

# Snapshot

**Sam Sample**

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# About this report

**Thank you for completing the Emotional Intelligence Profile (EIP) questionnaire.**

**Snapshot** is a short report designed to give you a quick reference as to your strengths and development areas in Emotional Intelligence.

This report consists of six parts:

## Part 1 - An introduction to Emotional Intelligence

A brief explanation on the different aspects of Emotional Intelligence and why it is crucial for self-development.

## Part 2 - An introduction to the Emotional Intelligence scales

A list of the sixteen EIP scales for you to rate yourself against.

## Part 3 - A summary of your strengths and development areas

A summary of your three highest scoring scales (strengths) and your three lowest scoring scales (development areas) of Emotional Intelligence.

## Part 4 - How to build on your strengths

Identifies three scales of Emotional Intelligence that you scored relatively higher on. These are areas of potential strength for you. For each strength you are given three suggestions on how to make best use of this.

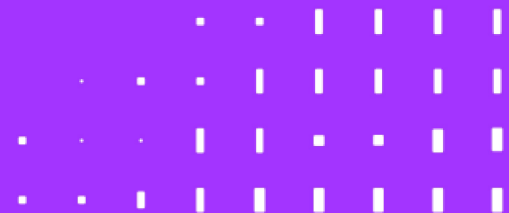
## Part 5 - How to develop your Emotional Intelligence

Identifies three scales of Emotional Intelligence that you scored relatively lower on. These are areas of potential development for you. For each area of development you are given three suggestions on how to improve this.

## Part 6 - What you can do next

Provides information and references to learn more on Emotional Intelligence and how to develop it further.

Emotional Intelligence focuses you on the personal changes you may choose to make in order to get the best out of yourself and truly engage, inspire and motivate others.



This is a confidential report for the named individual. The report is intended as an aid to self-development and should not be used as part of a selection process or as a comparison between candidates.

# Part 1 - An introduction to Emotional Intelligence

Emotional Intelligence is a combination of attitudes and behaviours that distinguish outstanding performance from average performance. These attitudes and behaviours are changeable and can all be developed. The Emotional Intelligence Profile provides a framework for understanding how you manage yourself to be both personally and interpersonally effective.

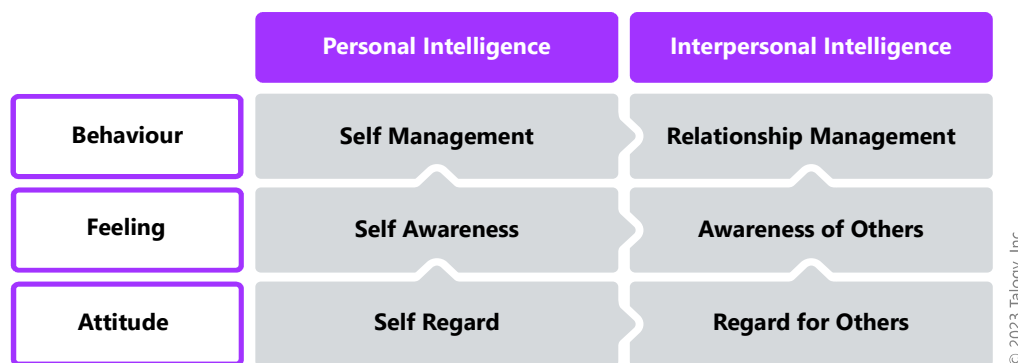
## Personal Intelligence

Being effective at picking up what is going on inside of you (**Self Awareness**) and taking appropriate actions to manage yourself (**Self Management**).

## Interpersonal Intelligence

Being effective in picking up what is going on for other people (**Awareness of Others**) and taking appropriate action to manage them (**Relationship Management**).

Your Emotional Intelligence is influenced by your attitudes. In particular, your attitude towards yourself (**Self Regard**) and your attitude towards other people (**Regard for Others**). To make developmental changes stick, it is important to develop attitudes that enable effective behaviours. The relationship between the various parts of Emotional Intelligence is shown in the diagram below.



