

**APPLY THE PRINCIPLES AND CONCEPTS OF EMOTIONAL INTELLIGENCE
TO THE MANAGEMENT OF SELF AND OTHERS**

US 252031

NQF LEVEL: 5

CREDITS: 4

NOTIONAL HOURS: 40

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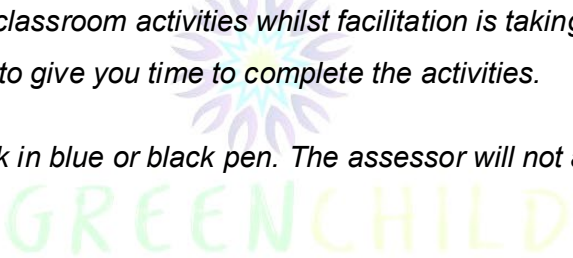


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SUMMATIVE ASSESSMENT

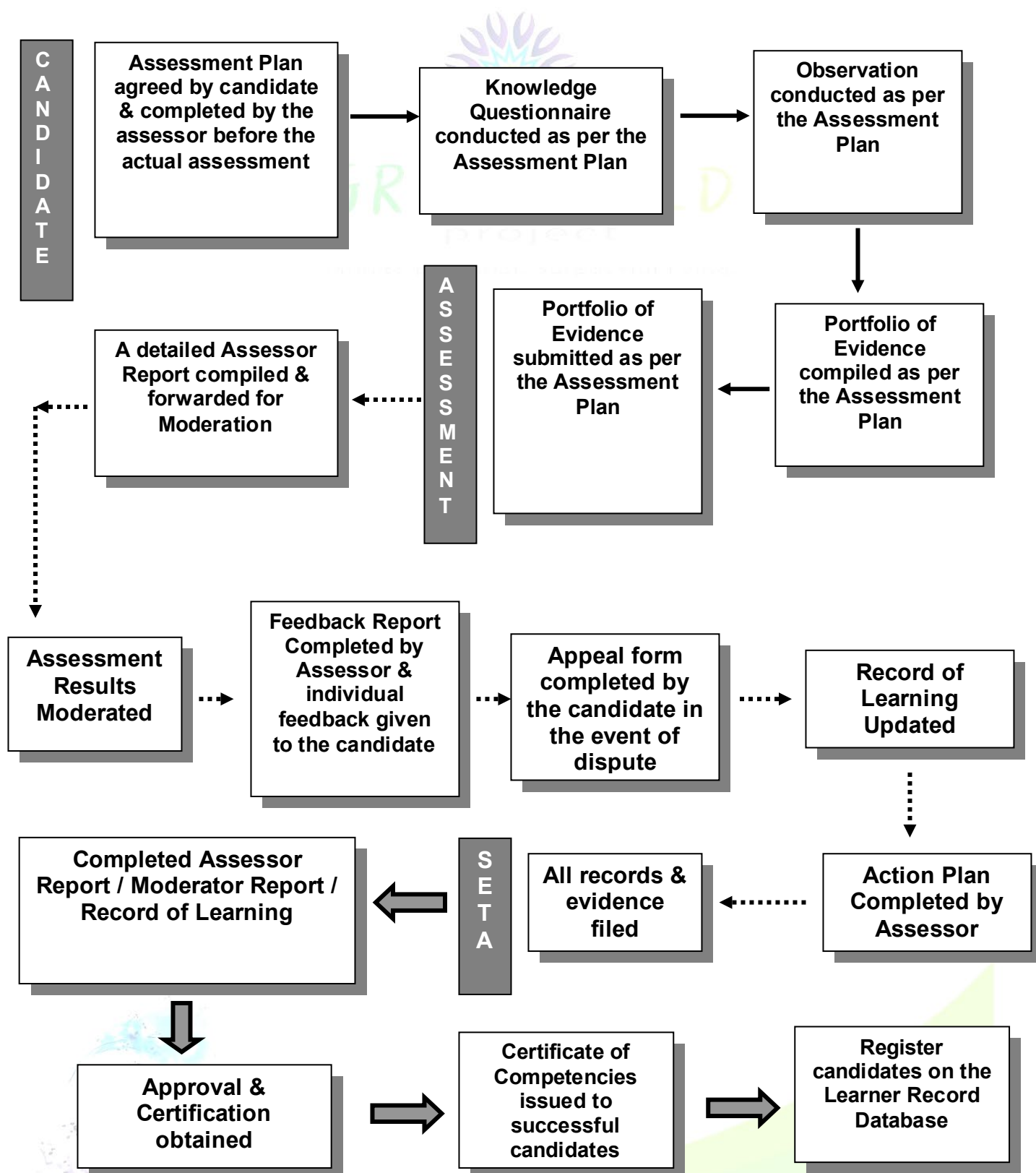
Name	
Contact Address	
Telephone (H)	
Telephone (W)	
Facsimile	
Cellular	

