**Emotional Intelligence – Good Boss, Bad Boss Activity**

**(Intro taken from MindTools)**

Emotional intelligence is an awareness of your actions and feelings – and how they affect those around you. It also means that you value others, listen to their wants and needs, and are able to empathize or identify with them on many different levels.

Although "regular" intelligence is important to success in life, emotional intelligence is key to relating well to others and achieving your goals. Many people believe that it is at least as important as regular intelligence, and many companies now use emotional intelligence testing to hire new staff.

1. **Think of the best boss / co-worker you ever worked with. Write their name or initials.**
2. **How well do they?**
3. Demonstrate awareness of their mood and emotions
4. Make others feel appreciated
5. Is open and honest about mistakes
6. Make ethical decisions
7. Manage their emotions effectively in difficult situations
8. Recognise the hard work and achievements of others

**Rate each statement using the following scale and add up the scores**

Significantly less than others: **1**

Less than others: **2**

About Typical: **3**

More than others: **4**

Significantly more than others: **5**

1. **How did your best boss / co-worker make you feel?**
* Write down three words…
1. **How well did your best boss/co-worker engage you?**

1 2 3 4 5 6 7 8 9 10

Utterly disengaged ‘Meh’ Highly engaged

1. **Think of the worst boss / co-worker you ever worked with.**

**Write their name or initials.**

1. **Carry out steps 2,3 and 4 (as above for best boss)**
2. **Your Experience Of Your Best / Worst Boss / Co-worker**
* **What was your score for your best boss / co-worker? ­­\_\_\_\_\_\_\_\_\_\_**
* **What was your score for your worst boss / co-worker? \_\_\_\_\_\_\_\_\_\_**
1. **Your Experience Of Your Best / worst Boss / Co-worker**
* How engaged were you with your best boss / co-worker? (1-10)
* How engaged were you with your worst boss / co-worker? (1-10)
* How did your best boss make you feel? (3 words)
* How did your worst boss make you feel? (3 words)

**To Conclude**

* The way you show up determines the way people feel.
* And the way that they feel determines the extent to which they can engage.
* And that impacts pretty much EVERYTHING about the outcome of that relationship.

*‘People will forget what you said, people will forget what you did.*

 *But people will never forget how you made them feel’ - Maya Angelou*