

Your Emotional Intelligence Tendencies Insight Tool

Indicate the frequency that each statement describes you or your behavior by marking the appropriate number. When you're finished with each section, add each column and then add column totals. Then, add both section totals to get your grand total for Focus on Others.

Focus on Others

Knowing emotions in others: The ability to empathize with and recognize emotional cues in others.

**Never/
Almost
Never**

Seldom

Sometimes

Often

**Always/
Almost
Always**

1. It is important to me to know how others are feeling.	①	②	③	④	⑤
2. I stay focused and listen deeply when talking with someone who is emotional.	①	②	③	④	⑤
3. I work hard to identify and understand how others are feeling.	①	②	③	④	⑤
4. I take time to try to see the other person's perspective when we disagree.	①	②	③	④	⑤
5. I can recognize nonverbal emotional cues in others.	①	②	③	④	⑤

Column Totals: _____

Knowing Emotions in Others Total: _____

[Clear Form](#)

Focus on **Others** (cont'd)

Acting on emotions in others: The ability to adapt behaviors, reactions, and interactions based on emotional cues observed in others.

**Never/
Almost
Never**

Seldom

Sometimes

Often

**Always/
Almost
Always**

1. I know what to say when a coworker is emotional about an issue.	①	②	③	④	⑤
2. I adjust my behavior depending on whom I am interacting with and their mood.	①	②	③	④	⑤
3. I ask questions to identify or clarify how coworkers feel.	①	②	③	④	⑤
4. I share my feelings with others to build trust and rapport.	①	②	③	④	⑤
5. I make others feel respected and appreciated.	①	②	③	④	⑤

Column Totals: _____

Acting on Emotions in Others Total: _____

Grand Total for Focus on Others: _____

Clear Form

Scoring: Your Emotional Intelligence Tendencies **Insight Tool**

Focus on **Others**

▶ **Score 10–20 Head Focused**

A heavy emphasis on getting work done makes it easy to miss others' emotional dynamics. People in this category might not readily recognize or understand emotions in others and might see emotion as something that gets in the way of working.



Taking action tips

Paraphrase and pause. Paraphrasing what you think someone might be feeling and why lets the person know you “got” the message. Pausing afterward lets the person correct or confirm your summation. Then, he or she can work on solutions.

Listen deeply. When you listen deeply for clues about how a person is feeling, you start to understand situations from his or her perspective. If you don't pick up on verbal or nonverbal cues, you can ask, “What do you think about that?” Responding with empathy will keep the person's emotions from escalating.

▶ **Score 21–39 Heartbeat**

Effective leaders establish predictability and trust when responding to emotional situations. People in this category sometimes recognize emotions in others but can lose focus depending on the circumstances.



Taking action tips

Don't assume. People who don't show emotion still feel it. Don't wait for someone to express emotion; ask a question to check: “*This change throws your schedule off. How do you feel about that?*” or “*Is it disappointment you're feeling about the new structure?*” You can ask yourself such questions too.

Identify fears. If you're aware of others' reactions, but aren't taking action, it could be that you're uncomfortable addressing emotions. Practice using communication techniques that will enable you to address emotions with confidence.

► Score 40–50 **Heart Focused**

By being aware and taking action on others' emotions, you create a work environment that feels safe, and safety translates into trust! People in this category are perceptive and see the value in recognizing and understanding emotions in others.



 **Taking action tips**

Balance with work. While you understand emotional reactions, it's important to keep others accountable for getting work done. Using empathy statements effectively enables people to feel heard and to move more quickly to practical actions.

Spread the love. Look for opportunities to acknowledge both work well done and the effort that went into less successful results, regardless of your affinity for the person. To be meaningful, mention what the person did and how it had impact.