



Behavioural EQ[®]

MULTI-RATER PROFILE

Prepared for:

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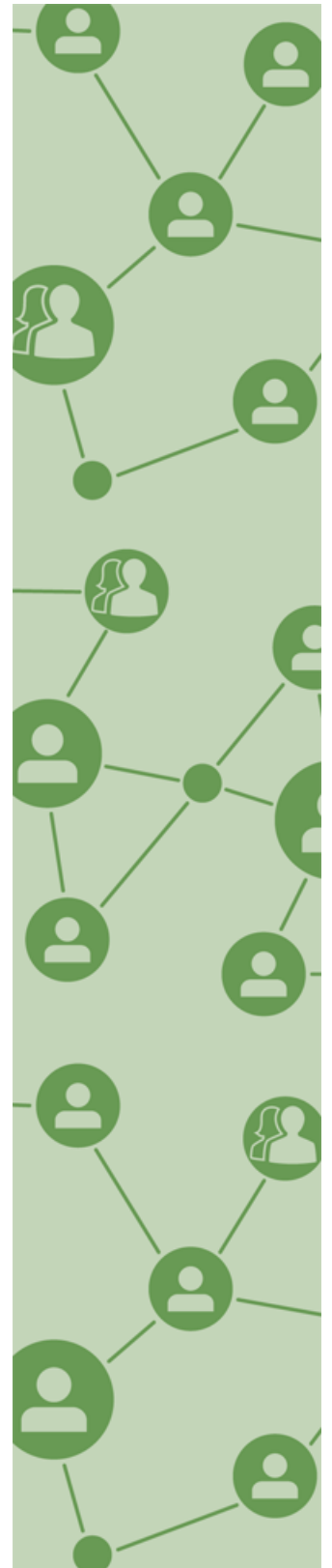
By:

Sample Organization

Session:

Improving Interpersonal Effectiveness

14 Mar 2019





OVERVIEW

This report presents the results of the Behavioural EQ questionnaire that you and your rater group completed. It contains an overview of the Behavioural EQ Model, followed by your results in each of the four model dimensions. Keep the following tips in mind as you read the report.

Your results were compared to a population of working adults in order to generate feedback that is most accurate and relevant for you.

The feedback is organised within four broad areas of the model. Within each area, read the definition of each skill before reading your results. This will give you context to understand your results.

The feedback is based on the responses of the group of people you asked to complete the questionnaire. People's self-perception is often different from how others view them, so be prepared to see some differences between how you see yourself and how others see you.

Your feedback is a snapshot in time. Behavioural EQ skills can be developed and can fluctuate based on circumstances and the people with whom you interact.

You should view this report as a starting point for thinking about your Behavioural EQ and creating a plan for your personal development.



BEHAVIOURAL EQ MODEL™

Behavioural EQ recognises the importance of two types of intelligence - emotional and behavioural.

Emotional Intelligence is the ability to perceive and understand one's own emotions and the emotions of others. It includes having insight into oneself and having awareness and empathy for others.

Behavioural Intelligence is the ability to recognise the impact that emotions have on one's own behaviour and the behaviour of others, and to use this awareness to manage personal behaviour and relationships.

