

# 12 EMOTIONAL INTELLIGENCE COMPETENCIES PROFILE™



Emotional Intelligence is rated as one of the top 6 most desirable skills necessary to thrive in the job market of the future.

- World Economic Forum

PROFILE PREPARED FOR:

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# 12 Emotional Intelligence Competencies Profile



Welcome to this journey of self-exploration, discovering your 12 Emotional Intelligence Competencies!

We are now in the Millennium of the Mind, and the Century of the Brain. Emotional Intelligence is rated as one of the top 6 most desirable skills necessary to thrive in the job market of the future (World Economic Forum). It is therefore of vital importance that you should have an understanding of your unique brain-based faculties, preferences and competencies that influence your life and determine your success.

People are born with different social and emotional abilities, but we can nurture the development of people's emotional skills – skills that will help us succeed in life, maintain healthy relationships and mental wellness, and have a great quality of life!

## Your Profile:

This is your **12 Emotional Intelligence Competencies Profile**. This profile is a practical tool for identifying 12 emotional intelligence skills that are of primary importance, which emotional intelligence skills already are strengths for you and which skills can still be developed further in order to enhance your performance, impact and success determining factors.

To ensure a more accurate assessment of yourself, it is essential that the EI assessment of yourself should include the views of others who know you very well, but do not have an axe to grind with you. Self-perception only increases the danger of reflecting more of your ideal self rather than the actual self.

This profile is not supposed to be interpreted negatively in any way. It is a constructive empowerment tool, intended to give people guidance in how they can increase their performance and be maximally effective.

Enjoy this exciting journey of identifying your Emotional intelligence strengths and discovering areas that you can develop yourself in further. View this profile as a starting point for understanding yourself, and a plan of action for becoming more of who you can be!

# Millennium of the Mind

This is the Information Era



## information

Information is more than doubling every two years. The world is rapidly changing. One edition of the New York Times contains more information than people in the eighteenth century were exposed to in their lifetime! Today the average person has to work through at least twenty times more information than twenty years ago.

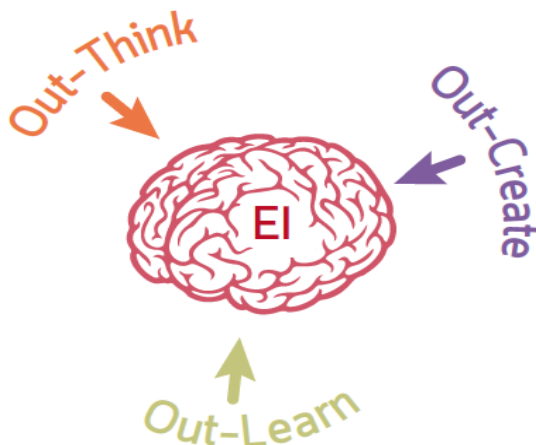
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## brain science

Recent advances in brain science provide a better understanding of the role that emotions play in effective thought, action and performance. More information is available about how emotional, social and cognitive parts of the brain work together and what can happen when these parts of the brain are out of synchrony.

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The challenge today is to work faster and smarter, rather than longer and harder. The starting point therefore is utilizing all faculties of the brain to its maximum. This is why this era is called the Millennium of the Mind and the Century of the Brain.

The only way that people and organizations will maintain their competitive advantage in this rapidly changing world is if they have the capacity to out-think, out-learn and out-create their competition. Thinking, learning and creativity involve cognitive ability. Without emotional intelligence these cognitive abilities suffer. Emotional intelligence is the foundation for cognitive ability, mental health and effective leadership. This makes brain power and emotional intelligence the number one determining factor for success in this millennium.

Research suggests that emotional intelligence now matters more than ever before. Personal qualities, such as optimism, resilience and motivation have become more important in recent years due to massive changes in the workplace. Without these emotional intelligence qualities, cognitive abilities are inhibited. For instance, when one becomes upset, the ability to process information and make smart decisions diminishes. Once an individual becomes a manager or an executive, what distinguishes that person's performance from another's are realistic self-confidence, self-management, self-motivation, the ability to motivate others, social awareness and social skills. All these aspects are dimensions and competencies of emotional intelligence.

# Emotional Intelligence

Understand and manage yourself and others



Emotional intelligence is the basis for personal qualities such as healthy self-esteem, accurate knowledge of personal strengths and areas for further development, resilience in times of change or adversity, perseverance, self-motivation, commitment and integrity, recognizing emotions in others, the ability to communicate and influence others and the ability to get along well with others and establish healthy social bonds.

