

This score report is intended to be shared with the test-taker, and be used in a post-hire setting for the purpose of enhancing self-awareness, and encouraging growth and development. It may also be shared with Lisa's team members, manager and/or direct reports, if appropriate, so that new team members may become aware of Lisa's likely work styles and how their behavioral tendencies may influence interactions with team members in the workplace.



Emotional Intelligence

People vary in the skills they can rely on to interpret emotional information and respond to emotions at work. Some people are more skilled in perceiving emotional information, for example, correctly identifying the emotions represented in faces, voices and other objects. Other people are more skilled in understanding how different events and situations influence emotions, while others are more skilled in managing their own emotions and the emotions of others. Understanding where Lisa's strengths lie can be useful in helping Lisa to apply their strengths and to form priorities for development.

When considering these three areas, Lisa's strengths are likely to be in the area of managing emotions, relative to the other two. This skill is useful when Lisa needs to influence or manage their own emotions or the emotions of others.

Common workplace situations that require skills and abilities in emotional intelligence include:

- Forming quality relationships with stakeholders
- Demonstrating effective leadership
- Inspiring and influencing others
- Responding to change or stressful events
- Identifying and responding to emotional cues from others

Development Suggestions

The abilities to perceive, understand and manage emotions are all important skills. Indeed, they build on each other to help people behave in effective ways in situations involving emotions.

Lisa showed relative strength in the area of managing emotions. While this may be a strength for Lisa, it can still be beneficial to further develop this skill. Developing in the other areas of perceiving and understanding emotions may also be of particular benefit to Lisa, to become more effective in a variety of situations involving emotions.



Perceiving Emotions

Activities that may enhance skills in perceiving and recognizing emotions include: taking time to focus on, become aware of, and record one's own emotional experiences; discussing one's perceptions of emotions with others; and focusing on non-verbal information, such as facial expressions, tone of voice and body language in others. Learning more about the facial expressions associated with specific emotions can also be helpful.



Understanding Emotions

Activities that may enhance skills in understanding how emotions change and develop over time can include: reading more about emotions and developing a richer emotional vocabulary; keeping an emotion or mood diary that links events experienced to moods and emotions; and taking time before events to predict the emotions that will occur, and then compare those predictions to what actually happens.



Managing Emotions

Activities that may enhance skills in managing emotions include: increasing knowledge and awareness of how thoughts impact emotions; engaging in reframing and reappraisal strategies to influence and regulate strong emotions; and practice keeping challenges and problems in perspective. These strategies can be applied to one's own emotion management and also when influencing the emotions of others.