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Emotional Intelligence Workbook

MAKING AN
IMPACT THAT
MATTERS
since 1845

Introduction

This workbook is for you to use to support your learning and development in enhancing your emotional intelligence skills.

Here you'll find short exercises, helpful information and space to record your reflections.

It can be a valuable resource to revisit and add further learning and insights.

We hope you enjoy the session!

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Emotional intelligence

| An overview

Emotional intelligence, commonly called EQ (Emotional Quotient), is the ability to understand, regulate and navigate your emotions. It entails recognising and using emotions to influence thoughts, behaviours and actions.

Being emotionally intelligent is linked to various benefits, including higher academic achievement, better decision-making abilities and greater overall life success.

Embracing emotional intelligence allows you to feel greater empathy for people around you and is essential in developing and maintaining relationships.

Why is emotional intelligence important?

The five components

The five components of emotional intelligence are:

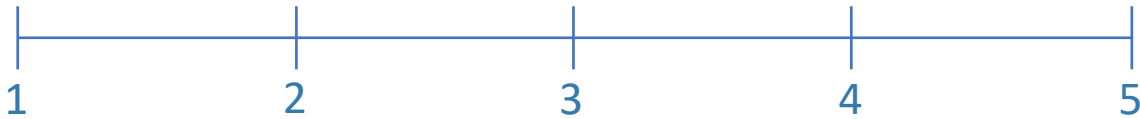
- Self-awareness
- Self-regulation
- Motivation
- Social skills
- Empathy

How would rate your skills below? 5 being excellent and 1 being needs more improvement.

Self-awareness



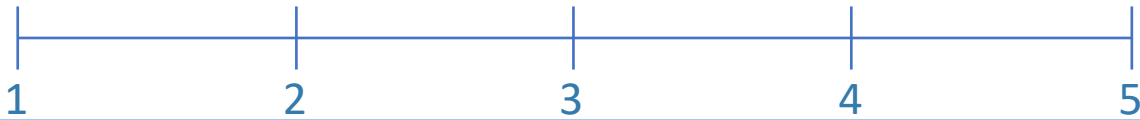
Self-regulation



Motivation



Social Skills



Empathy



Emotional intelligence quiz

Emotional intelligence is a skill that develops over time through self-awareness and practice. Here is a short quiz to help you gauge your current emotional intelligence level. Many quizzes are out there, so try a few to see if you get similar results.

Please answer the questions honestly by choosing the option that best reflects your feelings and behaviours.

1. When faced with a challenging situation, how well do you manage your emotions?

| | | |
|---|--|---------|
| A | I usually lose control of my emotions | Answer: |
| B | I can manage my emotions most of the time | |
| C | I am very skilled at keeping my emotions under control | |

2. How often do you take the time to reflect on your emotions and their impact on your actions?

| | | |
|---|-----------------|---------|
| A | Rarely or never | Answer: |
| B | Occasionally | |
| C | Frequently | |

Emotional intelligence quiz

3. When someone expresses their feelings to you, how well do you understand their perspective?

| | | |
|---|---|---------|
| A | I struggle to understand others' emotions | Answer: |
| B | I try to understand, but sometimes I miss the mark | |
| C | I'm empathetic and can easily understand others' feelings | |

4. How often do you consider the emotions of others when making decisions that affect them?

| | | |
|---|-----------------|---------|
| A | Rarely or never | Answer: |
| B | Occasionally | |
| C | Frequently | |

5. How well do you adapt to changes and unexpected situations without feeling overwhelmed?

| | | |
|---|---|---------|
| A | I find it difficult to cope with changes | Answer: |
| B | I can manage change, but it's challenging | |
| C | I am adaptable and handle changes with ease | |

6. How do you handle conflicts or disagreements with others?

| | | |
|---|---|---------|
| A | I tend to react emotionally and get defensive | Answer: |
| B | I try to remain calm but may get defensive | |
| C | I approach conflicts calmly and seek resolution | |

Emotional intelligence quiz

7. Do you actively seek feedback from others about your emotional behaviours?

| | | |
|---|-----------------|---------|
| A | Rarely or never | Answer: |
| B | Occasionally | |
| C | Frequently | |

