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## EIQ 360 (Emotional Intelligence Quotient)

Company: Company\_Name  
Report for: Deb M.  
Date: May 17, 2013 at 4:04 pm

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## Introduction

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No one knows us better than ourselves. However, there are circumstances where we may not be fully aware of our latent talents, and unable to find the gaps in our skills and knowledge. A 360 feedback system is like walking into a house of mirrors – we get to see ourselves from different perspectives, and perhaps learn things about what we reflect back to others that we've never known before.

The goal of a 360 feedback system is to provide insight into your skills, attitudes, behaviors, and personality from the perspectives of those who work most intimately with you. While it can be difficult at times to receive criticism from others, regardless of how constructive it is, recognize that the feedback is offered with the intention to see you grow as a professional and as a person.

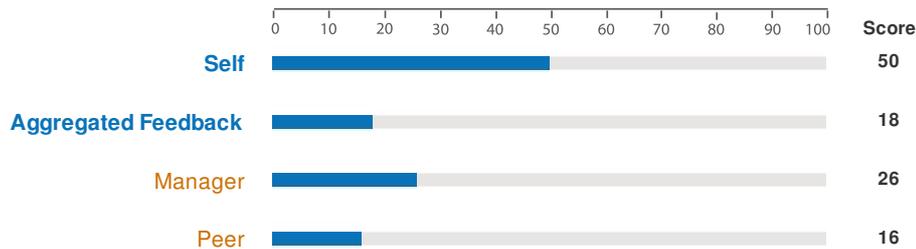
Make sure to review your results in detail, paying close attention to skills/traits in which others recommend improvement, and any areas in which there are clear gaps between your ratings and the ratings of others.

## Result Details

Each trait/skill assessed in EIQ 360 will be show on a scale from 0 to 100. Your overall performance rating will appear first, followed by a breakdown of each competency.

### Overall Rating

Overall emotional intelligence competency level.



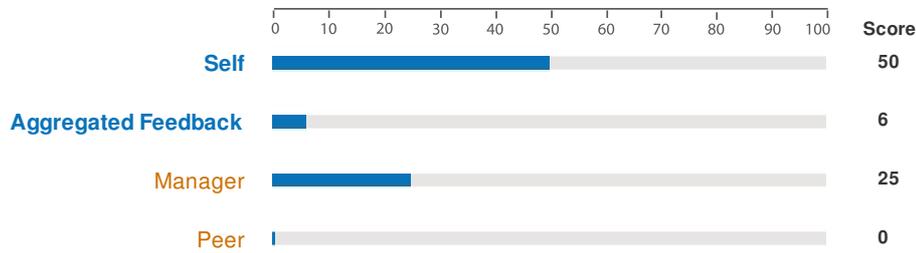
Overall, your emotional intelligence is indicated as needing significant improvement. While this may be difficult to hear, the good news is that you are now in the best position to build a stronger foundation in which to rebuild. Below you will find your self-assessment ratings and those of your raters for each of the traits and skills evaluated in the feedback assessment. We recommend that you go through each rating carefully and objectively.

As you are reading through your report, it might be a good idea to take notes – questions you would like to ask your raters, suggestions on how to improve in certain areas, or new performance goals you would like to set. You can use the exercises that will be provided with each result as a springboard for mapping out your growth and development process.

Please remember that receiving feedback from your raters, both positive and negative feedback, is an essential aspect of your professional growth. The goal of a 360 feedback program is to help you reach your full potential. You are not changing who you are but rather, are becoming a better version of you.

## Problem-Solving

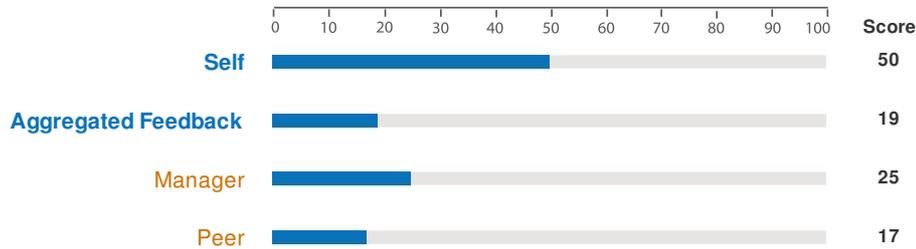
Assesses whether a person solves problems effectively and in a timely manner.



