

Emotional Intelligence Certification EQ-i 2.0 EQ360

Emotional Intelligence

Emotional Intelligence (EI) is increasingly relevant to leadership development and developing people, because EI principles provide a new way to understand and assess people's behaviours, management styles, attitudes, interpersonal skills, and potential.

Emotional Intelligence (EI) is a relatively recent behavioural model, rising to prominence with Daniel Goleman's 1995 Book called 'Emotional Intelligence'. The early Emotional Intelligence theory was originally developed during the 1970s and 80s by the work and writings of psychologists Howard Gardner, Peter Salovey, John 'Jack' Mayer and Dr Reuven Bar-On.

Emotional Intelligence 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."

Emotional Intelligence (EI) is now regarded as a key indicator of individual and group success. Research reveals a strong correlation between emotional intelligence and on-the-job performance. It also indicates that EI is a superior predictor of performance success when compared with traditional measures, such as cognitive intelligence (IQ). In direct contrast to cognitive intelligence, competencies associated with emotional intelligence can be developed and improved through self-awareness, education and coaching.

EQ is a powerful predictor of success because it instantly reflects how a person applies knowledge in a given situation.



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

Emotional Intelligence as a discipline came out of a stream of psychology known as “positive psychology” which was focussed on understanding well-functioning individuals as compared to understanding pathology. The EQ-i 2.0 was first developed by Reuven BarOn and released in 1983. It was based on clinical research he had undertaken into why particular individuals flourished compared to others who might have higher IQ’s. This tool has now been used for over 25 years both clinically and within corporate environments.

There are a number of tools in the market that measure emotional intelligence. What makes the EQ-i 2.0 different from most is that it measures behaviour, not thoughts and cognition, or your understanding of EI. In the workplace, it’s more important to understand how your *behaviour* impacts on your ability to lead or work with others rather than your knowledge of emotional intelligence. Below is an overview of the EQ-i compared to three other major tools.

EQ-i 2.0 versus the MSCEIT

- MSCEIT is an ability based EI assessment – measures 4 cognitive problem solving dimensions that do not include personality traits, character or dispositions.
 - This means you get a result that is static - in that it is what it is, and it’s difficult to develop skills if you don’t already have them.
 - Lack of developmental aspect of the tool.
 - Difficult to translate items in the corporate world (e.g., pictures).
- (Note: MHS Assessments owns both the MSCEIT and EQ-i 2.0®)*

EQ-i 2.0 versus ECI (ESCI)

- ECI is a competency based EI model.
- Is a 360 only, no self-report.
- ESCI measures 20 variables that are a combination of abilities, upper management skills, personality traits and dispositions.

EQ-i 2.0 versus Genos

- Measures 7 dimensions that are a combination of personality traits, character, behaviours, and dispositions.

Norm Groups


The EQ-i 2.0 norms are based on a large sample of 4000 respondents across a range of age groups and split evenly between males and females in order to closely match that of the general population. Recently norms based on the Australian population (along with other international markets) were developed in order to build greater relevancy to the results including 'Global Norms'. Based on a general review of participant scores, there is little difference between average Australian and North American results but the process of developing Australian norms provides us with greater insight into the small differences that were found.

The EQ-i 2.0

MHS Assessments, who own the tool, undertook significant research with their distributors and users to determine what changes needed to be made to the tool. The result was a release in 2010 of the EQ-i 2.0 which has a strong focus on the workplace and leadership capability. This is a shift away from a strict clinical use of the tool as a psychological test towards a more constructive, practical application based on the importance of emotional intelligence in the workplace.

The EQ-i 2.0 Workplace Reports that are generated by the online system provide guide points for conducting effective debriefs. For each respondent, two reports are generated; the individual (client) report for the participant and a coach's report for the person undertaking the debrief.

