



EQ-i^{2.0}
assess. predict. perform.

COACH

WORKPLACE

REPORT

Steve Sample

your logo here



Response Style Explained

PARTICIPANT SUMMARY

Name: Mr. Steve Sample
 Age: 71
 Gender: Male

Completion Date: January 01, 0001
 Time to Completion: 0 (Unusually short response time)
 Norm Type: General Population

INCONSISTENCY INDEX: 0

The Inconsistency Index is less than 3, indicating consistency in responses across pairs of items measuring similar content.

POSITIVE IMPRESSION: 0

NEGATIVE IMPRESSION: 0

Both the Positive and Negative Impression indices are less than 3. Responses are likely neither the result of an overly positive, nor an overly negative response style. You may want to ask:

“Tell me about your process for responding to the items.”

“What did you think of the items? Were any particularly difficult to respond to?”

ITEM 133 (My responses to the preceding sentences were open and honest): 5

The response was: **Always/Almost Always.**

OMITTED ITEMS:

No items were omitted.

RESPONSE DISTRIBUTION

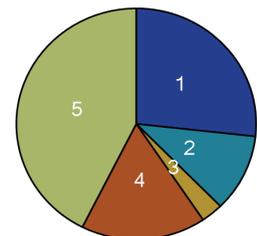
Steve tended to use the extreme ends of the scale. You may want to ask:

“How did you go about answering the items?”

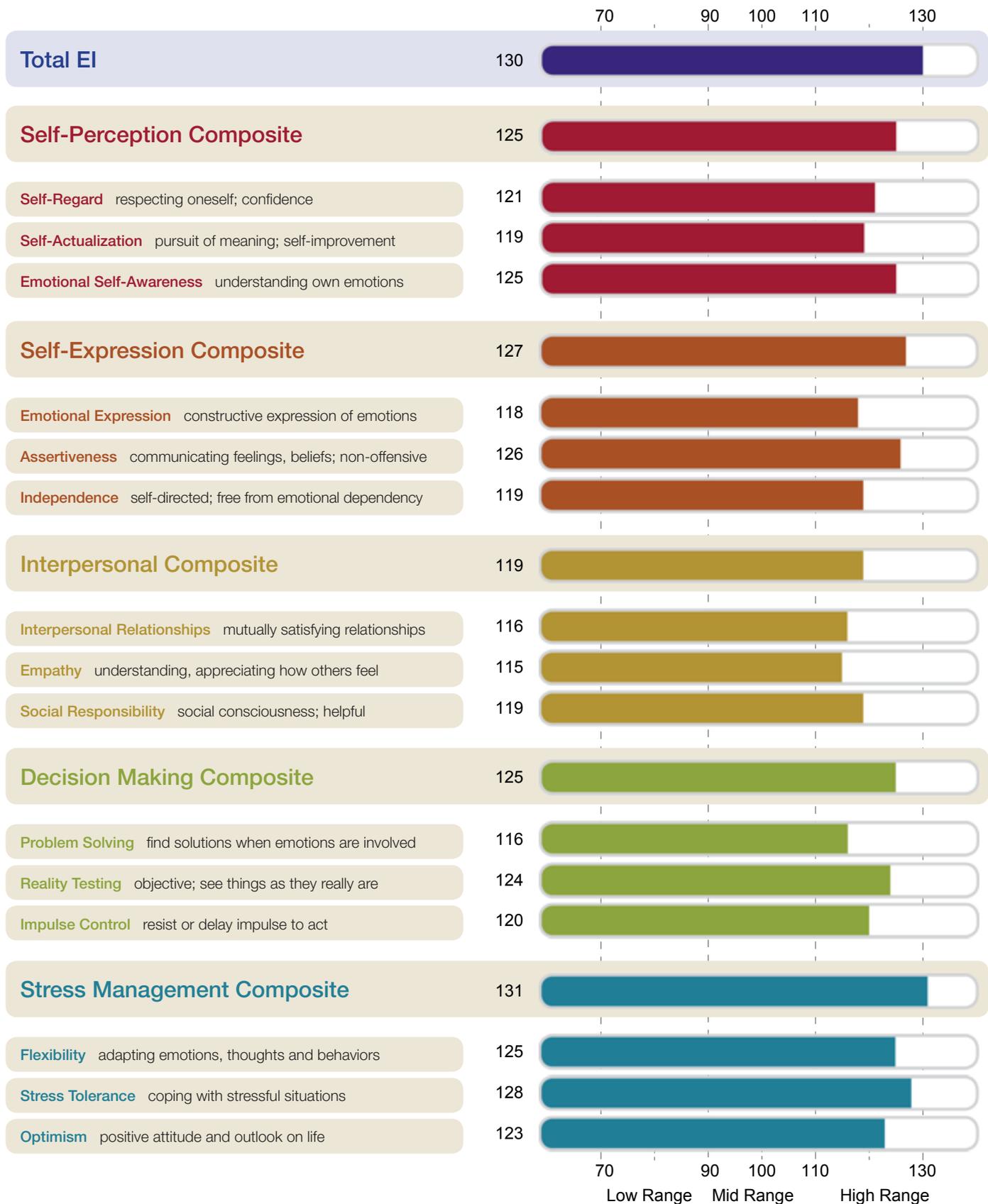
“How have you used similar scales in the past? Do you tend to use the end-points of the scale?”

