

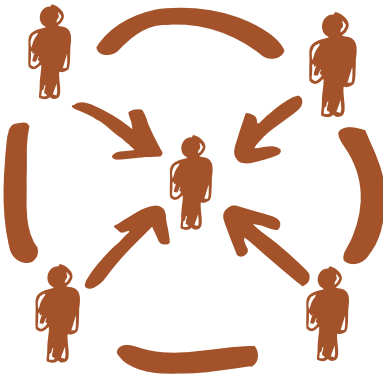


EQ-i 2.0[®]

assess. predict. perform.

What is Emotional Intelligence?

How can
EI help my
organizations?



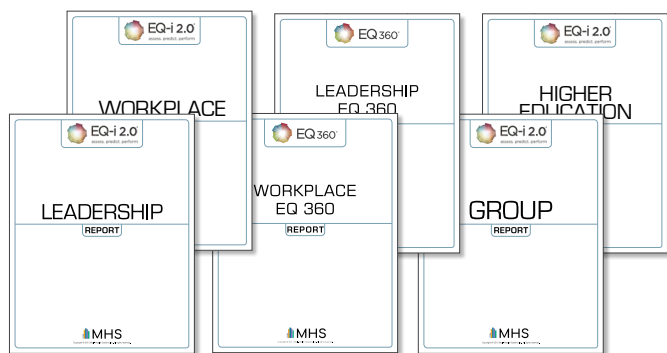
How can EI
help my teams?



How can
EI help my
clients?



QUICK FACTS & TRANSLATIONS



AVAILABLE FOR PURCHASE

- EQ-i 2.0 Leadership Report
- EQ-i 2.0 Workplace Report
- EQ 360 Workplace Report
- EQ 360 Leadership Report
- EQ-i 2.0 Group Report
- EQ-i 2.0 Higher Education Report

QUICK FACTS

Age	18 years and older
Number of Items	133
Administration Type	Self-report and 360
Administration Time	20 minutes
Format	Administer & score online via Talent Assessment Portal (TAP)
Complementary Assessments	<ul style="list-style-type: none"> • Pearman Personality Integrator® • Mayer-Salovey-Caruso Emotional Intelligence Test™ Second Edition • Change Style Indicator® Second Edition • Hardiness Resilience Gauge® • Influence Style Indicator™

LANGUAGES AND NORMS FOR EQ-i 2.0 AND EQ 360 ASSESSMENTS AND REPORTS

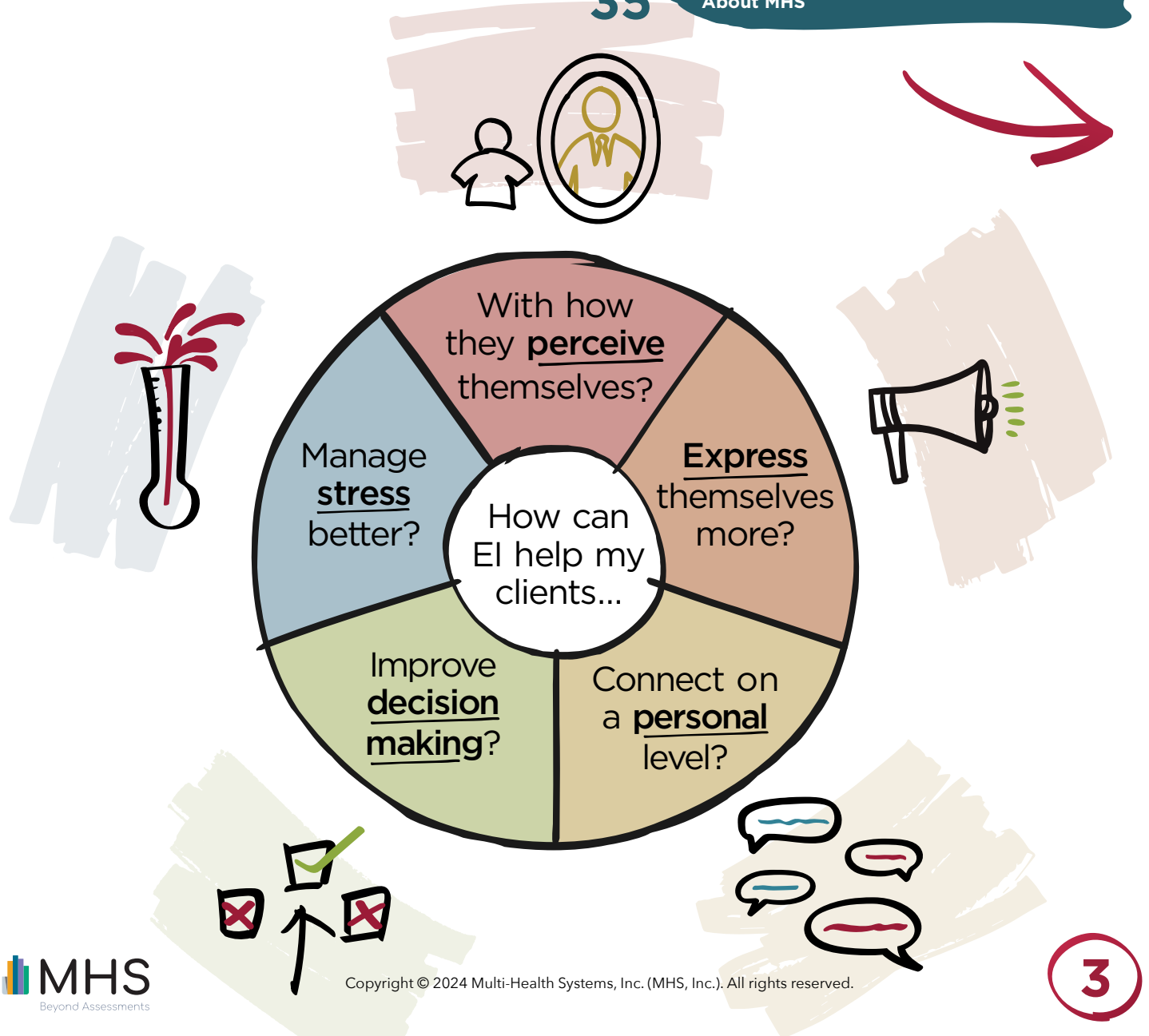


REPORTS	US/Canada English	UK English	Brazilian Portuguese	Danish	Dutch	French	German	Simplified Chinese	Spanish	Swedish
EQ-i 2.0 Workplace	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
EQ-i 2.0 Leadership	✓	✓				✓		✓	✓	
EQ-i 2.0 Group	✓									
EQ 360 Workplace	✓	✓	✓							
EQ 360 Leadership	✓					✓				

NORMS	Global	Australia	Denmark	Netherlands	UK/Ireland	US/Canada	South Africa	Sweden
EQ-i 2.0	✓	✓	✓	✓	✓	✓	✓	✓
EQ 360		✓			✓	✓	✓	✓

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WHAT IS EMOTIONAL INTELLIGENCE?

EI is a set of emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use emotional information in an effective and meaningful way.

WHY IS EI IMPORTANT?

EI is proven to be a key indicator of human performance and development. People higher in EI communicate effectively, form strong relationships, and create powerful coping strategies. EI can be measured—more accessibly and less controversially than IQ—and unlike IQ, it can be substantially strengthened and developed.

THE EQ-i 2.0[®] FEATURES

- A Total EI score with five composite scores measuring five distinct aspects of emotional and social functioning.
- 15 Subscales that hone in on EI skills critical to workplace success.
- A Well-Being Indicator that measures your client's level of happiness; resulting in additional development opportunities.

"If you're a leader and you want to mobilize your team, one of the first things you can do...is listen to them. Empathy is a critical skill to begin with for leaders because by listening to people and understanding where they're coming from, you'll have a better handle on how to motivate those people and what's important to them... That's the first step in your ability to influence people, and influencing people is a critical skill for leaders." DR. STEVEN STEIN, FOUNDER & EXECUTIVE

CHAIR, MHS



THE EQ-i 2.0[®]

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THE EQ-i 2.0[®] MODEL

SELF-PERCEPTION

Self-Regard is respecting oneself while understanding and accepting one's strengths and weaknesses. Self-Regard is often associated with feelings of inner strength and self-confidence.

Self-Actualization is the willingness to persistently try to improve oneself and engage in the pursuit of personally relevant and meaningful objectives that lead to a rich and enjoyable life.

Emotional Self-Awareness includes recognizing and understanding one's own emotions. This includes the ability to differentiate between subtleties in one's own emotions while understanding the cause of these emotions and the impact they have on one's own thoughts and actions and those of others.

STRESS MANAGEMENT

Flexibility is adapting emotions, thoughts and behaviors to unfamiliar, unpredictable, and dynamic circumstances or ideas.

Stress Tolerance involves coping with stressful or difficult situations and believing that one can manage or influence situations in a positive manner.

Optimism is an indicator of one's positive attitude and outlook on life. It involves remaining hopeful and resilient, despite occasional setbacks.

SELF-EXPRESSION

Emotional Expression is openly expressing one's feelings verbally and non-verbally.

Assertiveness involves communicating feelings, beliefs and thoughts openly, and defending personal rights and values in a socially acceptable, non-offensive, and non-destructive manner.

Independence is the ability to be self directed and free from emotional dependency on others. Decision-making, planning, and daily tasks are completed autonomously.



DECISION MAKING

Problem Solving is the ability to find solutions to problems in situations where emotions are involved. Problem solving includes the ability to understand how emotions impact decision making.

