

# Introducing the world's first and foremost EQ-i2.0<sup>®</sup> scientifically validated assessment instrument designed to measure Emotional Intelligence (EI).



The EQ-i2.0<sup>®</sup> inventory is comprised of fifteen factors across five categories of functioning. These skills, foundational in all team dynamics, form the building blocks of abilities such as communication, resilience, and time management that can be mapped theoretically and empirically to effective leadership competencies, strategic decision making, and to overall performance.

**EQ is a leading indicator in predicting workplace human performance and development potential.**



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# Backed by Neuroscience: The EQ Business Case

## Employee Wellness

Emotional well-being, consisting of the EQ competencies: *Self-Regard, Optimism, Self-Actualization, and Interpersonal Relationships*, is a key component of wellness. UdeMY saw an increase of over 4,000% in demand for anxiety management and resilience training in 2020. Research shows that developing EQ skills delivers organizational savings. For every dollar spent on wellness programs and training, organizations can cut health costs by approximately \$3.27 and absenteeism costs by \$2.73.

UdeMY for Business. "The 2021 Workplace Learning Trends Report."  
Baicker, Katherine, et al. "Workplace Wellness Programs Can Generate Savings." Health Affairs, vol. 29, no. 2, 2010.

## Innovation

EQ provides companies an innovation premium that comes from producing better solutions than competitors can muster. Emotionally intelligent organizations are much more likely than others to have cultural ingredients that spur innovation—high degrees of empowerment, clear decision rights, the right incentives, and tolerance for risk.

The EI Advantage; Driving Innovation and Business Success through the Power of Emotional Intelligence, HBR. 2019.

## Customer Experience

Organizations that prioritize EQ score better than their competitors when it comes to customer experience, loyalty, and advocacy. 37% vs. 8% of emotionally intelligent organizations report significantly stronger customer experiences and higher levels of customer loyalty (40% vs 12%) customer advocacy (31% vs 8%).

The EI Advantage; Driving Innovation and Business Success through the Power of Emotional Intelligence, HBR. 2019



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# Developing EQ for Future-Ready Leadership

"66% of employers expect an ROI within one year of training and development in EQ skills like working with people, problem solving, and self-management."

Source: Future of Jobs Report 2018, World Economic Forum

## 2022 Skills Outlook

### Growing

- ✓ 1 Analytical thinking and innovation
- ✓ 2 Active learning and learning strategies
- ✓ 3 Creativity, originality and initiative
- 4 Technology design and programming
- 5 Critical thinking and analysis
- ✓ 6 Complex problem-solving
- ✓ 7 Leadership and social influence
- ✓ 8 Emotional intelligence
- ✓ 9 Reasoning, problem-solving and ideation
- 10 Systems analysis and evaluation

- ✓ Skills directly linked to emotional intelligence

WORLD  
ECONOMIC  
FORUM

COMMITTED TO  
IMPROVING THE STATE  
OF THE WORLD

### Declining

- 1 Manual dexterity, endurance and precision
- 2 Memory, verbal, auditory and spatial abilities
- 3 Management of financial, material resources
- 4 Technology installation and maintenance
- 5 Reading, writing, math and active listening
- 6 Management of personnel
- 7 Quality control and safety awareness
- 8 Coordination and time management
- 9 Visual, auditory and speech abilities
- 10 Technology use, monitoring and control

As for IQ's relevance in the workplace regarding **Individual Performance**, studies have shown that it is correlated to between 1-20% (the average is 6%) of success at work.

EQ (measure of emotional intelligence) has been found to be directly responsible for between 27-45% of workplace success, and unlike IQ, this quotient can be developed.

