



Chamber University

Emotional Quotient



WORKBOOK

K E Y P O I N T

RECOMMENDED TO TAKE THE ATTACHED EMOTIONAL INTELLIGENCE ASSESSMENT PRIOR TO COMPLETING THIS TRAINING VIDEO.

[Online EI Assessment](#)

Emotional Intelligence Test (2019). Psychology Today. [Access here](#)

What are Emotional Intelligence Activities and Exercises?

As the name suggests, emotional intelligence activities and exercises are attempts to build, develop, and maintain one's emotional intelligence, often called EI or EQ for Emotional Quotient.

Some of the most common reasons to work on your EI include:

- Wanting to succeed in a leadership role;
- Trying to fit in with a new organization or new team;
- Attempting to branch out of your network and make new friends or contacts;
- Starting a new business and wanting to improve your customer service.

Tips for Enhancing Your Own Emotional Intelligence

If your goal is to boost your own emotional intelligence or help your clients boost their emotional intelligence, keep these seven tips in mind:

- Reflect on your own emotions;
- Ask others for perspective;
- Be observant (of your own emotions);
- Use "the pause" (e.g., taking a moment to think before speaking);
- Explore the "why" (bridge the gap by taking someone else's perspective);
- When criticized, don't take offense. Instead, ask: What can I learn?
- Practice: Make it a habit

BENEFITS



BENEFITS OF DEVELOPING EQ

Higher self-esteem...productivity-job satisfaction-customer service

Emotions...unite and connect us-moral compass-good decision making

Self-Awareness...better self-control-creativity-better communicator

Self-Regulation...recasting-meditation-manage disruptive behaviors

Motivation...set goals-develop competencies-change behavior

Empathy...better coaching skills-leadership-mentoring-understanding others

Social Skills...active listening-respect-build trust-cooperation



Activity 1: Self-Awareness

The worksheet lists 30 strengths or character traits that you might feel are strengths or areas for you to improve.

This list includes traits like:

It's hard to make changes to yourself when you aren't sure where to start! Enhancing your self-awareness will help you figure out what your strengths are, where your EQ competency levels lie, and where you should focus your self-improvement efforts.

- Creative
- Confident
- Positive
- Funny
- Curious
- Imaginative
- Hard-working



Self-Awareness Activity

Before you can make changes in yourself, you have to know what there is to work with. Becoming self-aware is about the process of understanding yourself. We all have strengths and limitations. Self-awareness can be developed and identifying your strengths and weaknesses can help with this development. Spend some time recognizing areas you need to develop and intentionally make an effort to develop or strengthen that aspect of yourself.

Choose three strengths for yourself, and three you would like to improve on. If you don't see a trait listed here, feel free to write your own! Once you've chosen traits that need improving, think about and describe how you will attempt to improve those traits.

Strengths

1. _____

2. _____

3. _____

Would like to Improve

1. _____

2. _____

3. _____

LEARNING BY APPLICATION

An illustration of an open book with a bookmark, set against a blue background with various icons like a hand, a speech bubble, and a target. The text 'LEARNING BY APPLICATION' is written in white at the top. Below it, a white horizontal line is followed by the text 'ENRICHMENT ACTIVITIES' in a smaller, italicized font.

ENRICHMENT ACTIVITIES

Recommended Reading:

Primal Leadership; Unleashing the Power of Emotional Intelligence

Goleman, Daniel: Emotional Intelligence