Emotional Intelligence (EI) can be defined on the most basic level as the ability to accurately identify, understand and manage one's own emotional reactions and the emotions of others in order to solve problems and live a more successful, fulfilling life. It involves the ability to regulate one's emotions, to use them to make good decisions, to act effectively and to interact with other people in constructive ways.

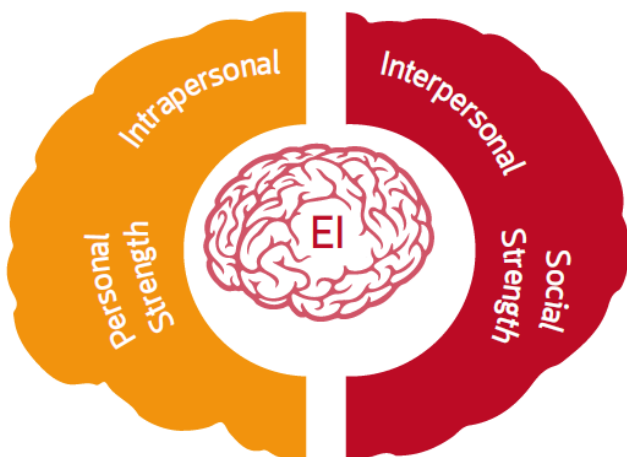
New brain research suggests that emotional intelligence (EI), rather than cognitive intelligence (IQ) may be one of the most important measures for human potential. Star performers stand out not only by personal achievement, but by their capacity to work well in teams and with people. The higher up the leadership ladder you go, the more vital all aspects of emotional intelligence become.



## intrapersonal

Intrapersonal Intelligence is an intelligence of yourself, how you think and feel and what you want out of life. It means to be self-smart. It is the intelligence preference of intellectuals, philosophers, thinkers, individualists, psychologists, entrepreneurs and leaders.

In the language of Multiple Intelligence theory, emotional intelligence is an elaboration of the Interpersonal (social / people) and Intrapersonal (personal / self) Intelligences. Neuro-Link's starting point to develop people is to start with intrapersonal skills and then develop interpersonal skills.



People with intrapersonal intelligence manage their own emotional life well and function well independently. It is about having personal strength. Interpersonal Intelligence means to be people smart. It is your intelligence for perceiving and understanding other people's moods, desires and willingness to interact with you. People with this intelligence preference enjoy interacting with other people and are usually seen as team players. They are skillful in relationships. It is usually the intelligence preference of teachers, philanthropists, religious leaders, politicians, therapists and leaders.

# Dimensions of Emotional Intelligence

Understand the four broad dimensions of emotional intelligence

Emotional Intelligence is multifaceted. In this profile, we propose that this generic competence framework consists of four broad dimensions of emotional intelligence: accurate self-awareness, self-management, social awareness and social skills. These dimensions are interdependent and to a certain extent sequential, starting with self-awareness.

## Accurate Self-Awareness:

Self-awareness indicates how much one knows about oneself. It answers the question of how well one knows their internal states, preferences, strengths, talents, mind-sets, values and intuitions. Accurate self-awareness makes one become more grounded, authentic and realistic, being in touch with who you really are.

## Social-Awareness:

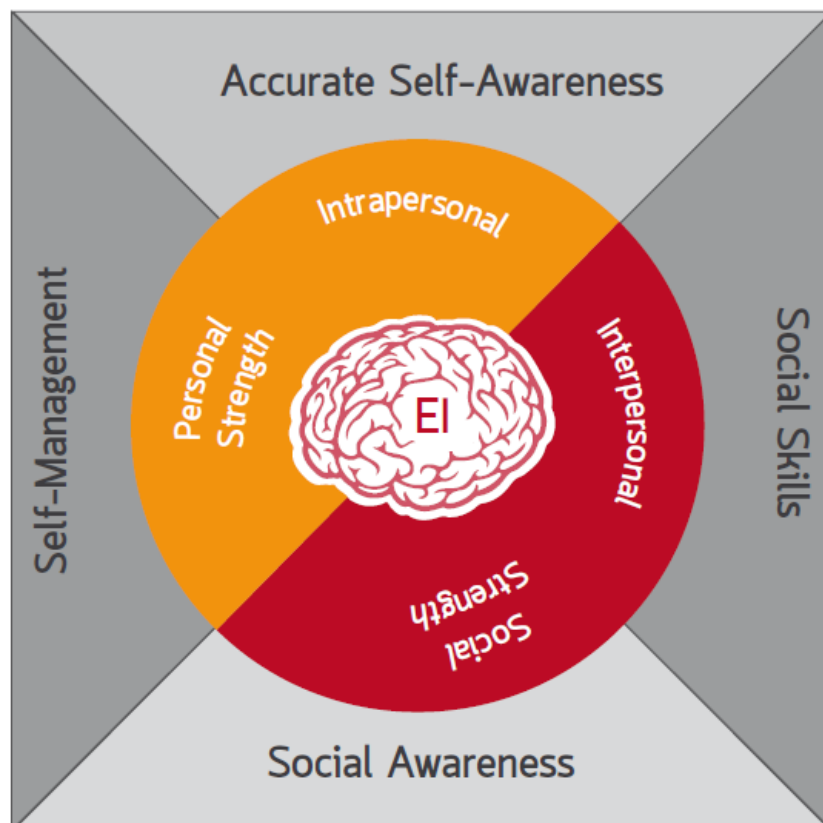
Social awareness is about the ability to be accurately aware of other people's feelings, needs, concerns and perspectives. It includes your ability to notice others and be considerate.