Source: The EQ Edge, MHS, 2011



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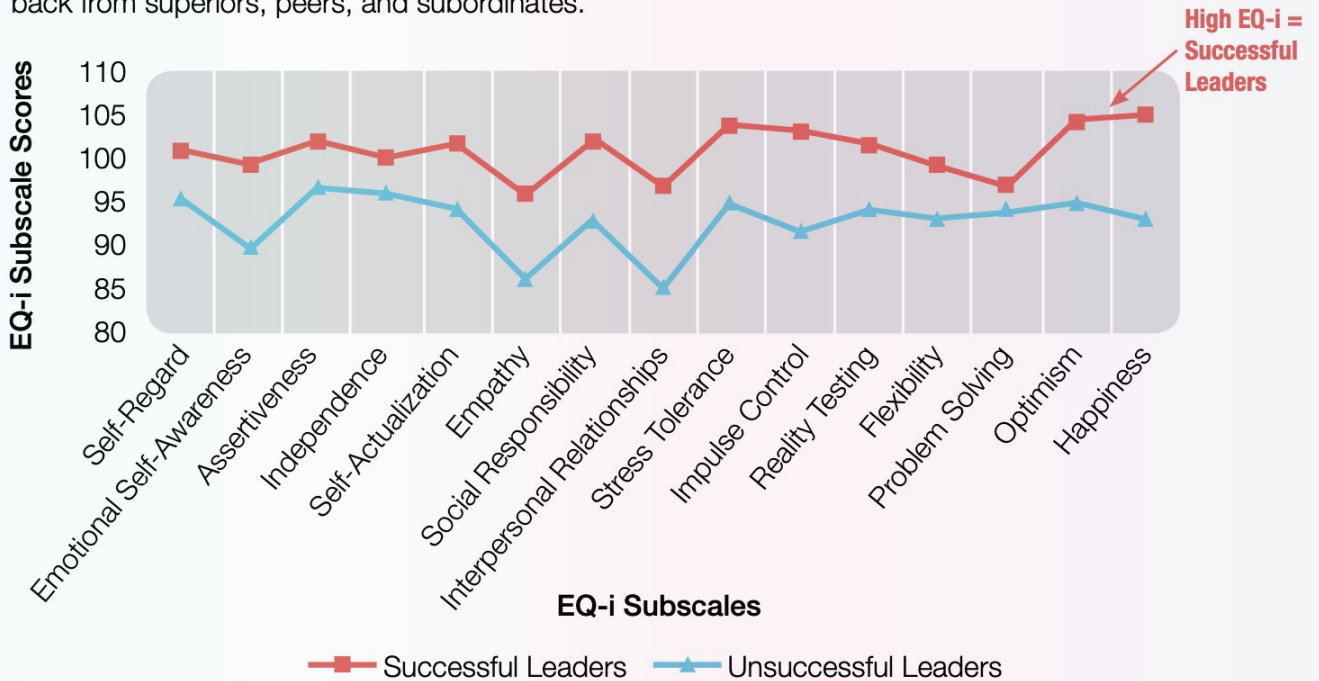
# EQ for High Performing Leaders

You can't cultivate a high performing leadership team without hiring and developing top leadership talent.

This study from the Centre for Creative Leadership (CCL) demonstrates the EQ competencies that define high performing leaders.

## Results

This study evaluated the world-famous training center (CCL), looking at 302 leaders and senior managers, some of whom were quite successful and others who were struggling. Participants were tested for emotional intelligence with the EQ-i and were also measured on leadership performance based on feedback from superiors, peers, and subordinates.



**ROI Impact:** Eight EQ subscales predicted high performance 80% of the time. These include self-awareness, stress tolerance, and empathy.

**Takeaway:** A roadmap for successful performance, the EQ-i2.0® predictive model for leadership development generates better performing leaders.



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# The EQ-i-2.0<sup>®</sup> Explained

## Overview of the EQ-i2.0<sup>®</sup>

**Simple:** The EQ-i2.0<sup>®</sup> consists of 133 brief items using a five-point response scale.

**Efficient:** It takes approximately 15 minutes to complete the EQ-i2.0<sup>®</sup> assessment, however there are no imposed time limits.

**Comprehensive:** The EQ-i2.0<sup>®</sup> provides a total EI score, five composite scale scores, and fifteen subscale scores.

## Advantages of the EQ-i2.0<sup>®</sup>

**Relevant:** A large normative database of 4,000 participants provides a representative sample of the population (within 4% of the Canadian and U.S. census figures (Statistics Canada, 2006; U.S. Bureau of the Census, 2008) against which each respondent's results can be scored.

**Trusted:** The globally recognized premier measure of EI based on the original EQ-i (Bar-On, 1997) and supported by more than 25 years of neuroscience-based EI research.

**Representative:** An international and multicultural focus (EQ-i2.0<sup>®</sup> items were created to be as universally applicable as possible).

**Accurate:** Very strong statistical reliability and validity.





# The EQ-i2.0® Leadership Report

This report has many unique features linking EQ with leadership development.

These features provide a leader with a snapshot of how their EQ compares to that of other leaders\* and **insight into leadership strengths and potential areas for development.**

These leadership dimensions were identified from research conducted on 220 leaders who completed this same assessment.

