

THE PEOPLE QUOTIENT (PQ) SCALE

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How High Is Your People Quotient (PQ)?



The People Quotient Scale can be used to obtain an estimate of your people intelligence—your PQ. Just like an IQ test, it is scaled so that the average score is 100. Because it is a self-test, however, your answers will be subjective. Therefore, the more honest you are when you take the test, the more accurate your PQ score will be. Also, your standards may be different from another person's. Use your coworkers as a benchmark. As you take the test, consider your interactions with . . .

- your boss
- your direct reports
- your teammates
- your customers

The PQ Scale asks you to rate yourself in eight people smart skill areas. There are five items for each skill. In each instance, you will rate yourself on a 1 to 4 scale (Hardly Ever, Sometimes, Often, Consistently). As you complete each skill area, sum your scores for that skill.



PeopleSmart Skill 1

How would you rate your ability to understand people?

Rating Scale

Consistently = 4

Often = 3

Sometimes = 2

Hardly Ever = 1

_____ I listen attentively to grasp what someone is thinking.

_____ I take notice of other people's body language to understand them better.

_____ To avoid misunderstanding, I ask questions that clarify what the speaker is saying.

_____ I am able to sense what another person is feeling.

_____ I can assess the underlying reasons why people I know act the way they do.

Skill 1 Score: _____

PeopleSmart Skill 2

How would you rate your ability to express your thoughts and feelings clearly?

_____ I give just enough detail so that I'm understood.

_____ People enjoy listening to me.

_____ I can take something complicated and explain it clearly.

_____ I say what I mean and what I feel.

_____ When I'm not clear, I let the other person ask questions rather than go on and on explaining myself.

Skill 2 Score: _____

PeopleSmart Skill 3

How would you rate your ability to assert your needs?

_____ I am decisive about what I will do or not do for others.

_____ I speak up when my needs are not being met.

_____ I keep calm and remain confident when I run into opposition.

_____ I stand my ground.

_____ I can say no with grace and tact.

Skill 3 Score: _____

PeopleSmart Skill 4

How would you rate your ability to exchange feedback?

_____ I give appreciation and compliments freely.

_____ When I criticize people, I offer suggestions for improvement.

_____ To gain different perspectives, I ask for feedback from a wide range of people.

_____ I ask others for feedback to improve myself . . . not to fish for compliments.

_____ I listen to feedback I receive from others.

Skill 4 Score: _____



PeopleSmart Skill 5

How would you rate your ability to influence how others think and act?

Rating Scale

Consistently = 4

Often = 3

Sometimes = 2

Hardly Ever = 1

- _____ I establish rapport with people before trying to persuade them to do something.
- _____ I explore other people's viewpoints before trying to convince them of my own.
- _____ I give compelling reasons for adopting my viewpoint.
- _____ People are not defensive when I give advice.
- _____ I give people time to mull over what I've presented to them.

Skill 5 Score: _____

PeopleSmart Skill 6

How would you rate your ability to resolve conflict?

- _____ I get the tensions between the other person and me out on the table.
- _____ Right from the start, I seek agreement over victory.
- _____ I learn all I can about the other person's needs and interests when negotiating.
- _____ I work to solve problems, not blame others, when we hit a stone wall.
- _____ When I reach an agreement with someone, I make sure we both stick to it.

Skill 6 Score: _____

PeopleSmart Skill 7

How would you rate your ability to collaborate with others?

- _____ I request help from others and give them assistance in return.
- _____ I pitch in when the group needs something done.
- _____ I focus on other people's welfare as much as on my own.
- _____ I keep others informed about what I'm doing if it affects them.
- _____ I help to facilitate and coordinate the efforts of others.

Skill 7 Score: _____

PeopleSmart Skill 8

How would you rate your ability to shift gears?

- _____ When a relationship is not going well, I take the initiative to do something about it.
- _____ I can see the patterns I fall into with other people.
- _____ Even if I'm not at fault, I am open to making significant changes in my behavior when necessary.
- _____ I am willing to take risks when they are called for.
- _____ I am resilient. If things don't work out, I bounce back.

Skill 8 Score: _____



Your People Quotient: _____
(the sum of the eight individual skill scores)

Interpreting Your Scores

Look over your own scores for each PeopleSmart skill and the feedback you receive from other people. Identify some skills where you are less effective than others. (Interpret a score of 10 or less on any one skill as an indication that you have a lot of work to do.)

If your overall PQ rating is over 150, you have superior people intelligence. Keep it up! A score between 125 and 150 indicates that you have very good PeopleSmart skills, but you should keep working on them. If you scored between 100 and 124, your PeopleSmart skills need some improvement. Remember, the scale is designed for 100 to be average or typical. A score under 100 suggests that you need considerable improvement.

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