



**The World-Class  
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Course**



# Emotional Intelligence

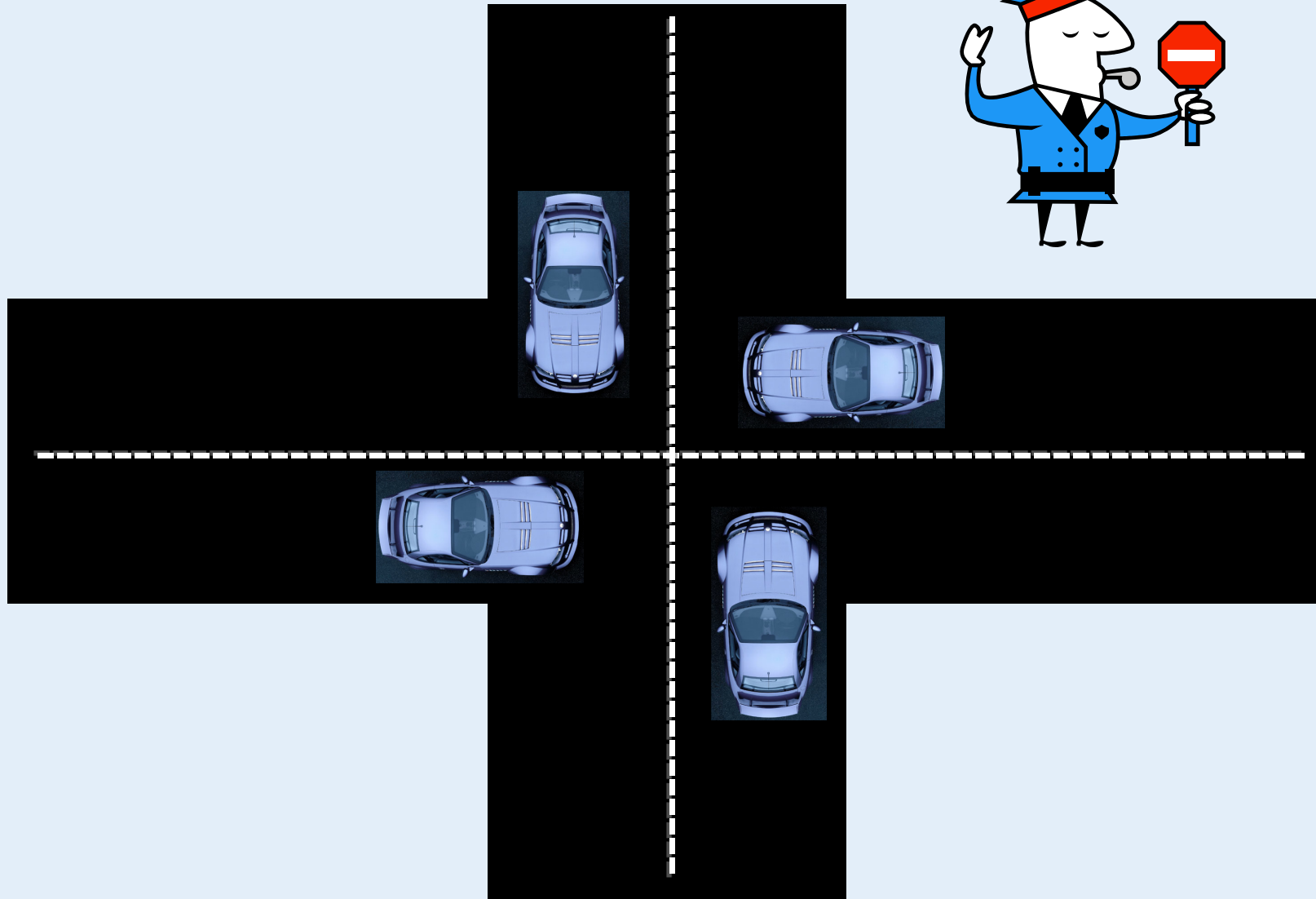
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# The Sicilian Stalemate

**Compromise and  
Interpersonal Effectiveness**

# The Sicilian Stalemate





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As a group of university graduates, the career status of valedictorians was lousy, even dismal. Large numbers were unemployed, and even larger numbers were under-employed. They were unprepared for the new, fast changing, high tech world and global economy that lay beyond the walls of their universities.

