

**Richard**, congratulations on completing your ESAP. Here are some helpful instructions and guidance to help you interpret your results.

## Your Emotional Skills Profile

### A Personal Guide to Emotional Learning

Your Emotional Skills Profile provides an authentic self-assessment of your current level of development over ten powerful, emotional skills. These emotional skills are important to you in four primary performance areas of life: (I) Interpersonal Communication Under Stress, (II) Personal Leadership, (III) Self-Management in Life and Career, and (IV) Intrapersonal Development. Your Emotional Skills Profile also provides a current self-assessment of three potential problem areas of life which need to be converted to emotional skills.

### Self-Knowledge, Emotional Learning, and Positive Personal Change

Accurate and current self-knowledge is powerful knowledge. Emotional learning and emotional intelligence skills use the internal frame of reference of the person as the basis of the learning process. Positive Personal Change is first and foremost a self-directed process that is intentional and supported by emotional skills and commitment. Two steps make change positive and personally meaningful: (1) obtaining important and useful emotional knowledge about self and (2) learning and developing emotional skills to guide and support lifelong emotional learning. Your Emotional Skills Profile provides information and knowledge about self and a model to learn, understand, and develop emotional intelligence skills.

### Defining Emotional Intelligence Skills:

Emotional Skills are key to personal happiness, healthy relationships, and personally meaningful careers. High levels of achievement require emotional skills, emotional learning, and emotional intelligence. Emotional learning is self-directed and highly personal. By completing the process of authentic self-assessment and developing Your Emotional Skills Profile, you now have a new process and way of understanding your emotional self. You have a new process of knowing what emotional learning involves and what emotional intelligence means. Emotional Intelligence is a developing process of identifying, learning, understanding, feeling and expressing human emotions in ways that are healthy and constructive.

**Review Your Emotional Skills Profile and learn as much as possible about the thirteen powerful, emotional skills. Study the definitions and meanings of the emotional skills to gain a personal understanding of emotional skills and their importance to your life.**

## Part I: Interpersonal Skills

**ASSERTION:** The ability to clearly and honestly communicate personal thoughts and feelings to another person in a comfortable, direct, appropriate, and straightforward manner. Assertive communication is a positive way of talking to people and expressing thoughts and feelings in a way that promotes understanding, caring, and respect. Assertive communication allows a person to respect individual rights and the rights of others and is not hurtful to self or others. Assertion enables a person to communicate effectively even in difficult situations involving strong and intense emotions. Assertion is a key emotional skill essential for developing and maintaining strong, positive, and healthy relationships.

## **Part II: Leadership Skills**

**COMFORT:** The ability to judge appropriate social, emotional, and physical distance and verbal and non-verbal interactions with others and to impact and influence others in positive ways. Interpersonal Comfort includes the ability to establish rapport and develop trust in relationships by using effective attending skills and being honest, self-assured, and open. Comfort enables a person to be confident, spontaneous, and relaxed with others in a variety of situations. Comfort is a key emotional skill essential for developing and maintaining positive interactions with others in social and/or leadership capacities.

**EMPATHY:** The ability to accurately understand and constructively respond to the expressed feelings, thoughts, behaviors, and needs of others. Accurate Empathy involves active listening in a patient, compassionate, and non-judgmental manner and communication back to the person the feelings of being heard, understood, and accepted as a person. Empathy enables a person to be viewed as caring, genuine, and trustworthy. Empathy is a key emotional skill essential for honest and effective communication in social and/or leadership capacities.

**DECISION MAKING:** The ability to plan, formulate, initiate, and implement effective problem solving procedures. Decision Making involves using problem solving and conflict resolution strategies in solving personal problems and using a skills approach in making decisions. Decision Making skills include knowing and using a systematic model or process for anticipating and approaching problems and decisions in daily life and work. Decision Making is a key emotional skill essential for formulating and seeing choices in problem situations and for involving others in the solution to problems and conflicts.

**LEADERSHIP:** The ability to positively impact, persuade, influence others, and in general make a positive difference. Leadership is a behavioral reflection of self-empowerment with developed abilities and skills in interpersonal and goal-directed areas of life. Leadership is a set of personal and goal directed behaviors and actions that create momentum, consensus, and support in working with others.