Response Style

- ? = 0 %
- 1 = 27 %
- 2 = 11 %
- 3 = 3 %
- 4 = 17 %
- 5 = 43 %



Overview of Results



Well-Being Indicator

Happiness satisfied with life; content

116

70 90 100 110 130

Low Range Mid Range High Range

In the EQ-i 2.0 model, Happiness is different than the other EI abilities in that it both contributes to, and is a product of, EI. As such, your client's result in Happiness can be used as a barometer of emotional health and well-being.

Although the causes and factors related to an individual's happiness extend beyond the scope of this assessment, it is important to examine your client's Happiness result in relation to the other EI subscales. For example, would strengthening

lower subscales lead to improved Happiness? Or will increased Happiness stem from working within the client's strengths and talents? In either case, the best way forward is as unique to each person as his or her own definition of Happiness.

The four subscales most often associated with Happiness are:

- **Self-Regard**
- **Optimism**
- **Self-Actualization**
- **Interpersonal Relationships**

Happiness

The result in Happiness suggests that your client almost always maintains a happy disposition towards all aspects of life. Your client enjoys the company of others and is likely on a positive life course. The client's happiness is seen and experienced as infectious. The results in Happiness and the four subscales most connected with Happiness are high. Because of this your client likely experiences a certain balance between well-being, optimism, self-confidence, personal relationships and fulfillment of goals. Gains in one area likely contribute to gains in another—quite a reciprocal set of relationships! Your client may:

- exude cheerfulness at both work and play.
- be seen by coworkers as motivating and resilient in the face of obstacles.

Self-Regard

Happiness is a by-product of believing in oneself and living according to your own values and standards. Your client's high self-regard helps to promote positive feelings about oneself, confidence, and enhanced life satisfaction and happiness. You might ask:

- If you could improve one facet of your life, what would it be? Why?
- Aside from material things, what is it about you that makes you truly happy?

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. The results indicate that your client has a high level of optimism, adopting a positive framework during adverse conditions. This approach to life enhances and sustains pervasive feelings of happiness. You might ask:

- What thoughts help you remain optimistic during more difficult times?
- Are there any situations where you feel less optimistic? If so, how can you improve or deal better with those situations?

Interpersonal Relationships

The Interpersonal Relationships result indicates that your client has well-developed relationships that likely help reduce the negative effects of life's daily demands. If maintained, these relationships can enhance and sustain pervasive feelings of happiness. You might ask:

- Are there times when you struggle with your relationships? If so, what causes the struggles 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 personal values. Your client's level of self-motivation and feelings of an enriched life ultimately drive personal achievements and overall happiness. You might ask:

- Are there areas in your work or personal life that you would like to further develop? If so, how can these endeavors mesh with your current lifestyle?

Balancing EI

This section shows three related subscales for each of the fifteen subscales on the EQ-i 2.0. Below, you will find examples of feedback that you can provide to the respondent.

- Where a greater than (>) or less than (<) sign is shown, the subscale scores are significantly different and further investigation into these imbalances is recommended.
- When an equal sign (=) is shown, the subscale scores are not significantly different from one another and therefore are well balanced. In order to maintain this balance, you may want to guide the respondent to watch for significant growth

in one subscale over the other and consider ways that he/she can develop the subscales in tandem.

Please note that if you included this section in the respondent's report, the respondent will see only one subscale (the relationship with the greatest score discrepancy). All three relationships are shown here so that you may debrief the respondent on other areas that are out of balance. In addition to what is displayed in this report, you may want to explore other balances and imbalances in the respondent's profile that may lead to further EI development.