Both reports are clearly laid out and contain a significant amount of information geared towards both understanding the results and developing an action plan for development. This makes the reports exceedingly useful for the certified practitioner and also for the participants following their debrief, as they can easily refer to their report again and understand its contents without necessarily needing to follow up with the person who debriefed them on their results. The client report becomes a working document for personal development.

Name: Mr. Will Sample • Age: 40 • Gender: M


Follow-up Questions

The following questions are suggested to probe further into your client's results. Questions are listed by subscale.

Self-Regard

1. What do you believe are your strengths? Provide an example where you used your strengths to your advantage.
2. Which of your abilities require development? Provide an example where you have had to work around/compensate for an area of weakness.
3. Describe a situation where you had to overcome feelings of insecurity or low confidence in your abilities.
4. Tell me about a time when it was clear you had made a mistake or error. How did you feel and what action did you take to rectify the situation? Why do you think you felt this way?
5. How can you use your strengths to achieve more of your goals (personal or job performance)?
6. How can you overcome weaknesses on the way to achieving your goals?
7. What are you willing to do to improve your skills, abilities, habits, and attitudes?

Self-Actualization

1. What are some of your interests outside of work?
2. Can you describe 1 or 2 of your short-term goals? Long-term goals? How are your short-term goals connected to your long-term goals?
3. Tell me about your process for setting goals? How would you describe the goals you set for yourself?
4. What new activities or interests would you like to explore?
5. How do you make time to do things you truly enjoy? What are some of the benefits both you and your career receive from these activities?

Emotional Self-Awareness


1. How do your emotions affect other people? Can you provide an example where your teamwork (or a relationship) was affected by the way you were feeling?
2. What things do you feel really happy about? Sad? Angry? Describe how you experience these emotions physically, behaviorally, cognitively.
3. Describe a time when you were making a decision and your emotions got the best of you? What emotion were you experiencing and what was your reaction?
4. What emotions help your job performance? Which emotions hinder your performance?
5. Are there emotions that you are more comfortable with than others? Why do you think that is?


Emotional Expression

1. Are there some emotions you feel more comfortable expressing than others? Why do you think that is? How do you express what you are feeling? Give examples?
2. Describe a time when you regretted not having expressed your true thoughts or feelings about something. What were the consequences (positive and negative) of not expressing your feelings? How would the situation have been different had you been more expressive?
3. In general, do you find yourself bottling up emotions? How does this affect your ability to get your work done?
4. What does being happy look like to you? Being angry? Being frustrated?
5. Have others ever misread your feelings or thoughts? Why do you think that happened?

Assertiveness

1. Describe a scenario in which you behaved assertively. What specifically did you do or say that was assertive?
2. What do you find challenging about being assertive? What is it about the context or situation that makes you uncomfortable standing up for yourself?
3. How would you react if someone on your team consistently failed to put their weight on a team project?
4. What is the difference between assertive and aggressive behavior? Have you ever been perceived as being aggressive? How do you know?
5. Tell me about a time when you disagreed with someone. What did you do/say and what was the outcome?

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Name: Will Sample


Action Plan

The steps you take towards achieving your EI goals will determine whether or not success is realized. Use this step-by-step activity plan to help guide you closer to your goals. Remember to use the SMART goal setting criteria for each goal.

SPECIFIC
MEASURABLE
ACTION-ORIENTED
REALISTIC
TIMELY

Write down up to three EI skills or behaviors that you would like to further develop (e.g., "reflective listening" to build empathy, or "recognizing how my body reacts to stress" to raise emotional self-awareness). The SMART goals that you outline in the template should help to strengthen these EI skills and behaviors.

- 1.
- 2.
- 3.

Write down up to three overall qualities that you would like to have (e.g., integrity, providing clear leadership, team player, clear communicator). In some way the goals you outline in this action plan should help you achieve the overall qualities you identified.


- 1.
- 2.
- 3.

Transfer your SMART goals into the action plan template below.