## Self-Management:

Self-management is accurate self-awareness in action. It is about the ability to manage one's thoughts, internal states, impulses and emotions to facilitate reaching goals and objectives, despite one's circumstances.

## Social-Skills:

Social skills are social awareness in action. It is about the adeptness at inducing desirable responses in other people, and establishing strong social bonds with people who are very different from you.



# How to Interpret Your Profile

Understand how your competencies work together

There are 12 emotional intelligence competencies that are of primary importance. They should not be viewed separately because each competency is tempered by other qualities. They are therefore, interdependent and to some degree sequential, as illustrated in the graph below. People who score high in organizational awareness, but low in empathy and self-awareness, may become political animals who tend to alienate many of those with whom they work. This person may succeed in the short term, but over time may generate so much mistrust, conflict and resentment that they are likely to fail in the medium to long term.

## This Graph is Based Upon Your Self-Perceptions Only:

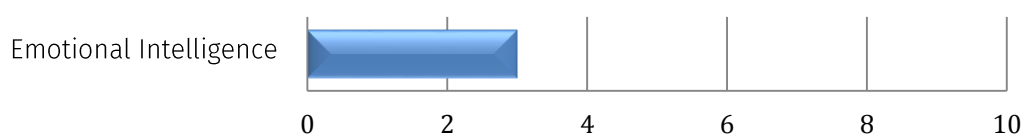


This graph above is based solely on your views. It is your subjective opinion of yourself and will not include other people's perceptions of you. The danger of self-perception is that it may more reflect your ideal self, rather than your real self.

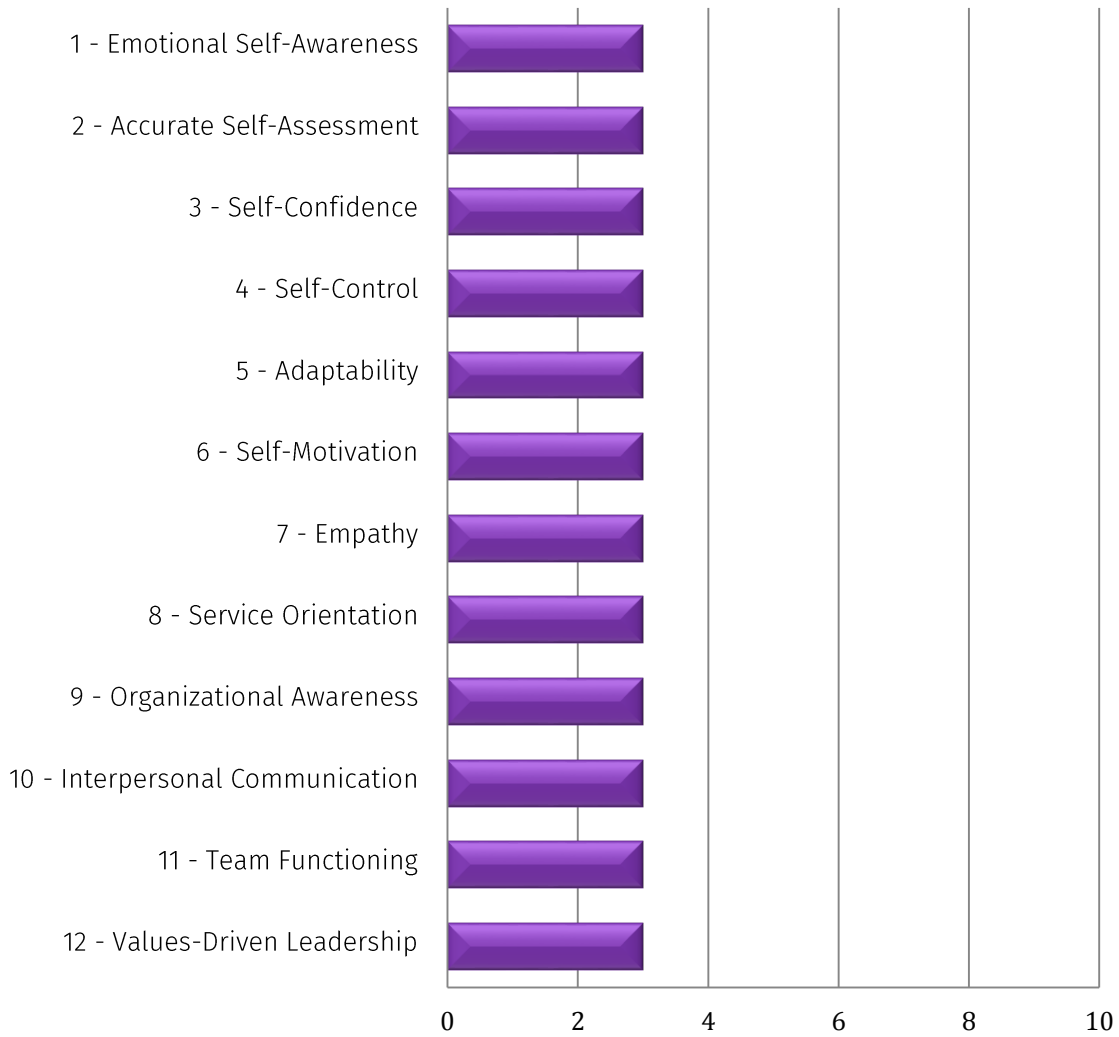
### SUMMARY: SELF-PERCEPTION OF YOUR 12 EMOTIONAL INTELLIGENCE COMPETENCIES:

Your general average for your 12 emotional intelligence competencies indicate that:

- you fall short in meeting some of the behavior and skills expectations of emotional intelligence. Further development would have a significant and positive impact on your performance.



### This Graph is Based Upon Your Observers Assessments:

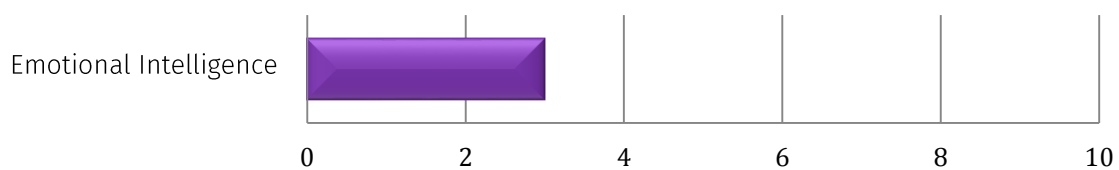


This graph is a summary of your observers' views.

#### SUMMARY: YOUR OBSERVERS VIEWS OF YOUR 12 EMOTIONAL INTELLIGENCE COMPETENCIES:

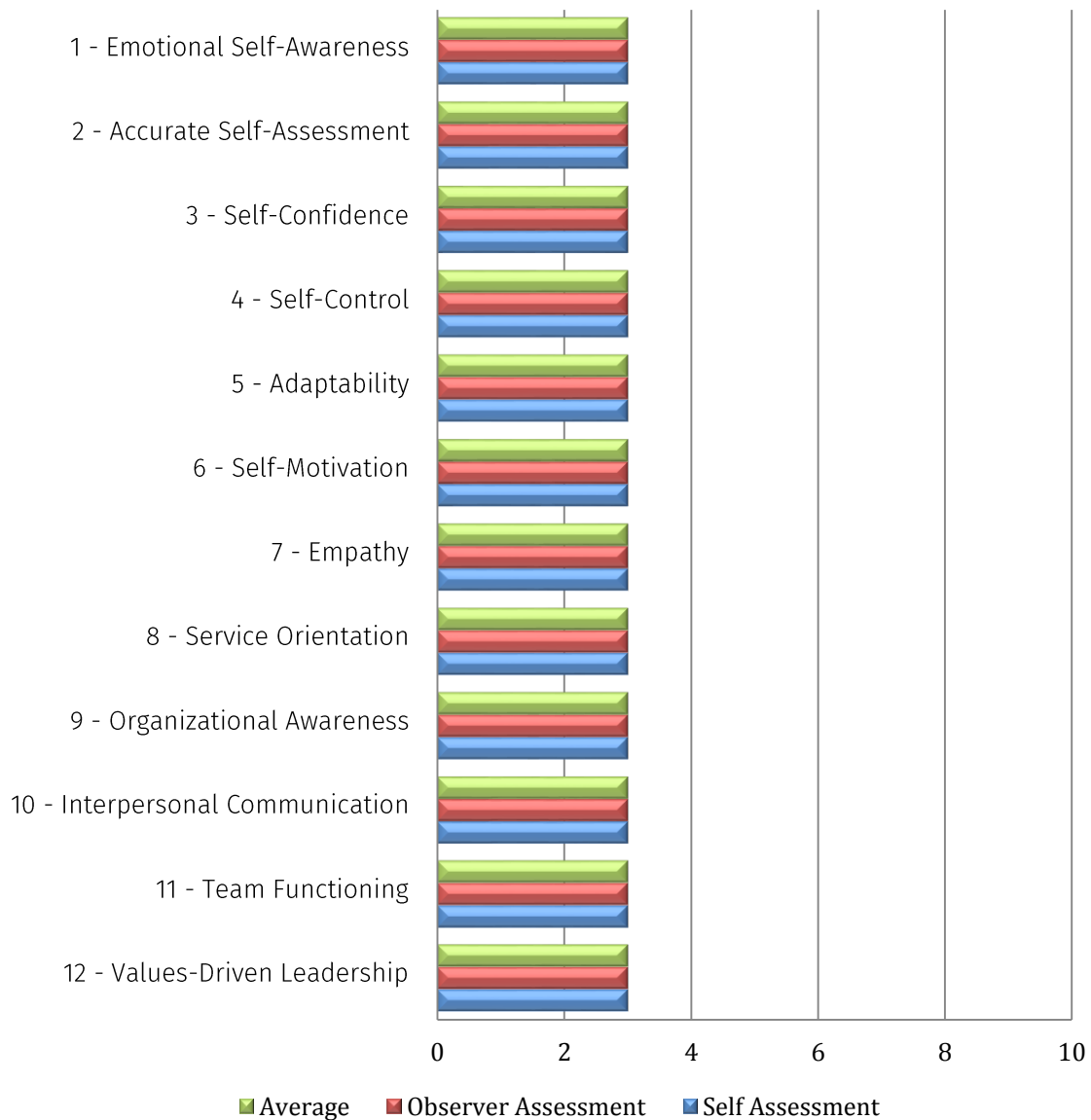
Your observers' general average for these 12 emotional intelligence competencies indicate that:

- your observers indicate that you fall short in meeting some of the behavior and skills expectations of emotional intelligence. Further development would have a significant and positive impact on your performance.



## Comparing Self and Observer Perceptions

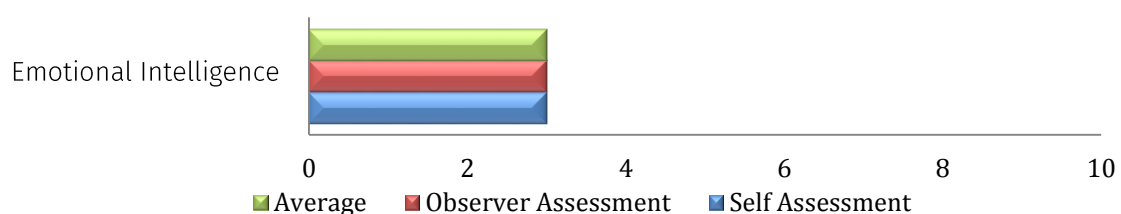
This graph shows how you perceive your emotional intelligence competencies, in comparison to your observers' views and includes the average between your self-perception and observers:



Green illustrates the average between your and your observers' views. When you combine all the information together, you should also take into account how closely your perceptions of yourself agree with others' views of you.

SUMMARY: YOUR AND YOUR OBSERVERS VIEWS OF YOUR 12 EMOTIONAL INTELLIGENCE COMPETENCIES:

- you fall short in meeting some of the behavior and skills expectations of emotional intelligence. Further development would have a significant and positive impact on your performance.





# Emotional Intelligence Competencies

EI competencies, defined

Emotional Intelligence involves a blend of 12 mental competencies spread across 4 dimensions:

## DIMENSION 1: ACCURATE SELF-AWARENESS COMPETENCIES:



### 1. Emotional Self-Awareness:

- Your ability to accurately know which emotions you experience, their effects and why you experience them.



