



Emotional Intelligence

An Evaluation of Emotional Intelligence Styles

EQ Practitioner Report Debrief Guide

Training Guide for Non-Certified Practitioners
Version 4 – 1.2023.4



Assessments 24x7
GLOBAL LEADER IN ASSESSMENT TECHNOLOGY

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Getting Started

Organizations who use the EIQ concept increase effective communication and internal job satisfaction and have more productive teams and more harmony in the workplace. Personal relationships are enhanced. Building rapport becomes easier. Interactions at work, home, or play are more positive. People have less stress and even better physical and mental health.

Your goal is to help your client recognize, understand, and leverage their inherent strengths in their personal and professional life. Achievement and experiencing accomplishments in any endeavor is easier when natural strengths are maximized.

Prior to Debrief

- Review the report and organize your thoughts according to the results.
- Consider what insights to draw special attention to as you work through the report, tying assessment results to the client's life to provide coaching opportunities.
- Have a copy of the report for you and the client.
- Encourage the client to take notes.
- Offer opportunity for follow up, if applicable.

****NOTE: A debrief is most effective when the individual already has established goals and you can highlight how his/her report content can help or hinder his/her progress. However, this may be unknown to you at this point; therefore, use this debrief as an opportunity to find out what is important to the respondent to ensure time is well spent.***

Introduction

Emotional Intelligence (EIQ) Inventory Emotional intelligence is the ability to perceive emotions, to access and generate emotions to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions to promote emotional and intellectual growth (Mayer & Salovey, 1997).

Research indicates that emotional intelligence can be learned and have measurable differences directly associated with professional and personal success. Furthermore, it may be responsible for up to 80% of the success we experience in life.

This assessment serves to:

- Heighten awareness of the various areas of emotional intelligence
- Indicate relative strengths and weaknesses
- Provide a framework for personal and professional improvement

What are the benefits of EIQ?

There are some schools of thought out there that EIQ is not necessary or welcome in the workplace and perceive it as a soft-skill that doesn't impact productivity and effectiveness. This couldn't be further from the truth!

Emotional intelligence recognizes feelings and responds in an appropriate, focused way. These abilities heighten personal performance, empower relationships, and direct teamwork in a more results-oriented manner. It has a very significant impact on the workplace!

Some of the areas effected by Emotional Intelligence include:

Communication Productivity/Performance Decision-Making Relationship Satisfaction Leadership Customer Service Sales Conflict Management Teamwork Overall Effectiveness

The report notes that the work benefits are numerous. There are **both increases and decreases that positively impact performance** when EIQ is strong:

<ul style="list-style-type: none"> • Enhanced Employer/Employee Relations • Improved Performance/Productivity • Higher Attention to Task/Focus • Greater Motivation and Satisfaction • Improved Confidence and Self Efficacy • Better Problem Solving and Creativity • Enhanced Leadership, Influence and Team Performance • Collaboration and Synergy • Improved Work Climate and Culture • Better Interpersonal Connection and Effectiveness • Greater Initiative and Commitment 	<ul style="list-style-type: none"> • Reduced Stress • Lower Levels of Bias and Mistrust • 70% Reduction in Absenteeism (3 years) • Up to 94% Decrease in Turnover • Decreased Burnout • Minimized Negative Emotions • Decreased Negatives Due to Stress • Fewer Aggression and Hostility Issues • Less Safety-Related Violations • Fewer On-the-Job Accidents • Lower Workers Compensation • Fewer Disengaged Workers • Less Turnover
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Emotional Intelligence is a way of recognizing, understanding, and choosing how we think, feel, and act.

- It shapes our interactions with others and our understanding of ourselves
- It defines how and what we learn
- It allows us to set priorities
- It determines most of our daily actions

How It Works:

EI is based on an internal loop. It begins with awareness of emotions and temperament. It continues through understanding and moves towards discipline and management. After the initial personal cycle, it connects to the emotions of others.

The score uses each of these areas to provide you with a comprehensive score of Your Overall EIQ in a percentage, a ranking from low to high, and a raw score. The Raw Score gives an average based on a scoring range from 1-5.

We break this overall into the 4 quotients to see more detailed scoring information.

This assessment measures and provides insight into four areas of Emotional Intelligence: • Self-Recognition • Self-Management • Social Recognition • Social Management