Leadership is a key emotional skill essential for establishing and providing vision, momentum, and direction for others in ways that are valued and respected.

### **Part III: Self Management Skills**

**DRIVE STRENGTH:** The ability to effectively direct personal energy and motivation to achieve personal, career, and life goals. Drive Strength is reflected in goal achievement and in the ability to complete meaningful goals that result in personal satisfaction and positive feelings. Drive Strength involves the learning of specific strategies and processes of action goal setting that a person can apply and practice on a daily basis in personal, career, and life projects. Drive Strength is a key emotional skill essential for high performance, goal achievement, and success.

**TIME MANAGEMENT:** The ability to organize tasks into a personally productive time schedule and use time effectively for task completion. Time Management is reflected in the ability to achieve and productively manage the valuable resource of time, rather than responding or reacting to the demands of time. Time Management involves the learning and using of effective skills and brings harmony to thoughts, feelings, and behaviors on a daily basis in the pursuit of personal, career, and life goals. Time Management is a key emotional skill essential to the effective management of self.

**COMMITMENT ETHIC:** The ability to complete tasks, projects, assignments, and personal responsibilities in a dependable and successful manner, even in difficult circumstances. Commitment Ethic is reflected by an inner-directed, self-motivated, and persistent effort to complete projects regardless of other distractions and difficulties. Commitment Ethic involves a personal standard for meeting the goals, expectations, and requirements of life and career. Commitment Ethic is a key emotional skill essential for success and satisfaction and is the inseparable companion of high achievement and personal excellence.

### **Part IV: Intrapersonal Skills**

**SELF ESTEEM:** The ability, belief, and skill to view self as positive, competent, and successful in achieving personal goals. Self Esteem is reflected in genuine self-confidence, a high regard for self and others, and self worth. Positive Self Esteem is the foundation of achievement and a general sense of well being. Self Esteem includes the powerful personal belief system about self, personal competence, and value of self. Self Esteem is developed and maintained daily by experiencing success in effective dealing with self, others, and the demands of life and work. Self Esteem is a key emotional skill essential for learning about and developing self in all aspects of life.

**STRESS MANAGEMENT:** The ability and skill to choose and exercise healthy self-control and self-

management in response to stressful events. Stress Management is reflected in the ability to control and manage stress and strong emotions in the many situations of daily life and work. Stress Management involves self-regulation of emotional intensity and the use of relaxation and cognitively derived coping strategies in difficult and high stress situations. Stress Management is a key emotional skill essential to health, performance, and satisfaction in life and work.

### **Potential Problem Areas**

**AGGRESSION:** A measure of the degree to which an individual employs a personal communication style or pattern that violates, overpowers, dominates, or discredits another person's rights, thoughts, feelings, or behaviors. Aggression is reflected in communication that is too strong and overpowering and results in bad feelings and negative outcomes. Aggression is a potential problem area of life that negatively affects relationships. Aggression involves the emotion of anger and needs to be understood and converted to the emotional skill of Anger Control and Management. Anger Control and Management is a key emotional skill essential to the healthy and constructive expression of anger in relationship to self and others.

**DEFERENCE:** A measure of the degree to which an individual employs a personal communication style or pattern that is indirect, self-inhibiting, self-denying, and ineffectual for the accurate expression of thoughts, feelings, or behaviors. Deference is reflected in communication that is too weak, indirect, or ambiguous and results in unclear and/or mixed messages. Often, Deference results in ineffective communication that negatively affects relationships. Deference involves the emotion of fear and needs to be understood and converted to the emotional skill of Fear Control and Management. Fear Control and Management is a key emotional skill essential to the healthy and constructive expression of fear, worry, and anxiety in relationship to self and others.

**CHANGE ORIENTATION:** A measure of the degree to which an individual is satisfied and the magnitude of change needed or desired for developing personal and professional effectiveness. Change Orientation includes the degree to which a person is motivated and ready for change. Change Orientation is a reflection of satisfaction or dissatisfaction with current emotional skills and abilities. Often, a high measure of Change Orientation is an indication of dissatisfaction with current personal and emotional skills, an acute interest in making personal changes, and/or a strong conviction of the need to make personal changes. Change Orientation needs to be understood and converted to the emotional skill of Positive Personal Change. Positive Personal Change is a key emotional skill essential to healthy change and development throughout life.

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