



# Emotional Intelligence Multi-Rater Group Assessment Report

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# About Emotional Intelligence

Emotional Intelligence involves a set of skills that define how effectively people perceive, understand, reason with and manage their own and others' feelings. These skills are important at work as emotions are an inherent part of workplace activities at all levels.

## Emotions matter in your workplace

Emotions affect workplace decisions and strategies every day. For example:

- deciding not to hire someone because "something just didn't feel right"
- not asking one's boss for more resources when the boss is having "a bad day"
- deciding to take a different approach when dealing with a disgruntled customer, and
- helping motivate an under-performing colleague to succeed.

## Emotions influence your behaviors at work

The emotions people experience at work also influence the behaviors they display to others, contributing to:

- tone of voice
- body language, and
- facial expressions.

## A measurable difference

Research studies suggest that Emotional Intelligence makes a difference in the workplace, including:

- productivity and performance
- interpersonal effectiveness
- leadership capability
- sales performance
- teamwork
- customer service, and
- job satisfaction.

## Enhancing your Emotional Intelligence

Techniques for enhancing people's Emotional Intelligence are simple and effective. For example:

- improve how one deals with their own and others' emotions
- learn how to demonstrate more emotionally intelligent behaviors
- make more informed and balanced decisions, and
- improve workplace productivity and performance.

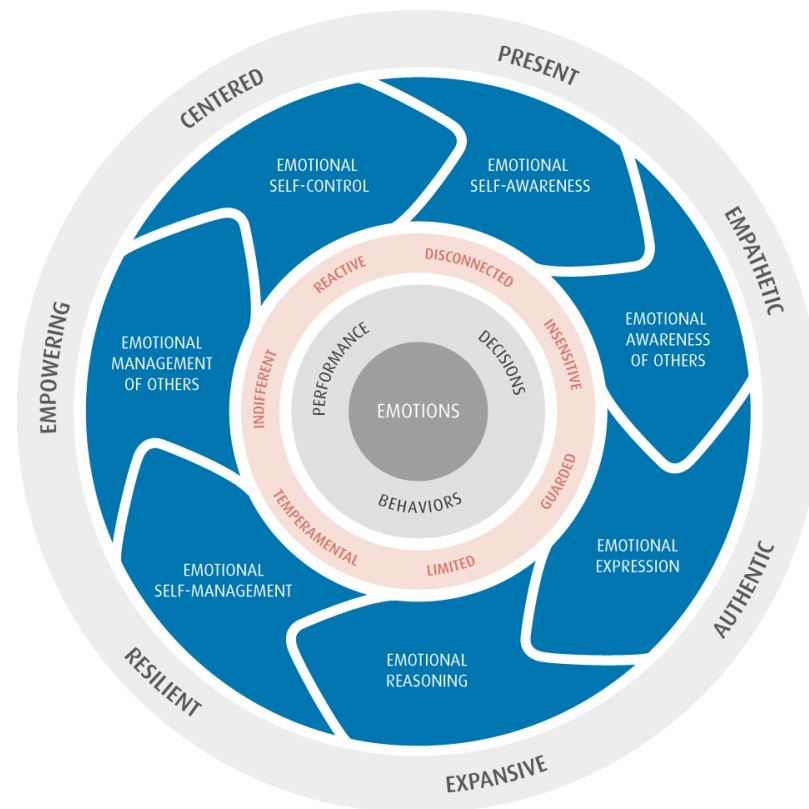
This report is an important first step. It lists the group's personal strengths and opportunities for development in Emotional Intelligence.

## The Genos model of Emotional Intelligence

The Genos model of emotional intelligence comprises seven distinct skills, including:

- emotional self-awareness
- emotional awareness of others
- emotional expression
- emotional reasoning
- emotional self-management
- emotional management of others, and
- emotional self-control.

These are shown in the diagram below and are explained in more detail in this report.





