

Appendix 1
Emotional Intelligence Questionnaire

We are researchers undergoing a research on emotional intelligence. We solicit your assistance to carefully fill the different questions presented; there are no wrong or right answers. Please do not write your name. Every information you supply shall be treated confidentially and used for only academic and research purposes only.

Thanks.

Section A

Demographic Data

1. Gender i. Male ii. Female
2. Religion i. Islam ii. Christianity iii. Other_____
3. Age Range i. 14yrs ii. 15Yrs iii. 16yrs iv. 17yrs
 v. 18 yrs vi. 19yrs vii. 20yrs & above
4. School Name _____

Section B

Instructions

Below are different experiences or engagements that can occur in the life of an individual; you are to **indicate to what extent** you experience or engage in them. For example, you can circle **“1”** which shows that your experience or engagements in that particular activity is **‘not much at all’** or you can circle ‘5’ which shows your experience or engagement in that particular activity is **“ very, very much”**.

QUESTIONS	Not much at all	Not much	Neither much or little(neutral)	Very much	very, very much
	“1”	“2”	“3”	“4”	“5”
1. I have a good sense of why I have certain feelings most of the time.	1	2	3	4	5
2. I have good understanding of my own emotions.	1	2	3	4	5
3. I really understand what I feel.	1	2	3	4	5
4. I always know whether or not I am happy.	1	2	3	4	5
5. I always know my friends’ emotions from their behavior.	1	2	3	4	5
6. I am a good observer of others’ emotions	1	2	3	4	5
7. I am sensitive to the feelings and emotions of others.	1	2	3	4	5
8. I have good understanding of the emotions of people around me.	1	2	3	4	5
9. I always set goals for myself and then try my best to achieve them.	1	2	3	4	5
10. I always tell myself I am a competent person.	1	2	3	4	5
11. I am a self-motivated person.	1	2	3	4	5
12. I would always encourage myself to try my best.	1	2	3	4	5
13. I am able to control my temper and handle difficulties rationally.	1	2	3	4	5
14. I am quite capable of controlling my own emotions.	1	2	3	4	5
15. I can always calm down quickly when I am very angry.	1	2	3	4	5
16. I have good control of my own emotions.	1	2	3	4	5

Appendix 2

Treatment Package Note

Understanding and applying Emotional Intelligence:

Outline

- I. What is emotional intelligence?
- II. What is YOUR emotional intelligence?
 - A. A short 10 item questionnaire
- I. Why is it important to know about emotional intelligence
- II. Four Clusters of Emotional Intelligence
- III. How does EI help us
- IV. Conclusions
- V. Questions?/Activity

What is Emotional Intelligence

- feelings and the feelings of others, for motivating ourselves, and for managing our emotions effectively in our relationships.
- Emotional intelligence is sometimes referred to as “people smarts.” It is not generally included in the type of intelligence evaluation included in the traditional concept of IQ, which mainly focuses conceptual abilities, but it is a very important personal attribute.
- Rather than being a single characteristic, emotional intelligence can be thought of as a wide set of competencies that are organized into a few major clusters. The most widely accepted view of emotional intelligence identifies 20 competencies, which are in turn organized into four clusters:
 - Self-Awareness
 - Self-Management
 - Social Awareness
 - Social Skills

What is YOUR Emotional Intelligence?

1. You are on an airplane that suddenly hits extremely bad turbulence and begins rocking from side to side. What do you do?
2. You are in a meeting when a colleague takes credit for work that you have done. What do you do?
3. You are a customer service representative and have just gotten an extremely angry client on the phone. What do you do?
4. You are a college student who had hoped to get an A in a course that was important for your future career aspirations. You have just found out you got a C- on the midterm. What do you do?
5. You are a manager in an organization that is trying to encourage respect for racial and ethnic diversity. You overhear someone telling a racist joke. What do you do?
6. You are an insurance salesman calling on prospective clients. You have left the last 15 clients empty-handed. What do you do?
7. You are trying to calm down a colleague who has worked herself into a fury because the driver of another car has cut dangerously close in front of her. What do you do?
8. A discussion between you and your partner has escalated into a shouting match. You are both upset and in the heat of the argument, start making personal attacks which neither of you really mean. What is the best thing to do?
9. You have been given the task of managing a team that has been unable to come up with a creative solution to a work problem. What is the first thing that you do?
You have recently been assigned a young manager in your team, and have noticed that he appears to be unable to make the simplest of decisions without seeking advice from you. What do you do?

Why it is Important to Know What Emotional Intelligence is?