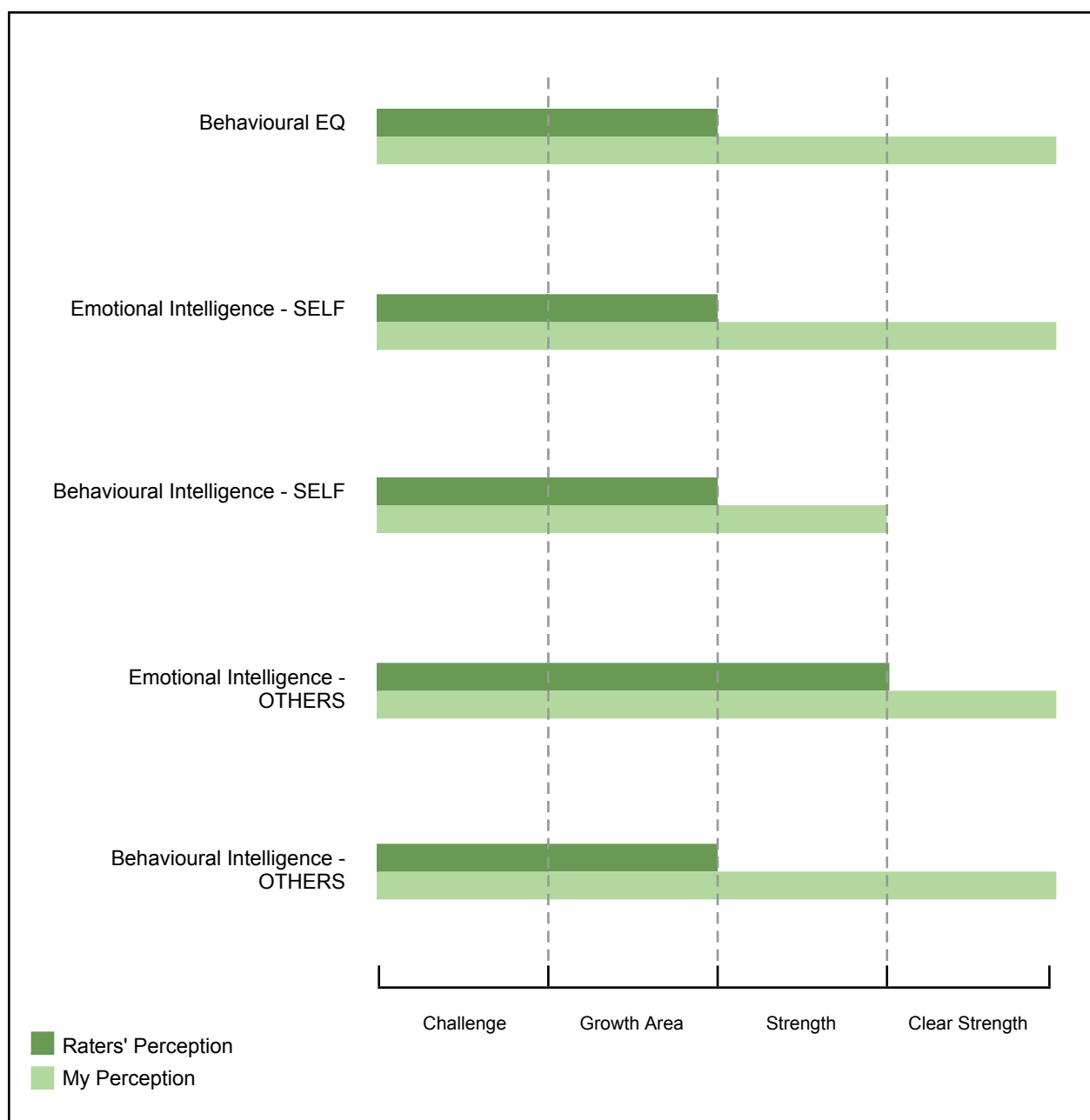


Both Emotional Intelligence and Behavioural Intelligence measure how effective you are in two areas - your "Self" abilities and your "Other" abilities. Within each of these areas there are a number of skills, and your feedback describes these skills.



RESULTS SUMMARY

Below is an overview of your results in each dimension of the Behavioural EQ Model.