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***Beyond Counterfeit Reform: Forging an  
Authentic Future for All Learners.***

William Spady, Ph.D

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*Lives of Promise: What Becomes of High School Valedictorians: A Fourteen-year Study of Achievement and Life Choices* (Jossey Bass Social and Behavioral Science Series)

[Karen Arnold](#)

“At all levels of education, hard work, perseverance, and focus, as opposed to natural ability, are the most important factors for academic success.”



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# What EQ is NOT!

1. It is **not** being nice
2. It is **not** gregariousness
3. It is **not** about giving free rein to feelings
4. It is **not** something that most women have most men don't



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# **The Wechsler Intelligence Test**

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**Which one of the five choices makes  
the best comparison?**

**LIVE is to EVIL as 5232 is to:**

- a) 2523
- b) 3252
- c) 2325
- d) 3225
- e) 5223





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**Which one of the five choices makes  
the best comparison?**

**LIVE is to EVIL as 5232 is to:**




- a) 2523
- b) 3252
- c) 2325**
- d) 3225
- e) 5223



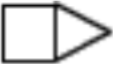




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**Which one of the five designs makes  
the best comparison?**

 is to  as  is to:

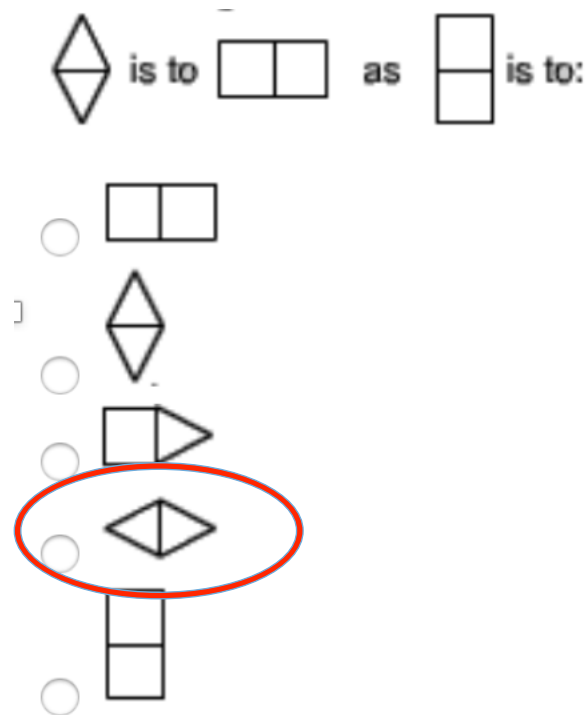
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**Which one of the five designs makes  
the best comparison?**