### 2. Accurate Self-Assessment:

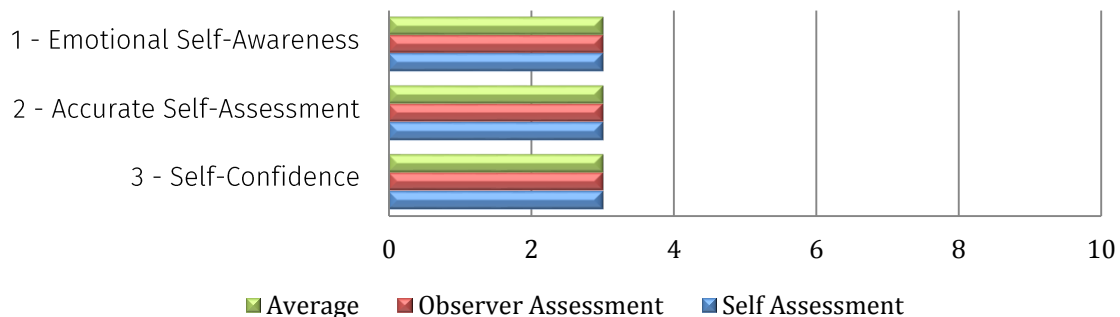
- Your ability to realistically be aware of your strengths, talents, preferences, resources, limitations and areas for further development.



### 3. Self-Confidence:

- Your ability to have a strong sense of self-worth and your capabilities and to present yourself with self-assurance in all areas of life.

## Your self-awareness competencies are as follows:



## HOW TO STRENGTHEN SELF-AWARENESS COMPETENCIES FURTHER:

### 1. Emotional Self-Awareness:

- Learn to define emotions. Expand your emotional vocabulary. Get to know emotions.
- Determine the cause and effects of emotions.
- Categorize emotions in different category systems.
- Act out emotions. Express what you feel. Complete "I feel" statements.
- Compare and contrast emotions.
- Map out the degree of an emotion.
- Identify the motives for your behavior.

### 2. Accurate Self-Assessment:

- Discover your neurological design by becoming aware of your brain preferences.

- Identify your learning styles, thinking styles, personality styles, social styles and wellness states.
- Formulate your purpose. Create vision. Define your core values.
- Grab every opportunity to learn as much about yourself as you can.

### 3. Self-Confidence:

- Discover who you are, learn to accept that, enhance your natural talents and preferences further and pay attention to areas for further development.
- Find your identity. Create meaning from life's experiences.
- Develop a sense of belonging.
- Develop appropriate skills that are aligned with your unique potential.

# Emotional Intelligence Competencies

## EI competencies, defined

Emotional Intelligence involves a blend of 12 mental competencies spread across 4 dimensions:

### DIMENSION 2: SELF-MANAGEMENT COMPETENCIES:



#### 4. Self-Control:

- Your ability to keep disruptive thoughts, emotions and impulses in check.
- Being in control of your thoughts, emotions and behavior despite the circumstances or events that happen in your life.
- Taking charge of who you are and where you are going.



#### 6. Self-Motivation:

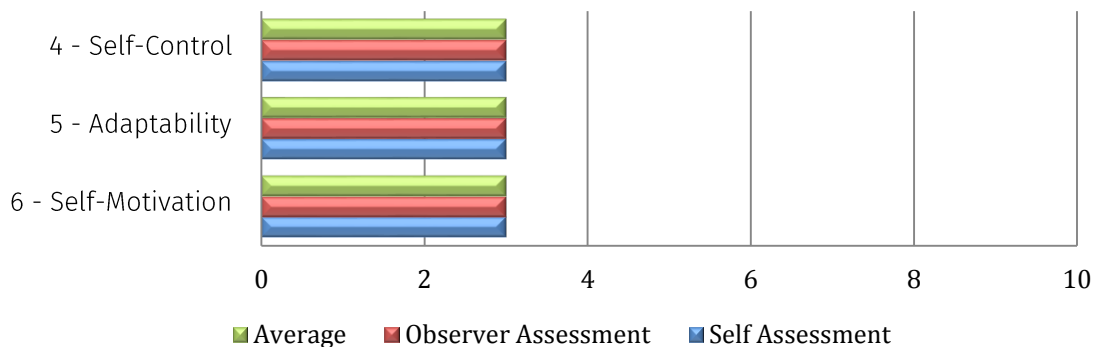
- Your intrinsic drive to meet a standard of excellence.
- Persistence in pursuing goals despite obstacles and setbacks that you experience.
- Having strong positive beliefs and values that will help intrinsically motivate you.



