

Conflict Capacity Survey

For each of the following items, rate how well you are able to display the ability described. Before responding, try to think of actual situations in which you have had the opportunity to use the ability.

Assessing Emotional Intelligence at Work	Not at All	Rarely	Sometimes	Often	Almost Always
1. Associate different internal physiological cues with different emotions.	1	2	3	4	5
2. Relax when under pressure in situations.	1	2	3	4	5
3. "Gear up" at will for a task.	1	2	3	4	5
4. Know the impact that your behavior will have on others.	1	2	3	4	5
5. Initiate successful resolution of conflict with others.	1	2	3	4	5
6. Calm yourself quickly when angry.	1	2	3	4	5
7. Know when you are becoming angry.	1	2	3	4	5
8. Regroup quickly after a setback, stay motivated.	1	2	3	4	5
9. Recognize when others are distressed.	1	2	3	4	5
10. Build consensus with others.	1	2	3	4	5
11. Know what senses you are currently using.	1	2	3	4	5
12. Use internal "talk" to change your emotional state.	1	2	3	4	5
13. Can stay motivated when doing uninteresting work.	1	2	3	4	5
14. Help others manage their emotions.	1	2	3	4	5
15. Make others feel good.	1	2	3	4	5
16. Identify when you experience mood shifts.	1	2	3	4	5
17. Stay calm when you are the target of anger from others.	1	2	3	4	5
18. Stop or change an ineffective habit.	1	2	3	4	5
19. Show empathy toward others.	1	2	3	4	5
20. Provide advice & emotional support to others as needed.	1	2	3	4	5
21. Know when you become defensive.	1	2	3	4	5
22. Know when you are thinking negatively and head it off.	1	2	3	4	5
23. Follow your words and actions.	1	2	3	4	5
24. Engage in intimate conversations with others.	1	2	3	4	5
25. Accurately reflect people's feelings back to them.	1	2	3	4	5



Scoring Your Conflict Capacity Survey

Subscale	Sum Questions:	Your Score:
Self-awareness	1,6,11, 21	
Managing Emotions	2,7,12,17,22	
Motivating Yourself	3,8,13,18,23	
Empathy	4,9,14,19,24	
Social Skill	5,10,15,20,25	
Total		

Interpretation:

Overall: If you scored above 100, you have an excellent Conflict Management System working well for you! A score of 50 to 100 means you have a good Conflict Management System but at times it limits your relational and emotional effectiveness. A score under 50 indicates that you are ready to be more intentional with developing a Conflict Management System that works for you not against you.

Subscales: For each of the five components of EQ; “self-awareness, managing emotions, motivating one’s self, empathy, and social skill”, a score above 20 is considered high, while a score below 10 is low.

Self-Awareness: Self-awareness means being aware of what you are feeling and being conscious of the emotions within yourself. People who are in touch with their emotions are better able to guide their own lives. Leaders recognize the importance of being aware of their own emotions to interact effectively and appreciate emotions in others.

Managing Emotions: The extent to which someone is able to balance his or own moods such that worry, fear, anxiety, change and anger do not interfere with getting the job done while protecting relationships. Being intentional with learning our own emotions and how we manage them key to understanding others and how they manage their emotions.

Motivating Oneself: This is the ability to be hopeful and optimistic despite obstacles, setbacks, or even outright failures. It is crucial for pursuing long-term goals in life, or in business.

Empathy: The extent to which you can put yourself in someone else’s shoes, or explore someone else’s situation and identify with their emotions and situation without judgement.

Social Skill: The ability to connect to others, build and protect positive relationships, appropriately respond to the emotions of others, and influence others. Social skill benefits leaders in their interpersonal relationships to handle disagreements, resolve conflicts, unite team members together, protect relationships, advance fairness, wellness, and influence others.

Legendary Coaching is ready to help you identify, optimize, and profitize your Conflict Management System; a return on investment that protects relationships, advances fairness, empowers pride of ownership, and is highly profitable. Find out how at legendarycoaching.ca