



Task Sheet

How Emotionally Intelligent is Your Team?

The emotional intelligence of individual team members – and the team itself – has a huge influence on how your team functions. This exercise is designed to help build awareness of your own and your team's levels of emotional intelligence, and to identify ways in which you can improve it.

What to Do

1. Answer the questions in the **Individual Responses** section on your own, adding any notes you think are relevant. Once everyone in the group has done this, discuss your individual responses as a team.
 - Were people's responses similar or different within the team?
 - Did the results surprise you? If so, why?
2. Next, work through the **Team Responses** as a group, discussing each question and your agreed response as a team for each.
3. Then, repeat the team process, but this time apply it **Beyond the Team**, to consider how emotionally intelligent your stakeholders think your team is.

Next Steps

Team Members

If there is time at the meeting, spend a few minutes identifying some actions you can take to improve your own emotional intelligence. Note these down in the Suggested Actions column, paying particular attention to where you responded "No" to the question.

Why not discuss these actions with your manager at your next 1-to-1?

Team Manager or Facilitator

Use the notes and discussion points from the team discussion to identify actions that the team can take to improve their emotional intelligence. Include actions to boost the perceptions of stakeholders beyond the team.

Set a date to come back together as a team to discuss progress and identify any further improvements that can be made.



Individual Responses

	Yes	No	Notes	Suggested Actions
Creating awareness of emotions				
Do you take time to ask how other team members are getting on?				
Are you open with colleagues about how you think and feel?				
Do you make an effort to engage quieter team members in conversation?				



Individual Responses

	Yes	No	Notes	Suggested Actions
Regulating emotions				
Do you confront bad behavior when you see it in your team?				
Do you offer support to other team members?				
Do you “stick up” for less experienced or quieter team members?				
Are you careful not to hurt other team-members’ feelings?				
Do you try to acknowledge all contributions to the team?				



Team Responses

	Yes	No	Notes	Suggested Actions
Creating awareness of emotions				
Is time set aside to see how everyone in the team is getting on?				
Are you aware of the team displaying “group moods”?				
Are team members encouraged to give constructive feedback at any time?				
Do you ask internal and external stakeholders how they regard the team?				



Team Responses

	Yes	No	Notes	Suggested Actions
Regulating emotions				
Do you set aside enough time to thoroughly discuss important issues?				
Does your team deal with confrontational behavior effectively?				
Do team members express emotions openly?				
Do you all allow time to relax and de-stress?				
Do you stay focused on the team's ultimate objectives?				
Does your team work in a problem-solving, rather than a blame culture?				



Beyond the Team

	Yes	No	Notes	Suggested Actions
Creating awareness of emotions				
Do you take time to ask how other team members are getting on?				
Are you open with colleagues about how you think and feel?				
Do you make an effort to engage quieter team members in conversation?				



Beyond the Team

	Yes	No	Notes	Suggested Actions
Regulating emotions				
Do you confront bad behavior when you see it in your team?				
Do you offer support to other team members?				
Do you “stick up” for less experienced or quieter team members?				
Are you careful not to hurt other team-members’ feelings?				
Do you try to acknowledge all contributions to the team?				