Problem-solving is not an area where you excel. The emotional upheaval that a problem can cause is likely to overwhelm you, making you feel at a loss as to how to proceed. Your first instinct isn't so much "How can I fix this?" but rather, a desire to sidestep the issue or admit defeat and hope that it will resolve itself. You likely do not have a systematic approach to problems, which makes resolution very difficult for you.

## Social Insight

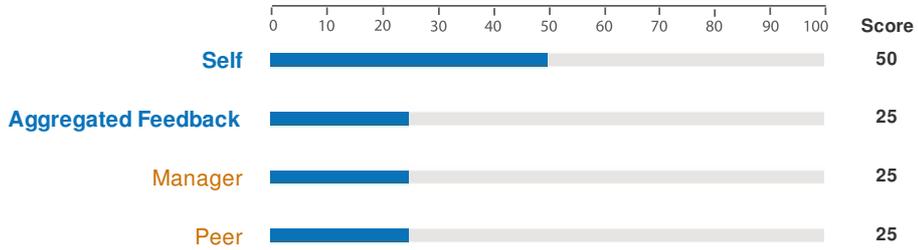
Ability to read a social situation, understand social cues, and respond according to what is most appropriate for the circumstances.



You do not possess a great deal of social insight, which places you at risk for misjudging or misunderstanding a social situation. This can result in awkward or inappropriate responses that don't fit the circumstances. When involved in social interaction, you need to make it a point to step back and observe the people you are speaking to and the setting you are in before responding or reacting.

## Empathy

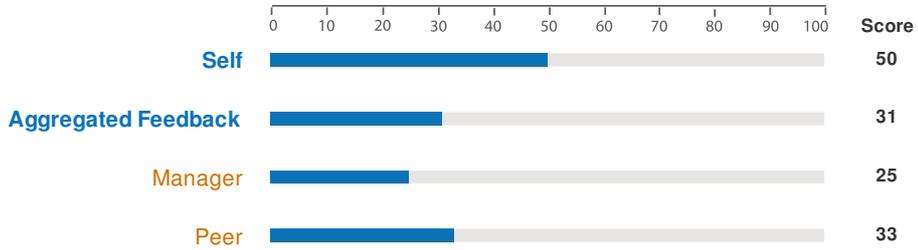
Ability to see situations from another person’s perspective – to identify with others.



You either do not practice empathy very often or find it difficult to put yourself in other people’s shoes. Tied in with social insight, this is a skill that, when lacking, makes the creation of meaningful and productive connections with others a major challenge. Your difficulties with empathy can make it a struggle for you to understand, get along, and work with others.

### Coping Skills

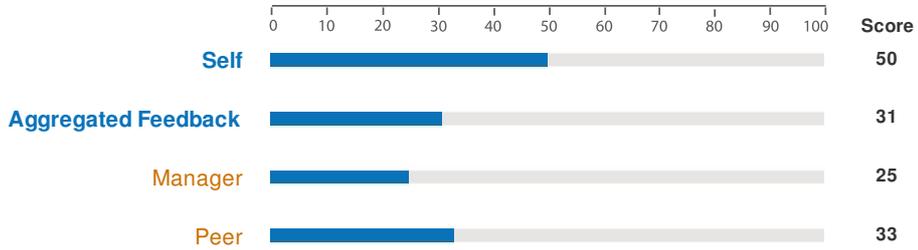
Works well under pressure. Uses healthy approaches to deal with stressful situations.



Dealing with stress pushes you way out of your comfort zone – you struggle a great deal to stay composed and focused. You rarely use healthy techniques to cope, and this can exacerbate the effects of stress and make it even more difficult for you to cope. You simply do not handle stress very well or channel it effectively.

