

Introduction to Emotional Intelligence



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

What is Emotional Intelligence?

Emotional intelligence is a set of emotional and social skills that collectively establish how well we:

- Perceive and express ourselves
- Develop and maintain social relationships
- Cope with challenges
- Use emotional information in an effective and meaningful way

It is a predictor of success in life and work



What is the EQ-i^{2.0}?

- **A way to accurately assess strengths and blind spots:** take the assessment in less than 20 minutes
- **A predictable way to measures current level of emotional and social functioning:** receive feedback on your results
- **A vehicle for developing effectiveness in order to improve performance:** develop a customized action plan in order to ensure you are focusing on the right development needs



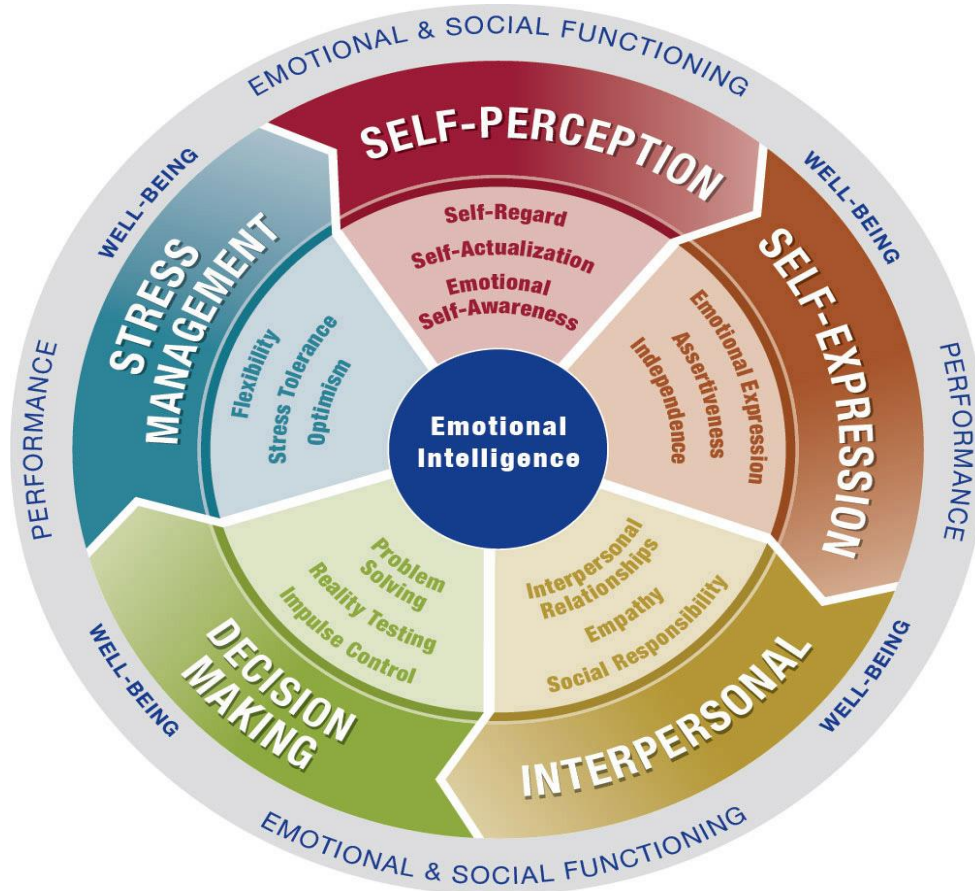
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How Accurate is it?

- Great amount of rigor went into the research and development of the tool
- 4,000 people took the assessment in order to ensure results are accurate: you are compared to your norm group
- Checks and balances built into the tool to ensure the most accurate results



The EQ-i^{2.0} Model



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What Does it Measure?

The EQ-i^{2.0} measures five distinct aspects of emotional and social functioning:

- **Self-Perception** – understanding your emotions
- **Self-Expression** – expressing your emotions
- **Interpersonal** – develop and maintain relationships
- **Decision Making** – use emotions to make better decisions
- **Stress Management** – cope with challenges



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Self-Perception

Consists of the following sub-categories:

- **Self-Regard** – confidence
- **Self-Actualization** – continuous development
- **Emotional Self-Awareness** – understanding my emotions



Self - Expression

Consists of the following:

- **Emotional Expression** – saying how you feel
- **Assertiveness** – standing up for yourself effectively
- **Independence** – standing on your own two feet



Interpersonal

Consists of the following:

- **Interpersonal Relationships** – developing and maintaining good relationships
- **Empathy** – recognizing and appreciating how others feel
- **Social Responsibility** – contributing to society



Decision Making

Consists of the following:

- **Problem Solving** – effectively managing emotions when solving problems
- **Reality Testing** – seeing things as they really are
- **Impulse Control** – ability to resist or delay impulses



Stress Management

Consists of the following:

- **Flexibility** – adapting to change effectively
- **Stress Tolerance** – successfully coping with stressful situations
- **Optimism** – having a positive outlook



Happiness

- Feeling satisfied, enjoying life
- An indicator of overall well-being
- Not included in overall EQ-i^{2.0} results
- Impacts overall EQ-i^{2.0}, closely linked to:
 - Self-Regard
 - Optimism
 - Interpersonal Relationships
 - Self-Actualization



Results

- You get an overall EQ-i^{2.0} result, as well as individual results for each component
- You will receive feedback on your results and what they mean
- Your report includes strategies to further develop your emotional intelligence and a development plan template to help you make your commitment real
- Improving your Emotional Intelligence will not only help you be more successful at work, but outside of work too!



Applying EQ-i^{2.0}

There are many ways the EQ-i^{2.0} can be used:

- Selection
- Self-Awareness
- Succession Planning
- Leadership Development
- Executive Coaching
- Team Effectiveness



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