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**Unit 2: Develop & Use Emotional Intelligence**

Unit of Competency – BSBLDR501

Performance Evidence

**Workplace Assessment**

**There are 4 Parts to this assessment**.

Part 1 is to be completed after finishing Topic 1 “Identify the impact of own emotions on others in the workplace”,

Part 2 is to be completed after finishing Topic 2 “Recognise and appreciate the emotional strengths and weaknesses of others

Part 3 is to be completed after finishing Topic 3 “Promote the development of emotional intelligence in others”,

Part 4 is to be completed after finishing Topic 4 “Utilise emotional intelligence to maximise team outcomes”.

**Part 1 – My Emotional Intelligence**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the first topic *‘*Identify the impact of own emotions on others in the workplace’*.*

Using the five elements developed by Daniel Goleman to define emotional intelligence. List the areas that you believe are your current strengths and identify any areas for improvement.

|  |  |  |  |
| --- | --- | --- | --- |
| **Elements** | **Strength** | **Areas for Improvement** | **Impact on Others** |
| **Self-Awareness** (the ability to recognise and understand your moods, emotions and drive, as well as their effect on others) |  |  |  |
| **Self- Regulation** (the ability to control emotions and impulses) |  |  |  |
| **Motivation** (willing to defer immediate results for long-term success) |  |  |  |
| **Empathy** (the ability to identify with and understand the wants, needs, and viewpoints of those around you) |  |  |  |
| **Social Skills** (easy to talk to and are team players) |  |  |  |

*Please return online and continue with Topic 2 –* Recognise and appreciate the emotional strengths and weaknesses of others’*.*

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**Part 2 – Others Emotional Intelligence**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the second topic *‘*Recognise and appreciate the emotional strengths and weaknesses of others’*.*

In this Part, select 2 staff members in your team/workplace. Identify their emotional strengths and weaknesses. Then explain how their emotional state impacts you and what you can do to better manage these relationships.

**Staff Member: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Emotional Cue | The impact on you | How can you better manage this relationship? |
| Emotional Strengths |  |  |  |
| Emotional Weaknesses |  |  |  |

**Staff Member: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Emotional Cue | The impact on you | How can you better manage this relationship? |
| Emotional Strengths |  |  |  |
| Emotional Weaknesses |  |  |  |

*Please return online and continue with Topic 3 –* Promote the development of emotional intelligence in others*.*

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**Part 3 – Developing Emotional Intelligence**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the third topic *‘*Promote the development of emotional intelligence in others’*.*

It is important to teach other how to manage their emotional state and develop their emotional intelligence. Using the SOSOR model covered in unit, prepare a presentation to help your team develop their emotional intelligence.

**Emotional Intelligence Presentation**

**INTRODUCTION**

Hello, my name is…

I am here today to talk about (topic)… How to develop your emotional intelligence

**SELF**

My background is…

Before we start, I would like to ask…

**OTHERS**

Today I would like to talk about…

**SCENE (4 dot points)**

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My OBJECTIVE today is…

As a RESULT of this you will be able to…

THE BODY

Point 1

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Point 2

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\*

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Point 3

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\*

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Point 4

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In CONCLUSION today we have covered…

**Scene:**

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As a RESULT you will be able to…

*Please return online and continue with Topic 4 –* Utilise emotional intelligence to maximise team outcomes’*.*

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**Part 4 – Utilising Emotional Intelligence**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the fourth topic *‘*Utilise emotional intelligence to maximise team outcomes’*.*

In this Part you are required to complete Steps 1 and 2.

**Step 1 – Utilising Emotional Intelligence**

**Question**

Explain how you can utilise emotional intelligence to maximise team outcomes for your team.

**Your Response:**

**Step 2 - Manager’s Sign Off**

Once you have completed all the above meet with your manager to gain feedback and get sign off for this Unit. *Please note, your manager must provide written feedback in the space below.*

If you are unable to meet with your manager there are 2 other options available for sign off:

1. Attend a Proteus Implementation Day
2. Arrange an appointment with your Proteus Coach

|  |  |  |
| --- | --- | --- |
| **Develop and Use Emotional Intelligence – Workplace Assessment**  | **Yes** | **No** |
| Was the student able to identify the impact of own emotions on others by identifying own emotional strengths and weaknesses, stressors, emotional states and triggers and gathering feedback from others? |  |  |
| Did the student model behaviours that demonstrate management of emotions? |  |  |
| Was the student able to recognise and respond to the emotional states of others promote the development of emotional intelligence in others?  |  |  |
| **Feedback – Skills Performance** |  |  |
| What feedback can you give you the staff member regarding the standard of their performance in these skills listed above? (50-100 words). Please consider areas of success and areas of development. |

**Managers Name:**

**Managers Job Title:**

**Managers Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date**

**ASSESSMENT INSTRUCTIONS**

This is the end of the Workplace Assessment.

Please now go online to the topic menu for ‘Unit 2 – Develop and use emotional intelligence’ and click on the box **‘Workplace Assessment’** to submit your Workplace Assessment.

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**Grading and Feedback.**

Feedback will be provided for each question through the Online Learning System. You will receive an email notification of feedback being posted.

If there are any required changes you will be given an opportunity to resubmit.

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