### Emotional Selectivity

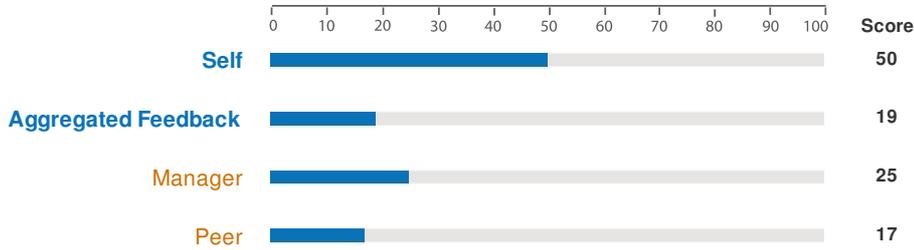
Ability to let go of little annoyances and move on; to pick one's battles.



When something bothers you or hinders your progress in some way, it's difficult for you to let it go. A problem may be minor from other people's perspective, but in your mind, it's enough to cause significant emotional upheaval. Overall, it seems to take a great deal of strength and energy for you to move on from annoyances that occur in your life.

### Adaptable Social Skills

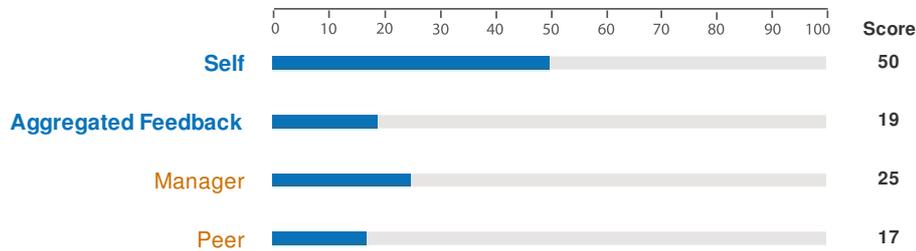
Ability to adjust communication style and social behavior to best fit audience or social situation.



You either do not always recognize when it is necessary for you to adjust your speech or behavior to a situation, or you simply choose not to. Being adaptable in social situations requires a combination of social insight, monitoring your own emotions and behaviors, and good social skills. Without this ability to acclimate to different types of people or circumstances, your social interactions are more likely to be awkward or rife with misunderstandings.

## Conflict Resolution Skills

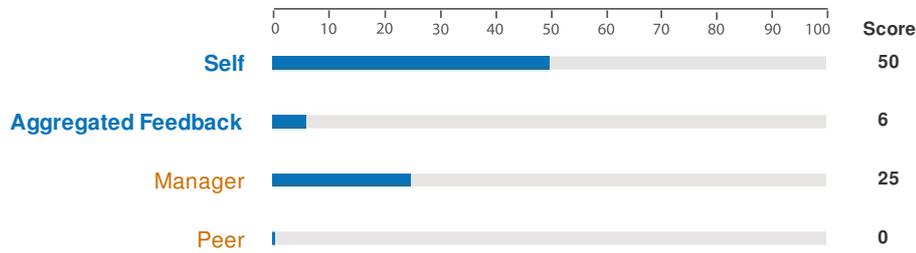
Ability to handle conflict situations with poise and professionalism; ability to resolve conflict effectively.



You are not very skilled at resolving conflict – your current approach is simply not effective at bringing about a compromise that will benefit everyone and put whatever the issue is to rest. This can drag out the problem further and exacerbate whatever tension and discomfort you feel. Understandably, dealing with conflict isn't easy, but you need to develop the skills needed to resolve it effectively.