<p>Self-Regard (121)</p>	<p>= Self-Actualization (119)</p>	Your Self-Regard is in balance with your Self-Actualization.
	<p>= Problem Solving (116)</p>	Your Self-Regard is in balance with your Problem Solving.
	<p>= Reality Testing (124)</p>	Your Self-Regard is in balance with your Reality Testing.
<p>Self-Actualization (119)</p>	<p>= Self-Regard (121)</p>	Your Self-Actualization is in balance with your Self-Regard.
	<p>= Optimism (123)</p>	Your Self-Actualization is in balance with your Optimism.
	<p>= Reality Testing (124)</p>	Your Self-Actualization is in balance with your Reality Testing.
<p>Emotional Self-Awareness (125)</p>	<p>= Reality Testing (124)</p>	Your Emotional Self-Awareness is in balance with your Reality Testing.
	<p>= Emotional Expression (118)</p>	Your Emotional Self-Awareness is in balance with your Emotional Expression.
	<p>= Stress Tolerance (128)</p>	Your Emotional Self-Awareness is in balance with your Stress Tolerance.

Item Responses

Responses are shown by item on the following two pages. Items are shown by subscale and are exactly as they appeared on the assessment. Please note, although some items use reversed language, the higher the response indicated, the more frequent the behavior is endorsed.

Responses to each item were answered using the following rating scale:

1= Never/Rarely; 2=Occasionally; 3=Sometimes; 4=Often; 5=Always/Almost Always.

Note ? = Omitted Item

This section of the report contains copyrighted items and information that are not intended for public disclosure. If it is necessary to provide a copy of the report to anyone other than the assessor, **this section must be removed.**

Self-Regard

10	Looking at both my good and bad points, I feel good about myself.	1
19	I feel sure of myself.	1
31	I don't feel good about myself.	4
64	I lack self-confidence.	?
89	It's hard for me to accept myself just the way I am.	1
128	I think highly of myself.	1
130	I respect myself.	1
132	I'm happy with who I am.	3

Self-Actualization

8	I accomplish my goals.	1
49	I feel I have something to contribute.	5
58	I seek out enriching experiences.	2
63	I am self-motivated.	?
73	I make good use of my abilities.	2
76	I strive to be the best I can be.	2
104	I am often in action.	3
109	I try to make my life as meaningful as I can.	2
118	I look for ways to improve myself.	1

Emotional Self-Awareness

16	I pay attention to how I'm feeling.	1
27	I'm aware of the impact of my mood on others.	2
40	I know what triggers my emotions.	2
62	I'm aware of how I feel.	?
105	I recognize when I'm upset.	5
121	I understand how the emotions of others affect me.	4
125	I know which emotions affect my performance.	4

Emotional Expression

39	It's hard for me to share my feelings with others.	3
47	It's easy for me to express my feelings.	4
69	It's hard to express my intimate feelings.	5
93	When I'm sad, I talk to people about it.	1
100	I find it difficult to show people how I feel about them.	2
103	I find it difficult to show affection.	1
108	It's hard for me to describe my feelings.	1
117	It's hard for me to smile.	3

Assertiveness

3	I back down even when I know I am right.	2
7	I say "no" when I need to.	4
21	I am assertive without being offensive.	1
23	When I disagree with someone, I stay on.	1
53	I am firm and direct when necessary.	5
86	I stand up for what I believe in.	1
95	I tell people what I think.	4

Independence

4	It's hard for me to make decisions on my own.	1
15	I rely on others.	3
46	I am easily influenced by others.	2
54	I prefer a job in which I'm told what to do.	4
65	It's hard for me to do things on my own.	2
81	I need reassurance from others.	2
97	I need other people more than they need me.	4
114	I am more of a follower than a leader.	3

Interpersonal Relationships

9	It's easy for me to make friends.	4
22	I enjoy talking with people.	5
38	I am easy to approach.	5
41	People confide in me.	?
66	I am fun to be with.	3
74	I'm a team player.	1
102	People think I am available.	2
129	I have good relationships with others.	2

Empathy

13	I'm aware of how others feel.	1
24	I am empathic.	5
30	I am good at understanding the way other people feel.	5
52	I avoid hurting the feelings of others.	1
70	I'm in touch with other people's emotions.	4
78	I relate to the emotions of others.	1
91	I respect the way others feel.	1
110	I am sensitive to the feelings of others.	1
124	I care about other people's feelings.	2

Social Responsibility

11	I act in an unbecomingly friendly way.	2
18	I try to make a difference in society.	5
20	I like helping people.	5
60	I am a contributing member of the groups to which I belong.	5
61	I contribute to my community.	4
115	I care about social issues.	4

Problem Solving

17	When I'm really upset, I can't decide what to do.	4
37	I tend to worry about a problem rather than trying to solve it.	4
45	I avoid dealing with problems.	2
68	It's hard for me to decide on the best solution when solving a problem.	1