SMART Goal	Time Frame	Benefits	Measure of Success	Support and Resources Needed	Potential Barriers
Listen to others	In team meetings starting from today	Other people will listen to me I will get to hear everyone's views	Feedback from the team to say that I am listening to them more Take actions that other people have suggested	From the team to give me honest feedback	Time - often do not have time to listen to views but just need to give instructions. If this is the case need to tell people at the beginning of the meeting

(Return to Planning activity)

I commit to this action plan _____ signature _____

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The EQ-i 2.0 offers a suite of reports that are utilised for the different requirements of specific individuals and programs.

Workplace Report

The EQ-i 2.0 Workplace Report is a self-assessment consisting of 133 statements that cover a wide range of aspects of emotional and social functioning. The participant rates how true each statement is for themselves on a 5-point scale, along with scores for four validity indices. It takes between 15 – 30 minutes to complete. The report provides information on the individual's score across 15 subscales of emotional intelligence providing ideas for development as well as an action plan that can be completed.

Leadership Report

Building on the Workplace Report, the Leadership Report examines the individual's EI through a Leadership lens. This report not only compares your results with those of top leaders, but also provides insight into leadership strengths and potential areas of development. It highlights those EI subscales that are 'derailers' for leadership effectiveness and how your score may hamper leadership success.

“You are likely very comfortable in expressing your emotions and lead in a way that is authentic and inspirational. Free emotional expression ensures you are seen as human with a connection to your work and those you lead.”

EQ360

Going beyond the perception of ourselves the EQ360 incorporates the individual's results as well as the perspective of their Manager, Direct Reports, Peers and can include Suppliers or other key stakeholders outside of the immediate workplace. It highlights the gaps between how the individual rates their level of emotional intelligence and how others perceive their behaviour in the workplace opening them up to greater opportunities for development.

“Now that you understand how you rated yourself, you can begin to discover the richness of the data collected from your colleagues and how this compares to your self-ratings.”

EQ360 Leadership Report

Further advancing the quality of the insights provided by the EQ-i 2.0 model, the Leadership Report has been incorporated into the EQ360 model. This allows individuals to assess their leadership capability as well as receiving feedback regarding others' perceptions of their emotional intelligence embedded within the leadership framework.

Neural Networks Consulting (NNC) believes that as accredited trainers and distributors of the EQ-i 2.0 and EQ360, we have a responsibility to ensure that all participants of our program are able to be confident and capable in the use of the tool, and more broadly as emotional intelligence experts. Almost all NNC staff are certified practitioners of the EQ-i 2.0 tool providing a number of resources available to provide post-certification support.

Certification Components

Own EQ-i Workplace Report

The certification program starts with each participant completing the online tool and receiving a one on one debrief of their results. This introduces them to the tool and gives them a role model of the kind of experience that an individual should have of their results.

Pre-work – Online Modules

In addition, there are three online modules that are completed prior to the course that provide the participant with an understanding of the components of the EQ-i 2.0 tool, its validity, reliability, test-retest results, norms and other statistical information, as well as its place in EI history.

Two days Face to Face Facilitated Workshop

This means that participants come to the course with a good understanding of the test itself, so the course can be focussed on the importance of the debrief (understanding the results) and a significant amount of time can be spent practising during class time in order to build confidence and capability. Other areas that are covered during certification are; how to gain buy-in for the use of the tool, ethics and examples of return on investment.

Post Workshop Reports

All participants that successfully complete certification receive a free EQ-i and EQ360 report. This is so the first debrief the newly certified practitioner undertakes can be performed with someone they feel more comfortable with.

Additional Materials

All participants receive a copy of the EQ Edge book that provides detailed information on each of the EQ-i 2.0 subscales as well as case examples of demonstrated behaviour of each. This book provides invaluable support to certified practitioners as it also outlines a process by which individuals can develop emotional resilience and build their emotional intelligence.

