

## A Guide to Interpreting the Emotional Intelligence Appraisal® ME (Self) Edition

This guide is intended to help coaches and trainers interpret the Emotional Intelligence Appraisal® – Self (ME) Edition so learners can increase their awareness, create a Development Plan, and build their emotional intelligence skill set. The shaded boxes include questions for the coach to consider using with the learner.

### About Emotional Intelligence (EQ)

EQ is the ability to recognize, understand, and use your emotions effectively. Unlike mental ability or IQ, EQ is a skill that can be improved through increased awareness, practice, and a commitment to change.

EQ is made up of 4 core EQ skills:

1. Self-Awareness
2. Self-Management
3. Social Awareness
4. Relationship Management



**Personal competence** is made up of self-awareness and self-management skills, which focus more on the individual rather than on interactions with other people. Personal competence is the ability to stay aware of one's own emotions and manage one's own behavior and tendencies.

**Social competence** is made up of social awareness and relationship management skills; social competence is the ability to understand other people's moods, behavior, and motives to improve the quality of relationships.

### About the Emotional Intelligence Appraisal® - Self Edition

In this 28-item self-assessment, learners answer specific questions about their behavior, using a 6-point frequency scale (never to always). The assessment takes about 7-10 minutes to complete.

The assessment is a self-perception survey, collecting data on how a learner sees themselves. Think of it as taking a pulse on how the learner thinks they are using their EQ skills.

The assessment is both valid and reliable, was piloted with three diverse companies, and has since been used with over 2 million people working across industries and in graduate level research. For more information, please see Emotional Intelligence Appraisal Technical Manual.

## About the Results Report

Learners will discover their current EQ skill level, and what they can do to develop their EQ in this results report. The report includes:

- **EQ Scores:** 4 core EQ skill scores and overall EQ score
- **My EQ Strategies:** 3 lowest-rated EQ behaviors and 3 highest-rated EQ behaviors, each paired with an EQ strategy to practice

## Assessment Feature: EQ Scores

These scores are a snapshot of the learner's perceptions at the time of the assessment. EQ is a skill that can be developed, so with practice, the scores can change. No final or permanent conclusions need to be drawn here.

75 is the average EQ score across millions of users, and 68% of the people who have taken this assessment score between 65 and 85. With this in mind, consider:

1. How do your learner's scores compare?
2. Are the skill scores similar or different?
3. Is there a strength or development opportunity in either personal or social competence?
4. Is there a pattern emerging in the scores (e.g., awareness scores are higher)?

## Assessment Feature: My EQ Strategies

This page provides the learner with self-identified item-level (behaviors) data and EQ strategies to develop.

### What Brings My Score Up Most

Of the 28 items in the assessment, these are 3 Highest EQ Behaviors, paired with 3 EQ Strategies (What You Can Do) to maximize each of these strengths

### What Brings My Score Down Most

Of the 28 items in the assessment, these are 3 Lowest EQ Behaviors, paired with 3 EQ Strategies from Emotional Intelligence 2.0 (What You Can Do) to develop each of these development areas.

Here are topics you can cover for your assessment debrief or ongoing coaching:

#### Using **What Brings My Score Up/Down Most** you can discuss:

- What resonates with the learner?
- What may be contributing to the learner's perceptions?
- How important are these behaviors to the learner's job, their supervisor, or priorities in the next year?

#### Using **What You Can Do** you can discuss:

- Which strategies may best impact the learner's work? Why?
- How might practice look?

For detailed information about each strategy, the remaining pages in the report provide specifics.

## Development Plan

When it's time to create a Development Plan, the learner can:

- Select from 6 EQ Strategies in the report, prioritizing what to work on
- Transfer this information to their Development Plan (assessment results portal)

**Note:** If you are using *Emotional Intelligence 2.0* as a tool that accompanies the assessment, you can skim other strategies as well before finalizing the Development Plan together. It is possible a different strategy will stand out to the learner as being a first step. There is no right or wrong in starting an EQ Development Plan. The plan that is motivating and gets buy-in from the individual is the right one.

## Points to Share

In your conversations with the learner, share with them that:

1. They should be commended for their openness to learn about their EQ.
2. Even with a self-assessment, it can feel difficult to receive feedback in the form of scores.
3. They can expect to have some ratings sting a little or stick with them in their minds.
4. This is a normal part of the process of absorbing feedback. Expect it to happen and those feelings will subside over a few days. As they linger, they may inform the learner about what to prioritize in their Development Plan.
5. These scores are not fixed or set in stone. With regular practice, EQ can be built and improved.
6. Developing new skills takes time.

## Resources for Coach

1. Emotional Intelligence Appraisal Technical Manual
2. *Emotional Intelligence 2.0* – hard cover or e-book
3. [www.talentsmarteq.com/resources](http://www.talentsmarteq.com/resources) - blog, articles, EQ Trends

## Resources & Next Steps for the Learner

1. Read *Emotional Intelligence 2.0*
2. Review online resources in the learner's assessment portal
3. Share insights with a mentor or supervisor
4. Practice EQ strategies
5. Plan to retest in 6 months (email is sent from TalentSmartEQ at the 6-month mark)