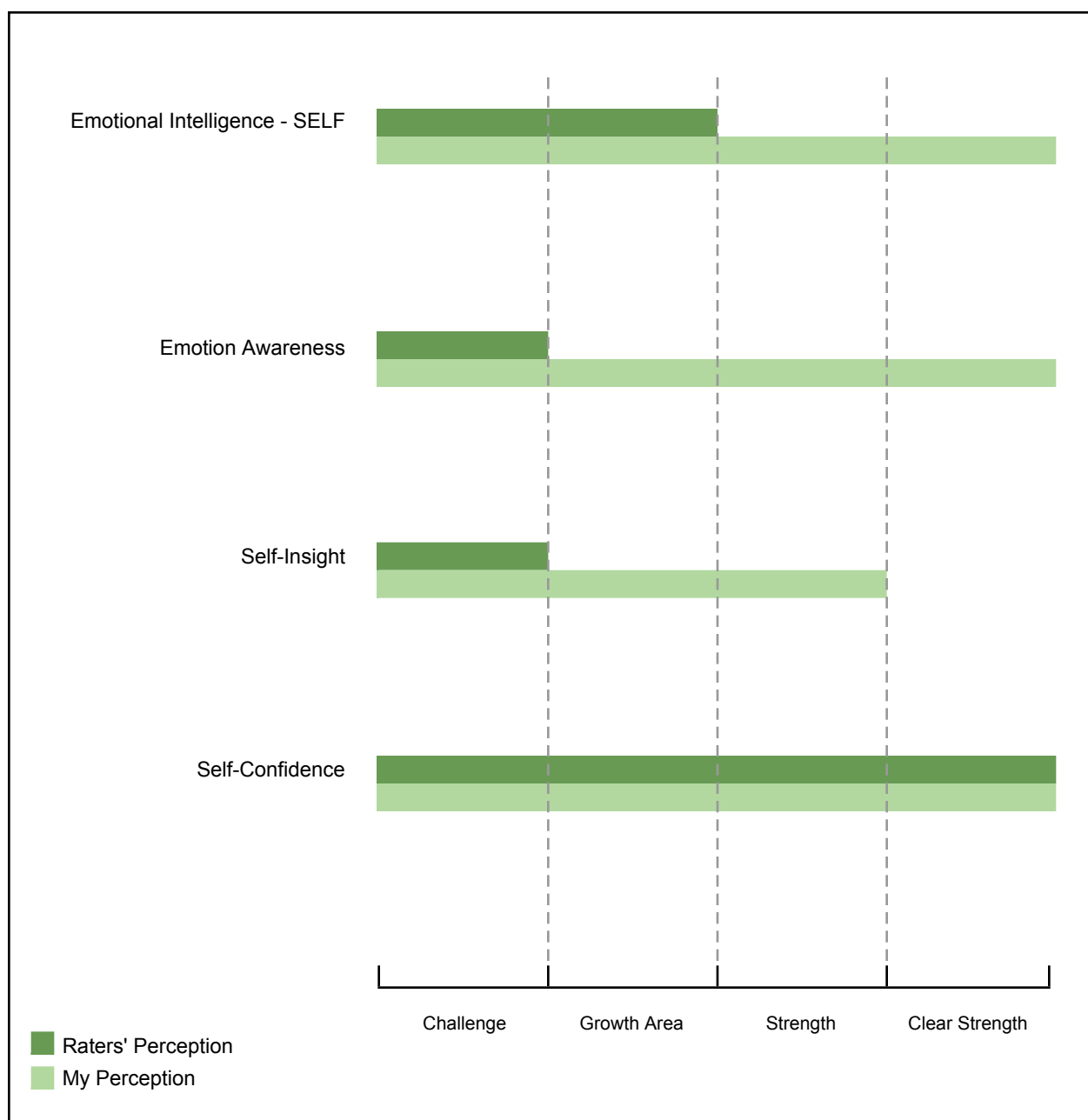


The next sections of the report describe your results in more detail.



EMOTIONAL INTELLIGENCE - SELF

Emotional Intelligence - SELF is the ability to consciously identify and maintain awareness of one's own emotions and how these influence behaviour. This includes insight into strengths and weaknesses, and level of self-confidence.





Emotion Awareness is awareness of one's own emotions and the impact these have on outward behaviour. This includes understanding what caused the emotions and the ability to link emotions to one's behaviour.