These six broad areas of Emotional Intelligence are further separated into sixteen scales as described in Part 2. Part 3 of this report identifies the three scales you scored highest on (your strengths) and the three scales you scored lowest on (your development areas).

# Part 2 - An introduction to the Emotional Intelligence scales

Before reading the rest of your report, familiarise yourself with the sixteen EIP scales. Tick  which of these scales you feel might be relative strengths (S) and which you feel might be relative development areas (D) for you. Try to identify at least three strengths and three development areas.

**S**   **D**   **Attitude scales**

**1 Self Regard** is the degree to which you accept and value yourself.

**2 Regard for Others** is the degree to which you accept and value others as people.

**Feeling scales**

**3 Self Awareness** is the degree to which you are in touch with your body, feelings and intuition.

**4 Awareness of Others** is the degree to which you are in touch with the feelings of others.

**Behaviour scales**

**5 Emotional Resilience** is the degree to which you are able to pick yourself up and bounce back when things go badly for you.

**6 Personal Power** is the degree to which you believe that you are in charge of and take responsibility for your outcomes.

**7 Goal Directedness** is the degree to which your behaviour is related to your own long-term goals.

**8 Flexibility** is the degree to which you feel free to adapt your thinking and your behaviour to match changing situations.

**9 Connecting with Others** is the extent and ease with which you are able to make significant connections with other people.

**10 Authenticity** is the degree to which you invite the trust of others by being principled, reliable, consistent and known.

**11 Trust** is your tendency to trust others, but to the right degree.

**12 Balanced Outlook** is how well you manage to balance optimism and realism.

**13 Emotional Expression and Control** is how well you balance emotional expression with emotional control.

**14 Conflict Handling** is how well you handle conflict or how assertive you are.

**15 Interdependence** is how well you manage to balance taking yourself and taking others into account.

**16 Reflective Learning** is the extent to which you reflect on what you and others feel, think and do and alter your behaviour accordingly.

# Part 3 - A summary of your strengths and development areas

## Strengths

**Of the sixteen EIP scales your three highest scoring scales are shown below. These may be useful strengths for you to make use of, as described in Part 4 of this report.**



### Self Regard

Self Regard is the degree to which you value and accept yourself. Having higher Self Regard indicates that you have a strong inner self-belief and that you feel happy with yourself and who you have become.



### Goal Directedness

Goal Directedness is the degree to which you relate your behaviour to long-term goals. Having higher Goal Directedness will help you identify what matters to you, decide what you need to do to make this happen and how to see it through to completion.



### Emotional Expression and Control

Emotional Expression and Control means feeling free to express your emotions but also being in charge of when and how you do this. Having this appropriate balance will help you to think clearly, communicate effectively, influence and lead others and build trusting relationships.

## Development areas

**Of the sixteen EIP scales your three lowest scoring scales are shown below. These may be areas you wish to develop, as described in Part 5 of this report.**



### Trust

Trust is your tendency to have faith and confidence in others but to the right degree. Developing greater Trust in others will enable you to build more sustainable relationships, gain the confidence of others, reduce conflict and improve teamwork.



### Regard for Others

Regard for Others is the degree to which you accept and value others as people, as distinct from liking or approving of what they might do. Developing your Regard for Others will help you to connect with others, build trust, handle conflict and work as part of a team.



### Flexibility

Flexibility is the degree to which you feel free to adapt your thinking and behaviour to changing situations. Developing your Flexibility will help you to move outside of your comfort zones and adapt to new ways of doing things.

# Part 4 - How to build on your strengths

This section describes the three scales of Emotional Intelligence that you rated yourself highest on and how to apply these strengths.

## Self Regard

Your score on Self Regard indicates that this may be a relative strength of yours. Self Regard is the degree to which you value and accept yourself. Having higher Self Regard indicates you feel happy with yourself and who you have become and have a strong inner self-belief.

Which of these describe you?

- You have a strong sense of inner confidence and well-being.
- You tend to stay calm and centred, keeping challenges in perspective.
- You are willing to stretch your personal comfort zones.
- You are typically authentic and non-defensive.
- You accept your weaknesses without being self-critical.