# The seven skills of Emotional Intelligence

The Genos model of EI comprises seven specific EI skills. The table below presents a definition of each skill and outcomes that can be achieved from displaying each skill effectively at work:

Skill	Definition	Group Outcomes
<b>Emotional Self-Awareness</b>	The skill of perceiving and understanding one's own emotions.	Members of the group understand how their own emotions affect the group's decisions, behavior and performance.
<b>Emotional Awareness of Others</b>	The skill of perceiving and understanding the emotions of others.	Greater understanding amongst group members of what drives each other's moods, feelings and emotions. Enhanced camaraderie and interpersonal effectiveness.
<b>Emotional Expression</b>	The skill of expressing one's own emotions effectively.	Enhanced understanding, trust and perceptions of genuineness amongst colleagues.
<b>Emotional Reasoning</b>	The skill of utilizing emotional information in decision-making.	Enhanced decision-making where more information is considered in the process. Greater buy-in from others into decisions the group implements.
<b>Emotional Self-Management</b>	The skill of effectively managing one's own emotions.	Improved job satisfaction and engagement amongst group members. Enhanced group productivity and performance.
<b>Emotional Management of Others</b>	The skill of influencing the moods and emotions of others.	Enhanced capacity to demonstrate empathy and help each other manage emotions. Enhanced capacity to generate a positive and satisfying work environment for the group.
<b>Emotional Self-Control</b>	The skill of effectively controlling strong emotions experienced.	Greater emotional well-being within the group. Enhanced capacity to think clearly in stressful situations and to deal effectively with situations that cause strong emotions.



# Interpreting the group's results

## What is being measured?

The Genos Emotional Intelligence Inventory does not measure people's innate Emotional Intelligence. Rather it measures how often people *demonstrate emotionally intelligent workplace behaviors* aligned to the seven skills of Emotional Intelligence.

## What do the scores mean?

Individuals within the group all completed the Genos Emotional Intelligence Inventory. Scores in this report represent the average of these individual's scores. Individual's scores are benchmarked to a population sample and standardized, where:

- the range of scores that can be achieved is 1 to 99 with an average of 50; and
- scores below 50 indicate that there is a large number of individuals within the group who demonstrate less emotionally intelligent behavior than the average in the population and visa versa.

## What does within-group variance mean?

For each skill assessed, the amount of variance in the group's scores has been calculated. The table below explains how to interpret the variance.

If the variance is...	the group's score are...
<b>Low</b>	highly consistent. Individuals within the group all achieved similar scores.
<b>Medium</b>	somewhat consistent, but with some variation in scores achieved by individuals within the group.
<b>High</b>	inconsistent. This may be because: * group members are displaying emotionally intelligent workplace behavior more and less frequently * group members may have different understandings of what emotionally intelligent workplace behaviors are, or * workplace situations, relationships or environments are having a differential impact on how often people demonstrate emotionally intelligent workplace behavior.

## Strengths and development opportunities

For the seven skills of Emotional Intelligence, the report lists:

- five strengths - the group's highest-scoring behaviors, and
- five opportunities for development - the group's lowest-scoring behaviors.

## Rater specific results

Rater specific results are shown for each category, such as manager, peers or direct reports. The group can use these to identify development activities that may be particularly effective with specific rater categories.



## The group's results

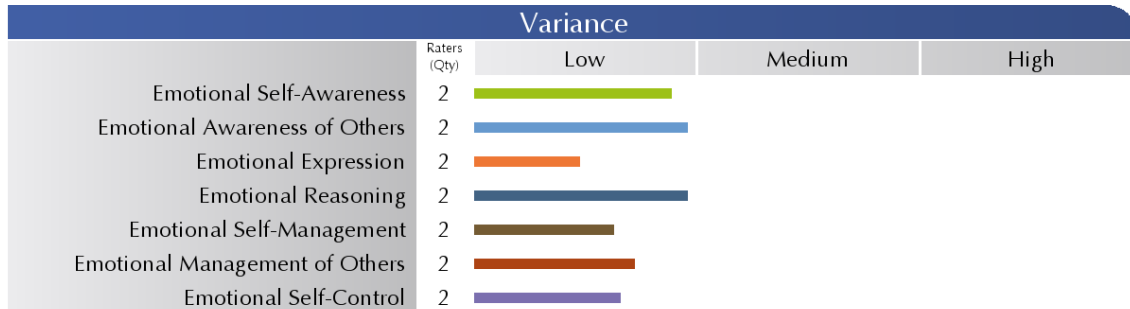
The group's average self-assessed scores for each of the seven skills of Emotional Intelligence are summarized below.