8. How well do you balance your own needs and emotions with the needs of others?

| | | |
|---|--|---------|
| A | I prioritise my needs over others' | Answer: |
| B | I try to find a balance, but it's not always easy | |
| C | I am very balanced in considering my needs and others' | |

9. Are you able to recognise and manage your emotional triggers effectively?

| | | |
|---|---|---------|
| A | Not at all, I often react without thinking | Answer: |
| B | I'm working on it, I often react without thinking | |
| C | Yes, I am aware of my triggers and can manage them well | |

10. How often do you practice self-care to maintain your emotional well-being?

| | | |
|---|--|---------|
| A | Rarely, I don't prioritise self-care | Answer: |
| B | Occasionally, when I have the time | |
| C | Frequently, I make self-care a priority in my life | |

Emotional intelligence quiz results

Count how many times you selected each option.

Mostly A's

You may benefit from further developing your emotional intelligence.

Mostly B's

You have a moderate level of emotional intelligence, with room for improvement.

Mostly C's

You have a strong level of emotional intelligence and are skilled at managing your emotions.

Remember, emotional intelligence is an ongoing journey; there's always room for growth and improvement. You will grow and develop over time by practising your emotional intelligence skills.

Developing emotional intelligence

Emotional intelligence empowers you to develop and maintain meaningful and productive relationships with others. Here are a few ways you can develop the five components of emotional intelligence:

1. Self-awareness

- Seek feedback from others
- Keep a journal to track your emotions
- Try meditation practices
- Observe your thoughts and emotions
- Reflect on your experiences to gain insights

What other ways could you improve your self-awareness?

2. Self-regulation

- Be mindful of your thoughts and feelings
- Build your distress tolerance skills
- Enhance your communication skills
- Reframe your thoughts and emotional responses
- Acknowledge and accept your emotions

What other ways could you improve your self-regulation?

Developing emotional intelligence

3. Motivation

- Focus on small, measurable goals
- Set goals to help build intrinsic motivation
- Introduce challenges to keep engaged
- Celebrate your achievements, no matter how small

What other ways could you improve your motivation?

4. Empathy

- Actively listen to other people
- Talk to new people
- Observe situations/viewpoints from different perspectives
- Be open to sharing your feelings
- Imagine yourself in someone else's place

What other ways could you improve your empathy?

5. Social skills

- Ask open-ended questions to encourage dialogue
- Show a genuine interest in others
- Observe your body language for effective communication
- Notice other people's social skills
- Practise eye contact and listening

What other ways could you improve your social skills?

Emotional intelligence top tips

1. Be more self-aware
2. Take time to recognise how others feel
3. Practice active listening
4. Communicate clearly
5. Stay positive
6. Empathise
7. Be open-minded
8. Listen to feedback
9. Check-in with your emotions
10. Stay calm under pressure
11. Practise self-compassion
12. Invest time in your personal development and training

What other emotional awareness tips have you come across?

1.

2.

3.

4.

5.

Journaling

Journaling is used for self-expression and can improve your mental and physical health. Here are some tips to get you started:

- Try to write every day and keep a notebook and pen or journal app to hand.
- Write whatever feels right. There is no pressure.
- Look at your writing time as personal relaxation time.
- When writing, allocate time for positive self-talk and acknowledge negative thoughts.
- Track symptoms day-to-day.
- Reassure yourself that you're doing something good for your mind and body.

Here are a few prompts to get you started

1. What are you grateful for today?

2. What challenges are you dealing with in your life?

3. What are your goals for next week?

4. Where would you like to be in 5 years?

5. What worried you today, how could you reduce this worry?

6. What went well today?

Benefits of emotional intelligence

Emotional intelligence has many valuable advantages that positively impact your personal and professional life. Here are a few of the benefits:

- Improved relationships
- Effective leadership
- Enhanced communication
- Adaptability and flexibility
- Conflict resolution
- Productive collaboration
- Self-awareness
- Better decision making
- Increased empathy

What are your emotional intelligence strengths?

Where do you need to develop your emotional intelligence skills?