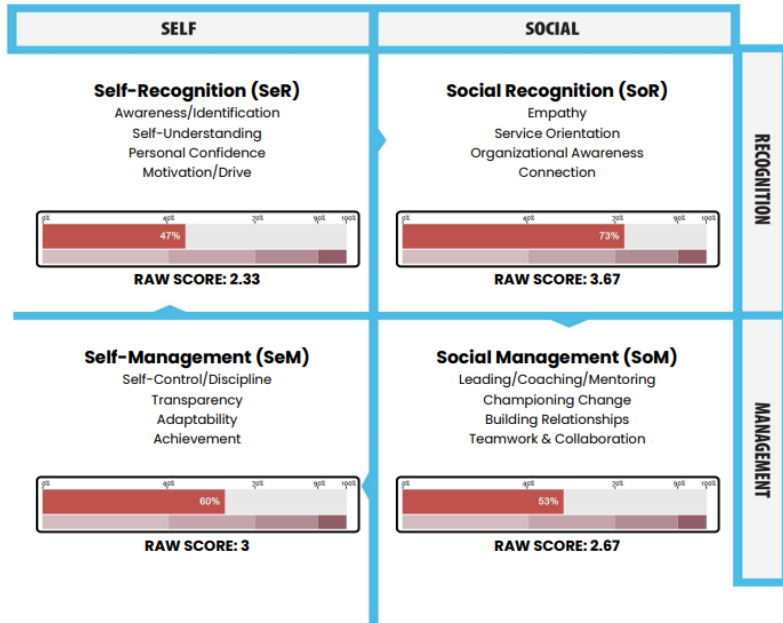
The 4 EIQ Quotients

EIQ is based on two competencies, measured in **Recognition and Management:**

- the ability to recognize, understand, and manage emotions (self or intrapersonal)
- the ability to recognize, empathize, and relate to the emotions of others (social or interpersonal)

On page 6, you get your first glimpse at your score in each of the quotient areas, as well as some of the factors that make up those areas measured. The scale descriptors at the top reveal the continuum of EIQ knowledge and skill. As you read them, think of Emotional Intelligence as a skillset that can be developed. Note the scores in each area.

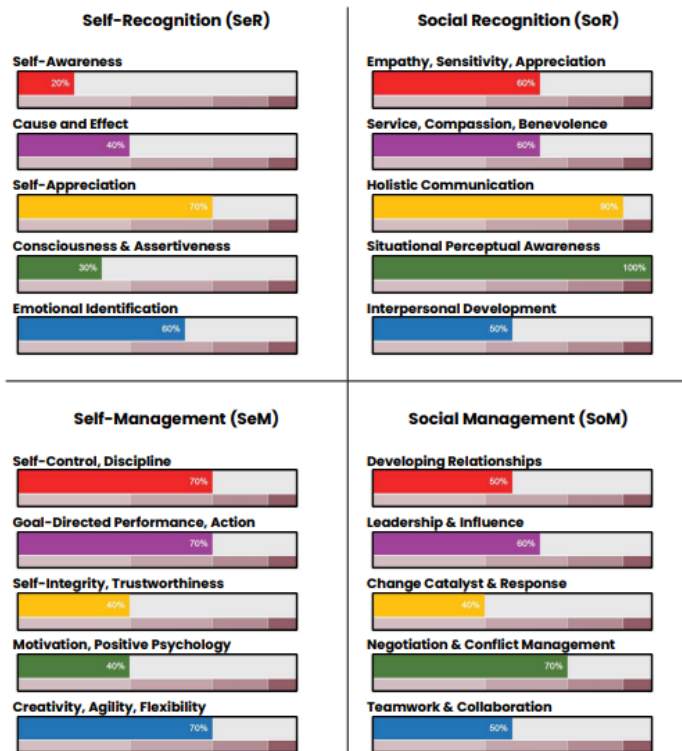
There are a couple of things to consider when reviewing the scores:



1. If all of the scores are similar, that is an indicator that the person is giving consistent attention and has consistent skill in each area (whether high or low). If the scores are not the same, the lower scores often indicate EITHER a lack of capacity in this area (lack of skills or understanding) OR a lack of attention being focused in that area.
2. If there is a one or more significantly different score(s), pay extra attention as you work through the results of the report, as that

area may be impacting other areas in unexpected ways.

We break it down even further in the remainder of the report to give us more conclusive and comprehensive information about each of the quotients by providing 5 sub-categories for each.



Each Quotient sub-section includes:

- An introduction page with definition of the quotient, factors included in the measurement, a quotient percentage, and a breakdown of the percentage scores
- A sub-category score page, including a scoring bar graph, percentage, and a detailed definition for each sub-category
- A details page with specific statement sets aligned with the score for each sub-category and brief suggestions of things to note, associated with the individual's score
- 2 pages of suggestions for improvement based on the individual's score including several suggestions for each sub-category

- A quotient worksheet with suggested prompts for reflection and developing further awareness and understanding

This pattern is repeated for all 4 quotients to help the individual better understand their own scores and report details. You can review all quotients following the same pattern of conversation.

REMEMBER – *these scores are often a reflection of Capability/Skill or Attention/Focus in that area. Through the conversation, determine if the struggle is skill-based or focus-based and coach accordingly.*

Action Planning & Improvement

You can use the Quotient Worksheets as an excellent resource to begin action planning and improvement strategies. Each of the reflections can offer great insight into areas that would be useful to focus on first or soon.

Furthermore, there are additional suggestions for improvement for each of the Quotients. Should someone have one Quotient area that is significantly lower, it may be better to focus on the overall Quotient, rather than the sub-category to build some overall improvement before taking a deeper look at the details.

The last page of the assessment reminds the user that EIQ is not a quick fix process. It requires time and practice to grow EIQ in a way that is sustainable. Taking small steps will yield big results, but it will likely take some time, patience, and consistency to see a difference. Remind them to stick with it.