Item Responses

72	I get stuck when thinking about different ways of solving problems.	5
75	I feel overwhelmed when I need to make a decision.	1
84	If I have trouble solving a problem, I get frustrated and give up.	1
112	I let my emotions get in the way when making decisions.	3

Reality Testing

14	I see situations as they really are.	2
36	I make realistic plans to achieve my goals.	5
43	I recognize my own biases.	3
57	I have a good sense of my strengths and weaknesses.	1
77	I know what I need to be more objective.	3
85	I know when my emotions affect my objectivity.	2
107	Even when upset, I'm aware of what's happening to me.	5
111	I have a good sense of what is going on around me.	2

Impulse Control

2	I make rash decisions when I'm emotional.	1
5	I interrupt when others are speaking.	3
34	My impulsiveness creates problems for me.	5
44	I am impulsive.	5
48	When I start talking, it's hard to stop.	1
50	I tend to react hastily.	5
56	It's difficult for me to control my impulses.	2
67	It's hard for me to resist temptation.	4

Flexibility

6	It's difficult for me to change my opinion.	1
33	I do not like being in unfamiliar situations.	4
42	It's hard for me to change my ways.	?
82	It's hard for me to compromise.	1
87	I feel uneasy with last-minute changes.	3

96	It's hard for me to make changes in my daily life.	5
120	I need things to be predictable.	3
122	Change makes me uneasy.	1

Stress Tolerance

1	I keep calm in difficult situations.	2
26	I can't think clearly when I'm under stress.	5
55	I thrive in challenging situations.	5
79	I handle stress without getting too nervous.	1
88	I perform well under pressure.	2
99	I cope well with stressful situations.	1
113	I handle upsetting problems well.	1
123	I do not react well to stressful situations.	5

Optimism

29	I stay positive even when things get difficult.	4
32	I am optimistic.	5
35	I expect the worst.	3
80	I am hopeful about the future.	5
83	I see the best in people.	2
90	I have good thoughts about the future.	2
98	I expect things to turn out all right, despite setbacks from time to time.	5
116	I have a positive outlook.	2

Happiness

12	It's hard for me to enjoy life.	3
28	I am not happy with my life.	5
51	I am enthusiastic.	3
71	I am happy.	1
92	I am satisfied with my life.	2
101	I'm excited about my life.	3
106	When I wake up in the morning, I look forward to the day.	4
126	I am content.	2

 indicates inconsistent responses.

Inconsistency Item Pairs

 80. I am hopeful about the future.	5	110. I am sensitive to the feelings of others.	1
 90. I have good thoughts about the future.	2	124. I care about other people's feelings.	2
29. I stay positive even when things get difficult.	4	28. I am not happy with my life.	5
32. I am optimistic.	5	31. I don't feel good about myself.	4
 130. I respect myself.	1	88. I perform well under pressure.	2
 132. I'm happy with who I am.	3	99. I cope well with stressful situations.	1
92. I am satisfied with my life.	2	 70. I'm in touch with other people's emotions.	4
101. I'm excited about my life.	3	 78. I relate to the emotions of others.	1
71. I am happy.	1	106. When I wake up in the morning, I look forward to the day.	4
116. I have a positive outlook.	2	 126. I am content.	2

Positive Impression/Negative Impression

25	I make mistakes.	1	119	Things bother me.	2
59	I like everyone I meet.	2	127	I only care about what is best for others.	3
94	I have bad days.	5	131	I know the right answer.	2

Follow-up Questions

The following questions are suggested to probe further into your client's results. Questions are listed by subscale.

Self-Regard

1. What do you believe are your strengths? Provide an example where you used your strengths to your advantage.
2. Which of your abilities require development? Provide an example where you have had to work around/compensate for an area of weakness.
3. Describe a situation where you had to overcome feelings of insecurity or low confidence in your abilities.
4. Tell me about a time when I was clear you had made a mistake or error. How did you feel and what action did you take to rectify the situation? Why do you think you fell this way?
5. How can you use your strengths to achieve more of your goals (personal or job performance)? How can you overcome weaknesses on the way to achieving your goals?
6. What are you willing to do to improve your skills, abilities, habits, and attitudes?

Self-Actualization

1. What are some of your interests outside of work?
2. Can you describe 1 or 2 of your short-term goals? Long-term goals? How are your short-term goals connected to your long-term goals?
3. Tell me about your process for setting goals? How would you describe the goals you set for yourself?
4. What new activities or interests would you like to explore?
5. How do you make time to do things you truly enjoy? What are some of the benefits both you and your career receive from these activities?