Next steps

1. Revisit your workbook once a month, or every two months, to check in and reflect on your skills.
2. Continue developing your emotional intelligence skills through journaling, checking in with yourself and identifying your emotions.
3. Ask others for feedback on your emotional intelligence skills, where you could improve, and where you excel.
4. Look at emotional intelligence skills like empathy, self-awareness, communication, and motivation.
5. Practice, practice, practice.

What are you going to do to improve your emotional intelligence skills?

1.

2.

3.

Summary

“Between stimulus and response, there is a space. In that space lies our freedom and power to choose our response. In our response lies our growth and freedom”.

– Viktor E. Frankl

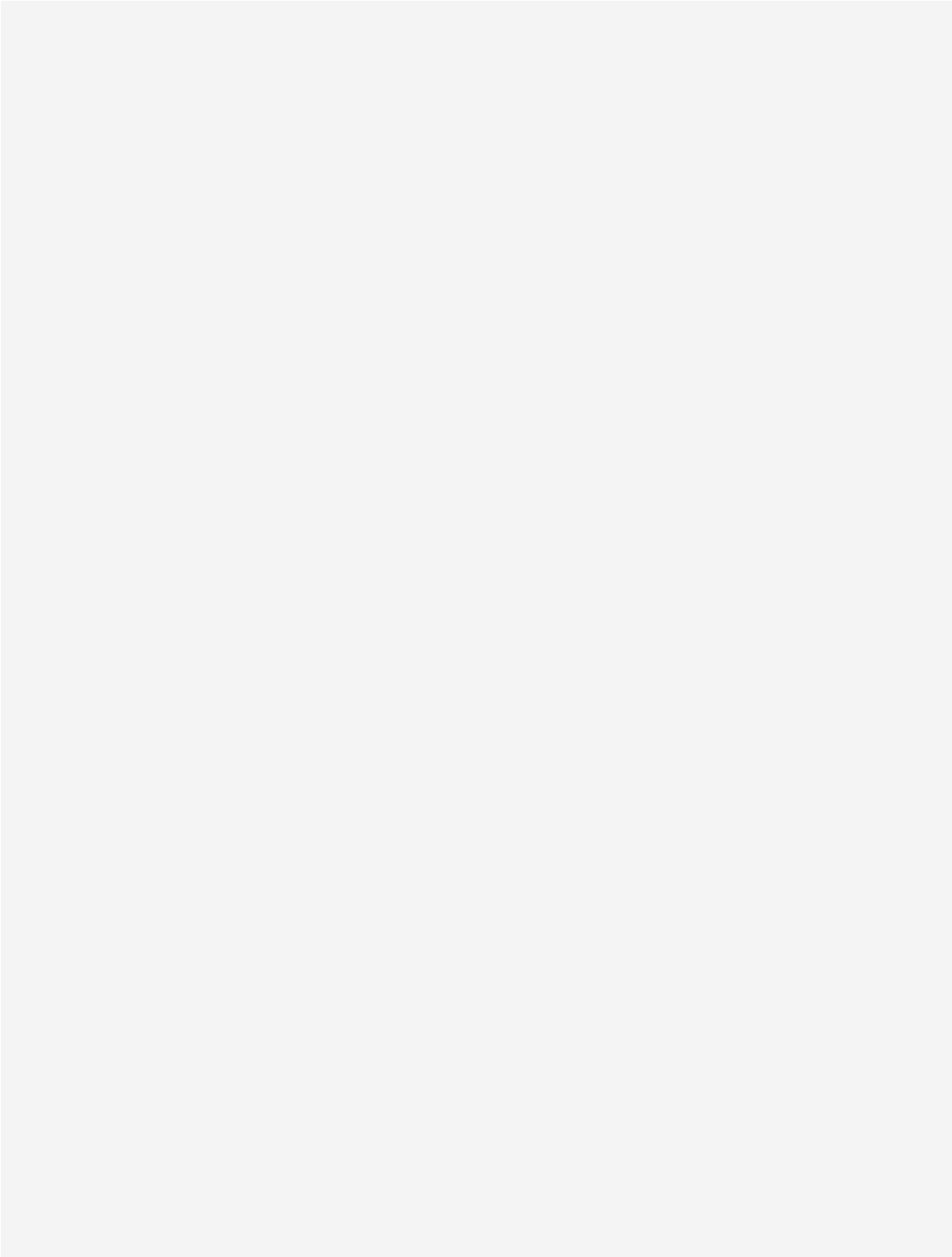
By nurturing your emotional intelligence, you will enhance your adaptive behaviour, decision-making, stress-management and conflict-resolution skills, contributing to your overall effectiveness.

