



EMOTIONAL INTELLIGENCE AND MINDFULNESS

Sample Personal Report

Introduction

The EIQ16-R Emotional Intelligence Questionnaire measures aspects of your emotional intelligence and mindfulness by asking you questions about your awareness, understanding, and use of feelings and emotions in different situations in and outside work.

The purpose of this report is to help you develop and improve by providing a picture of areas where you are strong or outstanding, areas where you are solid/competent, and areas where you are still building your competencies and skills and need to develop.

Please keep the following points in mind as you consider your results:

The results are based on what you have said about yourself through your responses to the questionnaire, so what we are measuring is your perception of your emotional intelligence and mindfulness competencies.

The results can be affected by your strategy for answering the questionnaire, whether this was conscious or unconscious, for example, whether you felt under pressure to convey a favorable impression, or whether you were very self-critical.

The results need to be considered alongside other information about your qualities and competencies when making career or development decisions, for example, your cognitive abilities, your personality characteristics, your motives and values, and your work and life experiences.

The results are reported using a 10-point Sten scale. Sten scores are generated by comparing your responses against those of a very large international comparison group of professionals and executives. The table below shows how to interpret Sten scores.

Although high scores indicate greater emotional competence, very high scores can have a downside, for example, going with gut feel preventing systematic, logical analysis.

The assessment is intended to help you clarify your view of yourself and help you to develop and achieve your potential. If you do not recognize yourself in the following pages, check what other people think by taking views from bosses, peers, and direct reports.

STEN	PERCENTILE	LEVEL	CAPABILITY
9-10	10 is higher than 99% of the comparison group	5	Outstanding
7-8	8 is higher than 90% of the comparison group	4	Strong
5-6	6 is higher than 60% of the comparison group	3	Competent
3-4	4 is higher than 25% of the comparison group	2	Developing
1-2	2 is higher than 5% of the comparison group	1	Basic

Competency Framework

The EIQ16-R measures fifteen personal competencies covering five key areas of emotional intelligence and mindfulness: Perceiving Emotions, Understanding Emotions, Using Emotions, Managing Emotions, and Acting Mindfully.

EI + MINDFULNESS COMPETENCIES

KEY AREA	COMPETENCY
Perceiving Emotions	Observes and labels own feelings and emotions.
	Observes and labels other people's feelings and emotions.
	Shares information about feelings and emotions with others.
Understanding Emotions	Recognizes signs and symptoms of basic emotions.
	Understands triggers and causes of basic emotions.
	Understands how emotions progress and change over time.
Using Emotions	Makes use of feelings and emotions to improve thinking and reasoning.
	Employs feelings and emotions to generate ideas and solve problems.
	Draws on feelings and emotions to help make effective decisions.
Managing Emotions	Monitors others' behaviors and emotions and notices changes.
	Regulates own feelings and emotions and displays resilience.
	Handles other people's feelings and emotions considerately.
Acting Mindfully	Stays in the present and acts with awareness.
	Displays openness to new ideas, experiences, and change.
	Interacts and relates mindfully without judging or criticizing.

Executive Summary

Overall Capability

Your results indicate that you possess Level 4 emotional intelligence and mindfulness competencies and are more emotionally intelligent and mindful than the average person. This is based on your overall sten score of 7. Your overall sten score is your average score across the five key areas of emotional intelligence and mindfulness shown in the chart below. Sten 7 is a fairly high score, higher than approximately 75 percent of the international comparison group.

EI + MINDFULNESS SUMMARY PROFILE

COMPETENCY	BASIC		DEVELOPING		COMPETENT		STRONG		OUTSTANDING	
OVERALL SCORE							✓			
Perceiving Emotions					✓					
Understanding Emotions							✓			
Using Emotions					✓					
Managing Emotions							✓			
Acting Mindfully							✓			
STEN	1	2	3	4	5	6	7	8	9	10

Perceiving Emotions

You got an average score on Perceiving Emotions. This suggests that you are as competent at noticing and talking about feelings and emotions as the average person.

Understanding Emotions

You got a fairly high score on Understanding Emotions. This indicates that you have a good understanding of how emotions work.

Using Emotions

You got an average score on Using Emotions. This indicates that you make as much use of emotional information in problem solving and decision making as the average person.

Managing Emotions

You got a fairly high score on Managing Emotions. This indicates that you are good at managing feelings and emotions.

Acting Mindfully

You got a fairly high score on Acting Mindfully. This indicates that you are good at demonstrating present-moment openness and awareness skills.

Impression Management

Analysis of your response style indicates that you may have slightly downplayed your emotional and mindfulness competencies in some areas. You should ask your colleagues and bosses for their views and suggestions about what you are good at and where you need to improve before taking development decisions.

