



**EQ-i** 2.0<sup>®</sup>

assess. predict. perform.

## THE FULL SUITE OF REPORTS



EQ-i 2.0 WORKPLACE  
REPORT



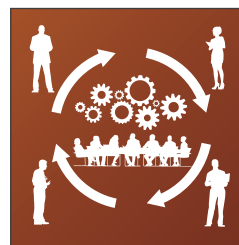
EQ-i 2.0 LEADERSHIP  
REPORT



EQ-i 2.0 GROUP  
REPORT



EQ-i 2.0 HIGHER  
EDUCATION REPORT



WORKPLACE EQ 360  
REPORT



LEADERSHIP EQ 360  
REPORT

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## EQ-i 2.0® QUICK FACTS

### AGE RANGE

18 years or older

### ADMINISTRATION TIME

15 – 30 minutes

### NUMBER OF ITEMS

133

### USED IN 60+ COUNTRIES

### FORMAT

Online Talent Assessment Portal for quick and easy administration, scoring and interpretation

### REPORT OPTIONS

- The EQ-i 2.0 Workplace Report
- The EQ-i 2.0 Leadership Report
- The Workplace EQ 360 Report
- The Leadership EQ 360 Report
- The EQ-i 2.0 Group Report
- The EQ-i 2.0 Higher Education Report

### NORMS AND LANGUAGES

Please visit our website for a complete list ([mhs.com/TAP](http://mhs.com/TAP))

### QUALIFICATION LEVEL

- B (North America only)
- EQ-i® 2.0/EQ 360 Certified

“I have seen and worked with Emotional Intelligence across three continents and more than fifteen countries, and to that end, I have witnessed how fundamental it is to effective leadership, and the larger role it continues to play in the success of organizations.”

MARGARETA SJÖLUND, PHD., CHIEF PSYCHOLOGIST  
AND FOUNDER, KANDIDATA ASIA

# What is Emotional Intelligence?

Emotional Intelligence (EI) is a set of emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use emotional information in an effective and meaningful way.

## Why is EI Important?

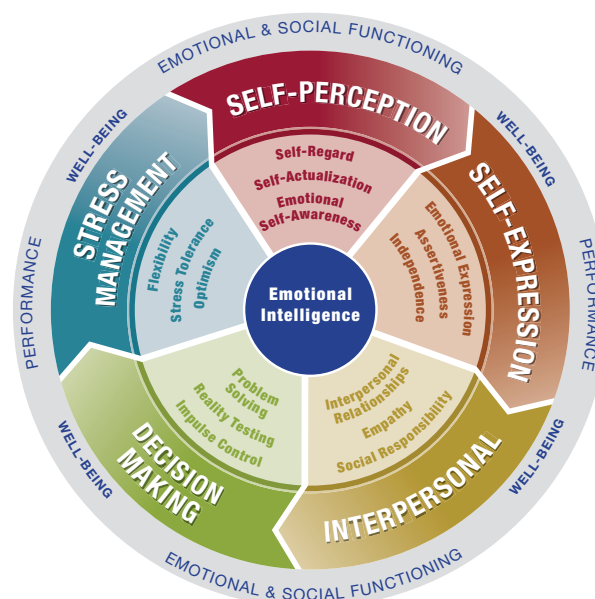
Emotional Intelligence is proven to be a key indicator of human performance and development. People higher in EI communicate effectively, form strong relationships, and create powerful coping strategies. EI can be measured – more accessibly and less controversially than IQ – and unlike IQ, it can be substantially strengthened and developed.

## The EQ-i 2.0®

### THE SCIENCE BEHIND THE EQ-i 2.0®

For almost 20 years, consultants and organizations have trusted the science that underpins the EQ-i 2.0® (and its predecessor the EQ-i 1.0) to help improve human performance. The EQ-i 2.0 is a psychometric assessment which measures emotional intelligence and how it can impact people and the workplace. Being the first scientifically validated measure of EI, coupled with research from premier organizations, means you can count on the EQ-i 2.0 to add robustness and accuracy to your talent management initiatives.

## The EQ-i 2.0® Model



Copyright © 2011 Multi-Health Systems Inc. All rights reserved.  
Based on the original BarOn EQ-i authored by Reuven Bar-On, copyright 1997.

The EQ-i 2.0 features:

- A Total EI score with 5 composite scores measuring 5 distinct aspects of emotional and social functioning.
- 15 Subscales.
- A Well-Being Indicator which measures your client's level of happiness; resulting in additional development opportunities.

# The EQ-i 2.0® Reports

Depending on your needs, there are six report options geared toward a business-centric audience:



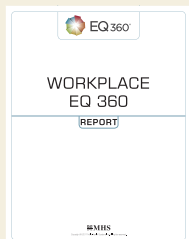
## **EQ-i 2.0 WORKPLACE REPORT**

A self-report used when assessing anyone within the workplace.



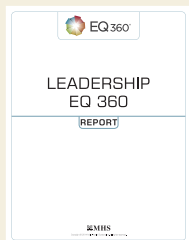
## **EQ-i 2.0 LEADERSHIP REPORT**

A self-report used when assessing leaders within an organization.



## **WORKPLACE EQ 360**

A multi-rater report used to gain insight into an individual's EQ 360 results, with in-depth analysis specific to a workplace context.



## **LEADERSHIP EQ 360**

Adding to the features of the Workplace EQ 360 Report, this multi-rater report also helps you to view your client's scores through a leadership lens.



## **EQ-i 2.0 GROUP REPORT**

A report used when an organization wishes to work on team-level strategies as it enables discussion around team-level implications of EI.