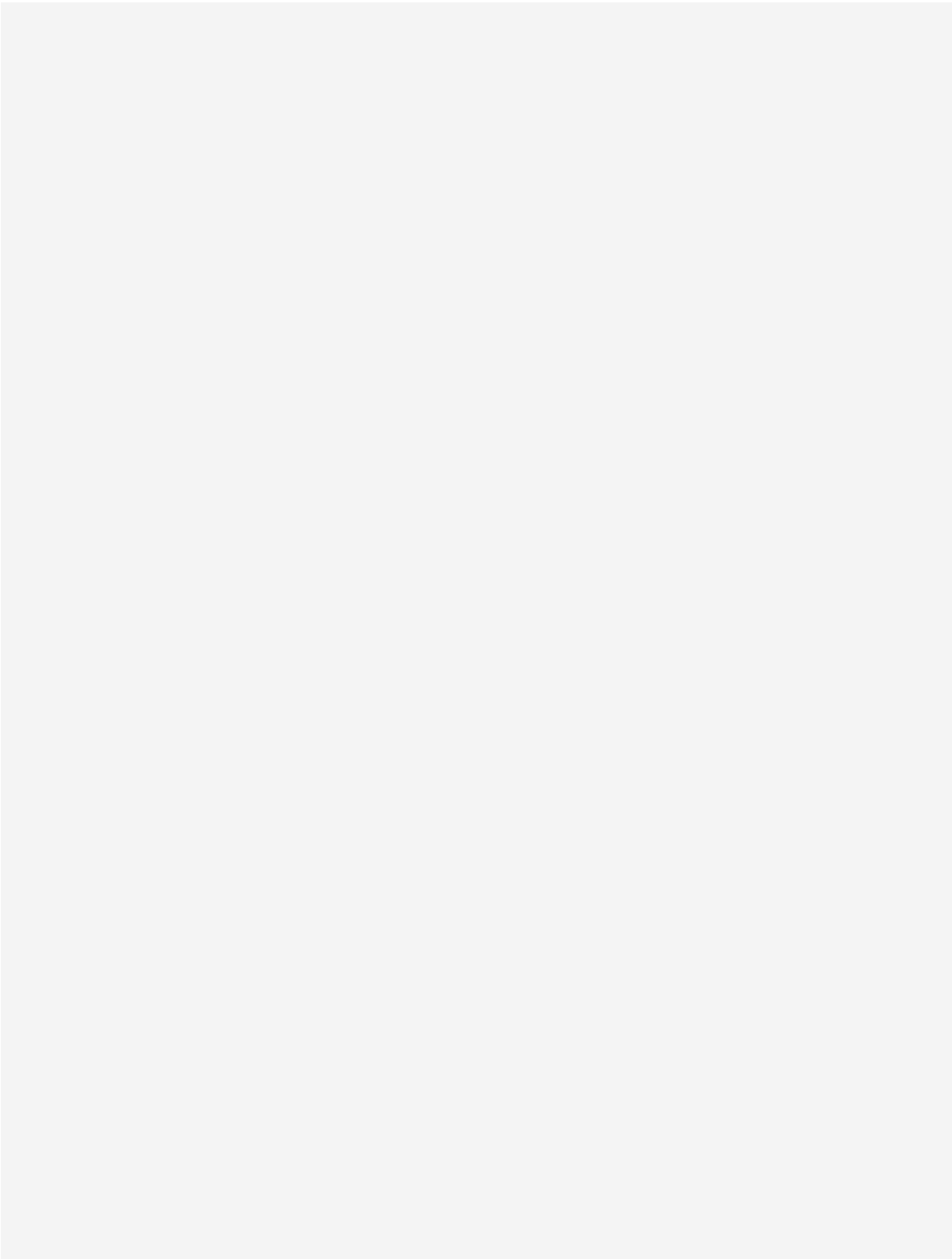
Observe those who demonstrate healthy emotional intelligence, look at ways to develop your self-awareness, enhance your self-regulation, foster empathy, boost motivation and hone your social skills.