In what other ways do you demonstrate high Self Regard?

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## Suggestions on how to use this strength

- 1 Use your inner confidence:** Use your inner confidence to stretch yourself and your self-development. Also, when you have to make tough or unpopular decisions, draw upon your Self Regard to be strong and assured.
- 2 Be a role model to others:** Use your Self Regard to inspire others and help them to develop their own self-confidence. Also, demonstrate modesty and check that others don't feel threatened by your higher Self Regard.
- 3 Reject put-downs:** If you receive a put-down, which is when someone criticises you as a person rather than what you have done, use your self-assuredness to challenge and stand up to them. Also, be prepared to support others if you notice they are being bullied.



## Goal Directedness

Your score on Goal Directedness indicates that this may be a relative strength of yours. Goal Directedness is the degree to which you relate your behaviour to long-term goals. Having higher Goal Directedness will help you identify what matters to you, decide what you need to do to make this happen and how to see it through to completion.

### Which of these describe you?

- You are clear on your personal wants and goals in life.
- You know how to achieve your personal development goals.
- You maintain your focus and are not easily distracted.
- You know what motivates you.
- You engage in long-term thinking and future planning.

### In what other ways do you demonstrate high Goal Directedness?

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## Suggestions on how to use this strength

- 1 **Set a development objective:** Use your Goal Directedness to improve one development area in this report. Set yourself a specific development goal for what you will do and by when. Monitor your progress and persevere until the new behaviour becomes a habit.
- 2 **Appreciate what you have:** If you are someone who constantly strives for goals, objectives and results ensure you balance this with enjoying the present and valuing what you already have.
- 3 **Enhance your Goal Directedness:** For example; setting goals, seeing goals through to completion, being less easily distracted, attaining short-term targets or achieving longer term life goals.

## ✕ Emotional Expression and Control

Your score on Emotional Expression and Control indicates that this may be a relative strength of yours. Emotional Expression and Control means feeling free to express your emotions but also being in charge of when and how you do this. Having this appropriate balance will help you to think clearly, communicate effectively, influence and lead others and build trusting relationships.

### Which of these describe you?

- You are even-tempered and emotionally balanced.
- You display emotional maturity and don't over-react.
- You motivate others through enthusiasm and appreciation.
- You are comfortable expressing your full range of feelings.
- You control your feelings when necessary to do so.

### In what other ways do you demonstrate high Emotional Expression and Control?

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## Suggestions on how to use this strength

- 1 Inspire others:** Use your strengths in emotional management to inspire and connect with others. Identify what people are passionate about and ensure you match and reflect their emotional tone in your communication to them. For example, overtly state your commitment, show encouragement and listen attentively when appropriate.
- 2 Notice your quieter feelings:** Identify what situations cause a strong emotional reaction in you and learn to notice and manage these feelings early. For example, frustration before it becomes anger and anticipation before it becomes anxiety.
- 3 Create an atmosphere of openness:** Be an example to others, show that you are comfortable with expressing emotions but can do so in a calm and mature manner even during times of stress. This will encourage others to be open with you while also remaining calm and relaxed.

# Part 5 - How to develop your Emotional Intelligence

This section describes how you can develop the three scales of Emotional Intelligence that you rated yourself lowest on, relative to the other scales.

## ✂ Trust

Your score on Trust indicates that you may have a tendency to be mistrusting. Trust is your tendency to have faith and confidence in others but to the right degree. Developing greater Trust in others will enable you to build more sustainable relationships, gain the confidence of others, reduce conflict and improve teamwork.

### Do you do any of the following?

- Do you lack confidence in other people's abilities?
- Do you keep people at a distance?
- Do you micro-manage people at work?
- Are you reluctant to delegate and take too much work on yourself?
- Are you questioning of people's motives?

### Which aspect of Trust would you most like to develop?

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## Your development suggestions

- 1 Be consistent and fair:** Notice which people or situations cause you to become mistrusting. Is there a common theme? How does your mood affect your level of Trust?
- 2 Avoid over-reacting:** Check you do not over-generalise about people or situations. For example, if a person doesn't deliver on one task do you think they will never deliver on any task and become mistrusting?
- 3 Give others an opportunity:** Calibrate your expectations of others (and yourself); are they fair and realistic? Allow room for others to learn from their mistakes, as showing confidence in others will help them build confidence in themselves.