## **EQ-i 2.0 HIGHER EDUCATION REPORT**

A report that provides a framework for understanding a student's Emotional Intelligence skills in order to foster academic and life success.

# Both Coach and Client Versions Included with Each Report

## **THE CLIENT REPORT**

The Client Report provides an introduction to the EQ-i 2.0 model and a detailed, personalized interpretation for each of the 15 subscales complete with strategies for action and a development plan.

## **THE COACH REPORT**

The Coach Report helps you better understand how results were derived, allowing for better interpretation, and enabling valuable client feedback.

# Complimentary Special Features

## **CUSTOMIZATION**

Brand reports with your logo, client/company name on the cover; turn on/off labels, scores and report sections.

## **BUSINESS-CENTRIC FORMAT**

Professional color coding representing each of the five composite scores, a clear layout, and straight-forward language – making it easier to interpret results.

## **UNPARALLELED SUPPORT**

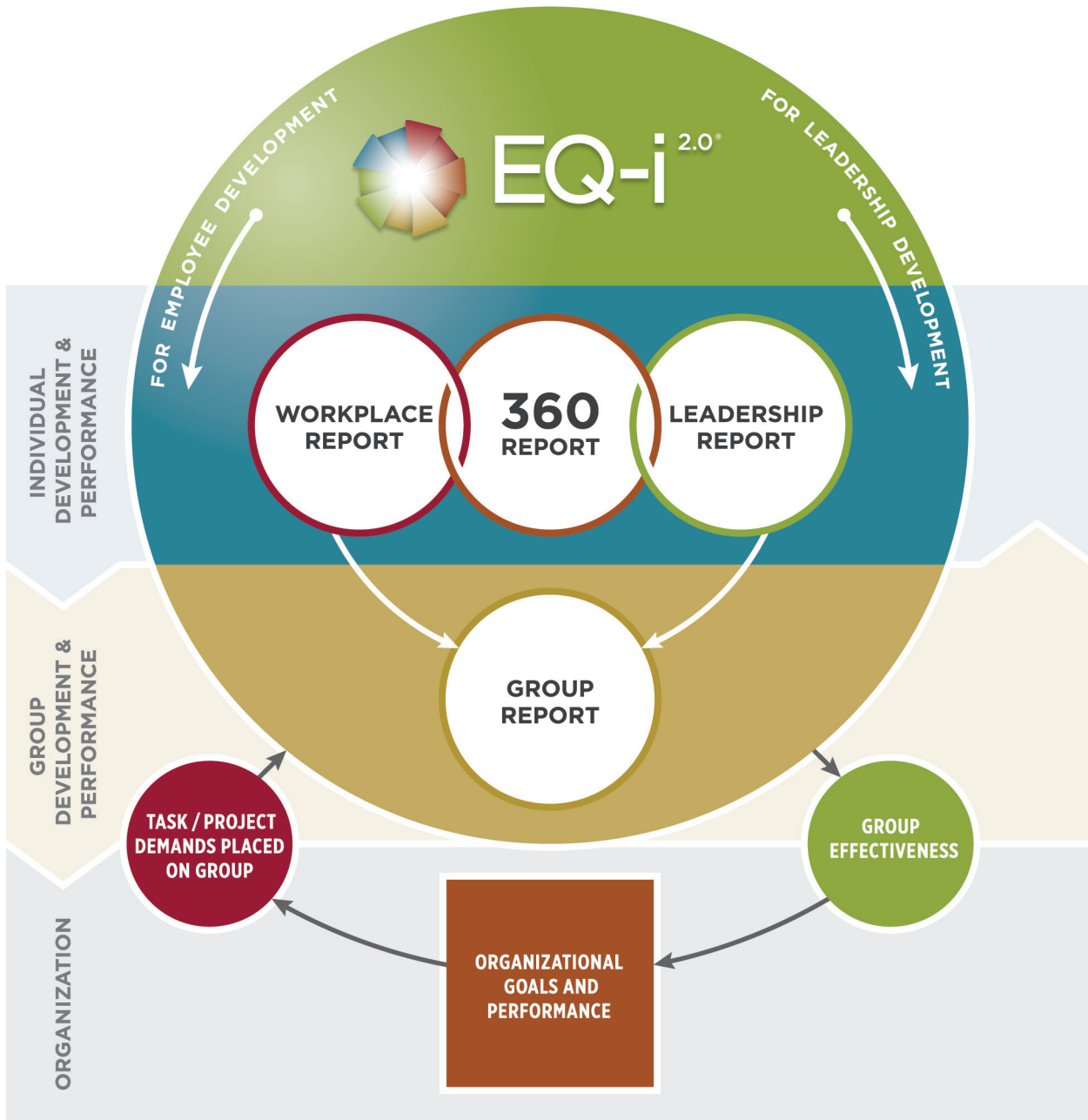
Reports are designed with clear instructions, interpretation guidelines and results-driven content, setting you up for success. In addition, you have access to your own Partner Relations Consultant to help kick-start an EI program in your organization or business.

## **ONLINE, EASY TO USE REPORT ADMINISTRATION**

Send invitations, manage participants and generate reports from a secure password-protected web portal. The portal also allows you to access invaluable marketing resources you can leverage to help grow your business, the latest product releases and information about upcoming certifications and training partners.

# EQ-i 2.0<sup>®</sup> Report Suite

All organizations are made up of multiple levels and we designed the EQ-i 2.0 Report Suite to target solutions at every level. This multi-level approach to developing emotional intelligence (EI) shows that developing EI at the individual level can impact team performance, which in turn influences the organization. Based on the needs of your clients and their workplaces, this figure may be used to choose the reports that will best help develop targeted EI solutions.