Name: Mariana Felicitá



## Leadership Potential

The EQ-i 2.0 subscales are strongly related to leadership competencies that in turn may be associated with productivity, decreased employee turnover, and increased efficiency. A leader who embodies the competencies below is more likely to increase work satisfaction, create trust, and foster organizational commitment and loyalty.

This page provides you with a leadership lens through which to view your EQ-i 2.0 results. There are four general competencies required of most leaders: authenticity, coaching, insight and innovation. The top six EQ-i 2.0 subscales (based on theory and research) that are associated with each competency are displayed below. High scores on the associated subscales help ensure optimal functioning in the competency area. Alternatively, if you score lower on a few subscales for a particular leadership competency, you can quickly see that this might be an area of challenge for you in your current leadership role. Focusing development efforts in these areas are likely to yield the greatest return in your growth as a leader.

### Authenticity



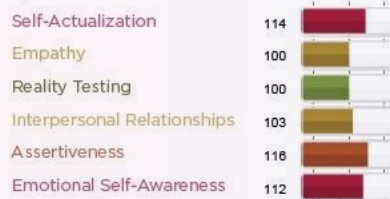
An authentic leader serves as a role model for moral and fair behavior. A transparent approach commands esteem and confidence from employees.



### Coaching



A leader who coaches effectively is seen as a mentor who supports employee growth. Employees are nurtured towards achieving their highest levels of performance.



### Insight



A leader provides insight by sharing a purpose and hopeful vision for colleagues to follow. Employees are compelled and inspired to exceed goals.



### Innovation

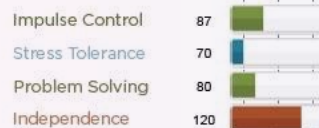


An innovative leader focuses on taking risks, spurring colleagues' ingenuity and autonomous thought. Knowledge is valued and challenges are viewed as learning opportunities.



## Leadership Derailers

Mariana, you may be at a higher risk of derailment as you received a lower result in Stress Tolerance, Problem Solving and Impulse Control. Lower scores on any of the four subscales are associated with adopting a more passive or avoidant leadership style. Your team may see you as being ineffective in certain situations and may not be fully satisfied under your leadership. Strengthening lower scoring subscales may help you reach your true leadership potential.



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\*These leaders held positions of mid-level management through to C-suite leadership roles and were from a variety of industries (e.g., healthcare, technology, financial services, and construction) across North America. Most leaders were working in large organizations (over 400 employees).



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# The EQ-i2.0® Workplace Report

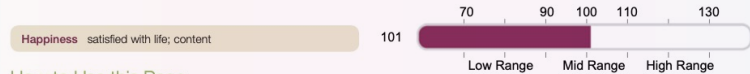
In addition to providing a total EI score, five composite scale scores, and fifteen subscale scores which hone in on emotional skills critical to workplace success, this report features a **Well-Being Indicator that measures overall level of emotional health**, a leading indicator of resilience.

The COVID-19 pandemic has brought on increased stress, leading to burnout and fatigue. Developing emotional wellness is central to amplifying human performance.



Name: Mary Middle

## Well-Being Indicator



### How to Use this Page

Happiness includes feelings of satisfaction, contentment and the ability to enjoy the many aspects of one's life. It is different than the other EI abilities in that Happiness both contributes to, and is a product of, emotional intelligence. As such, your result in Happiness is like an indicator of your emotional health and well-being.

Your Happiness result is shown below, linked to your results on the four subscales most often associated with Happiness.

Because Happiness is so interconnected with all EI abilities, you may find further development opportunities if you explore how the remaining subscales contribute to your level of Happiness, and vice versa.

### Happiness

Mary, your result in Happiness suggests that more often than not you feel satisfied with your life, and generally enjoy the company of others and the work you do. You may:

- have fun at both work and play when participating in activities you enjoy.
- be seen by coworkers as likeable and pleasant to be around.
- have to occasionally manage your discontentment with certain aspects of your life.

Of the subscales most typically tied to Happiness, you scored lower in Self-Regard. Directing development efforts here could strengthen your level of Happiness.

#### Self-Regard

Happiness is a by-product of believing in oneself and living according to your own values. Your low Self-Regard may lead you to question your values, performance and decisions, ultimately lowering your happiness.

- Reflect on past accomplishments by identifying skills that enabled you to be successful.
- What do you admire most about yourself? Why? What do you like the least?

