



# CONESTOGA

Connect Life and Learning

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<b>Deliverable:</b>	Reflection Assignment 2
<b>Course Name:</b>	MGMT8761-24F-Sec17-IT Environmental Planning
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<b>Rules:</b>	<ul style="list-style-type: none"><li>• Individual.</li><li>• Cheating is not allowed.</li><li>• Plagiarism counts as cheating!</li><li>• That FAILURE to submit work in the course can result in a grade of 'F' or 'I' for failure to complete the course!</li></ul>

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INSTRUCTIONS: As discussed in class, Emotional Intelligence (EQ) can help us understand how some people are better at leading than others even if they have the same training. In this reflection you are required to take an EQ test and create a plan to improve your own EQ.

TO DO: Complete the self assessment at:

<https://globalleadershipfoundation.com/geit/eitest.html>

The link is also available under Content - Module 6 – Additional Resources

## Introduction: Define Emotional Intelligence & it's common use in organizations today

1. Introduction: Define Emotional Intelligence & it's common use in organizations today. Your answer should include clear connections to the course material, cited and referenced, including an explanation of the 4 components of EQ and how they relate to each other to provide an overall score. Proper citations and references per APA are required. (5 marks)

"Emotional Intelligence can be defined as a type of social intelligence that entails the capacity to observe on, distinguish between, and utilize one's own and other people's sentiments and emotions as guidance for thought and behavior." (Conestoga College, MGMT 8761 Module 6 Responsible Leadership with Notes, Slide 28)

### "4 Components

Self Awareness: How conscious and precise are you when evaluating your own actions?

Self Management: The capability to regulate your own feelings or emotions.

Social Awareness: Capability to recognize and address the needs of others

Relationship Management: Recognizing your own feelings and those of others can help you handle circumstances." (Conestoga College, MGMT 8761 Module 6 Responsible Leadership with Notes, Slide 29)

### **Self-Awareness.**

Accurate self-assessment, which involves giving a realistic assessment of one's strengths and limitations; emotional self-awareness, which involves reading and understanding one's emotions as well as recognizing their impact on relationships and work performance; and self-confidence, which is defined as having a strong and positive sense of one's own worth. Critical reflection is a foundational and essential skill in many areas.

### **Self-Management**

Self-control is the capacity to restrain one's impulsive behaviors and disruptive emotions. The capacity to manage oneself and one's obligations while keeping standards of integrity and honesty is known as transparency. Being adaptable means having the capacity to adjust with the times and get beyond challenges. The motivation to reach internal quality standards is known as achievement orientation. Being proactive means being ready to act when chances present themselves.

### **Social Awareness**

Three competencies make up social awareness: service orientation, which is identifying and attending to

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the needs of customers; organizational awareness, which is the capacity to read the currents of organizational life, form decision networks, and navigate politics; and empathy, which is the comprehension of others and the active interest in their concerns. the flexible, goal-oriented kind.

### Relationship Management

Seven competencies make up the Social cluster of Relationship Management: visionary leadership, which is the capacity to motivate and inspire both individuals and groups; developing others, which is the tendency to bolster and support others' abilities through feedback and guidance; influence, which is the capacity to exercise a wide range of persuasive strategies with integrity, including listening and communicating intelligibly and clearly; change catalyst, which is the capacity to spark new ideas and steer people toward new directions; conflict management, which is the capacity to settle disputes and work cooperatively to develop solutions; building bonds, which is the act of establishing and maintaining relationships with others; and teamwork and collaboration, which is the aptitude to foster cooperation and the formation of teams.

### Assessment Score

2. Assessment Score: Attach screen shot or post your score. Be sure to indicate your score for all of the 4 components. For this test the maximum score you can obtain for each quadrant is 10. (1 mark)

The screenshot shows a web browser window displaying the 'Global Leadership Foundation' website. The page title is 'The Global EI Test Results (Version 1.0)'. The test date is 'Sun Oct 20 00 41 09 2024'. The page contains a table with the following scores:

Self-Awareness	Self-Management	Social-Awareness	Relationship Management
7	9	6	3

Below the table, there is a section for 'EI Quadrant Descriptors' with a description for Self-Awareness:

**Self-Awareness.**  
**Description.** The core of Emotional Intelligence is self-awareness. Self-awareness is comprised of three competencies, emotional self-awareness, where you are able to read and understand your emotions as well as recognise their impact on work performance and relationships, accurate self-assessment, where you are able to give a realistic evaluation of your strengths and limitations, and self-confidence, where you have a positive and strong sense of one's self-worth. The starting point and key in these areas is the ability to be critically self-reflective.