## Awareness of Strengths and Limitations

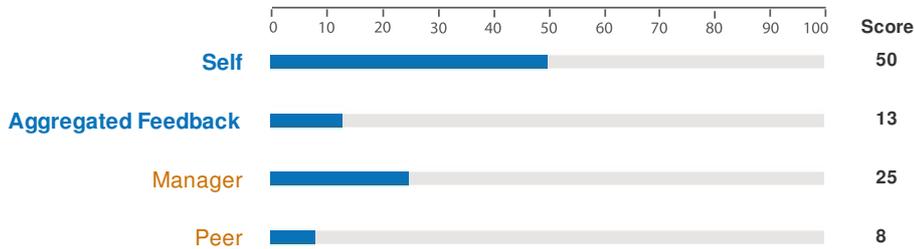
Assesses whether a person has a clear understanding of his/her faults and his/her assets.



You are either over-estimating or under-estimating your abilities – or perhaps both. Essentially, you are not fully aware of what your strengths and limitations are. This can either hold you back because you may not feel that you're skilled enough or, on the contrary, result in unwise choices/risks because you are unwilling to recognize that you are not skilled at something.

## Comfort with Emotions

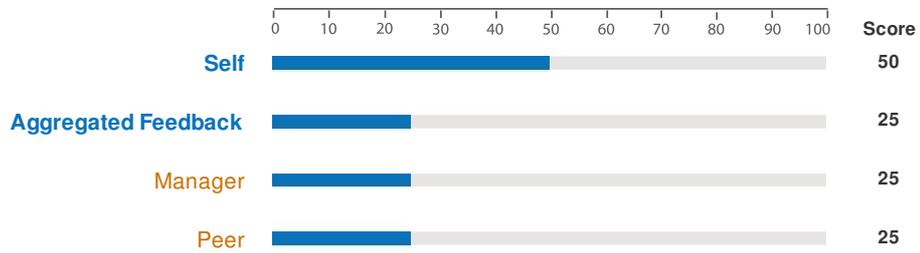
Degree of comfort in social situations that require expression of emotion as well as the need to deal with other people's emotional expressions.



Displays of emotion or emotional situations will often push you out of your comfort zone. You are likely relatively comfortable with less intense feelings, but the idea of being involved in more sensitive or emotionally charged circumstances makes you ill-at-ease. You may even go out of your way to avoid potentially sensitive situations.

## Positive Mindset

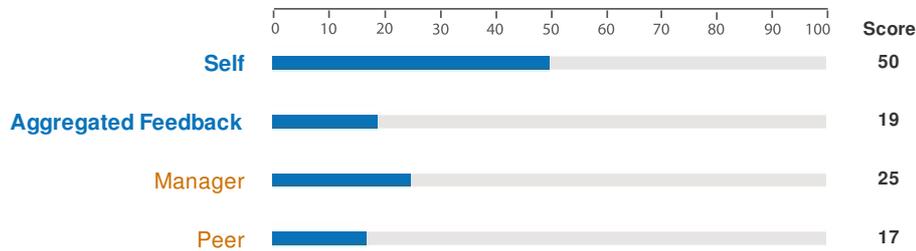
Degree to which a person possesses an upbeat, optimistic, and hopeful attitude.



You are more of a pessimist than an optimist, and likely prefer not to get your hopes up (or are generally unable to convince yourself that things can turn out for the better). While there may be some potential benefits to a pessimistic outlook, optimism has been shown to enhance creativity, resilience, goal orientation, and success likelihood.

## Self-Control

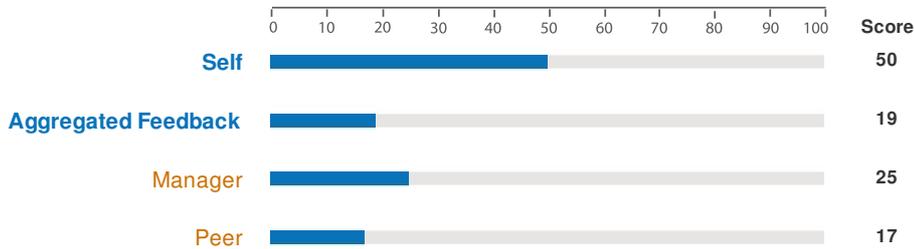
Ability to regulate and control one's emotions; to show poise in stressful situations.