# The EQ-i 2.0® Workplace Report



## WHEN SHOULD I USE THE EQ-i 2.0 WORKPLACE REPORT?

The Workplace Report is designed for use in a wide variety of coaching, development situations and work settings. It focuses on the impact of emotional intelligence at work and offers suggestions for working more effectively with colleagues, supervisors and clients.

**Specific applications for this report are:**

**INDIVIDUAL DEVELOPMENT**

**ORGANIZATIONAL DEVELOPMENT**

**SELECTION/RECRUITMENT**

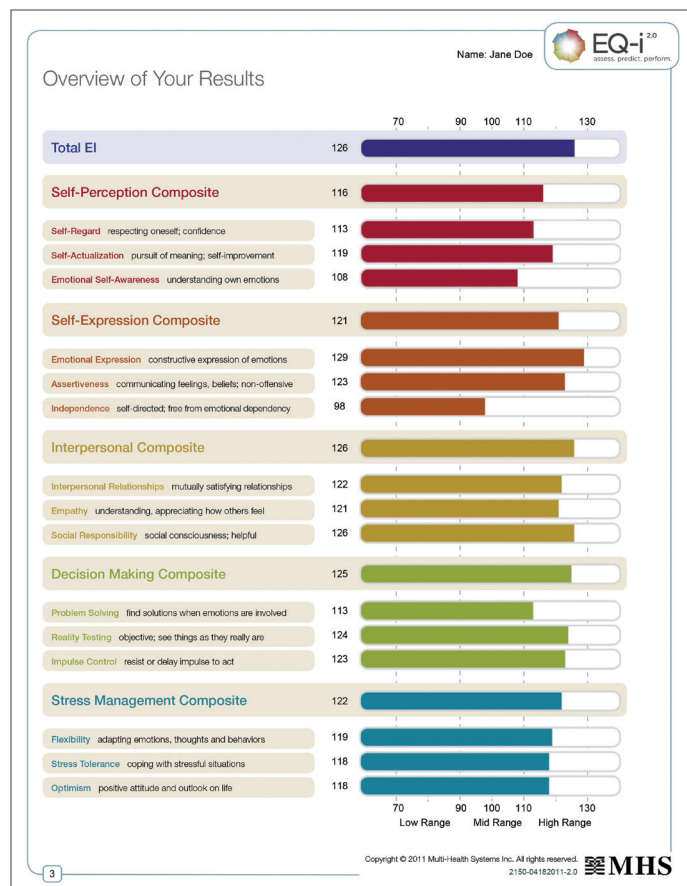
**CAREER COUNSELING/  
OUTPLACEMENT SERVICES**

# The EQ-i 2.0® Workplace Report Key Features

## OVERVIEW OF YOUR CLIENT'S RESULTS

Get an overall picture of your client's complete EQ-i 2.0 results along with definitions of each subscale:

- Quickly identify patterns in your client's profile.
- Give your client a clear, organized understanding of their strengths and weaknesses in a constructive way.
- Effectively measure where your client is and wants to be by comparing results against sample groups of general population (based on geographic location, gender, and age) or professional respondents (based on education, occupation, gender and age).



## INDIVIDUAL SUBSCALE PAGES

Gain deeper insight into how each subscale impacts your client's work performance (i.e. conflict resolution, change management, teamwork, decision making and more) – with suggested strategies customized based on your client's individual results:

- This section is the foundation for making relevant links between your client's behavior at work and emotional skill set.
- Get specific and actionable strategies to drive your client's success in each subscale.
- Give your client helpful information on each EI skill in language that enables your client to utilize strengths.



**Impact at Work**

... may mean that on an emotional level you are driven to... abilities, and are more confident in expressing yourself th... s that you could lose touch with objective assessments of you... healthy self-perception.

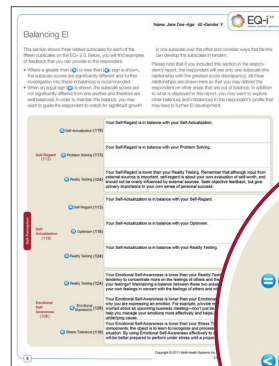
**Strategies for Action**

... feedback on your strengths and weaknesses demon... whether your self-beliefs are in line with what others... (manager) who know you well enough to coo... with specific ob...

## BALANCING EI

Take interpretation further by making important links between key scales with the Balancing EI section:

- Make instant connections between related subscales and help your client leverage EI strengths and improve EI weaknesses.
- Get started on feedback with pre-designed narratives explaining the common traits of imbalanced emotional intelligence skills.
- Save preparation time as much of the interpretation is done for you based on your client's results.



**Your Self-Actualization is**

- Optimism (118)
- Reality Testing (124)
- Reality Testing (124)
- Emotional Expression (129)

Your Self-Actualization is in balance.

Your Emotional Self-Awareness is low tendency to concentrate more on the your feelings? Maintaining a balance your own feelings in concert with th...

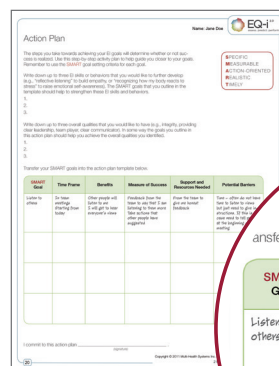
Your Emotional Self-Awareness is why you are expressing an emo' worried about an upcoming b' help you manage your emo' underlying cause.