Reality Testing is the capacity to remain objective by seeing things as they really are. This capacity involves recognizing when emotions or personal bias can cause one to be less objective.

Impulse Control is the ability to resist or delay an impulse, drive or temptation to act and involves avoiding rash behaviors and decision making.

INTERPERSONAL

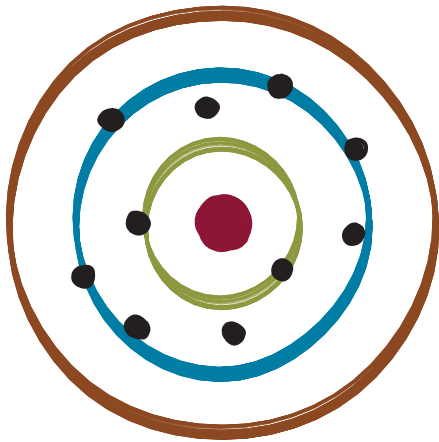
Interpersonal Relationships refers to the skill of developing and maintaining mutually satisfying relationships that are characterized by trust and compassion.

Empathy is recognizing, understanding, and appreciating how other people feel. Empathy involves being able to articulate your understanding of another's perspective and behaving in a way that respects others' feelings.

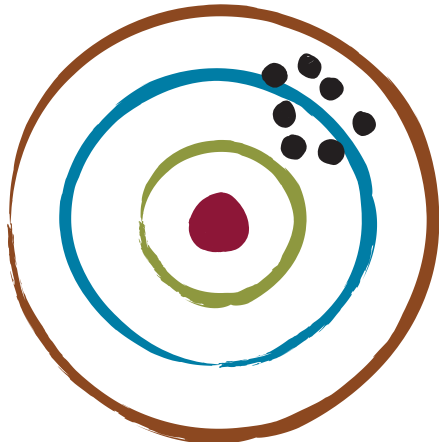
Social Responsibility is willingly contributing to society, to one's social groups, and generally to the welfare of others. Social Responsibility involves acting responsibly, having social consciousness, and showing concern for the greater community.

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Based on the original BarOn EQ-i authored by Reuven Bar-On, copyright 1997.

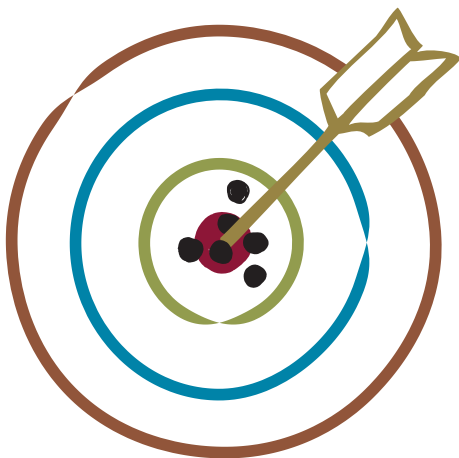
RELIABILITY & VALIDITY



Not Reliable
Not Valid



Reliable
Not Valid



Both
Reliable
and Valid

Reliability, validity, and fairness are important concepts to evaluate when selecting a psychological assessment for your business. What follows is a brief summary of these psychometric principles and evidence of reliability, validity, and fairness for the Emotional Quotient-Inventory™ 2.0 (EQ-i 2.0®).

Imagine you are attempting to shoot an arrow at a target. Your first set of shots are neither consistent (reliable) nor accurate (valid). Your second set of shots are tightly grouped, meaning you can consistently place them together, but not where you want them (i.e., on the bullseye). Your third set of shots are both consistent and accurate (i.e., reliable and valid).

Fairness means that those shots are consistent and accurate, regardless of who shoots the arrow.

WHAT IS RELIABILITY?

The reliability of an assessment is often referred to as its consistency. That is, how consistent it is at measuring what it aims to measure. The two most important types of reliability for assessments are:

- **Internal Consistency:** refers to how well all the items of a certain scale measure the same idea
- **Test-Retest:** refers to how well the assessment can produce the same results over time for the same person

Overall, the EQ-i 2.0 exhibits strong reliability, both in terms of internal consistency and test-retest. These statistics mean that your clients' scores will remain stable over time (unless development efforts are used to improve their scores) and that items measuring a certain subscale all tap into aspects of that subscale (e.g., all Empathy items are measuring the idea of Empathy).

THE FINE DETAILS...

Internal consistency of Total EI	Internal consistency of Composite Scales	Internal consistency of Subscales	Test-Retest (2-4 weeks)	Test-Retest (8 weeks)
.97	.88 - .93	.77 - .91	.92	.81

*Values greater than .70 are considered satisfactory; values greater than .80 are considered high, and values greater than .90 are superior.

WHAT IS VALIDITY?

Validity ensures the accuracy and usefulness of an assessment.

Although there are many different types of validity, they all focus on ensuring the assessment is measuring what it was designed to measure and whether it can predict important outcomes. However, it is important to understand that there is no single number to represent the validity of a test, it is assessed through the combination of several different types of validity evidence.

WHAT IS FAIRNESS?

Fairness refers to whether an assessment truly measures the same concepts in the same ways for all individuals. Scores should only differ based on the concepts we want to measure; scores should not differ based on things that aren't relevant to this topic, like race or ethnicity. We want to ensure that everyone has an unobstructed opportunity to express themselves on our assessments, and we strive to incorporate Universal Design principles into the assessments we create.

The EQ-i 2.0 was developed through an extensive process that ensured its content:

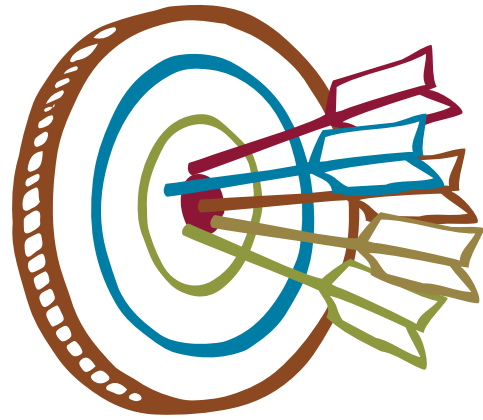
- Reflects the model and scope of EI
- Truly measures the concept of EI
- Has a structure that is dependable and applicable to a wide variety of contexts (e.g., development, coaching, and leadership)

WHAT VALIDITY & FAIRNESS EVIDENCE IS

The EQ-i 2.0 was originally developed in North America but has been used in all regions of the world. The structure of the test, the consistency and accuracy of the items, and the results produced have been replicated across the globe and continues to enable a wide variety of cultures and languages to use the tool effectively to measure EI. Overall, the EQ-i 2.0 has extensive evidence supporting its validity:

- It has been used to predict job performance (see callout box). EQ-i 2.0 skills can be used to predict and improve leadership competencies
- The underlying structure of the EQ-i 2.0 model holds up in different regions across the world
- The EQ-i 2.0 is based on a history of assessment research spanning decades
- The EQ-i 2.0 correlates with similar emotional and social measures (i.e., convergent validity) and has been shown to be unrelated to dissimilar constructs, like intelligence (i.e., discriminant validity)

The EQ-i 2.0 is included in the Nineteenth Mental Measurements Yearbook (MMY), published in 2014 and widely considered an important marker of proper test development. The inclusion of the EQ-i 2.0 in the Buros MMY and its positive review is an important milestone for the assessment and acknowledges the scientific rigor and effort that MHS has put into its development.



One study conducted by MHS with a large U.S. insurance company found that as much as 34% of Claims Examiner's performance could be explained by differences in EI.

For over 25 years, consultants and organizations have trusted the science that underpins the EQ-i 2.0 (and its predecessor, the EQ-i®) to help improve human performance. Being the first scientifically validated measure of EI, coupled with research from premier organizations, means you can count on the EQ-i 2.0 to add robustness and accuracy to your talent management initiatives.

Fairness is evaluated in a number of ways and encompasses the entire assessment experience, but regarding the psychometric properties, the EQ-i 2.0 has demonstrated strong evidence of invariance between demographic groups (that is, the assessment does not behave differently for Black, White, or Hispanic individuals, nor for men or women, and average scores for these groups are quite similar to one another). Fairness is also reflected in our diverse and representative normative samples.

WHY DOES THIS MATTER FOR YOU?

While reliability, validity, and fairness matter greatly from a scientific and statistical perspective, understanding how this translates into practical terms is crucial in order to effectively integrate the EQ-i 2.0 into your business. Knowing that the EQ-i 2.0 can reliably measure EI ensures that you can always count on the consistency of the tool. Further, knowing that the EQ-i 2.0 accurately measures EI for diverse populations of people, your development efforts will have meaningful impact on increasing EI and related outcomes (e.g., job performance, leadership competencies, intrapersonal skills).



RETURN ON INVESTMENT (ROI)

How does EI impact ROI?



leaders, shaping organizational culture and ultimately impacting an organization's financial performance.

Organizational development practices that utilize EI result in measurable achievement, success in leadership development, and—ultimately—enhanced financial performance. Strides in leadership development produce a high-performance culture that along with other best practices from diverse disciplines in an organization, positively impact financial performance.

Although only a minority of respondent organizations prioritize investment in leadership development over other training options, those companies that do are experiencing tangible ROI through positive financial results. Organizations that spend a significant portion—31% or more—of their training and development budgets on leadership development are 12% more likely to report increased revenue than those that spend less. This suggests a positive relationship between investment in leadership development and financial performance. Of those organizations that are high leadership development spenders, 45% report 5% or higher revenue growth rates over the prior year.