Your emotional control is limited. It is very challenging for you to deal with trying circumstances, which could result in being abrupt or brusque with others, giving up or getting annoyed with things too quickly, and even stress. This difficulty with emotional control can have a significant and negative impact on your interactions with others. While developing emotional control is easier said than done, it is something that you need work on.

## Resilience/Hardiness

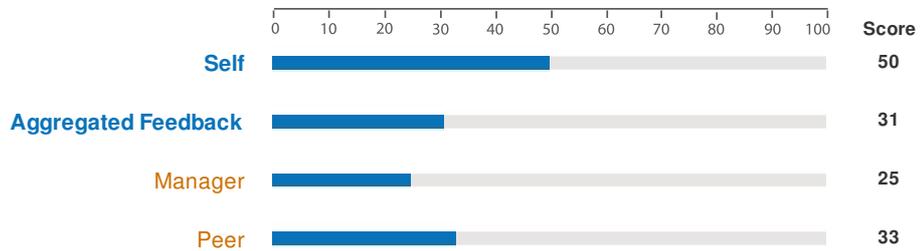
Degree to which a person shows determination and mental toughness in the face of hardship; ability to bounce back from difficulties.



You tend to have difficulty staying strong in the face of trying times. You may not necessarily give up, but there will be a part of you that will want to surrender and admit defeat. Basically, when times get tough, you are not likely to be at your best, and will struggle or at least doubt your ability to make it through. You need to develop a "thicker skin" and believe in your ability to bounce back.

## Self-Motivation/Striving

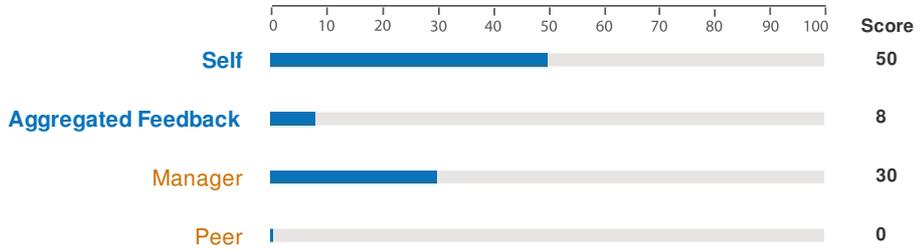
Degree to which a person is motivated to succeed and shows perseverance in the face of obstacles.



Getting motivated doesn't appear to be an easy task for you. If you do manage to get yourself going, it's more likely to be due to outside forces than an inner incentive – and isn't likely to last long either. Without the ability to self-motivate, you're more likely to find yourself in unproductive ruts rather than pushing yourself to achieve more.

### Deliberation

Degree to which a person gives situations and problems careful consideration - and doesn't over-think or ruminate.



Every decision or action requires careful consideration, but you don't seem to be doing this. Over-thinking issues can be a problem, but not giving them sufficient thought places you at risk for taking actions that you will regret later. You need to be patient, and take the time to think things through.

## List of Raters

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For your references, the following is the list of your raters for this 360 assessment.

- [deborah@psychtests.com](mailto:deborah@psychtests.com)
- [jeannette@psychtests.com](mailto:jeannette@psychtests.com)
- [konstantin@psychtests.com](mailto:konstantin@psychtests.com)
- [tom@psychtests.com](mailto:tom@psychtests.com)

## Advice and Tips

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To help you get started on the path toward growth and improvement, TEAM 360 offers a variety of insightful and practical tips to improve each competency assessed on the test. You can access the full list of tips by downloading the PDF file at the end.