- Emotional intelligence is essential in effective leadership and has a direct impact on school performance.
 - At Egon Zehner International, an employment search firm, analyzed 515 senior executives and found that the executives with strong emotional intelligence test results were more likely to succeed than were other executives whose strength areas were in either relevant previous experience or traditional IQ scores.
 - Research at the Center for Creative Leadership has shown that the primary cause of executive turnover was individual deficiency in the area of emotional competence.
 - In another study that involved 130 executives, results showed that there is a strong correlation between how well an individual handled personal emotions and the willingness of others to work with that individual.
 - A leader with a positive mood and attitude tends to interact with others in a way that results in a positive, helpful, and cooperative workgroup, thereby increasing efficiency.
- Four Clusters of Emotional Intelligence
1. Self-Awareness

2. Self-Management
3. Social Awareness
4. Social Skills

Self-Awareness

- *Self-Awareness* is the ability to accurately sense and identify personal feelings, along with the ability to understand and evaluate them. To be fully aware of your feelings you must first identify them, and then you must acknowledge and accept them.
- Self-awareness is concerned with knowing about your own internal states, preferences, resources, and perceptions.
- As you become more self-aware, you become better able to be in touch with your own feelings.
- Self-awareness is very important to achieving success at work. Not being in touch with your own feelings in sufficient degree can handicap your overall effectiveness.
- Individuals who have high self-awareness are able to conduct accurate self-appraisals, are self-confident, are authentic, welcome feedback, perceive situations accurately, and are willing to take risks for what they believe to be right.

Three Competencies within Self-Awareness

The Self-Awareness cluster contains three basic competencies or subcategories:

- Emotional self-awareness
- Accurate self-assessment
- Self-confidence

How to Improve and Develop Self-Awareness

- Increasing your self-awareness will require serious thought and effort.
- You will have to be objective about yourself and your own perceptions as you examine your inner feelings and explore your reactions to be the people and events in your work life.
- Specifically, you will have to summon the courage to objectively examine the ways that you make appraisals, tune in to our senses, and get in touch with your feelings.
- You will have to learn how to identify your true intentions and pay close attention to your actions.

Tips for Developing Self-Awareness

Emotional Self-Awareness

- Pay attention to the physical reactions aroused in your body during stressful situations.
- Keep a journal where you write down your behaviors and inner feelings when faced with stressful situations on a daily basis.

Accurate Self-Assessment

- When interacting with people with whom you feel comfortable, ask for their constructive feedback about your actions and behaviors.
- Make a list of what you believe to be your strengths as well as any areas where development is needed, and then compare your own list and a similar list prepared by someone else.

Self-Confidence

- Adjust your thinking and behaviors so that they closely match those of someone whose models that trait of self-confidence—with that model in mind, act decisively, instead of self-consciously watching your every move.
- Find someone you trust who would be willing to help you to objectively analyze your abilities.

Self-Management

- *Self-Management* is the ability to understand your emotions and then use that understanding to turn situations to your benefit.
- Self-management is also the ability to use your feelings to reason well and act intentionally.

Why is Self-Management Important

- Self-management is important because when people are able to better managing their emotions, they do better in life.
- The more people allow emotions to control and direct their behavior, the worse they do in life.
- People who are good managers of their emotions are open to change, effective in mood management, consistent in stress management, they are intentional, productive, and behave in a reasonable and rational way.

Six Competencies within Self-Management

- The Self-Management cluster contains six basic competencies or subcategories:

- Emotional self-control
- Trustworthiness
- Consciousness
- Adaptability
- Optimism
- Initiative
- Social Awareness
- *Social awareness* refers to how people handle relationships and awareness of others' feelings, needs, and concerns.
- It is the ability to recognize and appropriately respond to the emotions and feelings of others.
- Three Competencies within Social Awareness
- The Social Awareness cluster contains three basic competencies or subcategories:
- Empathy
- Organizational awareness
- Service orientation
- Empathy
- Empathy is about understanding other people. It is the ability to hear and understand accurately unspoken or partly expressed thoughts, feelings, and concerns of others. People with empathy are able to constantly pick up on emotional cues, and they can appreciate not only what people are saying but also why they are saying it.
- Individuals in which this competency is highly developed:
 - Are attentive to emotional cues and listen well
 - Accurately read people's moods or nonverbal cues
 - Respect and relate well to people of diverse backgrounds
 - Shows sensitivity and understand of others' perspectives
 - Help out based on understanding other people's needs and feelings
- Why is Having Social Awareness Important?
- Social awareness is very important for creating and maintaining good working relationships with other people.
- People high in social awareness can feel what other people are feeling and can put themselves in their shoes.
- People who are high in social awareness are able to read non-verbal cues, read messages conveyed by facial gestures, posture, eye movement, and body language.
- Tips for Improving Social-Awareness
- Empathy*
 - Pay attention to critical interactions with others
 - Turn off the sound on the television and watch it to see if you can identify moods and nonverbal cues of the actors without hearing anything

Service Orientation

- Set a measurable goal to improve the level of service you provide to others. Include a needs analysis, an analysis of your service, and an analysis of the concerns and needs of others.
- Start a reading file of articles about the needs of others in your department or organization.
- Take action to change or modify some procedures in your department that others have complained about.