EI has become a prolific topic within corporate leadership development. Original research by the Human Capital Institute (HCI) and Multi-Health Systems, Inc. (MHS, Inc.) uses insights from organizational leaders surveyed in the spring of 2013 to address the usefulness and application of EI as a factor in developing

Looking at the largest gaps between individual contributors and managers, it is clear that many of the leadership skills identified as important in this study require a degree of EI at their core. The EQ-i 2.0 subscales are strongly related to leadership competencies that in turn correlate with productivity, decreased employee turnover, and increased efficiency. A leader who embodies leadership competencies, is more likely to increase work satisfaction, create trust, and foster organizational commitment and loyalty.

The EQ-i 2.0 model uses four common leadership dimensions inherent to most models of leadership: Authenticity, Coaching, Insight, and Innovation (shown below).

About this research: This research study is a collaborative effort between the Human Capital Institute (HCI) and Multi-Health Systems, Inc. (MHS, Inc.). An online survey was conducted in 2013 with **784 respondents** representing more than **500 organizations** worldwide.

SOME KEY RESEARCH INSIGHTS

EI assessments are an inexpensive, simple and very effective way to impact leadership development. Sixty percent of those who use EI assessments say they are effective or very effective. Equally efficient methods of development include executive coaching, job rotations, and global assignments.

Time and support are critical to implementing leadership development initiatives and yet, are lacking in organizations. Executives fail to support leadership development initiatives, and limited time also keeps it from becoming an organizational priority.

Incorporating EI as part of leadership coaching supports higher performance. When organizations incorporate EI in leadership coaching, they are 36% more likely to report effective EI performance.

MHS' EQ-i 2.0 LEADERSHIP MODEL



THE EQ-i 2.0® REPORTS

EQ-i 2.0 WORKPLACE REPORT

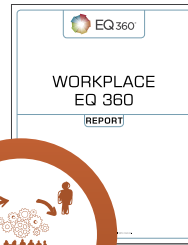
A self-report used when assessing anyone within the workplace.



WORKPLACE EQ 360 REPORT

WORKPLACE EQ 360 REPORT

A multi-rater report used to gain insight into an individual's EQ 360 results, with in-depth analysis specific to a workplace context.



EQ-i 2.0 LEADERSHIP REPORT

A self-report used when assessing leaders within an organization.



Depending on your needs, there are six report options geared toward a business-centric audience:

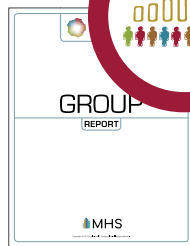
LEADERSHIP EQ 360 REPORT

Adding to the features of the Workplace EQ 360 Report, this multi-rater report also helps you to view your client's scores through a leadership lens.



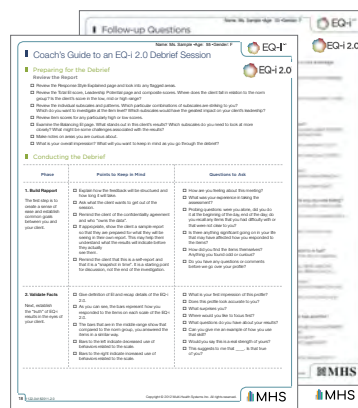
EQ-i 2.0 GROUP REPORT

A report used when an organization wishes to work on team-level strategies as it enables discussion around team-level implications of EI.



EQ-i 2.0 HIGHER EDUCATION REPORT

A report that provides a framework for understanding a student's EI skills in order to foster academic and life success.



THE CLIENT REPORT

The Client Report provides an introduction to the EQ-i 2.0 model and a detailed, personalized interpretation for each of the 15 subscales complete with strategies for action and a development plan.

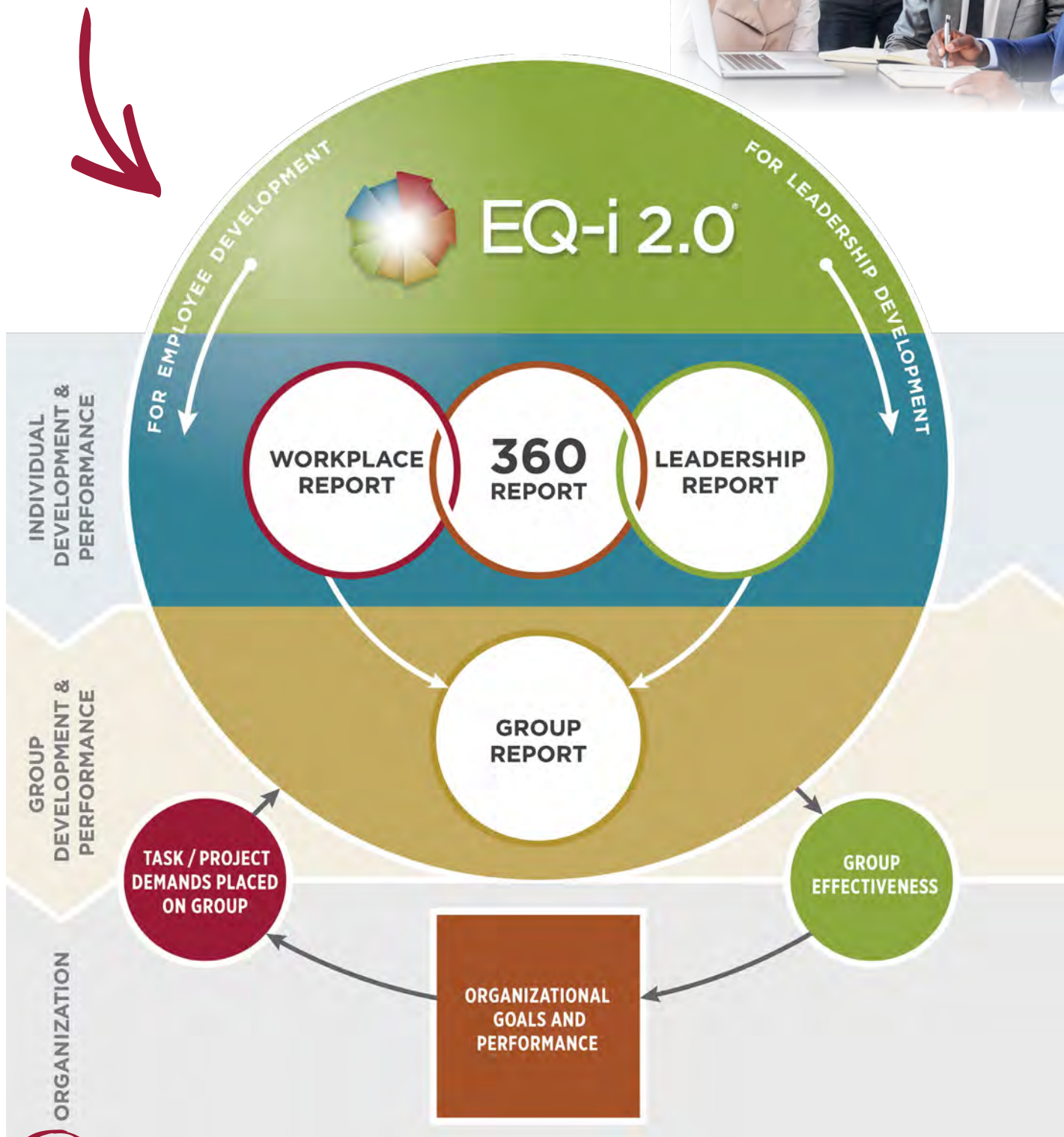
THE COACH REPORT

The Coach Report helps you better understand how results were derived, allowing for better interpretation, and enabling valuable client feedback. You will be provided with follow-up questions, item level responses, and a guide on how to conduct a debrief.

**BOTH COACH
AND CLIENT
VERSIONS
INCLUDED WITH
EACH REPORT**

EQ-i 2.0® REPORT SUITE

All organizations are made up of multiple levels and we designed the EQ-i 2.0 Report Suite to target solutions at every level. This multi-level approach to developing EI shows that developing EI at the individual level can impact team performance, which in turn influences the organization. Based on the needs of your clients and their workplaces, this figure may be used to choose the reports that will best help develop targeted EI solutions.





LEADERSHIP REPORT

How is leadership affected by EQ?