### Explanation of Result

3. Explanation of your results including:

a. Using your own words supported with external resources, cited and referenced, provide a general description of your results. (3 marks)

### **“Self-Awareness. (7/10)**

Emotional intelligence is started with self-awareness. It entails being aware of, comprehending, and able to communicate our feelings to others as well as ourselves. We may successfully regulate our lives in accordance with our emotional states if we are aware of our feelings. As a result, we are better equipped to evaluate our ideals, capabilities, and shortcomings. It's important to become self-aware since it enables us to see our shortcomings and make positive use of our feelings.

### **Self-Management (9/10)**

*Self-management comes next, following self-awareness as a means of comprehending our emotions. This includes managing our emotions and making adjustments to our environment. My can direct our emotions toward constructive deeds and responses by learning to successfully control them. This ability entails using strategies to keep a good emotional balance, including stress reduction, emotional control, and mindfulness. We grow more tenacious and equipped to face obstacles and disappointments as we improve our self-management skills.*

### **Social Awareness (6/10)**

*Being socially aware is having the ability to recognize, understand, and react to other people's feelings. This ability enables one to understand other people's viewpoints and establish more meaningful, deeper connections. Through social awareness training, I may adjust my interactions to the emotional states of others around us and negotiate a variety of social situations. This thereby promotes a positive atmosphere and effective cooperation and communication.*

### **Relationship management (3/10)**

To establish and maintain healthy relationships, we must put our skills in self-awareness, social awareness, and self-management to use. We can more successfully promote cooperation, teamwork, and conflict resolution by altering our behavior and words when we are aware of and sensitive to the emotions of others around us. Establishing strong, enduring relationships on a personal and professional level through relationship management mastery eventually boosts our achievement and sense of fulfillment in life.” (What Are the Four Steps of Emotional Intelligence: A Concise Guide - Evolved Metrics, n.d.)

## **Identify & explain at least 2 benefits of score**

b. Identify & explain at least 2 benefits of your score for leading others, supported with specific references to course concepts . (4 marks)

### **1. Self-Management (Score of 9) - Emotional Control and Adaptability**

- “1. Stress management: recognize, foresee, and successfully handle personal and professional stressors
- 2. Self-regulation: the ability to settle oneself in the presence of others or on one's own
- 3. Managing annoyance and fury: expressing annoyance and fury in a constructive way while being aware of how these feelings affect other people
- 4. Making decisions under pressure: When making judgments under pressure, exhibit consideration, self-control, and self-discipline.

Your ability to control your emotions can help you respond to stressors more effectively. Strengths in this area include:

being composed, level-headed, even-tempered;

being effective even in extremely stressful personal or professional situations;  
being composed under pressure;  
being able to recover quickly and easily from trying circumstances;  
being respectful of others in all circumstances;  
being able to control intense emotions like frustration, annoyance, and anger;  
being thoughtful decision makers;  
being effective and controlled in demanding situations;" (*Self-management for Emotional Intelligence - Workplace Strategies for Mental Health*, n.d.)

## **2. Moderate Self-Awareness (Score of 7) - Realistic Self-Assessment and Personal Growth**

"By empowering leaders to recognize their cognitive processes, prejudices, and emotional triggers, it improves their ability to make decisions and other external core skills.

Leaders who are conscious of their own emotions and behaviors are more equipped to understand and manage the emotions and behaviors of individuals within their team.

Team members feel appreciated and understood in a supportive work atmosphere that is created by this empathic approach.

These leaders foster candid dialogue and constructive criticism, enhancing team trust and cooperation.