Your Emotional Self components \*\*

## ACTION PLAN

The steps your client takes toward achieving his or her goals is key to realizing success.

- An Action Plan, using SMART\* goals, is provided for you to track your client's progress toward achieving EI development goals.
- Take advantage of a consistent, standardized format that is easy to follow for you and your client.

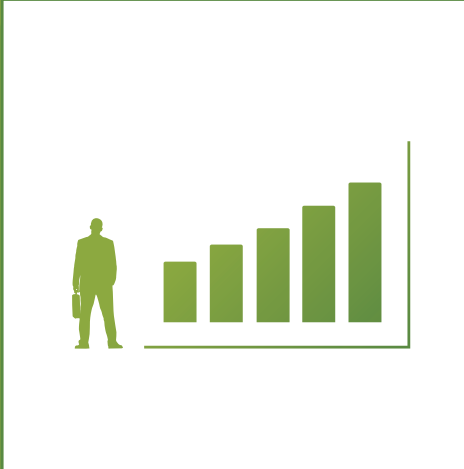


Transfer your SMART goals into the action plan template.

SMART Goal	Time Frame	Benefits	Meas...
Listen to others	In team meetings starting from today	Other people will listen to me I will get to hear everyone's views	Feedback team to listening Take ac other r suggest

\* SMART: Specific, Measureable, Attainable, Relevant, Timely

# The EQ-i 2.0® Leadership Report



## WHEN SHOULD I USE THE EQ-i 2.0 LEADERSHIP REPORT?

The Leadership Report is a self-report that examines EQ-i 2.0 results through four key dimensions of leadership: Authenticity, Coaching, Insight, and Innovation. As an option, client's results can be compared against those of top leaders, creating a coaching benchmark for exceptional EI performance. The leadership report also contains insights on the leadership and organizational implications of your client's results, information about which skills have the highest potential to be leadership derailers, as well as strategies for development aimed to help your client reach his or her true leadership potential.

**Specific applications for this report are:**

LEADERSHIP DEVELOPMENT

EXECUTIVE DEVELOPMENT  
AND COACHING

DEVELOPING HIGH POTENTIALS

SENIOR LEVEL SELECTION AND  
SUCCESSION PLANNING

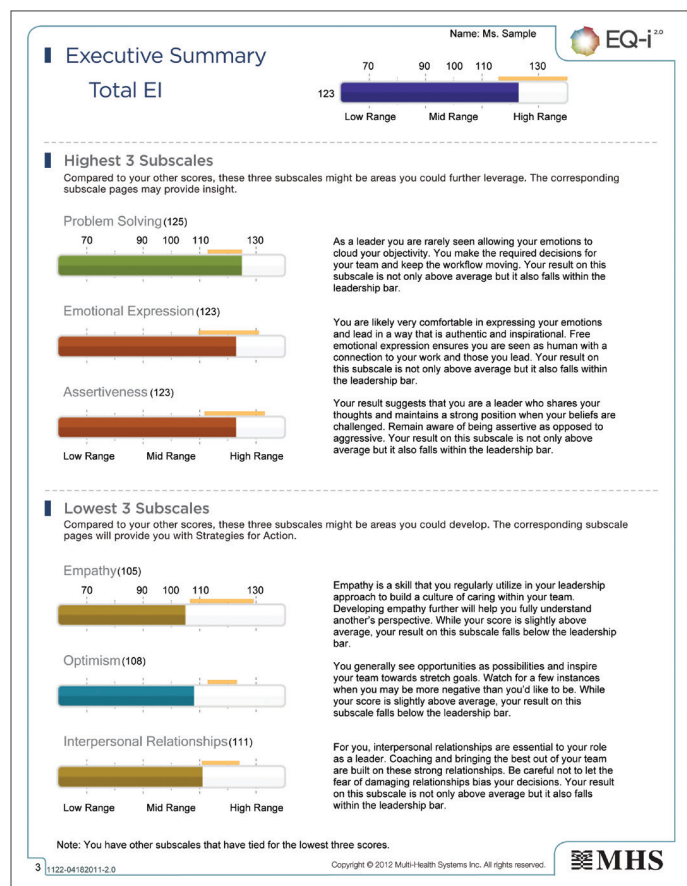
# The EQ-i 2.0® Leadership Report Key Features

In addition to features found in the Workplace Report, the Leadership Report also includes the following:

## EXECUTIVE SUMMARY PAGE

View your client's 3 highest and 3 lowest scoring EI subscales:

- Identify areas in which your client excels and helps fuel organizational and personal performance.
- Flag skills in need of development in order to prioritize strategies for growth.





## LEADERSHIP POTENTIAL PAGE

This section provides you with a leadership lens through which to view your client's EQ-i 2.0 results. A leader who embodies higher EI through the 4 key dimensions of leadership is more likely to increase work satisfaction, create trust, and foster organizational commitment and loyalty.

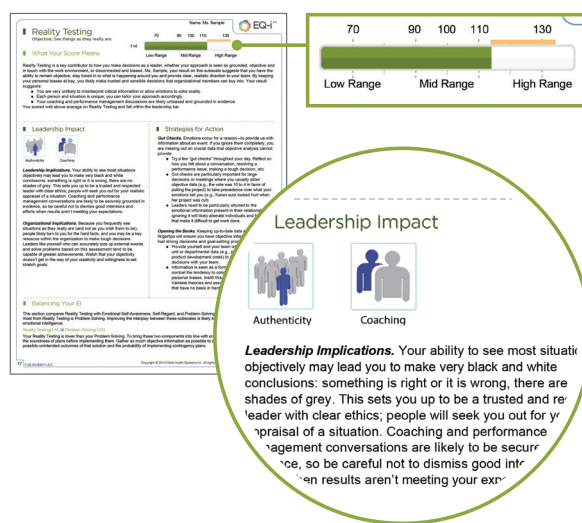
- If the Leadership Potential page is turned on, graphical icons will appear on every subscale page linking the subscale to the four leadership competencies.
- Leadership derailers section examines how low scores for specific EI skills may hinder leadership success.