Your results indicate that, like many people, you may have trouble expressing your emotions and might limit expressing your emotions to a small number of people who are close to you and whom you trust. This is especially true at work and can limit how well people understand what you are experiencing. This can cause others to perceive you as distant and lacking in transparency and feelings. Others believe that you have limited awareness of how your emotions affect your behaviour. Likewise, it may be difficult for you to link your feelings to the events that caused them.

Self-Insight is the accuracy of one's awareness of personal strengths and limitations. It is an indicator of reflectiveness and the ability to evaluate oneself in an objective manner, as well as openness to feedback and self-development.

You may hesitate to consider how others might view you, or to accurately evaluate your strengths and weaknesses. Therefore, when others give you feedback, it may come as a surprise, and this might cause you to avoid asking for feedback from others or from challenging yourself to develop new abilities. You might be overlooking opportunities where you can develop your skills or are simply reluctant to take advantage of these. This can make it difficult for you to build effective work relationships, and lack of insight into your real strengths and weaknesses can lead you to approach situations and relationships inappropriately.

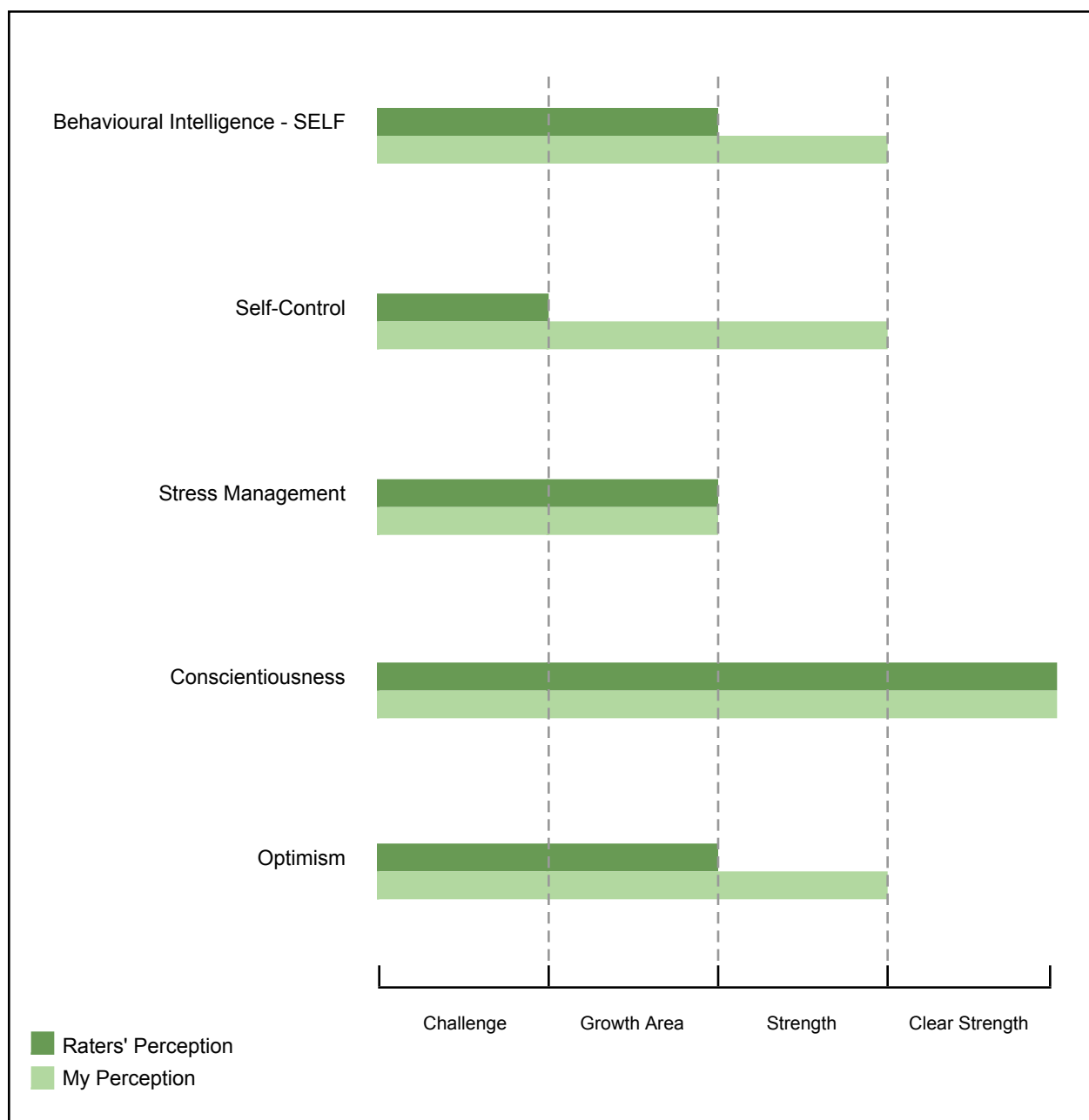
Self-Confidence measures feelings of self-worth and personal competence. It is an indicator of the confidence a person feels in their knowledge and abilities, and their ability to convey this confidence to others.