Perceiving Emotions

Emotionally intelligent people actively notice their feelings and emotions, and they also see how the people around them are feeling. They are comfortable talking about feelings and emotions, and they share their feelings and emotions with others. The chart below shows your overall competence in this aspect of EI (Key Area Score) and your ability in the critical elements of this aspect of EI.

PERCEIVING EMOTIONS PROFILE

COMPETENCY	BASIC		DEVELOPING		COMPETENT		STRONG		OUTSTANDING	
KEY AREA SCORE					✓					
Noticing Own Emotions					✓					
Noticing Others' Emotions							✓			
Communicating Emotions			✓							
STEN	1	2	3	4	5	6	7	8	9	10

You have an average Key Area Score. Sten 5 is in the Level 3 range and indicates that you are competent in this area.

Competencies

- **Noticing Own Emotions.** You appear to be competent at noticing your own feelings and emotions. With a little improvement, this could be a strength.
- **Noticing Others' Emotions.** You appear to be good at observing and reading other people's feelings and emotions. This is a strength.
- **Communicating Emotions.** You appear to be developing the ability to talk about and share your feelings and emotions. This is something you should continue to work on.

Development Tips

- Check whether you have an accurate view of your strengths and limitations by inviting candid feedback from colleagues and peers.
- Hold brief but frequent discussions with colleagues to learn about their views and feelings and how to influence and motivate them.
- Be rewarding to deal with by being cooperative, friendly, trusting, and unselfish. Share concerns without being critical, argumentative, or confrontational.

Understanding Emotions

Emotionally intelligent people recognize the signs of and understand the causes and triggers of basic and complex feelings and emotions. They also understand how feelings and emotions change over time and how people's feelings and emotions predict how they are likely to act in different situations. The chart below shows your overall competence in this aspect of EI (Key Area Score) and your expertise in the critical elements of this aspect of EI.

UNDERSTANDING EMOTIONS PROFILE

COMPETENCY	BASIC		DEVELOPING		COMPETENT		STRONG		OUTSTANDING	
KEY AREA SCORE							✓			
Signs of Emotions					✓					
Causes of Emotions							✓			
Progression of Emotions					✓					
STEN	1	2	3	4	5	6	7	8	9	10

You have a higher than average Key Area Score. Sten 7 is in the Level 4 range and indicates that you have a good understanding of how emotions work.

Competencies

- **Signs of Emotions.** You seem to have a fairly good understanding of the signs of basic emotions such as joy, fear, anger, and sadness. With a little improvement, this could be a strength.
- **Causes of Emotions.** You seem to have a good understanding of the triggers and causes of basic emotions. This is a strength.
- **Progression of Emotions.** You seem to have a fairly good understanding of the way emotions develop and change. With a little improvement, this could be a strength.

Development Tips

- Develop your knowledge of the seven basic emotions (anger, contempt, disgust, fear, joy, sadness, and surprise) and their universal expressions.
- Think about what triggers emotional contagion in the workplace and how you would try to contain it if it happened in your team.
- Develop your understanding of the psychological and emotional transitions that accompany change programs at work.

Using Emotions

Emotionally intelligent people understand how to integrate feelings and emotions into problem-solving and decision-making processes, and they tap into their own, and other people's instincts and intuition to help think through problems, generate possible solutions, and reach decisions. The chart below shows your overall competence in this aspect of EI (Key Area Score) and your expertise in the critical elements of this aspect of EI.

USING EMOTIONS PROFILE

COMPETENCY	BASIC		DEVELOPING		COMPETENT		STRONG		OUTSTANDING	
KEY AREA SCORE					✓					
Critical Thinking									✓	
Problem Solving			✓							
Decision Making					✓					
STEN	1	2	3	4	5	6	7	8	9	10

You have an average Key Area Score. Sten 6 is in the Level 3 range and indicates that you are competent in this area.

Competencies

- **Critical Thinking.** You seem to be very good at exploiting emotions to help identify and think through issues. This is an outstanding strength but don't let this prevent you from engaging in conscious reasoning.
- **Problem Solving.** You seem to be developing the ability to tap into your feelings and emotions to help generate ideas and solve problems. This is something you should continue to work on.
- **Decision Making.** You seem to be competent at exploiting feelings and emotions to help make decisions. With a little improvement, this could be a strength.

Development Tips

- Remember to use analytics in conjunction with your own and others' feelings and emotions to analyze, synthesize, and evaluate information.
- Invite people to express their feelings about the pros and cons of different solutions to consider alongside factual information.
- Build support for decisions by consulting people and really listening to their views and feelings before making a decision.