## LEADERSHIP BAR

A gold leadership bar appears on the Overview of Results page, and above all bar graphs on every subscale page. This bar represents the range of scores of the top leaders (those who EQ-i 2.0 scores were in the top 50% of the leader sample).

- Using this bar, your client can compare his or her results on the EQ-i 2.0 to those exceptional leaders who demonstrate high EI.
- Focus development efforts in areas where your client scored lower than other leaders, in order to improve leadership capabilities.



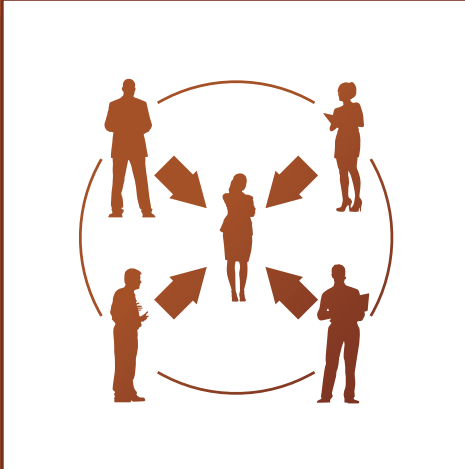
## LEADERSHIP TOPICS

Three current leadership topics are explored using the EQ-i 2.0 model. These optional topics can be selected depending on organizational leadership issues. We've researched evolving topics like conflict resolution and multi-generation workforces to show the connection between EI and the challenges your clients are dealing with every day.

Empathy	Flexibility
<ul style="list-style-type: none"> <li>View your leadership style from the perspective of each generation, then from the perspective of each individual.</li> <li>Set boundaries when work-life balance is needed.</li> <li>Change Leaders' organizational mindset.</li> <li>Meditate when presenters become frustrated.</li> <li>Delegate when necessary.</li> </ul>	<ul style="list-style-type: none"> <li>Do a range of different tactical approaches for communication. Show that you are open to using different methods for communication.</li> <li>Accommodate different learning styles amongst your team, and offer them alternatives (i.e., mentoring, e-learning, hands-on training).</li> <li>Keep an open mind to alternative or innovative approaches to work, your way may not be the only way.</li> </ul>

# EQ 360<sup>®</sup> Reports

- LEADERSHIP EQ 360 REPORT
- WORKPLACE EQ 360 REPORT



EQ 360 Reports provide in-depth analyses by having those who work with your client and know your client personally provide feedback in addition to your client's self-assessment. Allowing for unlimited raters (Managers, Peers, Direct Reports, Friends and Family), these observer ratings are compared with the self-assessment in order to provide your client with a 360 degree view of his or her effectiveness. These reports are designed to provide valuable insight and opportunities for development.

## WHEN SHOULD I USE THE LEADERSHIP EQ 360 REPORT?

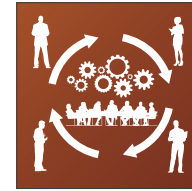
This report offers the single, most comprehensive view of an individual's EI results through four key dimensions of leadership. Adding to the features of the Workplace EQ 360 Report, this report also helps you view your client's scores through a leadership lens, as well as help you understand how others see your client as a leader.

## WHEN SHOULD I USE THE WORKPLACE EQ 360 REPORT?

This report is used to gain insight into an individual's EQ 360 results, with in-depth analysis specific to a workplace context, enabling career and organizational development.



LEADERSHIP  
EQ 360 REPORT



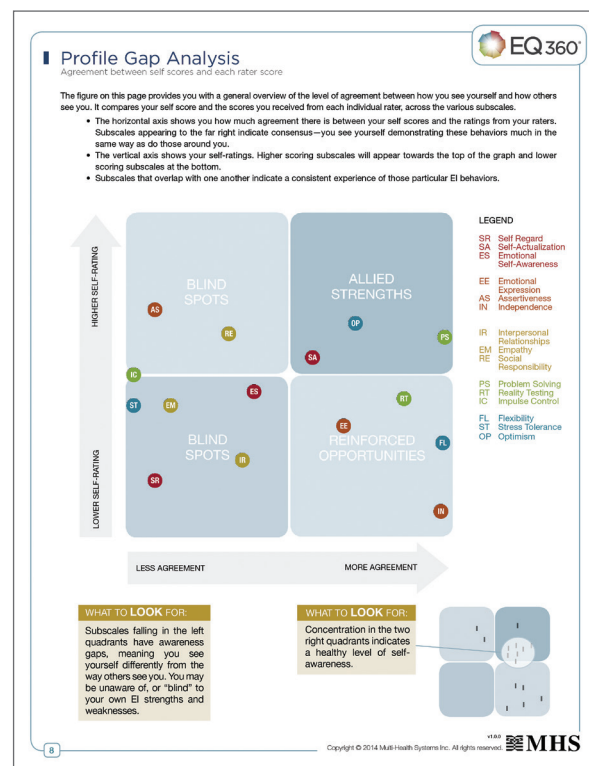
WORKPLACE  
EQ 360 REPORT

# Key Features

## PROFILE GAP ANALYSIS

This innovative interpretation tool identifies blind spots, allied strengths, and developmental opportunities.

