

Empathy and emotional intelligence are two concepts that are closely related and often used interchangeably. However, they are not the same thing. While emotional intelligence refers to the ability to identify, understand, and manage one's own emotions and the emotions of others, empathy specifically refers to the ability to understand and share the feelings of another person. Let's take a closer look at these concepts and their relationship to each other.

What is Emotional Intelligence?

Emotional intelligence, or EQ, is a term that was popularized by psychologist Daniel Goleman in his 1995 book "Emotional Intelligence." Goleman defined emotional intelligence as the ability to recognize, understand, and manage our own emotions, as well as the emotions of others.

There are several key components of emotional intelligence, including self-awareness, self-regulation, motivation, empathy, and social skills. People with high EQ are able to recognize their own emotions and the impact they have on others. They are also able to regulate their emotions in a healthy way, rather than letting their feelings control their behavior. They are motivated to achieve their goals and have a strong sense of purpose. Additionally, they are able to understand and empathize with the emotions of others, and they have strong social skills that enable them to build and maintain positive relationships.

What is Empathy?

Empathy is the ability to understand and share the feelings of another person. It involves putting yourself in someone else's shoes and seeing things from their perspective. Empathy allows us to connect with others on a deeper level, to feel their pain or joy, and to respond in a way that is appropriate and helpful.

There are three types of empathy: cognitive empathy, emotional empathy, and compassionate empathy. Cognitive empathy involves understanding someone's perspective and thoughts. Emotional empathy involves feeling someone's emotions along with them. Compassionate empathy involves feeling someone's emotions and being motivated to take action to help them.

Empathy is an important aspect of emotional intelligence, but it is not the only component. Emotional intelligence also includes self-awareness, self-regulation, motivation, and social skills. However, empathy is a crucial component of building and maintaining positive relationships.

The Connection Between Empathy and Emotional Intelligence

Empathy and emotional intelligence are closely related. People with high emotional intelligence are often empathetic, as they are able to understand and share the emotions of others. Additionally, empathy is a key component of social skills, which are an important aspect of emotional intelligence. Social skills involve the ability to communicate effectively, build and maintain relationships, and resolve conflicts.

People with high emotional intelligence are able to regulate their own emotions in a healthy way, which allows them to be more empathetic towards others. They are able to recognize their own emotions and understand how they impact others, which makes them more attuned to the emotions of others.

Empathy is not something that comes naturally to everyone. However, it is a skill that can be developed and improved over time. By practicing empathy, we can improve our emotional intelligence and build stronger, more meaningful relationships with others.

In conclusion, empathy and emotional intelligence are closely related concepts that are crucial for building and maintaining positive relationships. By developing our emotional intelligence and practicing empathy, we can improve our ability to understand and connect with others on a deeper level.

The Quick Emotional Intelligence Self-Assessment*

*Adapted for the San Diego City College MESA Program from a model by Paul Mohapel (paul.mohapel@shaw.ca)

Emotional intelligence (*referred to as EQ*) is your ability to **be aware of, understand and manage your emotions**. Why is EQ important? While intelligence (*referred to as IQ*) is important, success in life depends more on EQ. Take the assessment below to learn your EQ strengths!

Rank each statement as follows: 0 (Never) 1 (Rarely) 2 (Sometimes) 3 (Often) 4 (Always)

Emotional Awareness – Total: 36

0 1 2 <input checked="" type="checkbox"/> 4	My feelings are clear to me at any given moment
0 1 2 <input checked="" type="checkbox"/> 4	Emotions play an important part in my life
0 1 2 3 <input checked="" type="checkbox"/> 4	My moods impact the people around me
0 1 2 <input checked="" type="checkbox"/> 4	I find it easy to put words to my feelings
0 1 2 3 <input checked="" type="checkbox"/> 4	My moods are easily affected by external events
0 1 2 <input checked="" type="checkbox"/> 4	I can easily sense when I'm going to be angry
0 1 2 3 <input checked="" type="checkbox"/> 4	I readily tell others my true feelings
0 1 2 3 <input checked="" type="checkbox"/> 4	I find it easy to describe my feelings
0 1 2 3 <input checked="" type="checkbox"/> 4	Even when I'm upset, I'm aware of what's happening to me
0 1 2 3 <input checked="" type="checkbox"/> 4	I am able to stand apart from my thoughts and feelings and examine them

Emotional Management – Total: 26

0 1 <input checked="" type="checkbox"/> 3 4	I accept responsibility for my reactions
0 1 2 <input checked="" type="checkbox"/> 4	I find it easy to make goals and stick with them
0 1 <input checked="" type="checkbox"/> 3 4	I am an emotionally balanced person
0 1 <input checked="" type="checkbox"/> 3 4	I am a very patient person
0 1 2 3 <input checked="" type="checkbox"/> 4	I can accept critical comments from others without becoming angry
0 1 <input checked="" type="checkbox"/> 3 4	I maintain my composure, even during stressful times
0 1 2 <input checked="" type="checkbox"/> 4	If an issue does not affect me directly, I don't let it bother me
0 1 2 <input checked="" type="checkbox"/> 4	I can restrain myself when I feel anger towards someone
0 1 <input checked="" type="checkbox"/> 3 4	I control urges to overindulge in things that could damage my well being
0 1 2 <input checked="" type="checkbox"/> 4	I direct my energy into creative work or hobbies