Social Skills

- *Social Skills* refers to a proficiency at suggesting desirable responses in others.
- People with good social skills are good business leaders, leaders in society, and effective parents who understand that personal success and group or family success are inseparable.
- They lead by example, encouraging others in positive ways, validating them and creating trust within them.

Eight Competencies within Social Skills

The Social Skills cluster contains eight basic competencies or subcategories:

- Developing others
- Inspirational leadership
- Influence

- Communication
- Change catalyst
- Conflict management
- Building bonds
- Teamwork and collaboration

Tips to Improve and Develop Social Skills

Developing Others

- Regularly take time to talk to individuals about their aspirations, the things they want to do better, and the things they would like to try out.

Inspirational Leadership

- When launching significant new projects or initiatives, consider spending time with the team, create a vision for the work to be done, and build commitment to moving forward.
- Interview or shadow a leader whom you find inspirational. Ask yourself why you find this individual inspirational, analyze their style, and ask how they view their roles.

Influence

- Form a study group among colleagues to talk about successful experiences and reality-test future strategies.
- Take part in a task force or committee on an important and timely organizational or cross-departmental problem.

Communication

- Identify and observe others who have an engaging style while presenting, pay attention to their nonverbal cues, and the visual aids they use to get their meanings across.
- When delivering information to people, encourage them to ask questions and encourage them to summarize your key points to ensure they have understood you.

Change Catalyst

- Think about the worst possible change that might happen to you and your team or department. Write a list of possible benefits from that change and think about how you would sell those benefits to the team or department if you had to.
- When preparing to tell others about change, think about each person, how will the change impact this person? How has he or she responded to change in the past? What questions or comments might he or she have? Use your answers to prepare for a discussion with this person about the upcoming change.

Conflict Management

- If you are sensing trouble brewing with an individual, take steps to bring the disagreement or grievance into the open before it turns into a conflict situation.
- When in a heated discussion, focus on the issues at hand and leave personal matters aside. Ask yourself "Is what I am saying or doing productive in trying to resolve this situation?"

Building Bonds

- Take part in professional associations or appropriate social events to build your network and strengthen your relationships.
- Identify organizational dynamics. Practice thinking in terms of these dynamics rather than simply about individuals or roles. What are the general relationships of people and groups within the organization?

Teamwork and Collaboration

- Create a symbol for a group or team to rally around, or hold a get-together to celebrate the team's success.
- Avoid taking control of the agenda or being the first to make suggestions, share the different roles being played in a group.

The Science of Happiness

- Over the last two decades, upsurge in studies on happiness
- Many studies conducted by social scientists specializing in Positive Psychology
- Positive Psychology and the Science of Happiness: what's the difference?

The Correlates of Happiness

- We are trying to identify main correlates of happiness
- Need for meta-analyses or reviews of key studies related to each correlate
- Need to select scientifically rigorous studies (RCT's etc)

- What are the practical implications of such studies
- Communicating
- Caring
- Exercise
- Getting in the flow
- Spiritual Engagement
- Strengths and virtues
- Positive thinking: Gratitude, savoring and optimism
- Communicating
- People who have one or more close friendships appear to be happier
- What seems to make a significant difference is cooperation in activities and sharing of personal feelings (successive disclosure)
- Caring
- People who volunteer or simply care for others on a consistent basis seem to be happier and less depressed
- Studies on youth are rare and show little correlation
- Is motivation a factor?
- Philosophical parallels: Buddha and Mencius
- Exercise
- Regular exercise is associated with improved mental well-being and a lower incidence of depression
- Strongly suggested by unprecedented Cochrane review
- Not a focus of Positive Psychology, or popular media until recently

Getting in the flow

- If we are deeply involved in trying to reach a goal, or an activity that is challenging but well suited to our skills, we experience a joyful state called “flow.”
- Philosophical parallels:

Strengths and virtues

- Positive psychologists like Martin Seligman argue that the happiest people are those that have discovered their unique strengths and virtues
- More empirical evidence needed
- Philosophical parallels are plentiful, especially in classical world: Socrates, Aristotle, Mencius

Spiritual Engagement

- Participation in spiritual activities
- Significant increase in happiness independent from social component
- Possible reasons: The question of meaning and purpose
- Philosophical parallels: Viktor Frankl, William James

Positive Thinking

- Positive Thinking: Optimism, Savoring, and Gratitude
- Mindfulness
- The causation conundrum
- Philosophical Parallels: Epicurus and the Stoics