

On a scale from 1 to 7 with 1 being “Never” and 7 being “Always” [realizing of course, that those words and this scale is subjective], how often do you

		1	2	3	4	5	6	7
1	Able to monitor your emotions in diverse circumstances?							
2	Able to be empathetic in your responses when another is under pressure or asking for help?							
3	Let your true reactions show, then apologize or act as if nothing happened?							
4	Consciously choosing to act in a tense situation and not react to the other person?							
5	Respecting others when you are angry, upset, jealous or afraid?							
6	Taking the lead in resolving conflict or bringing things to light?							
7	Accurately assessing the other person's feelings and act appropriately?							
8	Criticizing with little regard on how your remarks are heard and felt?							
9	Partially listening when others come to you with their problems?							
10	Hate when your time is wasted by staff complaining about other members?							
11	Willing to check your emotions and do what's best for the situation?							
12	Choose to avoid discussing how you feel and instead offer excuses?							
13	Take chances to increase your personal interaction effectiveness?							

If you answered higher to questions 1, 2, 4, 5, 6, 7, 11 or 13 and lower to questions 3, 8, 9, 10 or 12, your emotional intelligence techniques are very good. Congratulations and keep up the good work!

If you answered lower to questions 1, 2, 4, 5, 6, 7, 11 or 13 and higher to questions 3, 8, 9, 10 or 12, your emotional intelligence techniques may be missing the mark.

Several things you can do immediately to improve:

- Stop and think how you will feel interacting with this person in the future. Just the thought of eating crow can be a tremendous deterrent!
- Remember that the other person is a person with thoughts and feelings just like you have. They see the world from their own perspective which is colored by their own past experiences and memories.

Take a deep breath, count by three's or four's, ask questions ... anything so your emotional brain can take a step backwards and release your primary thoughts.