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# **Peter Salovey**

## **and**

# **John Mayer**

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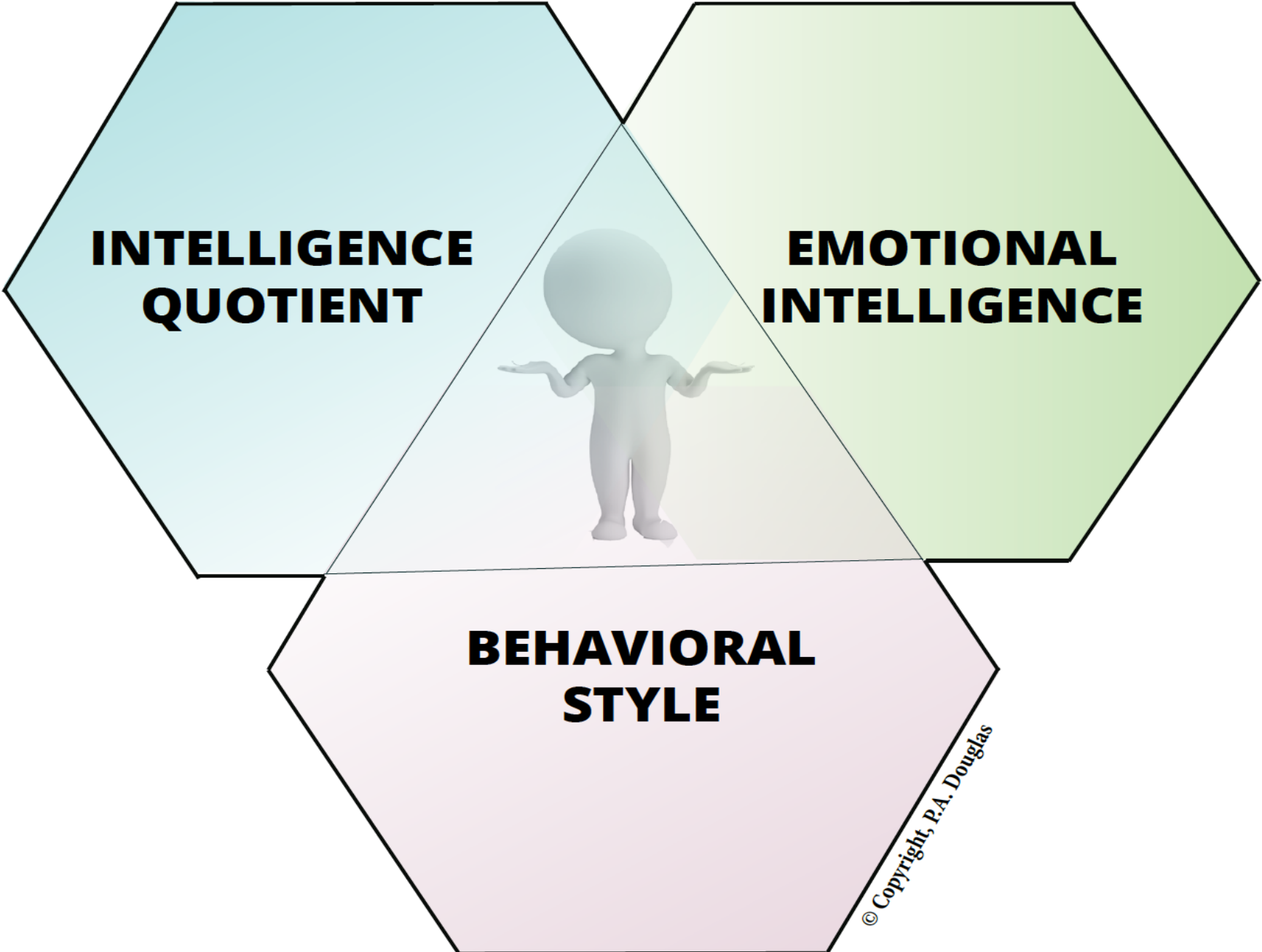


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## EMOTIONAL INTELLIGENCE

	SELF	OTHERS
RECOGNITION	<p><b>Self-Awareness</b></p> <ul style="list-style-type: none"><li>• <u>Self-Confidence</u></li><li>• Awareness of your emotional state</li><li>• Accurate self-assessment</li><li>• Awareness of how others influence your emotional state</li><li>• Awareness of how your behaviors impact others</li></ul>	<p><b>Social-Awareness</b></p> <ul style="list-style-type: none"><li>• <u>Empathy</u></li><li>• Caring about what others are going through</li><li>• Hearing what the other person is really saying</li><li>• Organizational and political awareness</li></ul>
APPLICATION	<p><b>Self-Management</b></p> <ul style="list-style-type: none"><li>• <u>Self-Control</u></li><li>• Getting along well with others</li><li>• Managing Conflict</li><li>• Initiative</li><li>• Drive and motivation</li><li>• Conscientiousness</li><li>• Adaptability</li></ul>	<p><b>Social Skills</b></p> <ul style="list-style-type: none"><li>• <u>Influence</u></li><li>• Inspirational leadership</li><li>• Building trust bonds</li><li>• Team-work and collaboration</li><li>• Clearly expressing yourself</li><li>• Utilizing your sensitivity to others' feelings to manage social interactions</li></ul>



**INTELLIGENCE  
QUOTIENT**

**EMOTIONAL  
INTELLIGENCE**

**BEHAVIORAL  
STYLE**

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## QUESTIONS

**SELF-AWARENESS**

**1 - 10**

**SOCIAL-AWARENESS**

**11 - 19**

**SELF-MANAGEMENT**

**20 - 29**

**SOCIAL SKILLS**

**30 - 40**

**EQ QUOTIENT**

**1 - 40**



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## EVALUATION



### 130 - 160 OUTSTANDING ABILITY

Impressive! Your score is well above the norm and indicates that you have extremely good emotional intelligence. This high score may reflect a natural ability to interact with others, or may be a result of efforts on your part to develop these skills. Your score puts you in the upper echelons of emotional intelligence.



### 110 - 129 A STRENGTH TO BUILD ON

Your score is above average. You may not have scored above average in each of the components of emotional intelligence however, you may wish to look at those areas where you could build on your above average skills.