The degree of variance in the self-assessed scores, overall strengths and opportunities for development are present on the following page.



The table below presents the level of variance in the group's self-assessed scores for each skill of Emotional Intelligence.



### The group's strengths

Based on self-assessments, behaviors in the assessment the group scored more highly on highlight that their strengths in Emotional Intelligence include:

Strength	Emotional Intelligence skill
Being aware of your general mood.	Emotional Self-Awareness
Providing people with positive feedback.	Emotional Expression
Demonstrating that you have considered people's feelings when making decisions.	Emotional Reasoning
Doing things that make you feel positive.	Emotional Self-Management
Not becoming impulsive when under stress.	Emotional Self-Control

### The group's opportunities for development

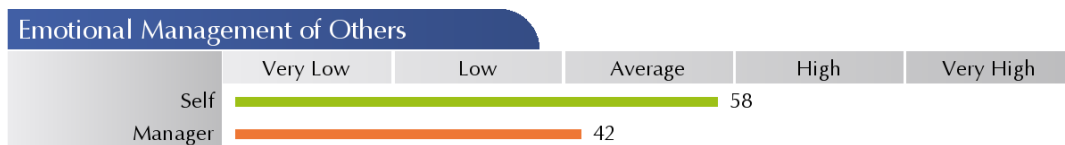
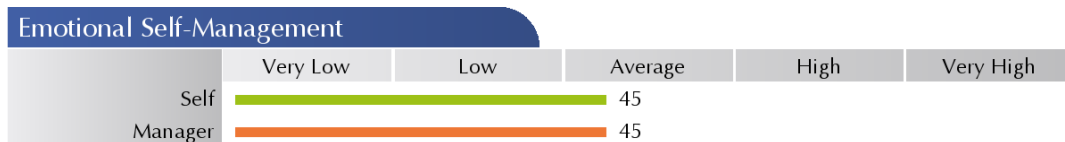
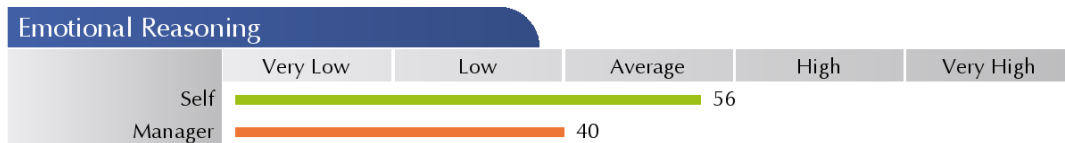
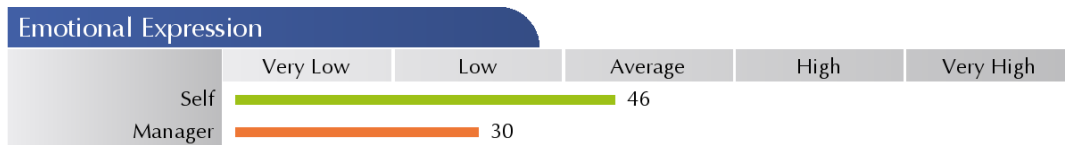
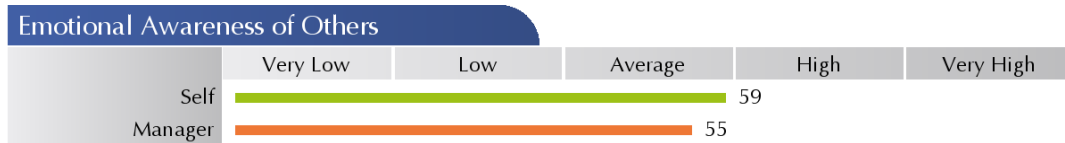
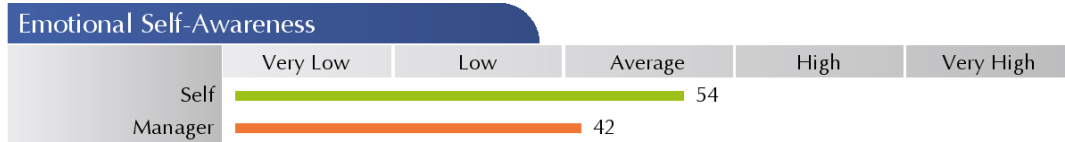
Based on self-assessments, behaviors in the assessment the group scored less highly on suggest the group should focus their Emotional Intelligence development on the following behaviors:

Opportunity for development	Emotional Intelligence skill
Being aware of how your feelings influence the way you interact with people.	Emotional Self-Awareness
Recognizing non-verbal cues from people, such as their body language and tone of voice.	Emotional Awareness of Others
Accepting criticism from people without taking it personally.	Emotional Self-Management
Exploring the causes of things that upset you.	Emotional Self-Management
Being patient when things don't get done as planned.	Emotional Self-Control



## Results from Manager Category

The average of the group's self-assessed and manager-assessed scores are summarized below:

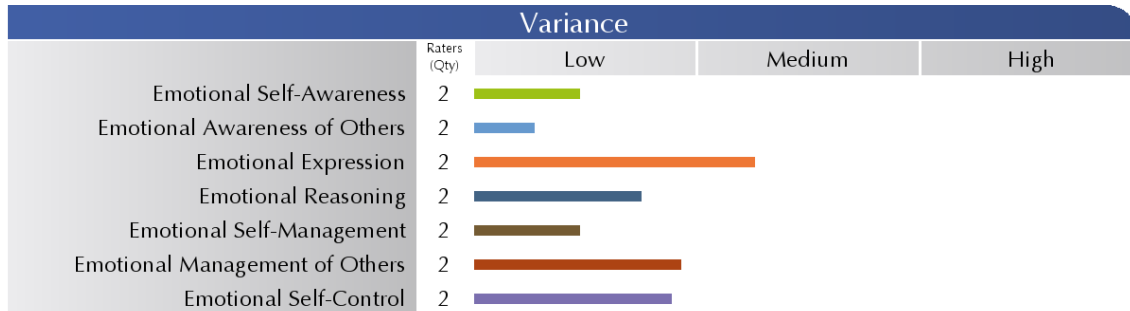


Based on manager ratings, the degree of variance in the group's scores and the group's overall strengths and opportunities for development are presented on the following page.



## Results from Manager Category

The table below presents the level of variance in the group's manager-rated scores:



### The group's strengths

According to manager responses, behaviors in the assessment the group scored more highly on suggest that their strengths in Emotional Intelligence include:

Strength	Emotional Intelligence skill
Considering how people may react when you talk with them about decisions.	Emotional Reasoning
Doing things that make you feel positive.	Emotional Self-Management
Helping people to overcome negative feelings and to feel more positive.	Emotional Management of Others
Behaving appropriately when angry.	Emotional Self-Control
Keeping calm in difficult situations.	Emotional Self-Control

