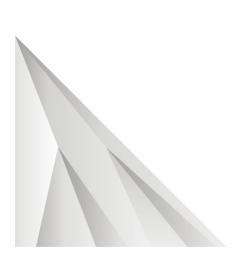




# **Emotional Quotient**<sup>™</sup>

John Doe Customer Service ABC Company 9/3/2017









The Emotional Quotient<sup>™</sup> report looks at a person's emotional intelligence, which is the ability to sense, understand and effectively apply the power and acumen of emotions to facilitate higher levels of collaboration and productivity. The report was designed to provide insight into two broad areas: Intrapersonal and Interpersonal emotional intelligence.

Research shows that successful leaders and superior performers have well developed emotional intelligence skills. This makes it possible for them to work well with a wide variety of people and to respond effectively to the rapidly changing conditions in the business world. In fact, a person's (EQ) emotional intelligence may be a better predictor of success performance than intelligence (IQ).

This report measures five dimensions of emotional intelligence:

#### Intrapersonal emotional intelligence

What goes on inside of you as you experience day-to-day events.

**Self-Awareness** is the ability to recognise and understand your moods, emotions and drives, as well as their effect on others.

**Self Regulation** is your ability to control or redirect disruptive impulses and moods and the propensity to suspend judgment to think before acting.

**Motivation** is a passion to work for reasons that go beyond money or status and a propensity to pursue goals with energy and persistence.

#### Interpersonal emotional intelligence

What goes on between you and others.

**Empathy** is your ability to understand the emotional makeup of other people.

Social Skills is a proficiency in managing relationships and building networks.

Is the report 100% true? Yes, no and maybe. We are only measuring emotional intelligence. We only report statements from areas in which tendencies are shown. To improve accuracy, feel free to make notes or edit the report regarding any statement from the report that may or may not apply, but only after checking with friends or colleagues to see if they agree.



# **General Characteristics**

Based on John's responses, the report has selected general statements to provide a broad understanding of his level of emotional intelligence.

#### Self-Awareness

- Has the ability to understand his emotions and their impact on stress.
- Consistently able to identify his emotions that will impact his ability to maintain composure during a stressful time.
- When others give him feedback, he will be aware of how emotions can impact the understanding of the information.

### Self-Regulation

- He is usually able to manage emotional impact when dealing with conflict.
- When he is feeling stressed, he usually manages his emotions so that he does not take it out on others.
- He is good at weighing the practical versus emotional of a situation, and is able to make decisions while managing his emotions.

#### **Motivation**

- He tends to be motivated when he is interested in a project.
- When he is not interested in a project, he may procrastinate, leaving assignments to the last minute.
- May see obstacles as opposed to opportunities when he is pursuing his goals.

### Empathy

- Generally recognises when he has offended someone, but does not always understand why he was offensive.
- He can be thoughtful and caring, but may not come across this way to others.
- When he holds a strong opinion, he may have trouble understanding others' perspectives.

### Social Skills

- May need an additional support network in times of stress.
- May have trouble with influencing others from an emotional standpoint.
- May find it difficult to read another's body language.



# **Emotional Quotient Assessment Results**

The Emotional Quotient (EQ) is a measure of your ability to sense, understand, and effectively apply the power and acumen of your emotions and the emotions of others in order to facilitate high levels of collaboration and productivity. Your overall score on the Emotional Quotient Assessment indicates your level of overall emotional intelligence. The higher the number, the more emotionally intelligent you are. If your goal is to raise your EQ, the components on which you have scored the lowest should be the focus of your development.

1. SELF-AWARENESS - The ability to recognise and understand your moods, emotions and drives, as well as their effect on others. 8.2 7.4\* 2. SELF-REGULATION - The ability to control or redirect disruptive impulses and moods and the propensity to suspend judgment and think before acting. q 8.2 7.2\* 3. MOTIVATION - A passion to work for reasons that go beyond money or status, and a propensity to pursue goals with energy and persistence. 7.3 7.9\* 4. EMPATHY - The ability to understand the emotional makeup of other people. 7.2 7.5\* 5. SOCIAL SKILLS - A proficiency in managing relationships and building networks. 5.8 7.6\*

\* 68% of the population falls within the shaded area.



# **Emotional Quotient Scoring Information**

The sum of the Self-Regulation, Self-Awareness, and Motivation subscales add up to represent your Intrapersonal Emotional Quotient. The sum of the Empathy and Social Skills subscales add up to represent your Interpersonal Emotional Quotient. Your total level of Emotional Quotient was calculated by summing the Intrapersonal and Interpersonal scores.

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### **Intrapersonal Self-Awareness**

The ability to recognise and understand your moods, emotions and drives, as well as their effect on others.

### You scored a 8.2.

You have developed awareness of your emotional state and are usually able to assess your own emotions and the impact on your decisions.