Others indicate that you show a high level of self-confidence, and people are likely to notice your self-assurance. You challenge yourself to take on new responsibilities and may go well outside of your comfort zone to satisfy your desire for new challenges.



BEHAVIOURAL INTELLIGENCE - SELF

Awareness and understanding of our emotions is important. Emotional intelligence is a building block for guiding our behaviour. **Behavioural Intelligence - SELF** is the ability to control impulses and manage self-motivated behaviour. This includes coping under stressful conditions, conscientiousness, and optimism.





Self-Control is the ability to control emotions and impulsive urges. It is an indicator of the ability to stay composed and focused during stressful times, and to control intense emotions such as anger and euphoria.

Others believe that you find it hard to control your impulses, particularly during stressful times. Instead of staying composed, you might say or do things based on how you are feeling in the moment, without thinking through the consequences of your actions. This can be true even when you are feeling elated -- your enthusiasm may be so intense that others see you as being out of control.

Stress Management is the ability to withstand pressure and regulate reactions to stress.

Others feel that, most of the time, you are typically able to manage the stress you experience. There may be occasions when others have noticed your reactions to stress and the effects this has had on you and on relationships with others. Managing stress in healthy ways can be an ongoing challenge, and this is an area where you should consistently monitor your effectiveness.

Conscientiousness is the capacity to take personal responsibility for performance. It is an indicator of reliability, the ability to meet commitments and objectives, and to hold oneself accountable. It also measures the quality of performance in terms of care and adherence to standards, and being a good representative of the organisation.

You are regarded as highly reliable and a good representative of your team and organisation. Others indicate that you take accountability for your work and hold yourself to high standards. This degree of conscientiousness will have a significant impact on people's perceptions of you and your ability to help them meet their own needs.