Managing Emotions

Emotionally intelligent people think positively and show composure when they are under pressure. They also help other people manage their feelings and emotions, and they handle conflict and emotional contagion successfully. The chart below shows your overall competence in this aspect of EI (Key Area Score) and your ability in the critical elements of this aspect of EI.

MANAGING EMOTIONS PROFILE

COMPETENCY	BASIC		DEVELOPING		COMPETENT		STRONG		OUTSTANDING	
KEY AREA SCORE							✓			
Monitoring Climate									✓	
Regulating Own Emotions					✓					
Handling Others' Emotions					✓					
STEN	1	2	3	4	5	6	7	8	9	10

Your Key Area Score is higher than the score of the average person in the international comparison group. Sten 7 is in the Level 4 range and indicates that you have strong abilities in this area.

Competencies

- **Monitoring Climate.** You appear to be very good at gauging the feelings and emotions of people around you. This is an outstanding strength.
- **Regulating Own Emotions.** You appear to be competent at managing and controlling your feelings and emotions. With a little improvement, this could be a strength.
- **Handling Others' Emotions.** You appear to be competent at handling people's feelings and emotions sensitively. With a little improvement, this could be a strength.

Development Tips

- Encourage people to notice each others' emotions without criticizing, judging, or reacting precipitately to them.
- Use breathing exercises/simple mindfulness techniques and positive self-talk to help weaken the emotions you feel when you are provoked.
- When the atmosphere is febrile, act to prevent emotional contagion and the emotional temperature escalating.

Acting Mindfully

Mindful people stay in the present displaying openness to new experiences and change. They focus on what they are doing and also notice what is going on around them. They relate to people with a positive and inquiring attitude without being critical and judgmental. The chart below shows your overall mindfulness competence (Key Area Score) and your competence in the fundamental elements of mindfulness.

ACTING MINDFULLY PROFILE

COMPETENCY	BASIC		DEVELOPING		COMPETENT		STRONG		OUTSTANDING	
KEY AREA SCORE							✓			
Staying in the Present									✓	
Being Open and Curious					✓					
Interacting and Supporting					✓					
STEN	1	2	3	4	5	6	7	8	9	10

Your Mindfulness Total Score is higher than the score of the average person in the international comparison group. Sten 7 is in the Level 4 range and indicates that you have strong abilities in this area.

Competencies

- **Staying in the Present.** You appear to be very good at staying in the present and actively noticing what is going on around you. This is an outstanding strength.
- **Being Open and Curious.** You appear to be competent at considering new ideas and perspectives with interest and openness. With a little improvement, this could be a strength.
- **Interacting and Supporting.** You appear to be competent at interacting with and supporting people mindfully and nonjudgmentally. With a little improvement, this could be a strength.

Development Tips

- When going through your inbox, focus on what is really important and maintain awareness of what is noise.
- Try having conversations with people you don't normally deal with to gain new perspectives from other people's experiences you will not have had.
- Make thoughtful thank-yous in conversation and email a part of how you communicate with work associates and friends.

Development Advice

The purpose of this report is to give you a detailed view of your emotional intelligence and mindfulness competencies to help you decide where to focus your learning and self-improvement efforts in discussion with your manager and/or coach.

You got a high overall score, and it looks like you have Level 4 competencies. Your emotional intelligence and mindfulness competencies are a strength that will help you perform to a high standard and help you reach your potential.

The next section provides a development planning template with suggestions for self-improvement goals. When you are setting goals, think about working on competencies that will improve your performance in your current job and competencies that you need for the next level or job you hope to get. Demonstrating those competencies in your current job provides evidence that you will be successful in the next job.

Try to improve your knowledge, abilities, and skills across all aspects of your life, not just your work life, for example, your home and family life, your community life, and your spiritual life. However, don't try to do too much at once because most people only work on improving their competencies in a small number of areas at one time.

Development Plan

KEY AREA	GOAL	TIMELINE
<p>Perceiving Emotions</p> <p>POSSIBLE GOAL Turn your skills into a Level 4 strength</p>		
<p>Understanding Emotions</p> <p>POSSIBLE GOAL Turn your skills into a Level 5 outstanding strength</p>		
<p>Using Emotions</p> <p>POSSIBLE GOAL Turn your skills into a Level 4 strength</p>		
<p>Managing Emotions</p> <p>POSSIBLE GOAL Turn your skills into a Level 5 outstanding strength</p>		
<p>Acting Mindfully</p> <p>POSSIBLE GOAL Turn your skills into a Level 5 outstanding strength</p>		