## Regard for Others

Your score on Regard for Others indicates that this may be an area for personal development. Regard for Others is the degree to which you accept and value others as people, as distinct from liking or approving of what they might do. Developing your Regard for Others will help you to connect with others, build trust, handle conflict and work as part of a team.

### Do you do any of the following?

- Do you tend to be more task than people focused?
- Are you less likely to adapt and respond to people's needs when under pressure?
- Do you have a tendency to tell rather than ask questions?
- Are you sometimes critical or unsympathetic towards people?
- Do you doubt others' competence or feel impatient towards people?

### Which aspect of Regard for Others would you most like to develop?

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## Your development suggestions

- 1 **Make time for people:** Give others your full attention while you are with them, practice asking questions rather than making statements and seek to understand a person's point of view first.
- 2 **Show your appreciation:** Notice and recognise when others do something well. Also, do the small things that can make a big difference, such as remembering a person's name, a smile, saying good morning or asking them a question.
- 3 **Be sensitive:** When critiquing performance, balance negative feedback with positive feedback and ensure you focus on behaviour while guarding against making it overly personal.

## Flexibility

Your score on Flexibility indicates that this may be an area for personal development. Flexibility is the degree to which you feel free to adapt your thinking and behaviour to changing situations. Developing your Flexibility will help you to move outside of your comfort zones and adapt to new ways of doing things.

### Do you do any of the following?

- Are you slower to change or adapt to new ways of working?
- Are you less willing to adapt to and accommodate the needs of others?
- Do you stick to old habits and resist personal development?
- Are you slower to innovate or embrace new ideas?
- Are you more rigid and inflexible when under pressure?

### Which aspect of Flexibility would you most like to develop?

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## Your development suggestions

- 1 Try out something new:** If you find changing your behaviour difficult, start with small changes which hold no risk, for example, move your watch from the wrist you normally keep it on to the other wrist for a few days. Notice your initial reactions and the time it takes for you to feel comfortable.
- 2 Change a habit:** Identify one habit that you would like to change and consider a more useful alternative behaviour instead. Then practice the new behaviour once a day for a few weeks until it replaces the old habit.
- 3 Give yourself time to accept change:** If your immediate reaction to change is resistance, check that you are not rejecting change for the wrong reasons, such as a fear of the unknown, feeling outside of your comfort zone or ingrained habits.

## Part 6 - What you can do next

**This section of the report provides information and references to learn more about Emotional Intelligence and how to develop it further.**

The Snapshot report is designed to give you a quick reference as to your strengths and development areas in Emotional Intelligence. If you would like to go further in exploring and developing your Emotional Intelligence we would recommend accessing the full EIP report through your administrator along with some individual feedback and coaching. The full EIP report includes your scores and an in-depth analysis on the sixteen EIP scales listed in Part 2.

### References

**If you would like to know more about the EIP and its applications we would recommend the following:**

Maddocks, J. (2018). Emotional Intelligence at Work – How to make change stick. Cheltenham: Spa House Publishing.

Neale, S., Spencer-Arnell, L. & Wilson, L. (2011). Emotional Intelligence Coaching: Improving Performance for Leaders, Coaches and the Individual. London. Kogan Page Limited.

Sparrow, T. & Knight, A. (2006). Applied emotional intelligence: The importance of attitudes in developing emotional intelligence. Chichester: Wiley.

**If you would like to know more about Emotional Intelligence we would recommend the following:**

Goleman, D. (1996). Emotional intelligence; why it can matter more than IQ. New York: Bantam Books.

Griffin, J. & Tyrrell, I. (2013). The Human Givens. A new approach to emotional health and clear thinking. East Sussex: Human Givens Publishing.

Rock, D. (2009). Your Brain at Work: Strategies for Overcoming Distraction, Regaining Focus, and Working Smarter All Day. New York: Harper Business.