Post Certification Administration

The online portal through which certified practitioners distribute and access EQ-i 2.0 and EQ360 reports is intuitive and easy to use. It also allows for a community of emotional intelligence practitioners to connect worldwide. Additional resources are posted on this portal on a regular basis. There is also a linked-in group that is managed by MHS Assessments where discussions are regularly initiated and very interesting articles are posted.

We are specialists in Emotional Intelligence and the EQ-i tool

We have been actively using the EQ-i tool since 2004 in our consulting to large organisations in Leadership Capability and Development . In 2009 we were approached by MHS Assessments who own the tool and asked to submit a business case to become accredited trainers. We gladly accepted and have been running certification programs in the use of the tool since 2010.

We believe in authentic partnerships and tailoring

We see the establishment of productive partnerships, both internal and external, as crucial to the successful roll out of learning programs. Our facilitator will discuss your objectives and tailor the materials to best suit your needs as well as ensuring effective certification in the use of the EQ-i 2.0 tool.

We provide senior NNC facilitators

The NNC team are highly skilled and innovative facilitators. All team members have had personal leadership experience and are skilled in delivering material according to accelerated learning principles. Our dynamic and interactive approach to training is instrumental in ensuring high levels of enthusiasm and effective learning outcomes for workshop participants.

Working as consultants, facilitators and coaches, we are actively involved in the practical application of Psychology, EI and NLP to a wide variety of environments. Our team enjoy working with organisations to build cultures where people can excel, with individuals achieving their personal and professional goals.

We've done this before

Our depth of program development, facilitation and ability to provide like projects for clients such as People's Choice Credit Union, the RACV, Slater and Gordon, City of Melbourne, Redland Bay City Council, Department of Environment and Sustainability (QLD).

Rosalinda Batson (Accredited EQ-i 2.0 Trainer)

Rosalinda has extensive experience in Organisation Development with a focus on practical and pragmatic approaches to people development that builds a strong relationship between internal consultants and operational management. Her 25+ years of work experience spans both the private and public sector including operational management and strategic roles in Human Resources, Customer Relations, Information Technology and Organisation Development.

She is passionate about understanding others and creating work environments where critical self awareness can be developed. Utilising her expertise in emotional intelligence she works with individuals to assist them with their professional development. A confident and collaborative facilitator, always learning and developing herself, seeking out the latest models and approaches, she offers clients an invaluable resource.

EQ-i 2.0 Certification Program

Program Component	Investment
<p>Pre-work Three online modules administered through a Learning Portal</p> <ul style="list-style-type: none"> • EQ-i overview • EQ-i psychometrics • EQ360 <p>Personal EQ-i Workplace Report and Debrief with a Facilitator</p> <p>Certification Workshop – 2 days face to face onsite <i>Includes:</i> EQ Edge book EQ workbook with additional resources USB stick with soft copy documentation</p> <p>Post certification Online Exam through Learning Portal Access to an online portal for the administration of the tool One free EQ-i Workplace report and EQ360 per participant for them to administer</p>	<p>\$2,500.00 (+GST)</p>
Total Investment	\$2,500.00 (+GST)

Ongoing Costs	Investment
<p>EQ-i 2.0 Certified participants administer the tool through an easy to use online portal. Site and login details are provided following successful completion of the post workshop exam.</p> <p>The portal works on a token system. Tokens currently cost \$1.45 AUD. The token price is reviewed every 6 months.</p> <ul style="list-style-type: none"> • Workplace Report – 60 tokens - \$87.00 (+GST) • EQ360 Report – 225 tokens - \$326.25 (+GST) • Leadership Report – 90 tokens - \$130.50 (+GST) • EQ360 Leadership Report – 295 tokens - \$427.75 (+GST) • EQ Group Report (amalgamates Workplace reports for a group) – 225 tokens - \$326.25 (+GST) 	

Your Contacts at Neural Networks Consulting

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- Facilitation
- Post certification support and administration

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