### 80 - 109 AVERAGE ABILITY

Your score is average. In some of the components of emotional intelligence you are doing very well, however, in other areas you are below average. You may wish to identify for improvement those components of emotional intelligence where you scored the lowest.



### 40 - 79 SUBPAR ABILITY

Your score is below average and you have some work to do. You may however respond in an emotionally intelligent way in some situations. Don't worry however, emotional intelligence is a learnable skill. You may wish to identify for improvement those components of emotional intelligence where you scored the lowest.



### 0 - 39 WORK IS NEEDED

Your score is far below average. It is likely that your poor emotional intelligence skills are limiting your effectiveness. But don't worry, the research shows that people can improve their emotional intelligence abilities with practice. By improving your abilities in each of the component areas, you will witness a great improvement in your relationships.





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# TRUST

- 1. Contingency**
- 2. Predictability**
- 3. Alternative Options**



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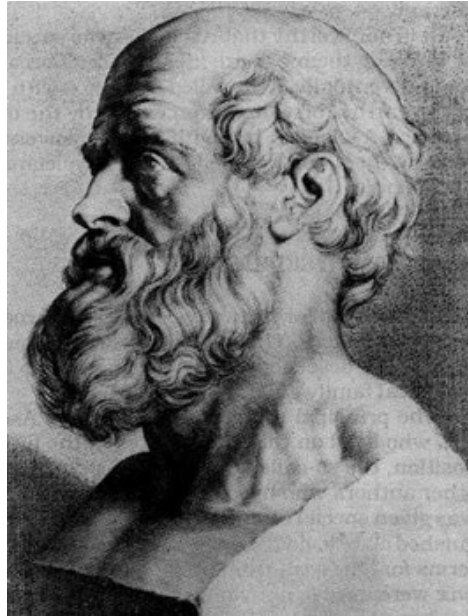


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# Hippocrates

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# Carl Jung



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- 1. Rational Thinker**
- 2. Feeler**
- 3. Sensate**
- 4. Intuitive**

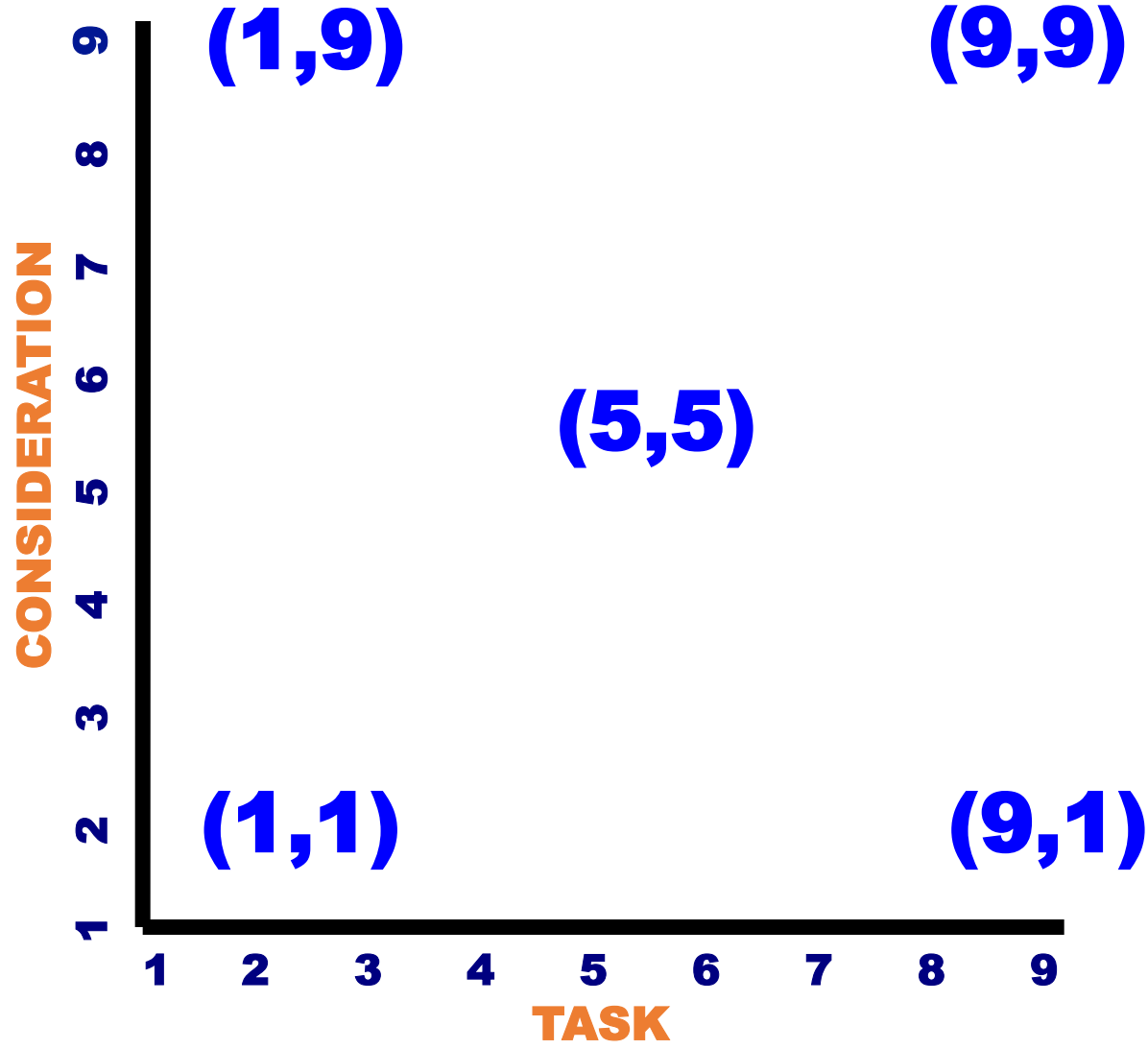
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# ASSERTIVENESS