EI in Action: Leadership

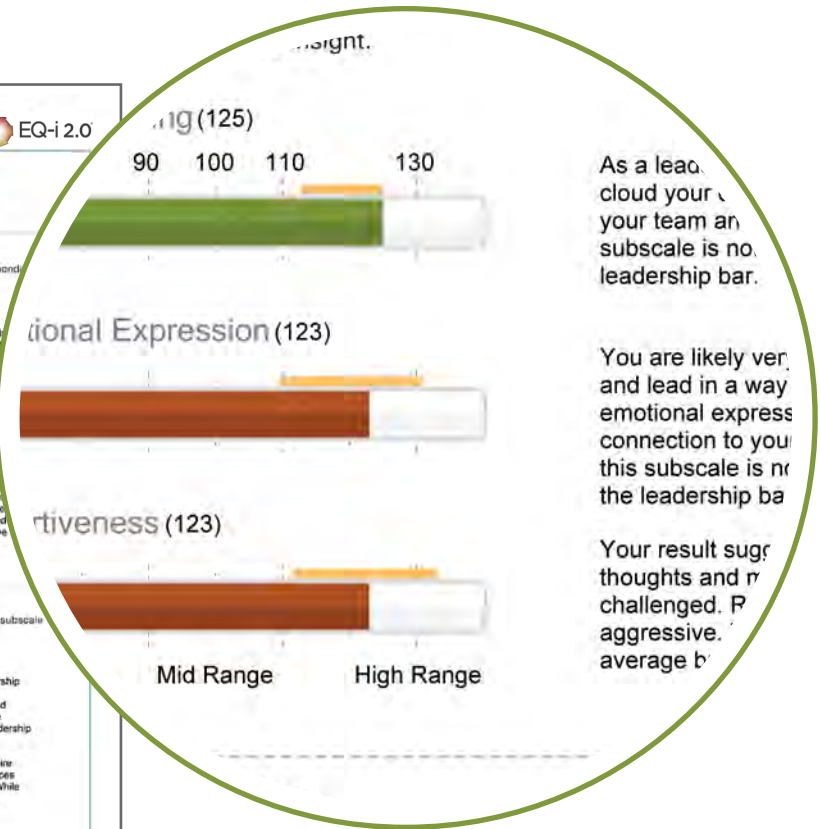
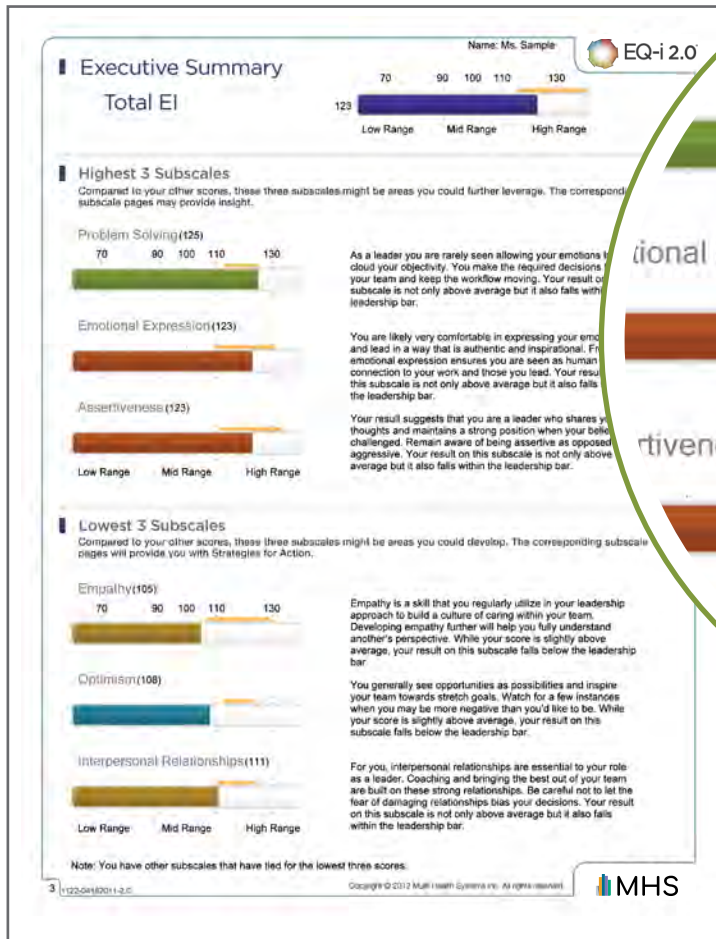
Brian is a successful

41-year-old executive newly hired to a consulting firm that works exclusively with the United States Department of Defence. Most of Brian's direct reports are about 10 to 15 years his senior with advanced degrees. Brian's insecurities about his age, lack of a post graduate degree and inexperience with advanced research projects have been a cause of great stress since he's started his new job. He's been waiting for his colleagues to call his bluff about how far in over his head he is and this internal query has been playing on a continuous loop within Brian's head hindering his ability to perform at his best. Seeing the EQ-i 2.0 as an opportunity to sharpen his self-awareness and relationship building skills, Brian eagerly engaged in the EI process.

 see page 14

KEY FEATURES

In addition to features found in the Workplace Report (p. 15), the Leadership Report also includes the following:



EXECUTIVE SUMMARY PAGE

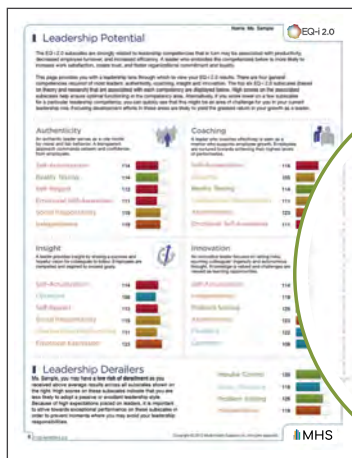
View your client's three highest and three lowest scoring EI subscales:

- Identify areas in which your client excels and helps fuel organizational and personal performance.
- Flag skills in need of development in order to prioritize strategies for growth.

WHEN TO USE THE EQ-i 2.0 LEADERSHIP REPORT?

Every company has experienced instances where a leader within the organization shows strengths in core competencies necessary for the role, but may be exhibiting EI blind spots of which peers are taking notice. A company can find an employee that exhibits great work ethic and is an emerging star amongst his/her peers, while showing comparable traits to leaders within the organization. In both scenarios, the Leadership Report can be used when honing in on leadership development, executive

development and coaching, and developing high potential leaders. The Leadership Report examines results through four key dimensions: Authenticity, Coaching, Insight, and Innovation. The report also contains insights on the possible implications of results, and which skills have the highest potential of becoming leadership derailers. Strategies for development will be provided with the aim to attain true leadership potential, while being able to compare results against top leaders as a benchmark.



LEADERSHIP POTENTIAL PAGE

This section provides you with a leadership lens through which to view your client's EQ-i 2.0 results. A leader who embodies higher EI through the four key dimensions of leadership is more likely to increase work satisfaction, create trust, and foster organizational commitment and loyalty.

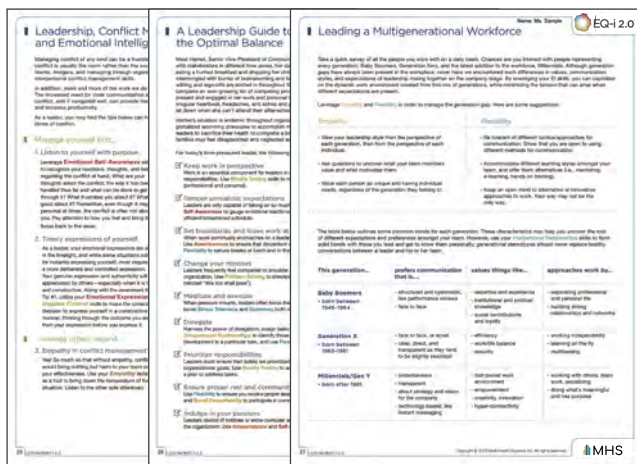
- If the Leadership Potential page is turned on, graphical icons will appear on every subscale page linking the subscale to the four leadership competencies.
- Leadership Derailer section examines how low scores for specific EI skills may hinder leadership success.



LEADERSHIP BAR

A gold leadership bar appears on the Overview of Results page, and above all bar graphs on every subscale page. This bar represents the range of scores of the top leaders (those whose EQ-i 2.0 scores were in the top 50% of the leader sample).

- Using this bar, your client can compare their results on the EQ-i 2.0 to those exceptional leaders who demonstrate high EI.
- Focus development efforts in areas where your client scored lower than other leaders, in order to improve leadership capabilities.



ADDITIONAL RESOURCES

EMOTIONALLY EFFECTIVE LEADER WORKSHOP

Put your EQ-i 2.0 certification in action with a comprehensive program that equips certified users with a ready-made workshop that includes the tools to facilitate an interactive one-day session for leaders, all in a digital format. Leveraging results from participants' EQ

Leadership Reports, participants of the session will learn the importance of EI in effective leadership and leave them with a better understanding of their strengths and areas to develop to enhance their leadership skills, as well as an action plan on how to increase their effectiveness.



LEADERSHIP TOPICS

Three current leadership topics are explored using the EQ-i 2.0 model. These optional topics can be selected depending on organizational leadership issues. We've researched evolving topics like conflict resolution and multi-generation workforces to show the connection between EI and the challenges your clients are dealing with every day.

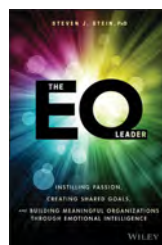
“The Leadership Report delivers exactly what leaders today need to be successful in a changing and complex environment. The ability to create genuine influence, build other leaders, inspire towards a shared vision, and embrace the risk of change are revealed to a leader along with strategies for development.”

ED HENNESSY, FORMER OWNER OF LEADERSHIP CALL, LLC

EMOTIONALLY EFFECTIVE LEADER WORKSHOP CONTENTS

Facilitator's Kit (Facilitator Guide, PowerPoint slides, and Participant Workbook)

FOR FURTHER INSIGHTS INTO DEVELOPING AND IMPROVING LEADERSHIP SKILLS, SEE THE EQ LEADER BY DR. STEVEN STEIN.



The EQ Leader provides an evidence-based model for exceptional leadership, and a four-pillar roadmap for real-world practice. Data collected from thousands of the world's best leaders—and their subordinates—reveals the keys to success: authenticity, coaching, insight, and innovation. By incorporating these methods into their everyday workflow, these leaders have propelled their teams

to heights great enough to highlight the divide between successful and not-so-successful leadership. This book shows you how to put these key factors to work in your own practice, with clear examples and concrete steps for improving skills and competencies.

continued from page 11

Brian's EQ-i 2.0 results

surprised him but due to the insights gained from the EQ-i 2.0 assessment, he was able to use his EI strength (Interpersonal Relationships and Decision Making) to create a development plan along with his coach, that helped him reframe and better engage the EI elements with which he most often struggled with: Happiness and Self-Actualization. He decided to reach out and create a close professional relationship with a senior researcher who works for him to serve as a mentor, helping to build the specific content knowledge that Brian may have lacked. The action plan Brian derived used his relative strengths while enhancing his lesser-engaged elements and moved him effectively and quickly from insight to action.