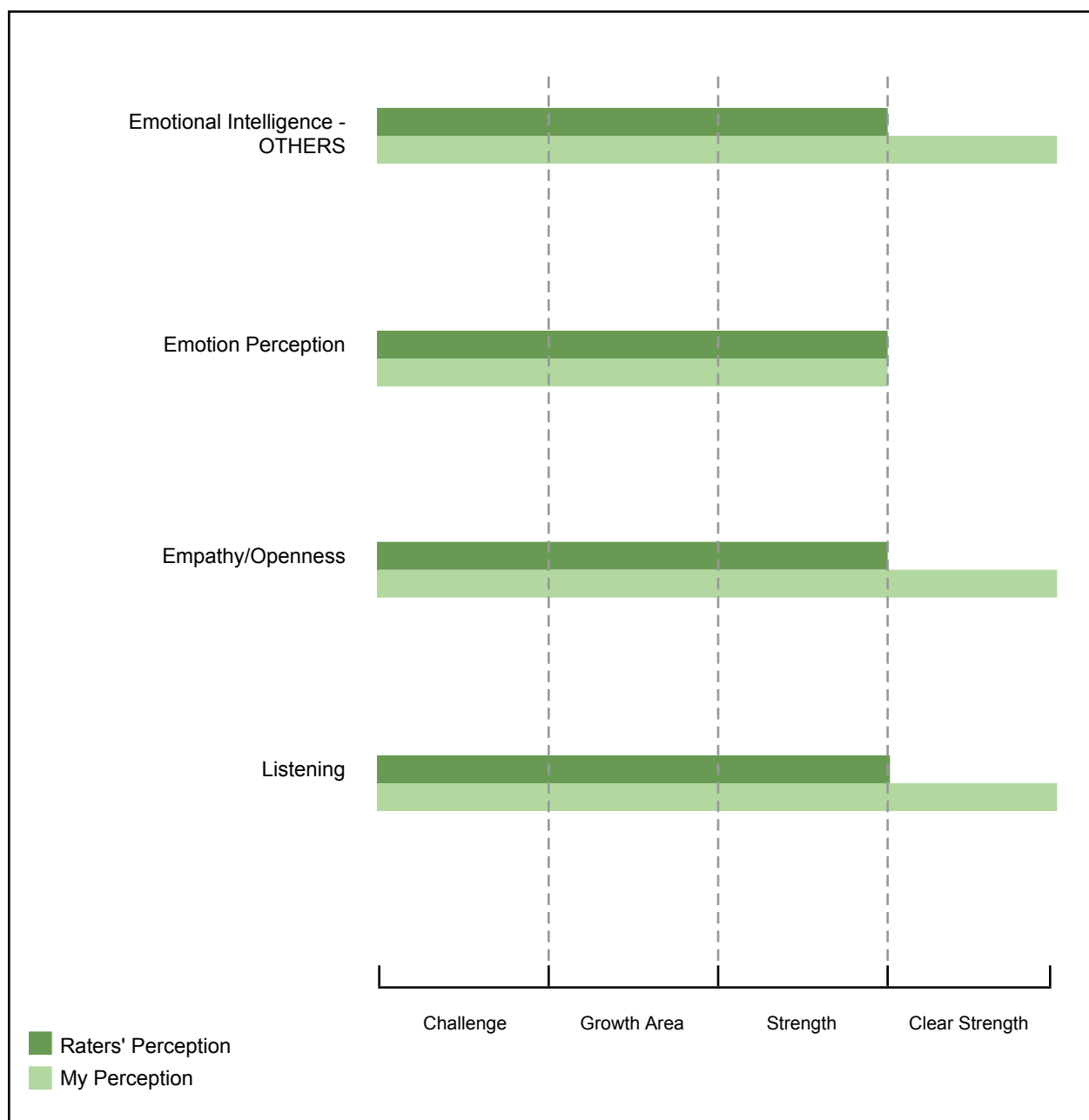
Optimism is the ability to maintain a positive perspective and stay persistent towards achieving goals, even in difficult circumstances.

Others view you as enthusiastic and optimistic in some situations, though this is not a consistent aspect of your demeanour. You might come across as unoptimistic when you are feeling overwhelmed, or you might naturally be unanimated even when you are feeling enthusiastic. Keep in mind that displaying your optimism through your behaviour and demeanour helps others by showing them that you are confident that you will achieve your objectives.



EMOTIONAL INTELLIGENCE - OTHERS

Just as we perceive our own emotions, we are also aware of what others are feeling and experiencing, though this is more challenging and requires greater effort. **Emotional intelligence - OTHERS** is the ability to recognise the emotions expressed by others, empathise and be open with them, and actively listen to them.





Emotion Perception is the ability to perceive and understand the emotions that others are expressing, through both verbal and non-verbal messages.