#### Optimism

In the face of setback and disappointment, the ability to recover and claim a happy state is contingent on one's level of optimism. Your results suggest you are optimistic and hopeful most of the time, but perhaps you could use this outlook more frequently so that your happiness becomes even more personal, permanent and justifiable.

- When are you the least optimistic? How could your outlook be improved in these situations?
- When faced with a new challenge, how do you typically feel? List your emotions and think about why you feel this way.

#### Interpersonal Relationships

Your Interpersonal Relationships result indicates that you have well-developed relationships that likely help shield you from the negative effects of life's daily demands. If maintained, these relationships can enhance and sustain pervasive feelings of happiness.

- Are there times when you struggle with your relationships? If so, what causes the struggle and how do you remedy conflict and miscommunication?
- Do you have a mentor? Do you act as a mentor to someone else?

#### Self-Actualization

Happiness comes from a willingness to learn and grow on a journey aligned with your values. Your result suggests a good level of self-actualization, but further development in this area will help to promote feelings of achievement and overall happiness.

- Identify what you value most in life. Are you spending enough time on the activities most important to you?
- What legacy will you leave behind?





# The EQ-i2.0® Group Report

Regardless of whether a group works harmoniously with great collaboration and cohesion, or finds itself with conflicting opinions and strategies that negatively affect its balance, this report can be used when looking for **deeper insights into a group's strengths as well as areas where the group can be more effective.**

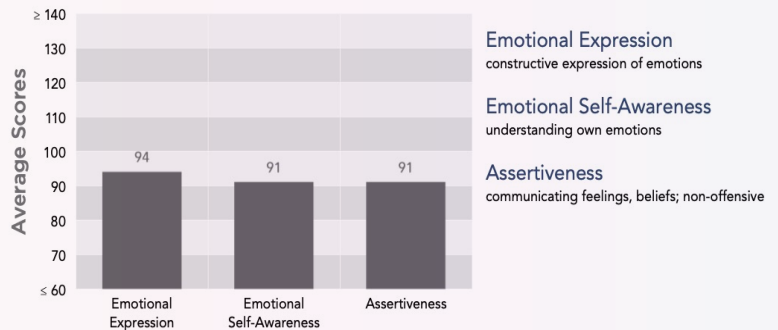
Implications at an organizational level can be examined and strategies for action can further develop the group's potential.



## Executive Summary

### Highest Three Subscales

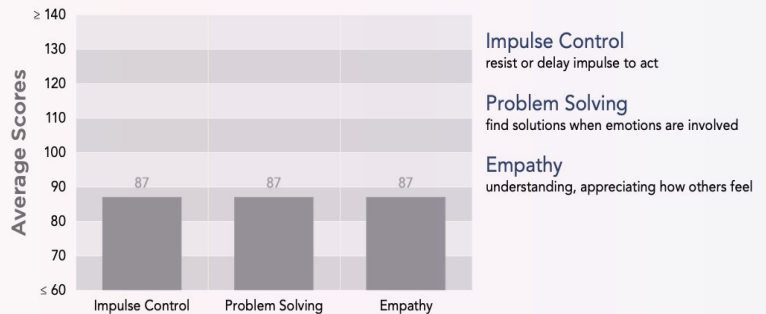
The top three subscales for the group are Emotional Expression, Emotional Self-Awareness, and Assertiveness.



\*Note: There are other subscales that have tied for the highest three scores.

### Lowest Three Subscales

The bottom three subscales for the group are Impulse Control, Problem Solving, and Empathy.



\*Note: There are other subscales that have tied for the lowest three scores.



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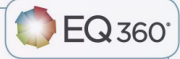
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# The EQ360® Report

This multi-rater\* report delivers a complete 360-degree view of an individual's emotional and social functioning.

In addition to a self-evaluation, this report features an **EQ measure from multiple raters** to provide a rich understanding of leader, peer, and direct report perceptions.

The **Profile Gap Analysis** identifies blind spots, allied strengths, and development opportunities. In one snapshot, it simply and effectively highlights agreements and differences.

