

## ASSESSING YOUR SOCIAL-AWARENESS EQ CHECKLIST

This checklist provides you with a quick and easy way to assess this particular aspect of emotional intelligence, (your EQ). To develop your EQ you need to know your current level of its two components personal and social competence and how it compares to that required of your role.

*Personal Competence – self-awareness and self-management*

*Social Competence – social awareness and relationship management*

Once you have this identified your current level of each competency and you can decide the best way you can achieve the level you require for your current or a future role. The 'high level' descriptions used in this checklist may need to be adjusted to suit the unique attributes of your role and organization.

To assess your level of social awareness aspect of your EQ 'social' competencies you need to expand your awareness to include the emotions of those people around you and not just your own emotions. Your ability to be socially aware of other emotions requires you to demonstrate the following competencies:

- Empathy
- Organizational Awareness
- Service Orientation

Before filling in this checklist think of two or three different events that you can use to assess your competency level of social awareness. Then using these events answer each question or statement and assign a level of competency.

### Empathy

	POOR	OK	GOOD	EXCEL
<p>I am able to understand other's feelings and re-experience them.</p> <p>Are you able to actively listen to what others say?</p> <ul style="list-style-type: none"> <li>- Do you hear their words &amp; meaning?</li> <li>- Can you read their non-verbal signals?</li> <li>- Are you able to detect miss-matches?</li> </ul> <p>I can demonstrate that I understand and appreciate the views or issues another person expresses.</p> <p>Can you remain focused on attaining the goal or task without generating conflict?</p> <p>Do you understand where emotional boundaries start &amp; end?</p>				

## Organizational Awareness

	POOR	OK	GOOD	EXCEL
<p>Are you able to accurately read the current of emotions and political realities in groups?</p> <p>Do you understand the rationale behind your organization's culture?</p> <p>Are you aware &amp; comprehend the logic behind the structure of your organization?</p> <p>I know how to formally get things done within the organization.</p> <p>I am aware and use informal processes &amp; procedures to successfully perform tasks.</p> <p>I understand the culture, structure &amp; 'politics' of:</p> <ul style="list-style-type: none"> <li>- Client organizations</li> <li>- Vendor organizations</li> </ul> <p>Do you always act with the client's best interest in mind?</p>				

## Service Orientation

	POOR	OK	GOOD	EXCEL
<p>To help develop others I build on the empathy I have with them to aid in this process.</p> <p>Through my empathy with others I help to aid their satisfaction at work.</p> <p>Are you able through the careful application of your questioning skills to identify issues that are affecting an individual's performance?</p> <p>Can you identify ways to challenge and improve the level &amp; quality of a person's productivity?</p> <p>Are you able to observe behaviors and attitudes in others that indicate dissatisfaction?</p> <p>I seek ways to adapt situations so that they provide an opportunity to improve an individual's productivity and satisfaction in the workplace.</p>				

**NOTE:** The 'high level' descriptions used in this checklist may need to be adjusted to suit the unique attributes of your role and organization.