- **Face it - everyone has feelings.** Emotions are not unique, and are experienced by everyone (though perhaps under different circumstances). It is human nature. Keeping this in mind will enable you to be more accepting of not only your own emotions, but those of others.
- **Keep your mind focused on possibilities.** Think of the best-case scenario or outcome possible and keep your mind focused on that as a goal. When it comes to problems, focus on those aspects of a problem or situation that are inside your control or that you can change for the better. Avoid dwelling on matters over which you have no control and cannot change.
- **Be objective.** Try not to allow your own emotions to interfere with your judgment. Whenever we engage with others and try to perceive how they are feeling, we bring our own emotions to the table. Do your best to remove your own feelings from the situation when attempting to evaluate someone else's.
- **Pause and reflect.** For example, your first impulse after being insulted might be to respond with anger or a few nasty insults in return. Impulses associated with anger are commonly among the most difficult to control. However, a moment of reflection will certainly inform you that it is *not* the most appropriate response and it *will* have negative consequences.
- **Be aware of your audience.** Adjust not only the content of what you say but the style and manner you express yourself to accommodate the background, experience and temperament of those you are interacting with. Adapt the tone or the way you express yourself. For instance, the familiar and joking manner you employ with friends may not be appropriate when trying to sell your company's services to potential clients.

**For full access to all tips, please download the following PDF file:**

**<http://archprofile.com/mr360pdf/IndividualEIQ360.pdf>**

## Additional Materials

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For further references that can enhance your individual and team performance, feel free to review the materials suggested below.

### Books:

Title: Don't Sweat the Small Stuff...and it's all small stuff: Simple Ways to Keep the Little Things From Taking Over Your Life.

Author: Richard Carlson, Ph.D.

Publication year: 1997

Publisher: Hyperion: New York (NY)

URL: [http://www.amazon.com/Sweat-Small-Stuff---small-Series/dp/0786881852/ref=sr\\_sp-atf\\_image\\_1\\_1?ie=UTF8&qid=1368547460&sr=8-1](http://www.amazon.com/Sweat-Small-Stuff---small-Series/dp/0786881852/ref=sr_sp-atf_image_1_1?ie=UTF8&qid=1368547460&sr=8-1)

Title: The Emotionally Intelligent Manager: How to Develop and Use the Four Key Emotional Skills of Leadership.

Author: David R. Caruso & Peter Salovey

Publication year: 2004

Publisher: Jossey-Bass: San Francisco (CA):

URL: [http://www.amazon.com/Emotionally-Intelligent-Manager-Emotional-Leadership/dp/0787970719/ref=sr\\_sp-atf\\_title\\_1\\_1?s=books&ie=UTF8&qid=1368547514&sr=1-1](http://www.amazon.com/Emotionally-Intelligent-Manager-Emotional-Leadership/dp/0787970719/ref=sr_sp-atf_title_1_1?s=books&ie=UTF8&qid=1368547514&sr=1-1)

Title: Emotional Intelligence Why it can matter more than IQ.

Author: Daniel Goleman

Publication year: 1995

Publisher: Bantam: New York (NY)

URL: [http://www.amazon.com/Emotional-Intelligence-10th-Anniversary-Matter/dp/055380491X/ref=sr\\_sp-atf\\_title\\_1\\_1?s=books&ie=UTF8&qid=1368547577&sr=1-1](http://www.amazon.com/Emotional-Intelligence-10th-Anniversary-Matter/dp/055380491X/ref=sr_sp-atf_title_1_1?s=books&ie=UTF8&qid=1368547577&sr=1-1)

Title: Working with Emotional Intelligence

Author: Daniel Goleman

Publication year: 1998

Publisher: Bantam: New York (NY):

URL: [http://www.amazon.com/Working-Emotional-Intelligence-Daniel-Goleman/dp/0553378589/ref=sr\\_sp-atf\\_title\\_1\\_1?s=books&ie=UTF8&qid=1368547603&sr=1-1](http://www.amazon.com/Working-Emotional-Intelligence-Daniel-Goleman/dp/0553378589/ref=sr_sp-atf_title_1_1?s=books&ie=UTF8&qid=1368547603&sr=1-1)

Title: Emotional Intelligence In Action: Training and Coaching Activities for Leaders, Managers, and Teams.