#### 5. Adaptability:

- Your mental flexibility and adaptability in handling change in turbulent times, adapting to new systems, new technologies and new strategies all the time.
- Your ability to be a life-long learner.

### Your self-management competencies are as follows:



### HOW TO STRENGTHEN SELF-MANAGEMENT COMPETENCIES FURTHER:

#### 4. Self-Control:

- Sharpen your decision making skills. Exercise the power of choice.
- Delay instant gratification. Sacrifice what you like for what you want.
- Use inner dialogue or positive “self-talk” techniques. Count to ten when angry, to 100 when really angry.
- Develop and maintain strong self-discipline.

#### 5. Adaptability:

- Develop skills to cope with change, manage stress and maintain wellness.
- Develop your learning skills and cognitive flexibility.

- Learn to replace old negative mindsets with new positive mindsets.

#### 6. Self-Motivation:

- Know and live your life purpose. Increase your challenges. Obtain adequate skills to meet those challenges. Reduce your stress levels.
- Develop self-motivation techniques.
- Develop an internal locus of control. Be optimistic. Practice self-efficacy. Develop strong core beliefs and values
- Experience as many success experiences as possible.

# Emotional Intelligence Competencies

## EI competencies, defined

Emotional Intelligence involves a blend of 12 mental competencies spread across 4 dimensions:

### DIMENSION 3: SOCIAL AWARENESS COMPETENCIES:



#### 7. Empathy:

- Your ability for truly caring and sensing others feelings, perspectives and needs.
- Your sensitivity and willingness to take an active interest in the truth of another.



#### 8. Service Orientation:

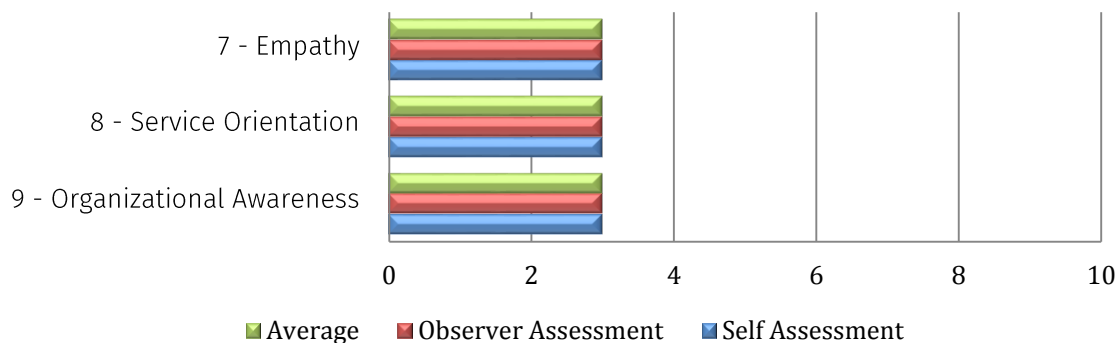
- Your ability for anticipating, recognizing and meeting other people's needs.
- Putting yourself in someone else's shoes, looking at the world through their eyes.

#### 9. Organizational Awareness:



- Your ability to read a group's emotional currents and power relationships.
- Your awareness of other issues, concerns, pressures or deadlines in areas of your company /family.

### Your social-awareness competencies are as follows:



### HOW TO STRENGTHEN SOCIAL AWARENESS COMPETENCIES FURTHER:

#### 7. Empathy:

- Learn to accept and understand other peoples uniqueness.
- Roll-play being others in different scenarios.
- Engage in perspective taking – seeing the world through the eyes of others. Reflect on the effects of people's behavior on others.
- Tune into the feelings of other people. Learn to read peoples body language.
- Argue the other side of an issue.

- Learn as much as you can about servanthip and customer care.

#### 9. Organizational Awareness:

- Get to know your company's unique organizational culture.
- Learn listening skills.
- Become aware of issues, concerns, pressures and deadlines in other areas of business and plan to be of service in those areas.
- Engage in meaningful dialogue with others.
- Learn to effectively observe and listen.

#### 8. Service Orientation:

- Learn to anticipate, recognize and meet other people's needs. Become a people servant.
- Learn diversity management skills.

# Emotional Intelligence Competencies

EI competencies, defined

Emotional Intelligence involves a blend of 12 mental competencies spread across 4 dimensions:

## DIMENSION 4: SOCIAL SKILLS COMPETENCIES:



### 10. Interpersonal Communication:

- Your ability for listening openly and sending appropriate positive messages to others.
- Your ability to establish healthy social bonds with others.
- Your ability to solve problems and resolve conflict in constructive ways.