List of benefits: Successful Leaders Know Their Strengths and Weaknesses, Financial Performance, Improved Decision-Making, Leadership Maturity, Solid Personal and Professional Relationships, Defined and Healthier Personal Boundaries, Foundation for Personal and Professional Goals, Better Communication Skills, Higher Overall Effectiveness, Reduced Likelihood of Unethical Behavior."  
(Mattone, 2024)

## **Identify & explain at least 2 challenges of Score**

c. Identify & explain at least 2 challenges of your score for leading others also cited and referenced, supported with specific references to course concepts. (4 marks)

### **1. Low Relationship Management (Score of 3) – Difficulty in Building and Maintaining Strong Relationships**

"Relationship management is the ability to mentor, coach and resolve issues with others through an effective and supportive process. Relationship management is not a system to avoid disagreement or conflict, it is doing the work prior to the conflict that allows team members to openly share their opinions and thoughts. Having a constructive disagreement eventually leads to the creation of a shared action plan, through trust and value. Relationship management is the most complex of emotional intelligence because it requires the leader to have flexibility in how relationships are developed and how those in the relationships are valued." (Author, 2024)

"**Poor listening and communication skills** are having a bad internet connection in that they prevent you from connecting with others and from posting on social media.

**Having few or no friends and finding it difficult to keep up** a connection during a video conversation is similar to having poor Wi-Fi. **Saying the wrong thing at the wrong moment** can lead to confusion and unpleasant situations."

### **2. Moderate Social Awareness (Score of 6) – Limited Empathy and Understanding of Group Dynamics**

- **Having trouble understanding and empathizing with others;** it can be as difficult as trying to see through emotional blinders and relate to what other people are going through.
- **Having trouble understanding social circumstances;** it's like being the only one at a party; this makes it difficult to react to people in a way that they can relate to and find meaningful.
- **Having trouble articulating emotions in a way that other people can understand;** it's like attempting to play the piano without knowing where to put your fingers.” (*The Dangers of Low Social and Emotional Intelligence!* – Rudder4Life, 2024)

## Improving EQ

### 4. Improving EQ:

a. Using external resources research the possibility of improving EQ. Cite and reference your sources to support your opinions. Be sure to explain in detail what steps your research suggests to improve EQ. (4 marks)

#### “Self-management

You need to be able to use your emotions to guide wise behavioral judgments if you want to use your EQ. Excessive stress might make it difficult for you to regulate your emotions and make deliberate, suitable decisions.

Consider a moment when you were unable to handle your tension. Was it simple to reason or come to a clear decision? Most likely not. Your capacity to think clearly and recognize emotions, both in yourself and others, is weakened when you experience excessive stress.

Though emotions are valuable tools for understanding both yourself and other people, they may also cause us to lose control of ourselves when faced with stress or situations that push us beyond our comfort zones. You can learn to take in distressing information without allowing it to take over your thoughts and composure if you have the skill to control your stress and remain emotionally present. You'll be able to make decisions that give you the power to restrain impulsive thoughts and actions, effectively process and deal with your emotions, exercise initiative, keep your word when you make plans, and adjust to evolving situations.

#### Self-awareness

You must rediscover, embrace, and learn to be at ease with your primary emotions if you want to increase your emotional intelligence quotient (EQ) and achieve emotional wellness. By engaging in mindfulness practices, you can do this.

The deliberate practice of concentrating your attention on the here and now, without passing judgment, is known as mindfulness. Although Buddhism is the source of mindfulness training, other religions practice some form of comparable prayer or meditation. With the use of mindfulness, you may change your focus from being lost in thinking to appreciating the present, your bodily and emotional experiences, and gaining a broader outlook on life. Being mindful helps you to focus and become more at ease, which increases your self-awareness.

#### Social Awareness

It is necessary to acknowledge the role that mindfulness plays in social interactions. After all, when you're lost in your own thoughts, focusing on something else, or just nodding off on your phone, it's difficult to notice small nonverbal clues. Being socially conscious is being present in the moment. Even while many of us take great satisfaction in our ability to multitask, doing so means you'll miss the minute emotional changes in other people that contribute to a deeper understanding of them.

- In fact, concentrating on the contact itself and putting other ideas aside will increase your chances of achieving your social objectives.
- It takes a give-and-take process to follow the trajectory of someone else's emotional reactions; you must also be aware of how your own emotional experience is changing.
- Being conscious of other people doesn't make you less aware of yourself. You may truly learn about your own emotional state, values, and beliefs by taking the time and making the effort to truly pay attention to others. For instance, you will have discovered something significant about yourself if you find it uncomfortable to hear other people voice particular opinions.