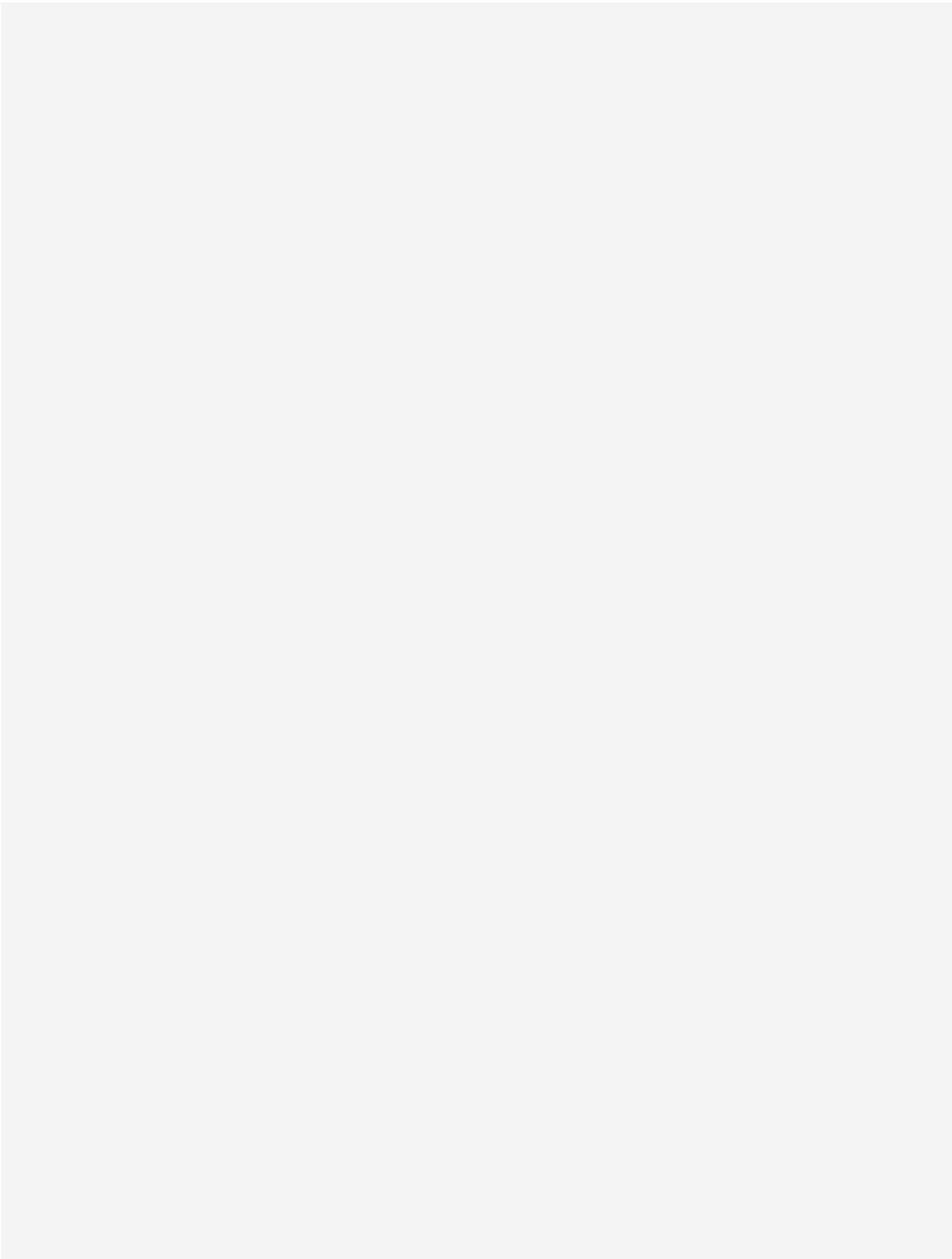
Build your emotional intelligence through practising your skills, journaling and personal reflection.

Further links

- [Careers at Deloitte](#)
- [Our programmes](#)
- [Our events](#)
- [Frequently asked questions](#)
- [Dot the Bot \(ask a question\)](#)







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