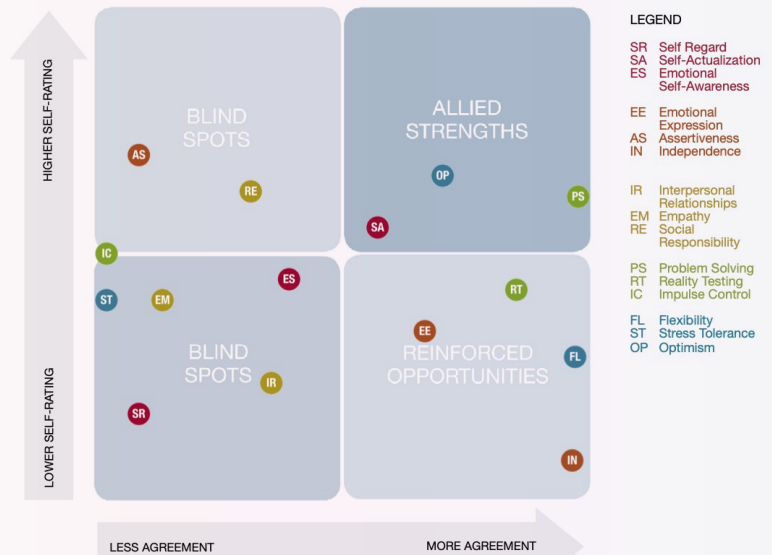


## Profile Gap Analysis

Agreement between self scores and each rater score

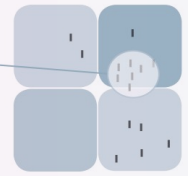
The figure on this page provides you with a general overview of the level of agreement between how you see yourself and how others see you. It compares your self score and the scores you received from each individual rater, across the various subscales.

- The horizontal axis shows you how much agreement there is between your self scores and the ratings from your raters. Subscales appearing to the far right indicate consensus—you see yourself demonstrating these behaviors much in the same way as do those around you.
- The vertical axis shows your self-ratings. Higher scoring subscales will appear towards the top of the graph and lower scoring subscales at the bottom.
- Subscales that overlap with one another indicate a consistent experience of those particular EI behaviors.



**WHAT TO LOOK FOR:**  
Subscales falling in the left quadrants have awareness gaps, meaning you see yourself differently from the way others see you. You may be unaware of, or "blind" to your own EI strengths and weaknesses.

**WHAT TO LOOK FOR:**  
Concentration in the two right quadrants indicates a healthy level of self-awareness.



\*There must be a minimum of three respondents per rater group, aside from the individual and their leader, or the ratings will be combined into an "Other" category to protect rater confidentiality.



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# The EQ-i2.0® Scientific Approach to Talent Development

**Leadership Development & Performance Management:** To pinpoint specific, targeted, emotional and social intelligence development opportunities with strategies for improvement, an EQ-i2.0® assessment and report can be administered, including a 90-minute debrief session.

**Succession Planning & HiPo Talent:** Identifying and effectively developing high potential employees is essential for engagement and growth. Providing tomorrow's leaders with the insight and self-awareness of an EQ-i2.0® or EQ360® assessment and report empowers star performers to chart a custom development path.

**Team Building:** High performing teams require each member to leverage their strengths, as well as accept and continuously develop their weaknesses. The EQ-i2.0® Group Report combines the scores of individuals who take the assessment to provide deeper insights into a group's strengths as well as areas where a team can be more effective.

**Recruitment Selection:** When less than perfect information is available, so most of the time, you need to assign important decisions to someone who can effectively assess risk, weigh alternatives, and consider potential consequences, as well as read the political and social environment, and landscape them to intuitively grasp what others want and need.

In the final stages of selection, prior to issuing a written employment offer, the EQ-i2.0® assessment can be administered to the finalist candidates to determine whether their current inventory of EQ skills aligns sufficiently with the role-specific competency framework to predict the potential for successful performance.



## Andrea's Bio



Andrea Gillespie

CHRP, CPA, CMA,  
EQ-i2.0® and EQ360®  
Certified Practitioner

Speaker | Coach | Facilitator  
Founder, Simple Soul

Professionally accredited across two disciplines: finance & accounting, and human resources, I am also certified to administer and interpret the EQ-i2.0® and EQ360® psychometrically sound, validated assessment instruments.

I honed skills such as: strategic and critical thinking; leadership; team and culture building; professional, team, and leadership development and coaching within these disciplines for over 25 years.

I help people level up their emotional intelligence – a distinct combination of emotional and social skills that significantly influence a person's performance, interaction with others, and leadership potential.

The more self-aware we become, the better we are at accessing our authentic power to succeed, period. When we learn to master ourselves and our emotions, we are able to master our lives.

It's that simple.



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