WORKPLACE REPORT

How can EI help
my employees
manage their
careers?



KEY FEATURES



OVERVIEW OF YOUR CLIENT'S RESULTS

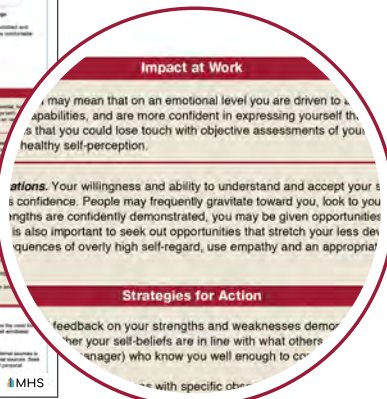
Get an overall picture of your client's complete EQ-i 2.0 results along with definitions of each subscale:

- Quickly identify patterns in your client's profile.
- Give your client a clear, organized understanding of their strengths and weaknesses in a constructive way.
- Effectively measure where your client is and wants to be by comparing results against sample groups of general population (based on geographic location, gender, and age) or professional respondents (based on education, occupation, gender and age).

WHEN TO USE THE EQ-i 2.0 WORKPLACE REPORT?

An employee's skills and qualifications are important for success within their role. An employee's emotional intelligence can be just as important, if not more so, for fulfillment within, or potentially beyond, their current role. The EQ-i 2.0 Workplace Report is designed to be used in

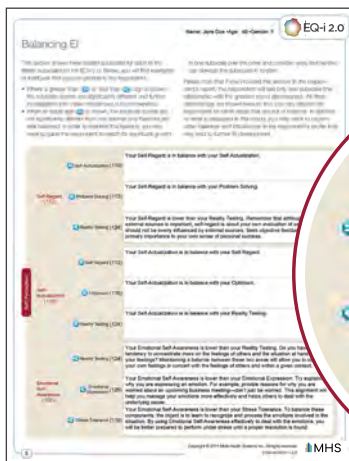
instances of coaching and development situations in work settings for an individual at a non-management level. It helps coaches focus on the impact of emotional intelligence at work and offers suggestions for working more effectively in one's role, with colleagues, supervisors and clients.



INDIVIDUAL SUBSCALE PAGES

Gain deeper insight into how each subscale impacts your client's work performance (i.e. conflict resolution, change management, teamwork, decision making and more)—with suggested strategies customized based on your client's individual results:

- This section is the foundation for making relevant links between your client's behavior at work and emotional skill set.
- Get specific and actionable strategies to drive your client's success in each subscale.
- Give your client helpful information on each EI skill in language that enables your client to utilize strengths.



BALANCING EI

Take interpretation further by making important links between key scales with the Balancing EI section:

- Make instant connections between related subscales and help your client leverage EI strengths and improve EI weaknesses.
- Get started on feedback with pre-designed narratives explaining the common traits of imbalanced EI skills.
- Save preparation time as much of the interpretation is done for you based on your client's results.



SPECIFIC APPLICATIONS FOR THIS REPORT ARE:



INDIVIDUAL DEVELOPMENT



TEAM DEVELOPMENT



SELECTION/RECRUITMENT



CAREER COUNSELING/
OUTPLACEMENT SERVICES

Action Plan

Use this plan to track your progress toward achieving your goals. It is designed to help you set specific, measurable, attainable, relevant, and timely (SMART) goals and to track your progress toward achieving them. The plan is divided into four columns: SMART Goal, Time Frame, Benefits, and Measure. You can use this plan to track your progress toward achieving your goals in a variety of ways. For example, you can use it to track your progress toward achieving your goals in a specific area, such as your work, your personal life, or your health. You can also use it to track your progress toward achieving your goals in a general way, such as your overall well-being. The plan is designed to be flexible and to adapt to your needs. You can use it to track your progress toward achieving your goals in a variety of ways. For example, you can use it to track your progress toward achieving your goals in a specific area, such as your work, your personal life, or your health. You can also use it to track your progress toward achieving your goals in a general way, such as your overall well-being. The plan is designed to be flexible and to adapt to your needs.

SMART Goal	Time Frame	Benefits	Measure
Listen to others	In team meetings starting from today	Other people will listen to me. I will get to hear everyone's views	Feedback I listen to and listening to. Take action! other peer suggests

Enter your SMART goals into the action plan template below.

SMART Goal	Time Frame	Benefits	Measure
Listen to others	In team meetings starting from today	Other people will listen to me. I will get to hear everyone's views	Feedback I listen to and listening to. Take action! other peer suggests

ACTION PLAN

The steps your client takes toward achieving his or her goals is key to realizing success.

- An Action Plan, using SMART* goals, is provided for you to track your client's progress toward achieving EI development goals.
- Take advantage of a consistent, standardized format that is easy to follow for you and your client.

* SMART: Specific, Measureable, Attainable, Relevant, Timely

TO LEARN MORE ABOUT HOW EI CAN IMPACT THE WORKPLACE, READ THE EQ EDGE BY DR. STEVEN STEIN AND DR. HOWARD E. BOOK.



The EQ Edge: Emotional Intelligence and Your Success

By understanding EQ, you can build more meaningful relationships, boost your confidence and optimism, and respond to challenges with enthusiasm—all of which are essential ingredients of success.

TO SUPPORT A THOROUGH AND ACTIONABLE INTRODUCTION TO EI, SEE THE EQ-i 2.0® WORKBOOK BY HILE RUTLEDGE, MSOD



EQ-i 2.0® Workbook: From Awareness to Action

Rooted in MHS' Emotional Quotient-Inventory™ 2.0 (EQ-i 2.0®) model and presented as a companion to the EQ-i 2.0® and the Emotional Quotient 360™ (EQ 360®) assessments, the EQ-i 2.0® Workbook explores each of the EQ-i 2.0's 15 subscales and the Well-Being Indicator, including what each subscale looks and sounds like in strength, in deficit, and when it is out of balance. To help EQ-i 2.0® users pivot from awareness to action, the EQ-i 2.0® Workbook contains over 175 specific and detailed suggested development actions to allow anyone to select appropriate "just right" stretch goals that will help with their EI growth and development. Helpful in group and individual-focused work, and perfect for coaching engagements, the EQ-i 2.0® Workbook is written to support trainers, coaches, consultants, and end-users directly.

"This tightly written and beautifully organized report presents a compelling behavioral portrait for anyone in the workplace—from C-Suite to entry-level. What do you look, sound and act like on the job? How does your behavior compare to the average person's? What development actions would best serve you? The EQ-i 2.0 Workplace Report answers these questions."

HILE RUTLEDGE, PRESIDENT AND

PRINCIPAL CONSULTANT OF OKA



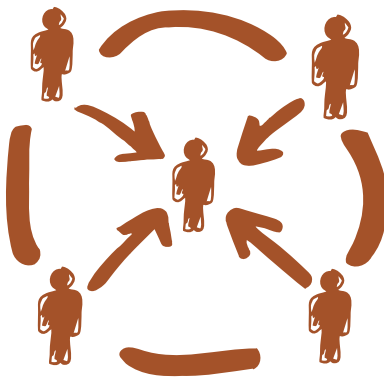


EQ-i 2.0[®]
assess. predict. perform.

EQ 360[®] REPORT

LEADERSHIP | WORKPLACE

How can EI help
our company
manage a
multigenerational
workforce?



EI in Action: EQ 360

A Global Energy Leader

employs thousands of workers, while overseeing the development and wise use of the region's energy and mineral systems. Its multigenerational, highly-diverse Executive team identified a need to address old and new perspectives, while encouraging thought leadership. To do this, an EI Workshop was introduced with two cohorts of experienced Managers, Vice-Presidents, and Directors, with 100 participants in total. Through initial discussion, a few key issues were identified—a lack of trust, and a general apprehension within the Executive team. These two areas lend themselves to subjective interpretation, challenging conversations and sometimes combustible outcomes.

see page 22

KEY FEATURES

LEADERSHIP EQ 360 REPORT WORKPLACE EQ 360 REPORT



LEADERSHIP
EQ 360 REPORT



WORKPLACE
EQ 360 REPORT

PROFILE GAP ANALYSIS

This innovative interpretation tool identifies blind spots, allied strengths, and developmental opportunities.

- Save hours of interpretation and preparation time reviewing raters' responses and graphs.
- The Profile Gap Analysis can easily highlight where raters agreed with the individual's assessment and where they did not, in one snapshot.

EQ 360 Reports provide in-depth analyses by having those who work with your client and know your client personally provide feedback in addition to your client's self-assessment. Allowing for unlimited raters (Managers, Peers, Direct Reports, Friends and Family), these observer ratings are compared with the self-assessment in order to provide your client with a 360-degree view of his or her effectiveness. These reports are designed to provide valuable insight and opportunities for development.

WHEN TO USE THE LEADERSHIP EQ 360 REPORT?

When looking at a potential, new, or existing leader within an organization, it is not only important to gain an understanding of their performance in the workplace; but also for them to gain insights into their performance as a leader by peers, direct reports and supervisors. Similar to the Workplace EQ 360, the Leadership EQ 360 Report allows for an unlimited number of raters to provide feedback and provides insights into opportunities for development. The Leadership 360 report lends itself well to a follow-up with the same group of evaluators to compare results and track progress.