- Save hours of interpretation and preparation time reviewing raters' responses and graphs.
- The Profile Gap Analysis can easily highlight where raters agreed with the individual's assessment and where they did not, in one snapshot.



## EASY ADMINISTRATION AND SUPPORT

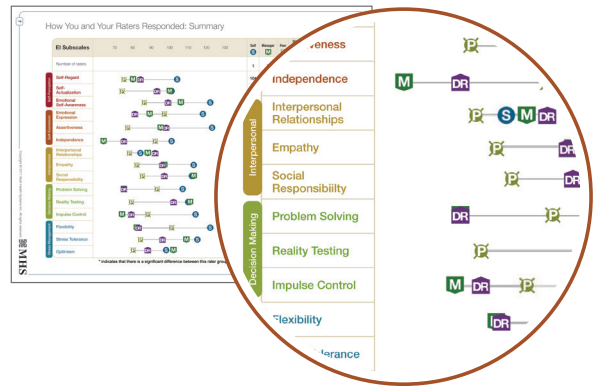
The EQ 360 multi-rater report is completely aligned with the EQ-i 2.0 self-assessment providing a seamless user experience.

- Both use the same EQ-i 2.0 model.
- Import EQ-i 2.0 reports directly into the EQ 360.
- Add custom open-ended questions relevant to organizational goals, situations, and desired outcomes.

## RATER RESPONSE SUMMARY

A one-page summary of all responses – easy to interpret and understand.

- No need to flip pages to find subscale responses. Save time and effort with this one-page summary of results.



## EACH SUBSCALE INTERPRETED FROM TWO DIFFERENT PERSPECTIVES

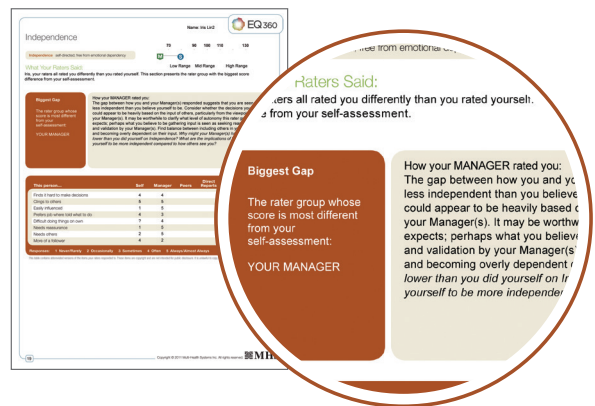
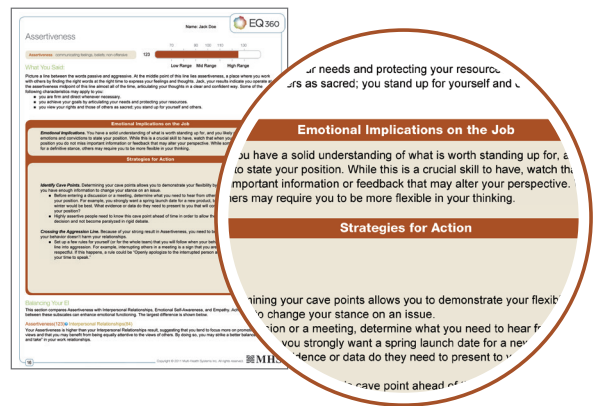
The EQ 360 report is designed to allow your client to view both the self-report and rater group results for all fifteen subscales as well as the Well-Being Indicator.

### SELF PERSPECTIVE

- Strategies for Action – The interpretation and development support section provides relevant strategies for development.
- Balancing Your EI – Understanding the implications of having a balanced EI profile can help your client get to issues and potential solutions faster.

### RATER PERSPECTIVE

- Interpretive Results for the Biggest Gaps and Closest Agreements – Understand where the raters agree and disagree within the ratings, and what the implications might be.



FEATURES	LEADERSHIP EQ 360 REPORT	WORKPLACE EQ 360 REPORT
360 Degree Feedback	✓	✓
Profile Gap Analysis	✓	✓
Rater Response Summary	✓	✓
Leadership Bar*	✓	
Leadership Potential Information*	✓	
Executive Summary*	✓	

\* See pages 6 & 7 for feature description

# The EQ-i 2.0® Group Report



## WHEN SHOULD I USE THE EQ-i 2.0 GROUP REPORT?

The EQ-i 2.0 Group Report combines the EQ-i 2.0 scores of individuals that take the EQ-i 2.0 in a manner that enables interpretation at the group or team level. This report represents and maintains the anonymity of the participants' individual scores. An overview that identifies group strengths, as well as areas where the group as a whole can be more effective is presented. Implications at an organizational level are examined and strategies for action that can further develop the group's potential are recommended.

