

# Relationship Management and EQ Checklist

This checklist is an easy way to assess your personal emotional intelligence (EQ) in eight areas of relationship management. The assessment will allow you to compare your personal and social competencies with those needed for your current or future roles. The eight areas identified to operate at a high level of relationship management are:

- Influence
- Leadership
- Developing Others
- Communications
- Change Agent
- Conflict Management
- Building Bonds
- Teamwork and Collaboration

In addition to evaluating your own perspectives, this can also be used to generate conversation and discussion with your team or to solicit feedback on your own relationship management skills. In advance of assessing your competencies, think of a few situations or events to use as the basis of your evaluation.

| INFLUENCE  |      |    |      |           |
|--|------|----|------|-----------|
|  | Poor | OK | Good | Excellent |
| How well are you able to win-over and persuade others? |      |    |      |           |
| Can you build consensus through persuasion?            |      |    |      |           |
| Do you present a clear case to others?                 |      |    |      |           |
| Do you offer support to others?                        |      |    |      |           |
| Do you easily gain support from others?                |      |    |      |           |
| Do you consider yourself trustworthy?                  |      |    |      |           |
| Do others consider you trustworthy?                    |      |    |      |           |

| LEADERSHIP  |      |    |      |           |
|---|------|----|------|-----------|
|   | Poor | OK | Good | Excellent |
| Are others willing to follow your lead?                                 |      |    |      |           |
| Do others want to work with you to achieve goals?                       |      |    |      |           |
| Do you lead by the example you display?                                 |      |    |      |           |
| Can and do you inspire others to reach goals?                           |      |    |      |           |
| Do you inspire others to accept and work toward a shared vision?        |      |    |      |           |
| Do you delegate effectively and hold others accountable?                |      |    |      |           |
| DEVELOPING OTHERS   |      |    |      |           |
|   | Poor | OK | Good | Excellent |
| Can you observe when a team member needs to be challenged?              |      |    |      |           |
| Can and do you provide opportunities to develop team members?           |      |    |      |           |
| Do you recognize and reward individual accomplishments?                 |      |    |      |           |
| Are you able to identify and develop an individual's strengths?         |      |    |      |           |
| Do you regularly challenge and offer new opportunities to team members? |      |    |      |           |
| Do you provide effective feedback to support individual development?    |      |    |      |           |

| COMMUNICATIONS  |      |    |      |           |
|---|------|----|------|-----------|
|   | Poor | OK | Good | Excellent |
| <p>Would you describe your communications as:</p> <ul style="list-style-type: none"> <li>• Persuasive?</li> <li>• Well-Presented?</li> <li>• Objective?</li> </ul> <p>Can you adapt your reaction to emotional elements of an exchange easily?</p> <p>Do you remain focused on attaining goals by acknowledging others' views?</p> <p>Can you demonstrate empathy with the views or opinions of others?</p> <p>Are you able to express your appreciation for another's view or challenge?</p> |      |    |      |           |
| CHANGE AGENT  |      |    |      |           |
|   | Poor | OK | Good | Excellent |
| <p>Do you seek out new ideas or approaches to achieve a common goal?</p> <p>Do you promote an environment that values new ideas or innovative approaches?</p> <p>Do you encourage others or like to challenge established ways of doing business?</p> <p>Can you recognize barriers to change?</p> <p>Are you likely to seek resolutions until a barrier is eliminated?</p> <p>Would you say you act as a champion for change?<br/>Would others agree?</p>                                    |      |    |      |           |

| CONFLICT MANAGEMENT  |      |    |      |           |
|--|------|----|------|-----------|
|  | Poor | OK | Good | Excellent |
| Are you able to recognize different areas of conflict?   |      |    |      |           |
| Can you engage in situations to prevent conflict proactively?  |      |    |      |           |
| Do you generally manage conflict to positive resolutions?  |      |    |      |           |
| Do you have the ability to meet potential or actual conflict from a place of strength and knowledge? |      |    |      |           |
| Are you able to read underlying emotions within a group setting?                                     |      |    |      |           |
| When in a conflict situation, can you generally retain:  |      |    |      |           |
| Open-mindedness?   |      |    |      |           |
| Willingness to embrace alternate perspectives?   |      |    |      |           |
| Push through to a satisfactory resolution?   |      |    |      |           |

| BUILDING BONDS   |      |    |      |           |
|--|------|----|------|-----------|
|  | Poor | OK | Good | Excellent |
| <p>Do you have the ability to build a wide range of mutually beneficial relationships?</p> <p>Would you describe yourself as widely respected?</p> <p>Do you consider yourself generally liked by:</p> <ul style="list-style-type: none"> <li>• Colleagues?</li> <li>• Co-Workers?</li> <li>• Peers?</li> </ul> <p>Have you cultivated a personal network that includes colleagues, industry professionals, company contacts, and friends?</p> <p>Are you someone who typically reaches out to keep others informed of relevant events, activities, or news?</p> |      |    |      |           |
| TEAMWORK & COLLABORATION   |      |    |      |           |
|  | Poor | OK | Good | Excellent |
| <p>Do you have a natural aptitude for creating high-functioning teams?</p> <p>Do you ensure tasks, deliverables, or objectives are clearly defined?</p> <p>Do you ensure tasks, deliverables, or objectives are clearly communicated and understood by the team?</p> <p>Is your behavior seen as a model for others and adopted as a good practice or approach?</p> <p>Are you able to show others that you appreciate and value all contributions?</p>  |      |    |      |           |