### The group's opportunities for development

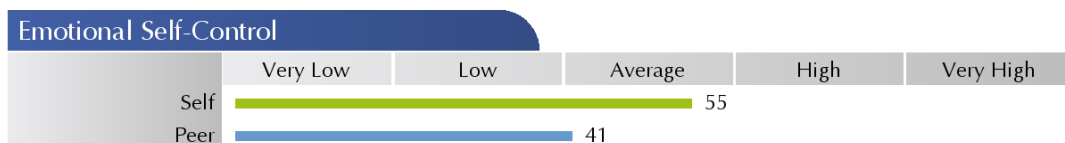
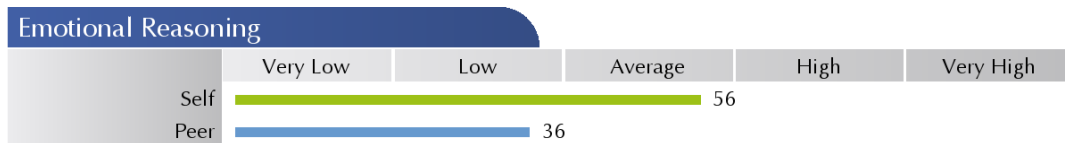
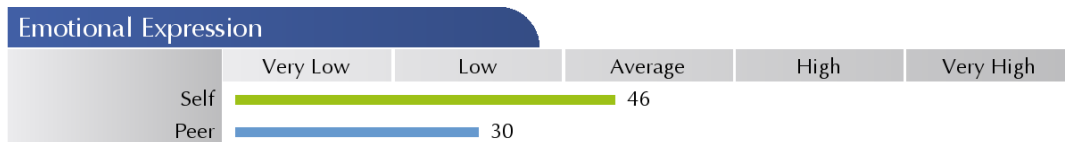
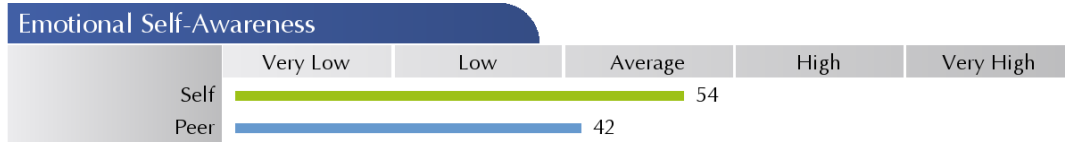
According to manager responses, behaviors in the assessment the group scored less highly on suggest the group should focus their Emotional Intelligence development on the following behaviors:

Opportunity for development	Emotional Intelligence skill
Being aware of how your feelings influence the way you interact with people.	Emotional Self-Awareness
Expressing your positive feelings appropriately.	Emotional Expression
Expressing how you feel to the right people.	Emotional Expression
Considering factors other than technical information when solving problems.	Emotional Reasoning
Knowing what to do or say when people are upset.	Emotional Management of Others



## Results from Peer Category

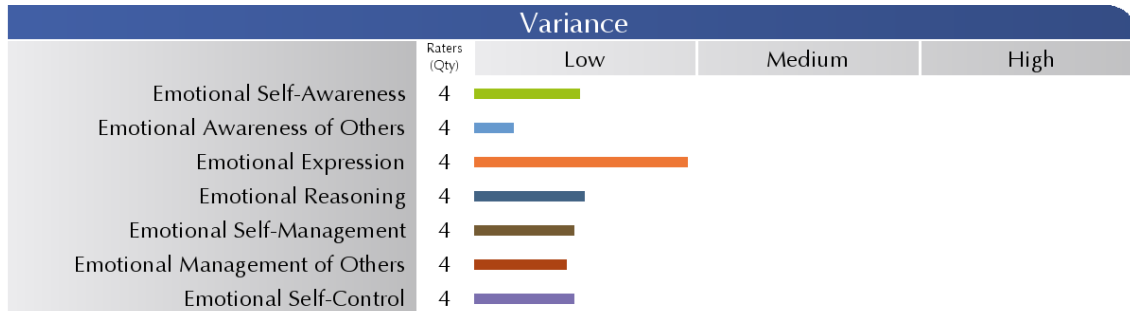
The average of the group's self-assessed and peer-assessed scores are summarized below:



Based on peer ratings, the degree of variance in the group's scores and the group's overall strengths and opportunities for development are presented on the following page.