WHEN TO USE THE WORKPLACE EQ 360 REPORT?

When working in an organization, it's important to be cognizant of the impact of one's actions on colleagues. The EQ 360 report offers an in-depth analysis by having those that work with an individual and know them personally provide feedback in addition to their self-assessment to provide a 360-degree view of his or her effectiveness and EQ competencies. This report can be used for results specific to a workplace context, enabling career and organizational development. It identifies blind spots, strengths, and developmental opportunities in the workplace. The Workplace 360 report lends itself well to a follow-up with the same group of evaluators to compare results and track progress.



EQ 360 REPORT

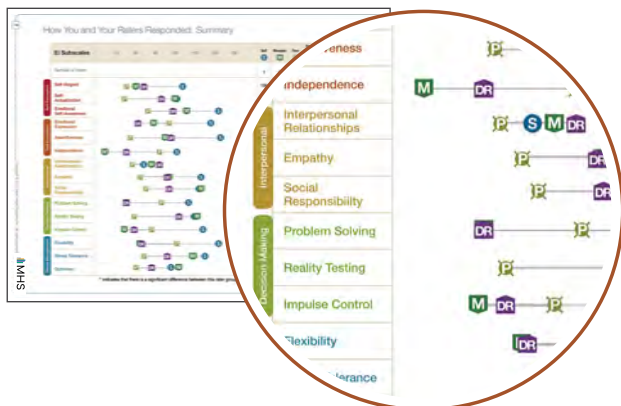
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EASY ADMINISTRATION AND SUPPORT

The EQ 360 multi-rater report is completely aligned with the EQ-i 2.0 self-assessment providing a seamless user experience.

- Both use the same EQ-i 2.0 model.
- Import EQ-i 2.0 results directly into the EQ 360.
- Add up to five custom open-ended questions relevant to organizational goals, situations, and desired outcomes.



RATER RESPONSE SUMMARY

A one-page summary of all responses—easy to interpret and understand.

- No need to flip pages to find subscale responses. Save time and effort with this one-page summary of results.



EACH SUBSCALE INTERPRETED FROM TWO DIFFERENT PERSPECTIVES

The EQ 360 report is designed to allow your client to view both the self-report and rater group results for all fifteen subscales including the Well-Being Indicator.

SELF PERSPECTIVE

- Strategies for Action – The interpretation and development support section provides relevant strategies for development.
- Balancing Your EI – Understanding the implications of having a balanced EI profile can help your client get to issues and potential solutions faster.

RATER PERSPECTIVE

- Interpretive Results for the Biggest Gaps and Closest Agreements – Understand where the raters agree and disagree within the ratings, and what the implications might be.



Features	Leadership EQ 360 Report	Workplace EQ 360 Report
360 Degree Feedback	✓	✓
Profile Gap Analysis	✓	✓
Rater Response Summary	✓	✓
Leadership Bar*	✓	
Leadership Potential Information*	✓	
Executive Summary*	✓	

* See pages 12- 13 for feature description



CONTENTS

EQ 360 Workplace Report

EQ 360 Leadership Report

continued from page 19

The tool used to provide

further insight was the *EQ 360 Leadership Report*, where based on the results, two critical areas required attention – Emotional Awareness and Self-Expression. By being able to leverage normative data from a scientifically validated tool that pulled from peer, subordinate, and supervisor input, the company was able to introduce a formal leadership program that led to developmental opportunities in the areas of stress management and resiliency, among other key areas.

MANAGERS AND INDIVIDUAL CONTRIBUTORS DON'T ALWAYS SEE EYE-TO-EYE WHEN IT COMES TO EI

According to an HCI Research study conducted in partnership with MHS, Inc., a key research insight found that individual contributors and managers disagree about what leadership behaviors are most important in today's environment. While managers feel coaching skills are not very important, nearly twice as many individual contributors surveyed disagree.

Adaptability, problem solving, and stress tolerance are also behaviors with the largest gaps in perceived importance between individual contributors and managers.





EQ-i 2.0[®]
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GROUP REPORT

How can EI
help teams
to work more
cohesively?



EI in Action: Leadership

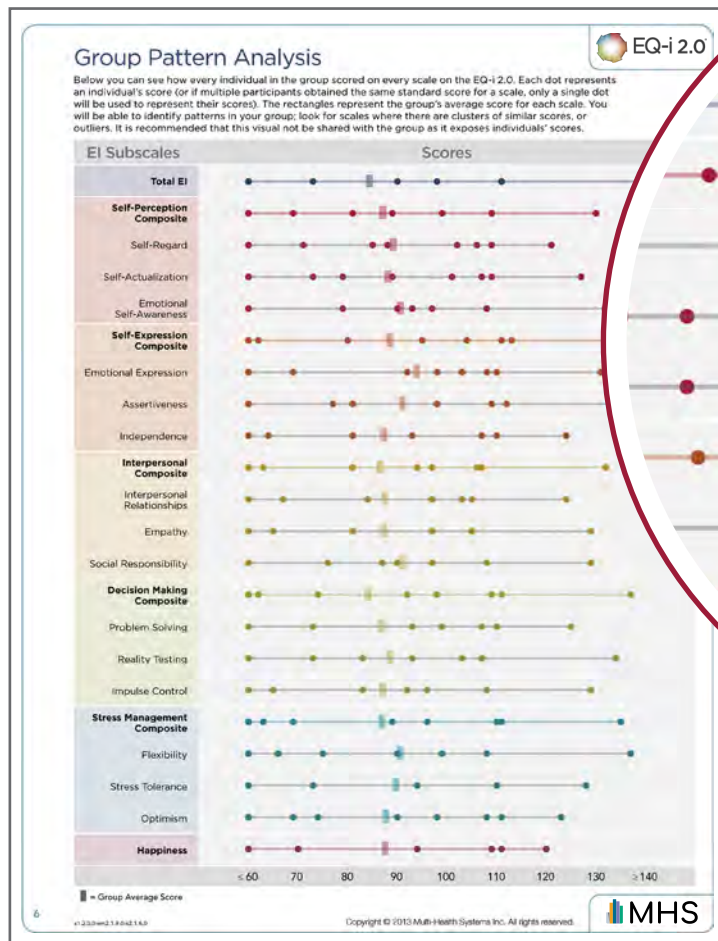
Oklahoma Gas & Electric (OGE)

implemented the EQ-i 2.0 by dividing the company into five groups: Executives, Directors, Managers, Supervisors, and Employees. The findings were very beneficial in understanding company dynamics and shed light on certain areas of improvement. The overall EI scores, although not a cause for concern, offered some interesting insight to the OGE group. All average self-report scores for each group fell within the Average or High range, with Executives rating themselves higher than Employees in EI. The top results of the group on both self-report and rater-feedback scores were Problem Solving, Impulse Control and Self-Actualization. These scores are beneficial in an organizational setting because those who possess a high Problem Solving score tend to tackle problems head-on without getting distracted by their emotions and it's a crucial skill towards certain leadership traits and is correlated with transformational leadership behaviors.

OG+E[®]

see page 26

KEY FEATURES



GROUP PATTERN ANALYSIS PAGE

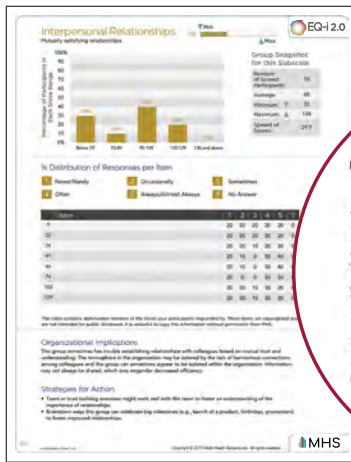
View the relationship between individual scores and group averages in a visually appealing and easy to interpret graph.

- This page provides a visual representation of the spread of scores, which describes how close or far apart each individual group member's score is to the group's average score.
- Easily identify EI patterns in the group, helping you determine which common skills need further development.

WHEN TO USE THE EQ-i 2.0 GROUP REPORT?

Regardless of whether a group works harmoniously with great collaboration and cohesion, or finds itself with conflicting opinions and strategies that can affect the balance of a group, this report can be used when looking for deeper insights into a group's strengths as well as areas where the

group can be more effective. Implications at an organizational level can be examined and strategies for action can further develop the group's potential. The EQ-i 2.0 Group Report combines the scores of individuals that take the assessment in a manner that enables interpretation at a group or team level.



OVERVIEW OF EACH SUBSCALE

Information about each subscale is compiled onto a single page enabling you to see detailed information regarding the group's subscale score and response tendencies, along with implications and developmental strategies associated with the group's subscale score.

- Implications and strategies are specifically focused on the effects that group EI scores have on either a group's immediate work environment or on the organization as a whole.
- Includes a download graphs feature: download bar graphs as an image file for inclusion in your group feedback coaching materials.
- Each EI skills page shows the distribution of scores for the group, allowing you to see trends not as noticeable when using averages alone.

Item	1	2	3	4	5	?
10	20	30	0	10	40	0
19	20	10	10	20	40	0
31	70	0	0	10	20	0
64	50	0	10	20	20	0
89	50	0	10	20	20	0
128	20	20	10	30	20	0
130	20	20	10	30	20	0
132	20	20	10	30	20	0

% DISTRIBUTION OF RESPONSES PER ITEM

1	Never/Rarely	2	Occasionally	3	Sometimes
4	Often	5	Always/Almost Always	?	No Answer

This table contains abbreviated versions of the items your participants responded to. These items are copyrighted and are not permitted for public disclosure. It is unlawful to copy this information without permission from MHS.