Social Emotional Awareness – Total: 26

0 <input checked="" type="checkbox"/> 2 3 4	I consider the impact of my decisions on other people
0 1 2 3 <input checked="" type="checkbox"/> 4	I can easily tell if the people around me are becoming annoyed
0 1 2 3 <input checked="" type="checkbox"/> 4	I sense it when a person's mood changes
0 1 2 <input checked="" type="checkbox"/> 4	I am able to be supportive when giving bad news to others
0 1 2 3 <input checked="" type="checkbox"/> 4	I am generally able to understand the way other people feel
0 1 <input checked="" type="checkbox"/> 3 4	My friends can tell me intimate things about themselves
0 1 2 <input checked="" type="checkbox"/> 4	It genuinely bothers me to see other people suffer
0 <input checked="" type="checkbox"/> 2 3 4	I usually know when to speak and when to be silent
0 1 2 <input checked="" type="checkbox"/> 4	I care what happens to other people
0 <input checked="" type="checkbox"/> 2 3 4	I understand when people's plans change

Relationship Management – Total: 25

0 1 <u>2</u> 3 4	I am able to show affection
0 1 <u>2</u> <u>3</u> 4	My relationships are safe places for me
0 1 <u>2</u> <u>3</u> 4	I find it easy to share my deep feelings with others
0 1 2 3 <u>4</u>	I am good at motivating others
0 1 <u>2</u> 3 4	I am a fairly cheerful person
0 1 2 <u>3</u> 4	It is easy for me to make friends
0 1 2 <u>3</u> 4	People tell me I am sociable and fun
0 1 2 <u>3</u> 4	I like helping people
0 1 <u>2</u> <u>3</u> 4	Others can depend on me
0 1 <u>2</u> 3 4	I am able to talk someone down if they are very upset

My EQ strengths! Mark your EQ total scores to assess your strengths and areas for improvement.

Domain	Score
Emotional Awareness	0 2 4 6 8 10 12 14 16 18 20 22 24 <u>26</u> 28 30 32 34 <u>36</u> 38 40
Emotional Management	0 2 4 6 8 10 12 14 16 18 20 22 24 <u>26</u> 28 30 32 34 36 38 40
Social Emotional Awareness	0 2 4 6 8 10 12 14 16 18 20 22 24 <u>26</u> 28 30 32 34 36 38 40
Relationship Management	0 2 4 6 8 10 12 14 16 18 20 22 24 <u>26</u> 28 30 32 34 36 38 40
Measure your effectiveness in each domain using the following key:	
0 – 24 Area for Enrichment: Requires attention and development	
25 – 34 Effective Functioning: Consider strengthening	
35 – 40 Enhanced Skills: Use as leverage to develop weaker areas	

Using your EQ strength – for your strongest EQ domain, give an example of how you demonstrate your strength in your daily life or work: _____

Effects of your EQ strength – for your weakest EQ domain, give an example of how this affects you AND others in your daily life or work: _____

Improving your EQ strength – for your weakest EQ domain, what steps can you take to strengthen yourself in this area? How will this benefit you in your daily life or work? _____

For help in developing your EQ strengths, visit the City College Mental Health Counseling Center (Room A-221)



Style Questionnaire

Instructions: Read each item carefully and think about how often you (or the person you are evaluating) engage in the described behavior. Indicate your response to each item by circling one of the five numbers to the right of each item.

Key: 1 = Never 2 = Seldom 3 = Occasionally 4 = Often 5 = Always

- | | |
|---|-------------------|
| 1. Tells group members what they are supposed to do. | 1 ② 3 4 5 |
| 2. Acts friendly with members of the group. | 1 2 3 ④ 5 |
| 3. Sets Standards of performance for group members. | 1 2 3 ④ 5 |
| 4. Helps others feel comfortable in the group. | 1 2 3 4 ⑤ |
| 5. Makes suggestions about how to solve problems. | 1 2 3 4 ⑤ |
| 6. Responds favorably to suggestions made by others. | 1 2 ③ 4 5 |
| 7. Makes his or her perspective clear to others. | 1 ② 3 4 5 |
| 8. Treats others fairly. | 1 2 3 ④ 5 |
| 9. Develops a plan of action for the group. | 1 2 3 ④ 5 |
| 10. Behaves in a predictable manner toward group members. | 1 2 3 ④ 5 |
| 11. Defines role responsibilities for each group member. | 1 2 ③ 4 5 |
| 12. Communicates actively with group members. | 1 2 3 ④ 5 |
| 13. Clarifies his or her own role within the group. | 1 2 ③ 4 5 |
| 14. Shows concern for the personal well-being of others. | 1 2 3 ④ 5 |
| 15. Provides a plan for how the work is to be done. | 1 2 ③ 4 5 |
| 16. Shows flexibility in making decisions. | 1 2 3 ④ 5 |
| 17. Provides criteria for what is expected of the group. | 1 2 ③ 4 5 |
| 18. Discloses thoughts and feelings to group members. | 1 2 3 4 ⑤ |
| 19. Encourages group members to do quality work. | 1 2 3 ④ 5 |
| 20. Helps group members get along. | 1 2 3 4 ⑤ |

$$4 \ 15 \ 36 \ 20 = 75$$

$$\text{odd } 4 \ 12 \ 12 \ 5 = 33$$

$$\text{even } 0 \ 3 \ 24 \ 15 = 42$$



The Howard G. Hendricks
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DALLAS THEOLOGICAL SEMINARY

Style Questionnaire Scoring

The style questionnaire is designed to measure two major types of leadership behaviors: task and relationship. Score the questionnaire by doing the following. First, sum the responses on the odd-numbered items. This is your task score. Second, sum the responses on the even-numbered items. This is your relationship score.

Total scores: Task 37-42 Relationship 42

Scoring Interpretation

45-50 Very high range

40-44 High range

35-39 Moderately high range

30-34 Moderately low range

25-29 Low range

10-24 Very low range

Northouse, Peter G., *Leadership: Theory and Practice*, 3d ed. (Thousand Oaks: Sage Publications, 2004), 82.