### Relationship Management

Recognize the ways in which you communicate nonverbally. Nonverbal cues regarding your thoughts and feelings are impossible to avoid communicating to other people. The numerous facial muscles, particularly those surrounding the eyes, nose, lips, and forehead, enable you to both interpret the emotional intent of others and express your own feelings without using words. The affective portion of your brain is constantly active, and others won't disregard its signals if you don't. Improving your relationships can be greatly aided by being aware of the nonverbal cues you give off.

For stress relief, play and laugh. Stress naturally counteracts with humor, laughing, and play. They keep things in perspective and lighten your load.

Acknowledge disagreement as a chance to deepen relationships with people. Human relationships will inevitably lead to conflict and dispute. The needs, beliefs, and expectations of two people cannot reasonably coincide all the time. That need not be a negative thing, though. Trust can be increased when disagreements are resolved in positive, healthy ways. Relationship freedom, creativity, and safety are enhanced when disagreement is not interpreted as frightening or punitive." (Segal et al., 2024)

b. Outline your own plan for improving your EQ to become a more effective leader. Your plan should include both concepts and specific actions you will take to improve your own leadership skills as defined in the course. (4 marks)

#### **1. Self-Awareness**

I'll think on my feelings, how I felt during the day, and what brought on those feelings for ten minutes every day. I'm going to keep a notebook of these reflections to help me identify patterns and circumstances where my emotions influence the choices I make as a leader.

I want to get input from my manager, my team, and my coworkers so that I may better understand how other people see my emotions and actions at work. I'll evaluate and address my blind spots using the feedback provided. I'll take a few minutes to check in with myself before important meetings or demanding circumstances. I'll be more poised and emotionally aware when I enter significant interactions thanks to this



**Improvement:**

This will increase me to make wiser choices, better manage my emotions, and lead with confidence and clarity when things become tough.

**2. Self-Management**

I'll practice stopping to take a deep breath before reacting in challenging circumstances. This will allow me time to assess my emotional response and select a more positive one.

I'm going to incorporate stress-reduction techniques like exercise and mindfulness meditation into my everyday schedule. This will enable me to handle tension at work more skillfully and guarantee that I react coolly to obstacles.

I'm going to create goals for myself in terms of controlling my emotions, like being composed in the face of disagreement or restraining my emotions. Peer and self-reflection comments will be used to gauge my progress.

**Improvement:**

I will be able to control my emotions better, handle pressure with grace, and keep my cool under pressure without negatively impacting my team. Maintaining composure and concentration will enable me to contribute to a steady and effective work atmosphere.

**3. Social Awareness**

I will pay close attention to people throughout conversations, seek clarification when necessary, and try not to interrupt others as order to improve my listening abilities. Using both verbal and nonverbal clues, I will try to ascertain their emotional states.

I'll use empathy-building techniques by placing myself in my teammates' position and visualizing their possible reactions to certain scenarios. I'm going to keep doing this to help me become a better emotional communicator.

I'll take part in webinars or courses focusing on developing empathy and EQ that will help me better understand emotional cues in various social dynamics and enhance my interpersonal abilities.

**Improvement:**

My ability to empathize with my team members will increase, which will strengthen our bonds and facilitate better communication and dispute resolution. Additionally, as a leader, it will make me more empathetic and adaptable.

**4. Relationship Management**

I'm going to communicate with my team in an honest, straightforward, and productive manner.

Providing constructive, non-confrontational comments and cultivating an environment of transparency and trust are components of this.

I want to take part in conflict resolution training to improve my ability to manage and resolve interpersonal conflicts on the team. This will enable me to address issues early on and prevent them from getting worse.

In order to strengthen bonds and increase cooperation among the team, I'll plan frequent team-building exercises. These exercises will promote improved interpersonal dynamics and help to build trust.

**Improvement:**

This will enable me to establish more robust and trustworthy ties with my team. This will boost loyalty, improve teamwork, and facilitate resolving disputes and obstacles. I'll be able to foster a more motivated and cooperative work atmosphere as a consequence.

## Reference

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