Author: Marcia Hughes & James Bradford Terrell

Publication year: 2012

Publisher: San Francisco (CA)

URL: [http://www.amazon.com/Emotional-Intelligence-Action-Training-Activities/dp/1118128044/ref=sr\\_sp-atf\\_title\\_1\\_1?s=books&ie=UTF8&qid=1368547627&sr=1-1](http://www.amazon.com/Emotional-Intelligence-Action-Training-Activities/dp/1118128044/ref=sr_sp-atf_title_1_1?s=books&ie=UTF8&qid=1368547627&sr=1-1)

Title: The Emotional Intelligence Activity Book: 50 Activities for Promoting EQ at Work.

Author: Adele B. Lynn

Publication year: 2002

Publisher: AMACOM: New York (NY)

URL: [http://www.amazon.com/Emotional-Intelligence-Activity-Book-Activities/dp/0814471234/ref=sr\\_sp-btf\\_title\\_1\\_6?s=books&ie=UTF8&qid=1368547627&sr=1-6](http://www.amazon.com/Emotional-Intelligence-Activity-Book-Activities/dp/0814471234/ref=sr_sp-btf_title_1_6?s=books&ie=UTF8&qid=1368547627&sr=1-6)

Title: Quick Emotional Intelligence Activities for Busy Managers: 50 Team Exercises That Get Results in Just 15 Minutes.

Author: Adele B. Lynn

Publication year: 2007

Publisher: AMACOM: New York (NY)

URL: [http://www.amazon.com/Quick-Emotional-Intelligence-Activities-Managers/dp/0814408958/ref=sr\\_sp-atf\\_title\\_1\\_1?s=books&ie=UTF8&qid=1368547780&sr=1-1](http://www.amazon.com/Quick-Emotional-Intelligence-Activities-Managers/dp/0814408958/ref=sr_sp-atf_title_1_1?s=books&ie=UTF8&qid=1368547780&sr=1-1)

Title: Character Strengths and Virtues

Author: Christopher Peterson & Martin Seligman

Publication year: 2004

Publisher: Oxford University Press, Inc.: New York (NY)

URL: [http://www.amazon.com/Character-Strengths-Virtues-Handbook-Classification/dp/0195167015/ref=sr\\_sp-atf\\_title\\_1\\_1?s=books&ie=UTF8&qid=1368547799&sr=1-1](http://www.amazon.com/Character-Strengths-Virtues-Handbook-Classification/dp/0195167015/ref=sr_sp-atf_title_1_1?s=books&ie=UTF8&qid=1368547799&sr=1-1)

Title: Lifescrpts: What to say to get what you want in life's toughest situations (Revised Ed.)

Author: Stephen M. Pollan & Mark Levine

Publication year: 2004

Publisher: John Wiley & Sons, Inc.: Hoboken (NJ)

URL: [http://www.amazon.com/Lifescrpts-What-Lifes-Toughest-Situations/dp/0471643769/ref=sr\\_sp-btf\\_title\\_1\\_1?s=books&ie=UTF8&qid=1368547824&sr=1-1-fkmr1](http://www.amazon.com/Lifescrpts-What-Lifes-Toughest-Situations/dp/0471643769/ref=sr_sp-btf_title_1_1?s=books&ie=UTF8&qid=1368547824&sr=1-1-fkmr1)

Title: The Language of Emotional Intelligence: The Five Essential Tools for Building Powerful and Effective Relationship.

Author: Jeanne Segal

Publication year: 2008

Publisher: McGraw-Hill: (USA)

URL: [http://www.amazon.com/Language-Emotional-Intelligence-Essential-Relationships/dp/0071544550/ref=sr\\_sp-atf\\_title\\_1\\_1?s=books&ie=UTF8&qid=1368547860&sr=1-1](http://www.amazon.com/Language-Emotional-Intelligence-Essential-Relationships/dp/0071544550/ref=sr_sp-atf_title_1_1?s=books&ie=UTF8&qid=1368547860&sr=1-1)