INSTRUCTIONS TO THE LEARNER

- 
- *You must complete the classroom activities whilst facilitation is taking place. The facilitator may stop at regular intervals to give you time to complete the activities.*
 - *Please complete all work in blue or black pen. The assessor will not assess the evidence if completed in pencil.*
 - *You are not allowed to copy from another learner. Any plagiarism committed will be viewed in a serious light and disciplinary action may be taken against you. Your work must be authentic i.e. your own work. Group work is allowed in certain activities but your answers must be your own original work after discussions in the group.*
 - *You must sign the declaration contained in the assessment preparation and planning document declaring that all work is your own. If you do not sign this declaration, the assessor will not proceed with assessment and your results will be delayed.*
 - *Please do not use any correction fluid i.e. tippex. Rather cross your work out and write next to your mistakes.*
 - *The proficiency level required for each unit standard in the cluster is 50% per specific outcome per unit standard. If you are deemed Not Yet Competent in a unit standard, you will only be required to redo (remediate those sections in that unit standard.*
 - *Any remediation must be submitted within 30 working days after you have received feedback*
 - *If you have achieved any unit standards in this skills programme via another provider, please neatly draw a line through the section and indicate that a certified certificate has been submitted and is included in your administration section.*

Answer section A and B

Assessment Process Flow





Agreed Assessment Plan

Candidate's Name:			
Assessor's Name:			
Standard Title:	Apply the principles and concepts of emotional intelligence to the management of self and others		
EVENT	DATE, TIME AND LOCATION	RESOURCES REQUIRED	EVIDENCE TO BE GENERATED
Attend Training		Training material, equipment as specified	Attendance Register
Complete formative assessment		Formative workbook	Completed formative workbook
Complete knowledge questionnaire.		Knowledge questionnaire	Completed knowledge questionnaire

Signature of Candidate: _____

Signature of Assessor: _____

Date: _____

SECTION A (SO 1, AC 1, AC 2; SO 2, AC 2)

Answer the following questions.

1. Salovey and Mayer proposed a model that identified four different factors of emotional intelligence, that is:
 - a) The perception of emotion and the ability reason using emotions
 - b) The ability to understand emotion and the ability to manage emotions.
 - c) The ability to understand emotion
 - d) A and B
 - e) All of the above.

2. _____ is the ability to control or redirect disruptive impulses and moods, and the propensity to suspend judgment and to think before acting. Hallmarks include trustworthiness and integrity; comfort with ambiguity; and openness to change.
 - a) Self-regulation
 - b) Self- awareness
 - c) Empathy
 - d) Internal innovation
 - e) Social skills

3. Some useful techniques we can use when giving feedback does not include;
 - a) Open-ended questioning
 - b) Reflecting Back
 - c) Not being Sensitive
 - d) Summarizing
 - e) Initiating Action and Offering Ideas

4. Determine if the following sentence is true or false.

The emotional competencies are linked to and based on emotional intelligence. A certain level of emotional intelligence is necessary to learn the emotional competencies.

SECTION B: PRACTICAL TASKS

Work on the following tasks, gathering evidence and attaching all documentation used. Be as practical as possible and use current and past projects to answer the questions asked.

Task 1 (SO 2, AC 2)

Think of any interpersonal and intrapersonal relationships and analyse the role of emotional intelligence in those situations. That is, techniques for giving and receiving feedback must be analysed to identify practices reflecting emotional intelligence.

Attach any necessary evidence

Task 2 (SO 3, AC 1)

You are required to do a 10 minutes presentation in front of the assessor. The presentation centres on the positive and negative impact of emotional intelligence at intrapersonal and interpersonal level.

Attach any necessary evidence

Task 3 (SO 4, AC 1, AC 2, AC 3)

You are required to evaluate own level of emotional intelligence in order to determine development areas. Use the following guidelines.

- Analyse own responses to life and work situations in terms of the principles and concepts of emotional intelligence.
- Analyse own strengths and weaknesses with reference to the concepts and principles of emotional intelligence in order to identify development areas.
- Describe techniques for improving own emotional intelligence in relation to development areas identified.

Attach any necessary evidence

Total marks are

Learner achieved _____ marks.

Assessor Name _____



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ASSESSMENT DECISION & EVIDENCE EVALUATION RECORD

Candidate's Name: -				
Assessor's Name: -				
Assessment I declare that this assessment is my own work. Marks: The learner is either did“ meet requirements” or “did not meet requirements”. If the learner is NYC in an area, then he or she must be reassessed. Learner achieved: Competent/Not yet competent				
Apply the principles and concepts of emotional intelligence to the management of self and others				
Overall outcome: The learner must be able to apply the principles and concepts of emotional intelligence to the management of self and others Note: When learner do practical assessments ensure that they meet the overall outcome.				
	Specific Outcome	Met requirements	Did not meet requirements	Comments
1				
	Specific Outcome	Met requirements	Did not meet requirements	Comments
2				
	Specific Outcome	Met requirements	Did not meet requirements	Comments
3				



Specific Outcome		Met requirements	Did not meet requirements	Comments
4				

OVERALL ASSESSMENT DECISION

Assessors Comments:



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UNITED STATES OF AMERICA

Signature of Assessor:

Date:



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