Much of what others communicate comes through non-verbal signals, such as facial expressions and body language. You often pay attention to the signals that others are giving, which allows you to understand their emotions, motives, and concerns. On occasion, you actively try to anticipate how others will feel about different situations or issues, and this can help you prepare for people's reactions. Continue building on this strength by paying close attention to others and their non-verbal signals.

Empathy/Openness is the ability to consider someone else's perspective. It is an indicator of the willingness to take an active interest in others' viewpoints and to display openness to their perspectives.

Others indicate that much of the time you are aware of others' viewpoints and concerns. You seek out people's opinions on important matters. Because of this, others generally feel that you are interested in their viewpoints and that you understand their concerns. Being aware of others' perspectives is important for many reasons, including understanding people's intentions, motivations, and feelings.

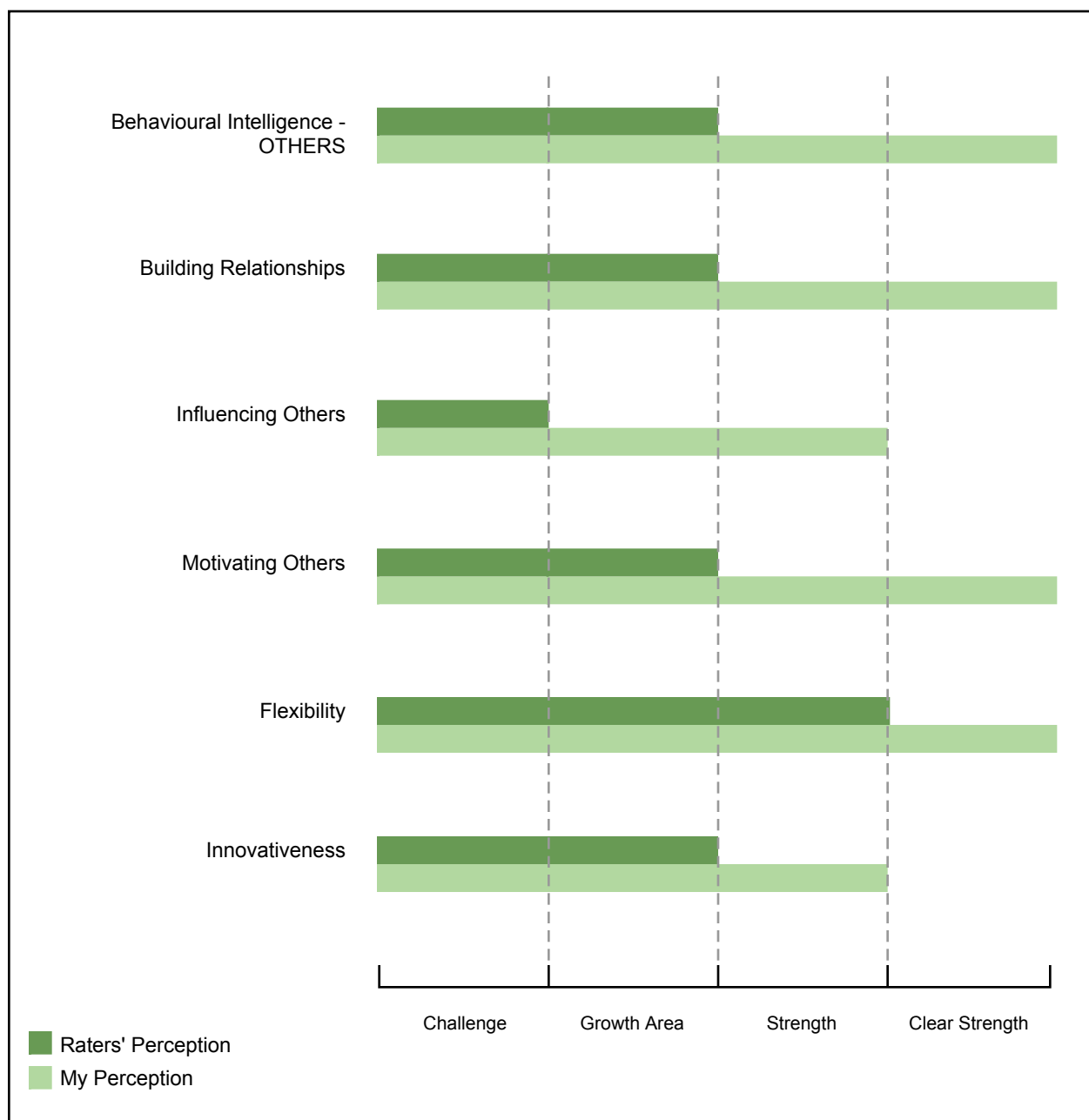
Listening is the ability to actively listen and display an understanding of what is being communicated.