# Results from Peer Category

The table below presents the level of variance in the group's peer-rated scores:



## The group's strengths

According to peer responses, behaviors in the assessment the group scored more highly on suggest that their strengths in Emotional Intelligence include:

Strength	Emotional Intelligence skill
Being aware of how your feelings influence the way you interact with people.	Emotional Self-Awareness
Expressing how you feel about work issues.	Emotional Expression
Considering how people may react when you talk with them about decisions.	Emotional Reasoning
Motivating people to achieve work-related goals.	Emotional Management of Others
Remaining focused on work when you are feeling anxious.	Emotional Self-Control

## The group's opportunities for development

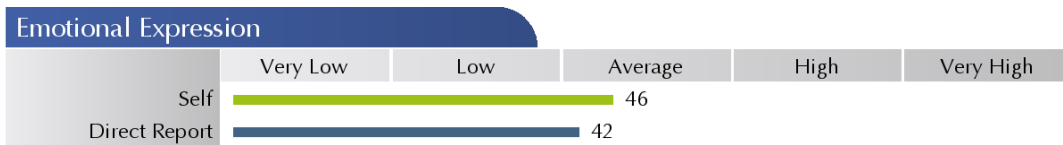
According to peer responses, behaviors in the assessment the group scored less highly on suggest the group should focus their Emotional Intelligence development on the following behaviors:

Opportunity for development	Emotional Intelligence skill
Being aware of how your feelings influence your general behavior at work.	Emotional Self-Awareness
Expressing how you feel to the right people.	Emotional Expression
Expressing your positive feelings appropriately.	Emotional Expression
Considering factors other than technical information when solving problems.	Emotional Reasoning
Exploring the causes of things that upset you.	Emotional Self-Management



# Results from Direct Report Category

The average of the group's self-assessed and direct report-assessed scores are summarized below:

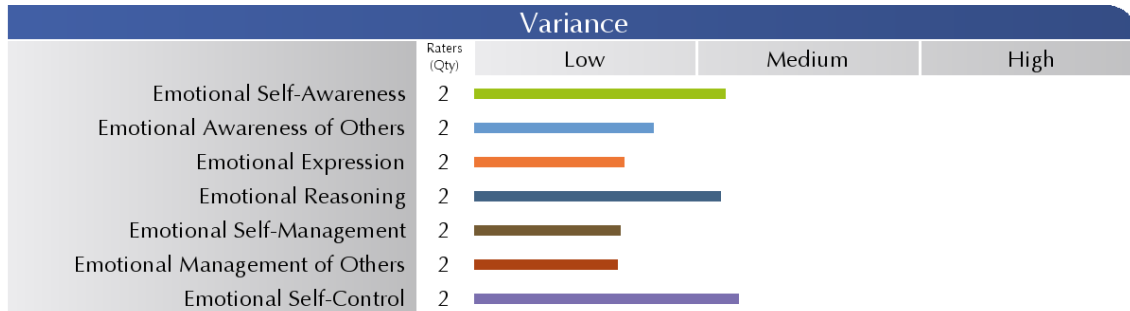


Based on direct-report ratings, the degree of variance in the group's scores and the group's overall strengths and opportunities for development are presented on the following page.



## Results from Direct Report Category

The table below presents the level of variance in the group's direct report-rated scores:



### The group's strengths

According to direct report responses, behaviors in the assessment the group scored more highly on suggest that their strengths in Emotional Intelligence include:

Strength	Emotional Intelligence skill
Being aware of how your feelings influence your general behavior at work.	Emotional Self-Awareness
Considering your organization's values when making decisions.	Emotional Reasoning
Effectively demonstrating empathy to people.	Emotional Management of Others
Motivating people to achieve work-related goals.	Emotional Management of Others
Remaining focused on work when you are feeling anxious.	Emotional Self-Control

### The group's opportunities for development

According to direct report responses, behaviors in the assessment the group scored less highly on suggest the group should focus their Emotional Intelligence development on the following behaviors:

Opportunity for development	Emotional Intelligence skill
Being aware of your tone of voice when communicating with people.	Emotional Self-Awareness
Recognizing how people feel about work issues.	Emotional Awareness of Others
Considering factors other than technical information when solving problems.	Emotional Reasoning
Considering how people may react when you talk with them about decisions.	Emotional Reasoning
Being patient when things don't get done as planned.	Emotional Self-Control









To support the further development of the group's Emotional Intelligence, Genos also offers the Genos Emotional Intelligence Enhancement Kit. This is a 10 module development program tailored to the group's results. The Enhancement Kit is available from accredited users of the Genos Emotional Intelligence Inventory.



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