- To improve decision making, keep a journal to identify behavioural trends and discuss your observations with a trusted advisor, family member or friend.
- Continue to practice the realistic perspective you have to identify any areas you may benefit from improving.
- Consider whether you have a realistic self-perception as compared to how others may see you.
- Think of situations where you could better use each of your strengths and minimise weaknesses, especially in the workplace.
- Pay attention to your behaviours and see if you recognise patterns that occur either in the workplace or at home.
- Create an action plan to develop the areas you may want to improve, both at home and at work, and revisit it regularly.
- Document your introspective analysis and discuss them with a family member, friend or trusted co-worker to gain further enlightenment.
- Consider areas in which you made progress on an area you wish to develop, especially in the workplace.
- Reflect on the connection between your emotions and your behaviour. Identify the triggers that lead to potentially negative reactions.
- Identify a few specific, measurable goals for continuing to improve your Self Awareness and revisit these goals as a part of your self development plan.
- When involved in situations that may lead to potentially negative emotions, attempt to leverage your emotional enablers to maintain a positive emotional state.



# **Intrapersonal Self-Regulation**

The ability to control or redirect disruptive impulses and moods and the propensity to suspend judgment and think before acting.

### You scored a 8.2.

You have developed a good level of Self-Regulation. You regulate negative emotions, allowing yourself to experience positive emotions. You generally work well under pressure.

- When experiencing negative emotions, remember to summarise the situation to determine triggers and observe your behavioural reactions.
- Examine with a co-worker opportunities to practice Self-Regulation. Ask them to help you identify any ways you may improve.
- Remember to continue to build self-restraint by listening first, pausing and then responding, especially when feeling strong emotions.
- Discuss alternative ways of dealing with change and stress with family members, friends or a trusted advisor.
- Focus on events that provide a sense of calm or elicit positive emotions.
- Record your effective self-management skills and reflect on them regularly.
- Remember that regular exercise increases your ability to manage your emotions and relax both body and mind.
- In emotionally charged moments remember to ask yourself, "What is the worst thing that can happen?" in order to consider the reality of the situation.
- Consider examples of appropriate times to relax and show emotions.
- There is a strong mind-body connection. Improve that connection through meditation, reflection or yoga to better learn to self-regulate your emotions.
- Given your behavioural preferences, brainstorm ways to express emotions more authentically.



### **Intrapersonal Motivation**

A passion to work for reasons that go beyond money or status, and a propensity to pursue goals with energy and persistence.

### You scored a 7.3.

Your current level of motivation can cause procrastination to be an issue.

- Set specific goals with milestones and dates for achievement.
- Clarify why the goals you have set are important to you. Ask yourself not only, "What are my goals?" but also, "Why are they my goals?"
- Work with a peer or trusted advisor to create detailed action items to work toward your overall goals.
- Set aside time to work on your goals each day, even if it is just five minutes at a time.
- List your goals and post them where you can see them every day.
- Spend time visualising the outcome of accomplishing your goals. How does it look and feel?
- Ask a close friend to help hold you accountable for reaching your goals.
- Celebrate accomplishments, both big and small.
- Learn from your mistakes; keep track of the lessons learned in a journal.
- Challenge the status quo and make suggestions for improvement.
- Find inspiration from others who use internal motivation to overcome obstacles to reach their dreams.



### **Interpersonal Empathy**

The ability to understand the emotional makeup of other people.

#### You scored a 7.2.

At times, you may find it difficult to understand others' emotional responses to situations and may need to adapt your communication.

- Attempt to predict and understand the emotional responses of others before communicating your point of view.
- Observe nonverbal behaviour to evaluate the emotions of others.
- Analyse and understand things from others' perspectives before responding to your peers at work or family members.
- Watch interactions of other people that you believe to be too soft. Assess if this is just their way of showing empathy. What can you do to model that behaviour?
- Continue to develop interpersonal habits, such as listening to others until they are finished with their thought and asking questions versus making statements.
- Observe body language for nonverbal messages being expressed.
- Seek clarification from others when attempting to interpret emotional responses.
- Be nonjudgmental in your interactions with others. Ask questions before drawing conclusions.
- Offer assistance to your friends, family and even strangers on occasion. Be careful to give the assistance they are looking for versus what you think they need.

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# **Interpersonal Social Skills**

A proficiency in managing relationships and building networks.

#### You scored a 5.8.

You may find emotionally charged interactions with others awkward and challenging.

- Be aware of the message your body language is communicating.
- Ask those you admire for feedback about your interpersonal style.
- Take responsibility for yourself by using "I feel" statements.
- Appeal to others' uniqueness, build on mutual interests and show a genuine curiosity for others' well-being.
- Allow others to occasionally take the lead so you can learn from their leadership style.
- Learn a person's name when you meet them and practice memory techniques to retain that information.
- Maintain eye contact and show interest in what others are saying.
- Find an area of common ground to discuss by asking questions about the other person.
- Seek quality, rather than quantity, in your social bonds.
- Realise that emotions play a strong role in our life. Understanding their effects will enable you to effectively lead and interact with others.
- Join a professional association or special interest group to practice connecting and communicating with others.



### Emotional Quotient<sup>™</sup> Wheel 9/3/2017