**Specific applications for this report are:**

**PROVIDING GROUP OR TEAM  
FEEDBACK ON EQ-i 2.0 RESULTS**

**TEAM BUILDING**

**IMPROVING GROUP DYNAMICS**

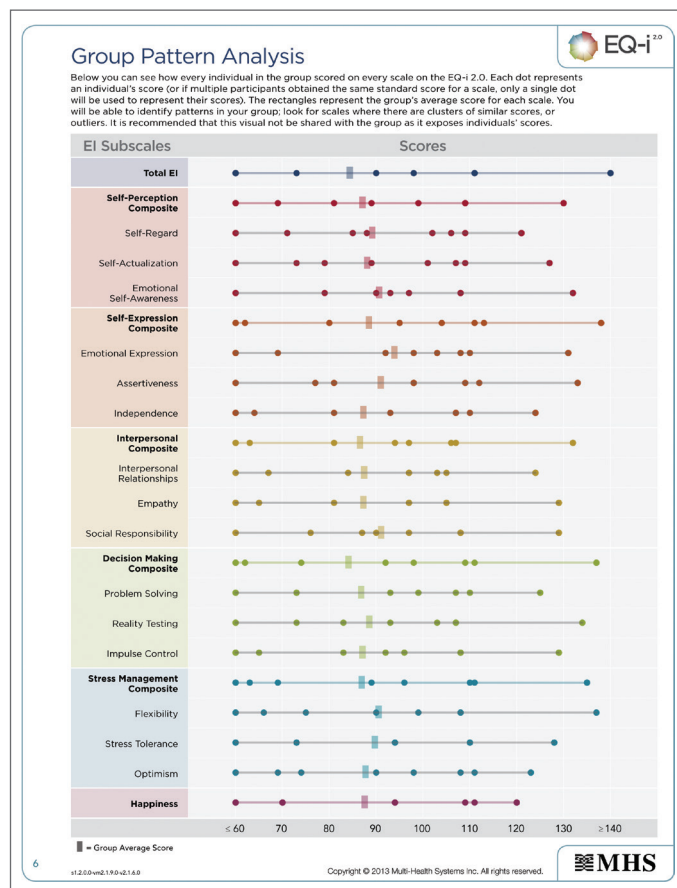
**PROVIDING AN ORGANIZATIONAL  
SUMMARY OR REPORT OF AN  
EQ-i 2.0 PROGRAM**

# The EQ-i 2.0® Group Report Key Features

## GROUP PATTERN ANALYSIS PAGE

View the relationship between individual scores and group averages in a visually appealing and easy to interpret graph.

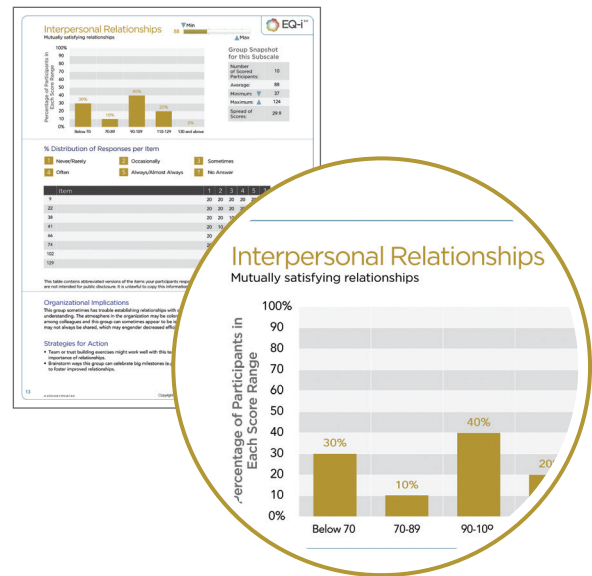
- This page provides a visual representation of the spread of scores, which describes how close or far apart each individual group member's score is to the group's average score.
- Easily identify EI patterns in the group, helping you determine which skills need further development.



## OVERVIEW OF EACH SUBSCALE

Information about each subscale is compiled onto a single page enabling you to see detailed information regarding the group's subscale score and response tendencies, along with implications and developmental strategies associated with the group's subscale score.

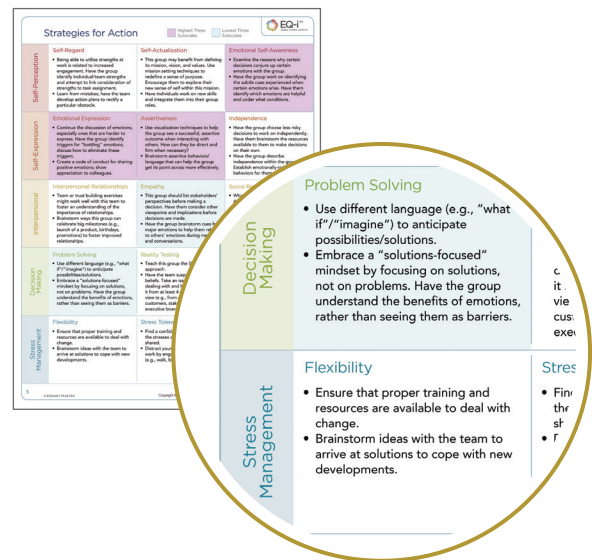
- Implications and strategies are specifically focused on the effects that group EI scores have on either a group's immediate work environment or on the organization as a whole.
- Includes a download graphs feature: download bar graphs as an image file for inclusion in your group feedback coaching materials.
- Each EI skills page shows the distribution of scores for the group, allowing you to see trends not as noticeable when using averages alone.



## STRATEGIES FOR ACTION

This page provides recommended strategies:

- Use as a tool to gain group members' commitment to agreed upon action plans.
- The 3 highest and 3 lowest EI skills are highlighted to showcase strong areas of EI and those skills needing further development.



“Leaders who have a sensitivity to relationships and do a good job of building relationships have something beyond business skills that help organizations succeed. They have highly developed, emotionally-intelligent behaviors.”

ROGER PEARMAN, FOUNDER AND CEO, LEADERSHIP PERFORMANCE SYSTEMS

# The EQ-i 2.0® Higher Education Report



## WHEN SHOULD I USE THE EQ-i 2.0 HIGHER EDUCATION REPORT?

This report can be used to score your students EI and measure against a normative sample of 1,800 Higher Education students. Three dynamic reports are available: **The Student Summary Report** provides a summary of the top three and bottom three subscales. **The Student Comprehensive Report** contains results, interpretive text, and development strategies for all 15 subscales. **The Counselor's Report** is generated in tandem with The Student Comprehensive Report, and contains interpretive information from a counselor's perspective.

