferrable skills

or

Both?

## Hard Skills

Degree or Certification  
Technical  
Customer Service  
Oral Communication  
Literacy  
Software Knowledge  
Computer Programming

## Soft Skills

Teamwork  
Communication  
Leadership  
Patience  
Time management  
Motivation  
Creativity



Select the skills you would like to improve on:

- ☐ Be flexible when faced with change.
- ☐ Help other people express their needs.
- ☐ Solve problems by using both logic and feelings.
- ☐ Calmly and thoughtfully respond to difficult people.
- ☐ Keep an optimistic and positive outlook.
- ☐ Continuously learn how to improve.
- ☐ Other

Why did you choose these skills?

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Recall a time that you had trouble with these skills.

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What would you like to change in the future?

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# Emotional Hijacking

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Name a time when your emotions took over your thoughts?

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What did you do?

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What emotions came over you?

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What was the outcome?

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What could you have done differently to be more emotionally intelligent?

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# EQ Attributes

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Circle the attributes that apply to you. This will allow you to see the areas where you excel and the areas in which you have room to grow.

## Low

### *Emotional Intelligence*

Aggressive  
Demanding  
Egotistical  
Bossy  
Confrontational

Easily Distracted  
Glib  
Selfish  
Poor Listener  
Impulsive

Resistant to Change  
Passive  
Unresponsive  
Slow  
Stubborn

Critical  
Picky  
Fussy  
Hard to Please  
Perfectionistic

## High

### *Emotional Intelligence*

Assertive  
Ambitious  
Driving  
Strong-willed  
Decisive

Warm  
Enthusiastic  
Sociable  
Charming  
Persuasive

Patient  
Stable  
Predictable  
Consistent  
Good Listener

Detailed  
Careful  
Meticulous  
Systematic  
Neat

# Timber Challenge

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How would you have handled the Timber Challenge? Would you have remained emotionally intelligent?

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Name a time when something like this happened to you as an employee or as a supervisor. What emotions came over you? What was the outcome?

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What could you have done differently to remain emotionally intelligent?

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# Satir Change Model

Recall a time your organization went through a change .

Where were you and your organization before the change?

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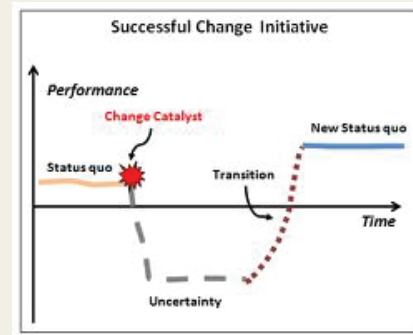
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What was the change catalyst that affected you and your organization?

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How did you and your organization transition through the change?

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Did you and your organization come out stronger than before?

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What was your role as a change agent?

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# Forcefield Analysis

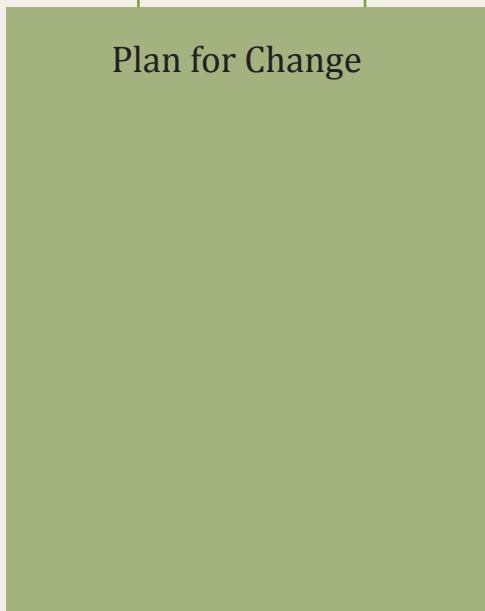
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Driving Forces  
(Positive)

Restraining Forces  
(Negative)

A large, empty rectangular box with a thin black border, intended for listing driving forces that positively influence change.A large, empty rectangular box with a thin black border, intended for listing restraining forces that negatively influence change.

Plan for Change

A solid olive-green rectangular box with the text "Plan for Change" centered at the top, intended for detailing the plan for change.



# Empathy

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Empathy: the ability to understand the feelings and perspectives of others and use that understanding to guide our actions.

Name a time when someone did not show empathy toward you.

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Name a time when someone showed you empathy when you were in a tough situation.

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Name a time when you were empathetic.

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Name a time when you feel you didn't show enough empathy. What could you have done to improve your understanding and actions?

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On a scale of 1-10, how empathetic do you generally feel you are?

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How do you think others would rate you?

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What are some actions that you will start, stop, and continue to do in order to become more empathetic?

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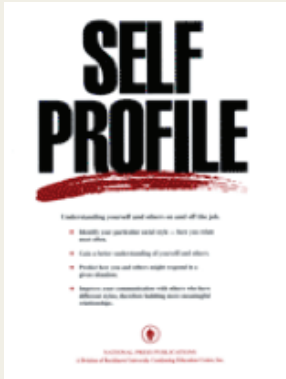
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# SELF Profile



The SELF Profile is an assessment tool designed to reveal styles of interaction that occur within ourselves and those around us. This assessment will allow you to identify your unique style of interaction, understand and adapt to other people's communication styles, predict how you or others may respond in a given situation and improve the communication you have with others with different styles. This knowledge will allow you to work better with those around you and collaborate, influence, and develop each other as a team.

After the assessment, take a moment to reflect on the following questions:

Are you Social, Efficient, Loyal, Factual, or a combination of interaction styles?

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What are your strengths and weaknesses?

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Where do you think you fall in relation to those around you?

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How can you adapt your interaction style to improve communication with others?

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Which behaviors are suitable and which are frowned upon in each style?

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# Resources

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Daniel Goleman's Website

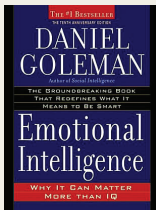
(<http://www.danielgoleman.info/>)

SELF Profile Free Online Quiz

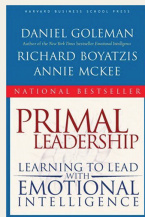
(<http://www.nationalseminarstraining.com/selfquiz/>)

SELF Profile \$10 Workbook

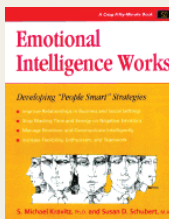
([http://www.nationalseminarstraining.com/Product/Category/-Self\\_Improvement/Item/527/index.html](http://www.nationalseminarstraining.com/Product/Category/-Self_Improvement/Item/527/index.html))



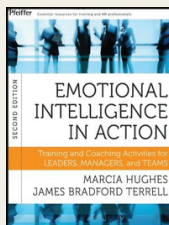
Emotional Intelligence - Daniel Goleman



Primal Leadership: Learning to Lead with Emotional Intelligence - Daniel Goleman



Emotional Intelligence Works - Developing "People Smart" Strategies - Michael S. Kravitz



Emotional Intelligence in Action: Training and Coaching Activities for Leaders, Managers, and Teams - Marcia M. Hughes

The books listed above are available in our library. If you are interested in borrowing one or more of these books, please contact Lindsay Bishop at ex. 0476 or [lbishop@wcupa.edu](mailto:lbishop@wcupa.edu).

# Notes

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