

# Tool

## Emotional Intelligence | Final Assignment Tool

Please review the instructions in the Final Assignment document and complete this tool in its entirety.

### 1) Assess your emotional intelligence

Please download the 'Emotional Assessment Questionnaire' from the resources section and complete the assessment. Look at your results and in the table below write down the elements that you're good at and what you need to work on. Make sure to identify two actions you can take immediately to strengthen your emotional intelligence

	Area of focus (e.g. self-awareness, self-management, social-awareness, relationship management)	Specific attributes that stand out (e.g. to be a better listener, to learn how to influence others, to resolve conflicts amicably, to better deal with other people's emotions)
<b>Strengths</b>		
<b>Areas of improvement</b>		
<b>Action plan:</b>  1)  2)		

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## 2) Empathetic listening

The ability to empathise and being sensitive to the emotional needs of others is a key element of emotional intelligence. In the table below, describe what you need to do to become a more empathetic listener so that you can understand the feelings, emotions and perspectives of the people you work with.

Steps to build my empathetic skills
1)
2)
3)
4)
5)

## 3) Giving feedback and managing difficult conversations

Think of a constructive feedback conversation that you need to have with a colleague or direct report. In the table below, write down what you'll say when explaining what happened and anticipate their responses and emotions that might be triggered. **Use the Situation- Behaviour-Impact (SBI) framework to help you plan how you'll approach the conversation objectively.**

What happened from your perspective?	What might think happened (their perspective)?	Situation- Describe the feedback that you need to give objectively
What are you feeling?	How might they be feeling?	Behaviour- What's the objective observed behaviour?
How do you feel yourself (your identity) being judged / attacked?	How they might feel their identity is being questioned / judged?	Impact- What's the impact of their behaviour on you?
Action plan- co-create the solution:		

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## 4) Building trust

In the table below, write down the steps you'll take to become more trustworthy – how you'll enhance your predictability and vulnerability. Then in the second section, write down the steps you'll take to build trust with your team by identifying any causes of low trust.

Steps to improve my:	
Predictability	1) 2) 3)
Vulnerability	1) 2) 3)
Steps to improve trust within my team	
1) 2) 3) 4) 5)	

## 5) Report

Please take a moment to reflect on your learning journey. This is a very important process to make sure you put in to practice what you've learnt to see real impact in your life and in your work. Answer these 3 questions to help you reflect on your learning journey.

Which aspects of emotional intelligence do you feel have improved after taking this course?

Which 2 new practices, behaviours or mindsets will you be adapting in your daily life to continue to be sensitive to others and build better relations with people?

What else do you need to do to enhance your emotional intelligence?