### Specific applications for this report are:

IDENTIFYING AND ENGAGING AT-RISK STUDENTS

FACILITATING TRANSITION TO A POST-SECONDARY ENVIRONMENT

LEADERSHIP AND PERSONAL DEVELOPMENT

ACADEMIC, CAREER, AND LIFE COUSLING

STUDENT SUCCESS

MAY BE USED AS PART OF A CURRICULUM



## EQ-i 2.0® Higher Education Report

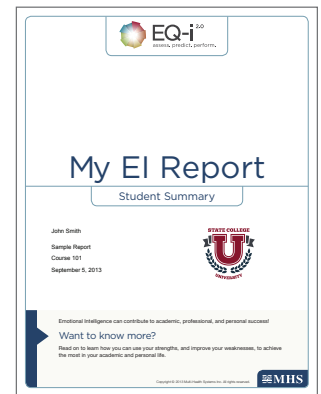
The EQ-i 2.0 Higher Education Report provides a framework for understanding a student's Emotional Intelligence (EI) skills in order to foster academic and life success.

### REPORT TYPES

The EQ-i 2.0 Higher Education solution contains three reports that are all included in the cost of a single assessment.

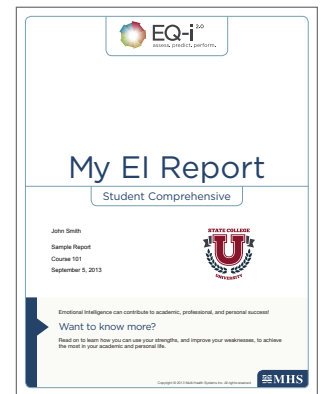
#### STUDENT SUMMARY REPORT

- 7-Page report automatically generated
- Provides a summary of the top three and bottom three subscales
- Numeric scores are not included
- Includes links to customized resources



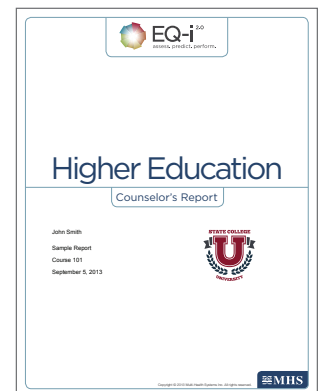
#### STUDENT COMPREHENSIVE REPORT

- 13-page report generated by the Counselor
- Contains results, interpretive text and development strategies for all 15 subscales
- Option to include numeric scores
- Includes links to customized resources



#### COUNSELOR'S REPORT

- 10-page report generated in tandem with the Comprehensive Report
- Contains interpretive information
- Optional Counselor's Guide to an EQ-i debrief



## WHAT DOES THE RESEARCH SAY?

With almost 25% of first-year students leaving before their sophomore year, post-secondary life and education can be challenging. Students often feel overwhelmed, lonely, isolated, and have difficulty adjusting to the demands of college and university.<sup>1</sup> Emotional intelligence is related to both grades and retention. Higher EI, specifically interpersonal and stress management skills, translate into better grades and increased persistence in post-secondary education.<sup>2,3</sup>

1. HERI, 2012

2. Keefer, Parker, & Wood, 2012

3. Richardson, Abraham, & Bond, 2012

## SPECIAL FEATURES

### MASS ADMINISTRATION

With limited resources making it a challenge to generate reports and debrief students individually, the Higher Education Report is available through an online portal that can automatically generate and deliver the Student Summary Report to all who complete the EQ-i 2.0. An “Alert” indicator will flag students who need additional follow-up (i.e., low EI scores).

### CUSTOMIZATION

The customization feature allows the administrator to include not only the school logo but also specific student resources such as the counseling center, library, student support networks, and health services.

### SECURITY

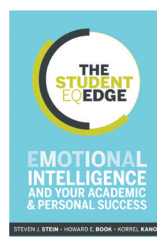
Built-in security features for online administration help ensure that only those students intended to take the assessment are granted access. Further, administrators are given increased control over the automatic report generation process.



## TRAINING AND DEVELOPMENT MATERIALS

### STUDENT EQ EDGE TOOLKIT

The complete Higher Education Solution includes materials that complement the EQ-i 2.0 assessment by providing students and instructors with additional resources for all student development needs.



“More students leave college because of disillusionment, discouragement, or reduced motivation than because of lack of ability or dismissal by school administration”

DR. EDWARD CHIP ANDERSON IN STRENGTHSQUEST

## ABOUT US

A leading publisher of scientifically validated assessments for more than 30 years, Multi-Health Systems Inc. (MHS), was the first to publish a commercially available assessment for Emotional Intelligence.

MHS serves clients in educational, clinical, talent management and public safety settings with products sold in more than 75 countries and translated into over 50 languages.

.....  
**MHS has been named one of Canada's Best Managed Companies since 2013. The best managed designation is a recognized symbol of excellence for Canadian businesses. Every year hundreds of companies compete for this designation in a rigorous and independent process that evaluates their management skills and practices.**



## CONTACT US

For more information about the EQ-i 2.0® Full Suite of Reports, please call **1 800 456 3003** or email us at **[growyourbusiness@mhs.com](mailto:growyourbusiness@mhs.com)**

.....  
**TO DOWNLOAD SAMPLE REPORTS, PLEASE VISIT [info.mhs.com/eqireports](http://info.mhs.com/eqireports)**

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