Emotional Self-Awareness

1. How do your emotions affect other people? Can you provide an example where your teamwork (or a relationship) was affected by the way you were feeling?
2. What things do you feel really happy about? Sad? Angry? Describe how you experience these emotions physically, behaviorally, cognitively?
3. Describe a time when you were making a decision and your emotions got the best of you? What emotion were you experiencing and what was your reaction?
4. What emotions help your job performance? Which emotions hinder your performance?
5. Are there emotions that you are more comfortable with than others? Why do you think that is?

Emotional Expression

1. Are there some emotions you feel more comfortable expressing than others? Why do you think that is? How do express what you are feeling? Give examples?
2. Describe a time when you regretted not expressing your true thoughts or feelings about something. What were the consequences (positive and negative) of not expressing your feelings? How would the situation have been different had you been more openhearted?
3. In general, do you find yourself holding up emotions? How does this affect your ability to get your work done?
4. What does being happy look like to you? Being angry? Being frustrated?
5. Have others ever misread your feelings or thoughts? Why do you think that happened?

Assertiveness

1. Describe a scenario in which you behaved assertively. What specifically did you do or say that was assertive?
2. What do you find challenging about being assertive? What is it about the context or situation that makes you uncomfortable standing up for yourself?
3. How would you react if someone on your team consistently failed to put their weight on a team project?
4. What is the difference between assertive and aggressive behavior? Have you ever been perceived as being aggressive? How do you react?
5. Tell me about a time where you disagreed with someone. What did you discuss and what was the outcome?

Coach's Guide to an EQ-i 2.0 Debrief Session

Preparing for the Debrief

Review the Report

- Review the *Response Style Explained* page and look into any flagged areas.
- Review the Total EQ score and composite scores. Where does the client fall in relation to the general population?
- Review the individual subscales and patterns. Which particular combinations of subscales are striking to you? Which do you want to investigate at the firm level?
- Review firm scores for any particularly high or low scores.
- Examine the *Blending IQ* page. What stands out in this client's result? Which subscales do you need to look at more closely? What might be some challenges associated with the result?
- Make notes on areas you are curious about.
- What is your overall impression? What will you want to keep in mind as you go through the debrief?

Conducting the Debrief

Phase	Points to Keep in Mind	Questions to Ask
1. Build Rapport The first step is to create a sense of ease and establish common goals between you and your client.	<ul style="list-style-type: none"> <input type="checkbox"/> Explain how the feedback will be structured and how long it will take. <input type="checkbox"/> Ask what the client wants to get out of the session. <input type="checkbox"/> Reinforce the client of the confidentiality agreement and who "owns the data". <input type="checkbox"/> If appropriate, show the client a sample report so that they are prepared for what they will be seeing in their own report. This may help them understand what the results will indicate before they actually see them. <input type="checkbox"/> Reinforce the client that this is a self-report and that it is a "snapshot in time". It is a starting point for discussion, not the end of the investigation. 	<ul style="list-style-type: none"> <input type="checkbox"/> How are you feeling about this meeting? <input type="checkbox"/> What was your experience in taking the assessment? Probing questions: were you alone, did you do it at the beginning of the day, end of the day, do you recall any items that you had difficulty with or that were not clear to you? <input type="checkbox"/> Is there anything significant going on in your life that may have affected how you responded to the items? <input type="checkbox"/> How did you find the items themselves? Anything you found odd or curious? <input type="checkbox"/> Do you have any questions or comments before we go over your profile?
2. Validate Facts Next, establish the "facts" of EQ-i results in the eyes of your client.	<ul style="list-style-type: none"> <input type="checkbox"/> Give definition of EQ and recap details of the EQ-i 2.0. <input type="checkbox"/> As you can see, the bars represent how you responded to the items on each scale of the EQ-i 2.0. <input type="checkbox"/> The bars that are in the middle range show that compared to the general population, you answered the items in a similar way. <input type="checkbox"/> Bars to the left indicate decreased use of behaviors related to the scale. <input type="checkbox"/> Bars to the right indicate increased use of behaviors related to the scale. 	<ul style="list-style-type: none"> <input type="checkbox"/> What is your first impression of this profile? <input type="checkbox"/> Does this profile look accurate to you? <input type="checkbox"/> What surprises you? <input type="checkbox"/> Where would you like to focus first? <input type="checkbox"/> What questions do you have about your results? <input type="checkbox"/> Can you give me an example of how you use that skill? <input type="checkbox"/> Would you say this is a real strength of yours? <input type="checkbox"/> This suggests to me that _____, is that true of you?