SPECIFIC APPLICATIONS FOR THIS REPORT ARE:



PROVIDING GROUP OR TEAM FEEDBACK ON EQ-i 2.0 RESULTS



TEAM BUILDING



IMPROVING GROUP DYNAMICS



PROVIDING AN ORGANIZATIONAL SUMMARY OR REPORT OF AN EQ-i 2.0 PROGRAM

Strategies for Action			EQ-i 2.0 score profile
Self-Perception	Self-Regard	Self-Actualization	Emotional Self-Awareness
	Emotional Expression	Assertiveness	Independence
Self-Expression	Interpersonal Relationships	Empathy	Social Responsibility
	Problem Solving	Reality Testing	Decision Making
Stress Management	Flexibility	Stress Management	Flexibility

FOR FURTHER INSIGHTS INTO THE INNER WORKINGS OF A SUCCESSFUL ORGANIZATION, READ DR. STEVEN STEIN'S "MAKE YOUR WORKPLACE GREAT: THE 7 KEYS TO AN EMOTIONALLY INTELLIGENT ORGANIZATION."

The proprietary and cutting-edge research carried out by the author led to outcomes that shed new light on management practice and strategy. The 7 Keys presented in this book, when implemented, will produce immediate results and long-term enhanced performance.

The 7 Keys:

- Hire capable people who love the work they do and show how they contribute to the bigger picture.
- Compensate people fairly.
- Don't overwork (or underwork) people.
- Build strong teams with shared purpose and viable goals.
- Make sure managers can manage.
- Treat people with respect and leverage their unique talents.
- Be proactively responsible by doing the right things to win the hearts and minds of your people.



Make Your Workplace Great: The 7 Keys to an Emotionally Intelligent Organization

Steven J. Stein, Ph.D.

STRATEGIES FOR ACTION

This page provides recommended strategies:

- Use as a tool to gain group members' commitment to agreed upon action plans.
- The three highest and three lowest EI skills are highlighted.

continued from page 23

The EQ-i 2.0 results in

Impulse Control showcased their restraint and composure while Self-Actualization indicated that group members found their work meaningful, were motivated and sought new challenges. This trait is tied into many leadership competencies, such as being authentic, willing to coach others and providing a meaningful vision for others to follow. Developmental opportunities within this group were Emotional Expression, Empathy, and Emotional Self-Awareness. Lower Empathy scores suggest that the group may not take the time to understand each other and the focus should be to be mindful of some issues that their peers may be sensitive towards. Emotional Expression skills can be honed by identifying instances where someone chooses not to express their feelings and being able to recognize why. Emotional Self-Awareness can be accomplished by asking for feedback from trusted colleagues about how emotions have affected them in the past. The results of the in-depth report were used to revise the Leadership Development Program to continually improve EI competencies.



EQ-i 2.0[®]
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HIGHER EDUCATION REPORT

How can
EI help
students with
academic,
personal and
future success?



EI in Action: Higher Education

At Georgia Southern University,

Philip Bruce, the Director of Career Services from 2013 to 2017, understood the importance of assessing students by looking at leadership development and competencies. After some initial research, Philip realized that his mission to develop EI competencies in students was achievable with the EQ-i 2.0 in-depth reports, and a discussion surrounding each student's results. He recognized that Interpersonal Skills and Emotional Expression were the most easily developed skills and can be foundational in a student's future success. The open-minded mentality and welcoming atmosphere that colleges and universities provide, aides in the development of these subscales significantly. The vast majority of students in post-secondary share similar experiences and fears when it comes to socialization, academics, and so on. This provides a very rich and productive environment for students to feel safe when expressing themselves.



see page 30

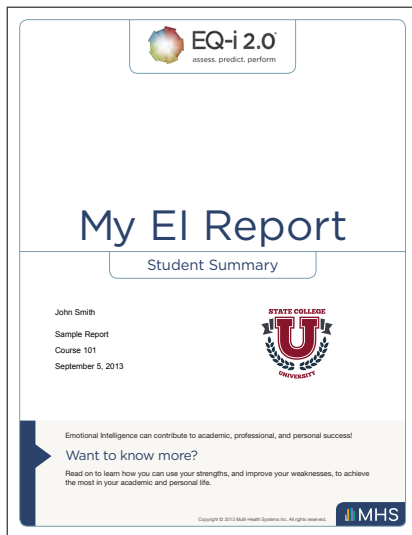
EQ-i 2.0® HIGHER EDUCATION REPORT

The EQ-i 2.0 Higher Education Report provides a framework for understanding a student's EI skills in order to foster academic and life success.

REPORT TYPES

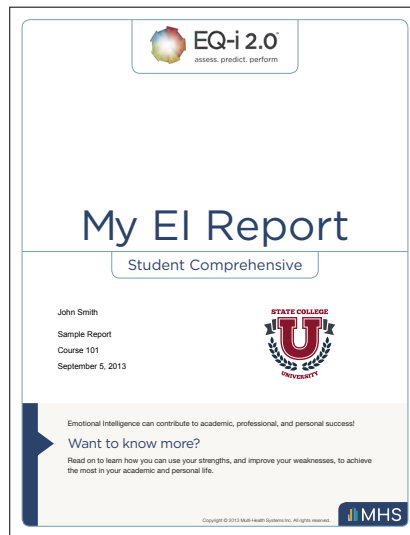


STUDENT SUMMARY REPORT



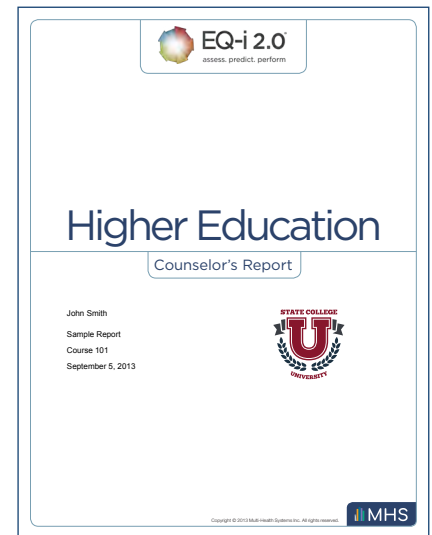
- 7-page report can automatically be generated
- Provides a summary of the top three and bottom three subscales
- Numeric scores are not included
- Includes links to customized resources

STUDENT COMPREHENSIVE REPORT



- 13-page report generated by the Counselor
- Contains results, interpretive text and development strategies for all 15 subscales
- Option to include numeric scores
- Includes links to customized resources

COUNSELOR'S REPORT



- 10-page report generated in tandem with the Comprehensive Report
- Contains interpretive information
- Optional Counselor's Guide to an EQ-i 2.0 debrief

WHEN TO USE THE EQ-i 2.0 HIGHER EDUCATION REPORT?

As a counselor working closely with students, it's important to be able to leverage a tool that offers insights into a student's potential for academic success, can help in increasing retention within a chosen area of study, and aid in preparation for a future career path. While working with students and

understanding their lifestyle, the Higher Education Report is helpful to counselors by providing awareness on a student's emotional intelligence. To do so, three dynamic reports are available for their use: The Student Summary Report, The Student Comprehensive Report, and the Counselor's Report.

WHAT DOES THE RESEARCH SAY?

With almost 25% of first-year students leaving before their sophomore year, post-secondary life and education can be challenging. Students often feel overwhelmed, lonely, isolated, and have difficulty adjusting to the demands of college and university. EI is related to both grades and retention. Higher EI, specifically interpersonal and stress management skills, translate into better grades and increased persistence in post-secondary education.^{1,2}

1. Keefer, Parker, & Wood, 2012

2. Richardson, Abraham, & Bond, 2012

SPECIAL FEATURES

MASS ADMINISTRATION

With limited resources making it a challenge to generate reports and debrief students individually, the Higher Education Report is available through an online portal that can automatically generate and deliver the Student Summary Report to all who complete the EQ-i 2.0. An “Alert” indicator will flag students who need additional follow-up based on their scores.

SECURITY

Built-in security features for online administration help ensure that only those students intended to take the assessment are granted access. Further, administrators are given increased control over the automatic report generation process.

SPECIFIC APPLICATIONS FOR THIS REPORT ARE:



STUDENT SUCCESS



ACADEMIC, CAREER, AND LIFE COUNSELING



FACILITATING TRANSITION TO A POST-SECONDARY ENVIRONMENT



IDENTIFYING AND ENGAGING AT-RISK STUDENTS



MAY BE USED AS PART OF A CURRICULUM



LEADERSHIP AND PERSONAL

CUSTOMIZATION

The customization feature allows the administrator to include not only the school logo but also specific student resources such as the counseling center, library, student support networks, and health services.

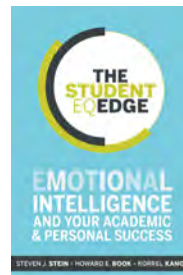


HIGHER EDUCATION TRAINING AND DEVELOPMENT MATERIALS

STUDENT EQ EDGE TOOLKIT

The complete Higher Education Solution includes materials that complement the EQ-i 2.0 assessment by providing students and instructors with additional resources for all student development needs.