**Handshake**  
**Fast Paced**  
**Direct Eye Contact**  
**Risk Taking**  
**Voice Intonation**  
**Decisiveness**  
**Loud, Emphatic Statements**  
**Strong Opinions**  
**Leans Into Conversation**  
**Initiator Of Conversations**  
**Confident**  
**Confrontive**  
**Makes a Powerful First Impression**



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# EXPRESSIVENESS

- Animated Facial Expression**
- Use of Gestures**
- Appears More Playful**
- Informal Dress Code**
- Shows Feelings**
- Comfortable With Small Talk**
- Decisions Influenced By Feelings**
- Personable And Open**
- Less Structured In The Use Of Time**
- Supervises In A Personal Manner**
- Seeks Contact With Others**
- Is Feelings Oriented**



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**EXPRESSIVE**

**Supporter**

**Dreamer**

**NON-ASSERTIVE**

**ASSERTIVE**

**Thinker**

**Commander**

**NON-EXPRESSIVE**





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- 1. Spontaneous**
- 2. Outgoing, Fun-loving**
- 3. Enthusiastic**
- 4. Generalize - Not detail oriented**
- 5. Exaggerate**
- 6. Seek involvement**
- 7. Dislike being alone**
- 8. Works quickly - high energy**
- 9. Anecdotal**
- 10. Seeks self-esteem and a sense of belonging**
- 11. Greatest skill:**





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**Greatest Skill**



**PERSUASIVENESS**

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# Their Intent



# Get Appreciation



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- 1. Cooperative**
- 2. Slow in action and decision**
- 3. Dislikes and avoids conflict**
- 4. Seeks close personal relationships**
- 5. Patient, diplomatic, loyal & dependable**
- 6. Highly supportive of others**
- 7. Weak at goal setting and self direction**
- 8. Seeks security and belonging**
- 9. Greatest skill: \_\_\_\_\_**





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**Greatest Skill**



**LISTENING**



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**Their Intent**



**GET ALONG**



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- 1. Cautious in actions & decisions**
- 2. Seeks organization & structure**
- 3. Logical & systematic**
- 4. Dislikes involvement with people**
- 5. Prefers objective, task-oriented work**
- 6. Fact oriented - Questioning**
- 7. Seeks security & self-realization**
- 8. Greatest skill: \_\_\_\_\_**



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**Greatest Skill**



**Problem Solving**

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# Their Intent



# Get It Right



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- 1. Strong and independent**
- 2. Firm in action and decisions**
- 3. Seeks control**
- 4. Pragmatic and efficient**
- 5. Low tolerance for the feelings of others**
- 6. Works quickly, decisively, impressively - ALONE**
- 7. Seeks esteem and self-realization**
- 8. Greatest skill: \_\_\_\_\_**





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**Greatest Skill**

**Commander**

**Administrative**

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# Their Intent



# Get It Done