### 11. Team Functioning:

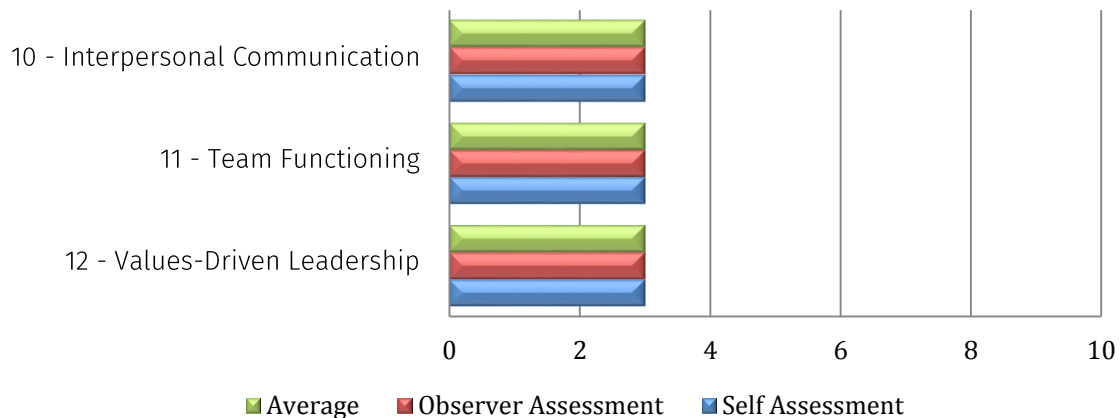
- Your ability for creating group synergy in pursuing collective goals.
- Your ability to establish strong common values and vision in a group.
- Your ability to earn the trust of others.
- Your ability to collaborate with others who are different from you.
- Commitment to group goals and objectives.



### 12. Values-Driven Leadership:

- Your ability to inspire and guide individuals and groups through your example.
- Your ability to align peoples thinking and needs with the goals of an organization.
- Your ability for wielding effective tactics of persuasion.
- Your ability to serve those whom you are responsible for.

## Your social skills competencies are as follows:



### 10. Interpersonal Communication:

- Learn as many verbal and non-verbal communication skills as possible.
- Learn to become receptive for good and bad news.
- Learn presentation and public speaking skills.
- Learn to share as much information as you possibly can. Feedback is the breakfast of champions!
- Develop whole brain listening skills
- Develop skills to resolve conflict in constructive ways.

### 11. Team Functioning:

- Make a habit of always finding good in others.
- Learn conflict management, and negotiation skills.
- Learn interpersonal skills to get along with people whom you do not like or understand.
- Contribute towards a constructive team spirit.
- Be a role model of values like respect, helpfulness, co-operation, trust, acceptance, support, integrity, empathy, accountability, honesty, excellence and collaboration.
- Develop skills to manage diversity.

## 12. Values-Driven Leadership:

- Study what it is that made The Great, great and follow their example.
- Become the change you want to see. Lead by example. Inspire through your example.
- Become a servant of those you represent. Anticipate, recognize and meet their needs.
- Develop your ability to influence and persuade.
- Find values that are greater than your own existence. Become a values-driven leader.

# ***The Road Ahead***

All emotional intelligence competencies can be developed throughout life at any age and, in doing so, you can achieve a more satisfying and productive life – at work and in life in general.

To develop emotional intelligence competencies, a person can follow these guidelines:

1. Move when the timing is right.
2. Link your emotional intelligence development to your business and development needs.
3. Determine the value and importance of further EI training.
4. Gauge your own readiness.
5. Set clear, meaningful and manageable developmental goals based on what you have learned from this profile.
6. Build positive expectations.
7. Take responsibility and ownership for your own development.
8. Do training and develop your emotional intelligence competencies further.
9. Use live role models where possible. Get a mentor.
10. Get practical exposure in order to develop EI skills further through experiences.
11. Provide opportunities to practice skills and get feedback from others.
12. Inoculate against setbacks.

It is not necessary to incorporate all of these guidelines, or to follow the above mentioned process exactly as mentioned. Nevertheless, the more guidelines that a development effort incorporates, the more likely it is to be successful. The guidelines are synergistic in that each additional guideline that is incorporated multiplies the impact of your development.

### **PLEASE NOTE:**

The techniques and activities suggested in this profile are solely for educational, training and /or self-development purposes. The author, do not directly or indirectly present any part of this profile as a diagnosis or as a prescription for any ailment for any person. People using the profile, techniques and activities reported here in, do so for educational, training or self-development purposes only.