SOME OF OUR PRODUCTS



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His research and professional experiences

also shone light on the fact that Independence, Impulse Control, and Reality Testing are areas of struggle for many students because of the nature of the public education system in North America. Everything is prescribed and comes with instructions which becomes counter-productive when students graduate and are encouraged to be independent. Georgia Southern University attempts to leverage a student's EI to increase retention, progression through the college track, and graduation with an offer for employment in an industry of the student's choosing. Georgia Southern University's research has shown that an awareness of EI skills and strategies for developing areas of improvement have had a significant impact on retention, progression and graduation rates. The ability for a student to be self-aware and do something with information, means students are being taught how to navigate the social and workplace setting of their future in a very positive way.

CERTIFICATION & PARTNER INFORMATION

THE EQ-i 2.0 AND EQ 360 ARE B-LEVEL ASSESSMENTS REQUIRING CERTIFICATION.

BENEFITS OF THE EQ-i 2.0 AND EQ 360 CERTIFICATION

- Access to the EQ-i 2.0 and the EQ 360 Level B Instruments that are well-respected in the market
- Leading-edge assessments to add to your toolkit
- Grow your business by using the EQ-i 2.0 and EQ 360 as catalysts for building your client development action plan
- Diversify your practice by using the EQ-i 2.0 and EQ 360 in a variety of ways: leadership development, selection, executive coaching and much more

WHAT DOES THE CERTIFICATION INCLUDE?

- The ability to take the assessment yourself and receive feedback from an experienced coach
- Access to resources on the EQ-i 2.0 and EQ 360 and EI in general
- A free online account where you administer and score the assessments
- A certificate that authorizes you to purchase and administer the EQ-i 2.0 and EQ 360
- Approved by the International Coaching Federation for the following Continuing Coach Education (CCE) credits: Core Competencies 9.25 & Resource Development 6.75

EQ-i 2.0 AND EQ 360 PROGRAM COMPONENTS

- A blended learning solution comprised of self-paced modules and an instructor-led portion
- The 2-day interactive instructor-led component of the curriculum is focused on building the skills you need in order to effectively use the EQ-i 2.0
- An online platform where you access eLearning pre-work as well as the online exam
- A certificate of completion that you automatically receive once certification is complete

WHERE DO I GET CERTIFIED?

Visit [MHS.com](https://mhs.com) for more information on registration and up-to-date certification options.



DELIVERY & RESOURCES

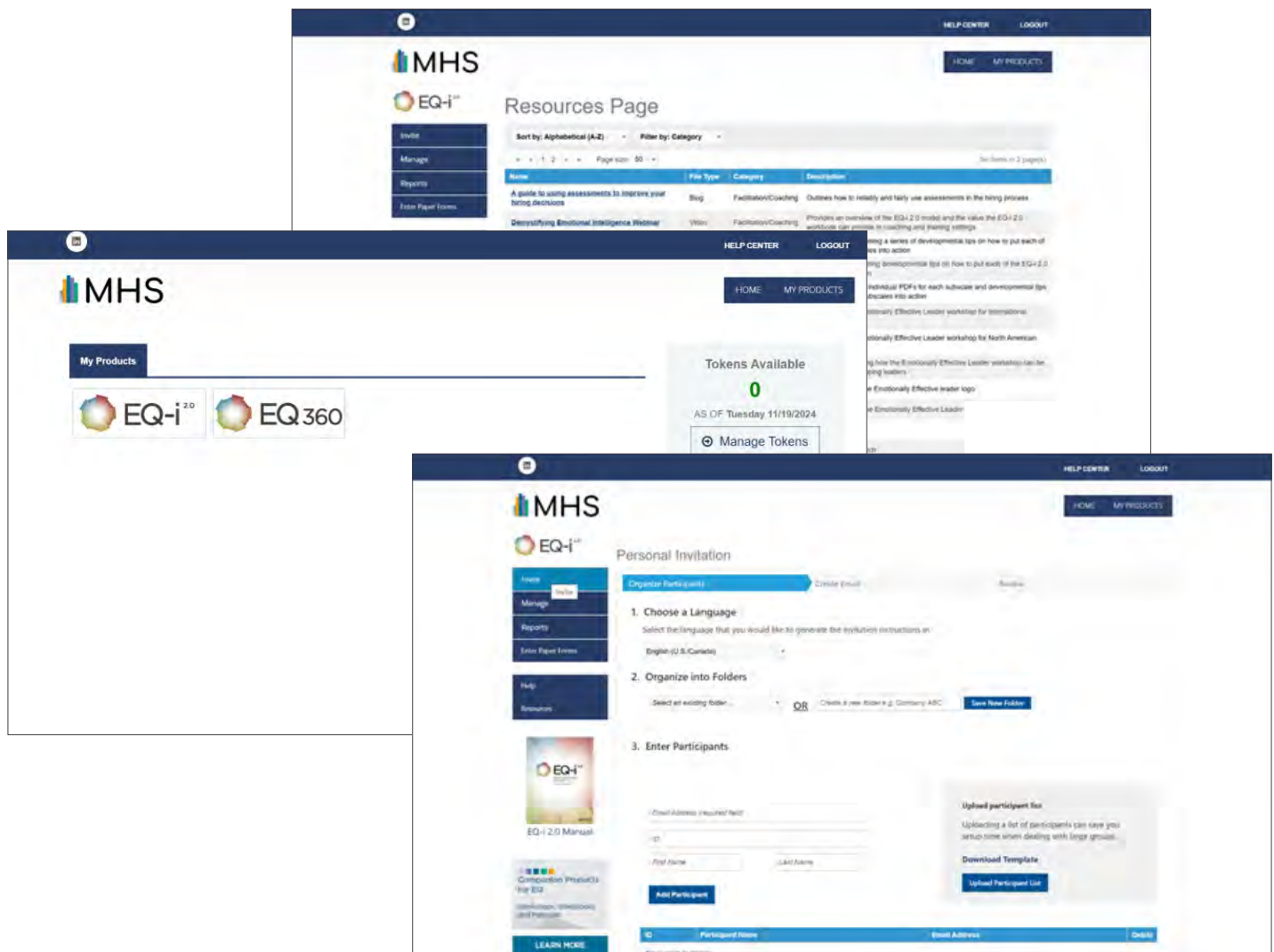
THE EQ-i 2.0 IS AVAILABLE ON THE MHS TALENT ASSESSMENT PORTAL (tap.mhs.com)

The Talent Assessment Portal provides you with an information-rich site for administration, scoring, invaluable resources and networking.

TALENT ASSESSMENT PORTAL FEATURES INCLUDE:

- Quick and easy navigation—access your records in fewer clicks;
- Automated invitations—send participants a universal link to take assessments via the built-in email system, with no access codes or passwords required;
- An easy purchase method—redeem your purchased tokens to pay for reports as needed; and
- Customization—create your reports to suit business needs with branding, logos, and on/off report options, saving you time and effort.

Scan here to access the Talent Assessment Portal

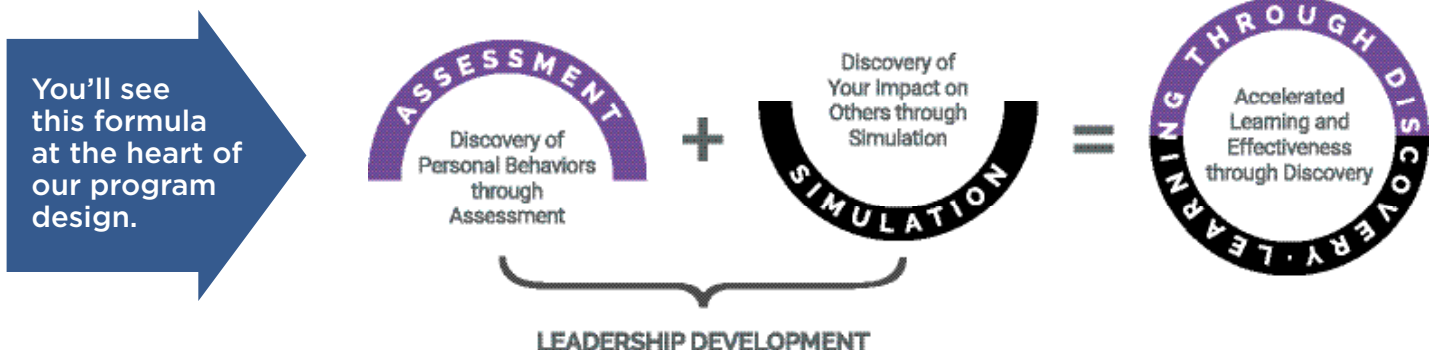


MORE TALENT TOOLS



EXPERIENTIAL LEARNING MODEL

Arm your people with the right tools to accelerate personal and organizational growth. MHS offers programs infused with self-discovery in a feedback-rich environment. Our line of business simulations can be introduced to your organization as a standalone offering or in conjunction with other tools to develop dynamic, high performing teams and leaders.



MORE TALENT TOOLS

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How does IQ compare to EQ?



How does EI impact ROI?



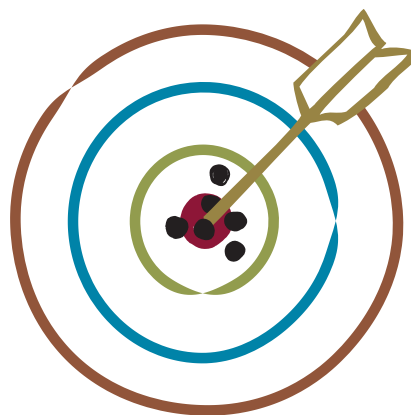
[Click here](#) to get
more information
about the EQ-i 2.0.

CONTACT US



CustomerService@MHS.com

How is **EI** measured?



EQ-i 2.0[®]
assess. predict. perform.