Your feedback indicates that most of the time you listen carefully to what others are saying, though you may be selective in how often you choose to do this. There may be times when you are not fully aware of others' underlying feelings or intentions, though this is rare.



BEHAVIOURAL INTELLIGENCE - OTHERS

Just as we engage in personal behaviours related to our own emotions, we also behave in ways that affect others. **Behavioural Intelligence - OTHERS** is the ability to manage behaviour when interacting with others. It includes the capacity to direct emotions toward positive behaviour and encompasses skill at building good relationships, influencing others, motivating others, flexibility, and innovativeness.





Building Relationships is the ability to develop and maintain meaningful and positive relationships with others. It is an indicator of skill at building formal and informal networks and mutually beneficial relationships, building good rapport with others, and instilling a sense of trust.

Others feel that you have limited relationships with co-workers. It is possible that you simply do not invest time in developing relationships, have limited opportunities for networking, or you might limit your personal relationships to a specific set of individuals. Whatever the reasons, developing positive professional relationships has many benefits. You may find it rewarding to put a little more effort into developing and maintaining relationships with others.

Influencing Others is the ability to effectively persuade others. It indicates the capacity to present information in an influential way and use indirect methods of influence to build support.

Others do not see you as particularly persuasive though, on occasion, you may show the ability to effectively influence others. Trying to influence others may feel uncomfortable for you, or you simply may be in a position with limited opportunities for influence. Keep in mind that you do not have to be aggressive to have influence; there are less assertive, yet effective, ways to share your opinion.

Motivating Others is the ability to motivate and guide others toward a vision or goal. It indicates the capacity to take a leadership role as needed, regardless of formal position, and to guide the performance of others.

In some situations you are able to inspire others to take action and support your goals and plans. This may happen in specific circumstances, as opposed to being a consistent behaviour. Similarly, there are times when you take on a leadership role or provide direction to others, even if you are not a formal leader. You might engage in these activities within your specific areas of expertise or authority. Consider whether it is important for you to continue to increase your ability to motivate others.



Flexibility is the ability to adapt to new circumstances. It indicates capacity to manage multiple demands and changing priorities, and flexibility in how a person views events and the ability to change thoughts and behaviour as circumstances change.

Others feel that you adapt yourself to new or changing situations most of the time and are typically flexible in your approach and thinking. There are likely to be certain situations where you find it more challenging to alter your approach, though you seem to succeed in this area most of the time. To the extent that you are adaptable, this will have a noticeable influence on others' perceptions of you.

Innovativeness is the capacity to generate novel ideas and to be open to new information. It is an indicator of the ability to adopt new perspectives in one's thinking, seek out ideas from various sources, spawn new ideas, and encourage others to be creative.

There are times when you think creatively or develop unique ideas, though you are not seen as consistently creative. Others see you as somewhat open to new ideas and perspectives in the way you think or solve problems. Like many people, there is always room for improvement in this area. If you are in a leadership position, consider ways that you can help others to show their own creativity.



RESULTS: HIGH TO LOW

Clear Strength Your scores in these areas are significantly higher than average. These abilities may come naturally to you, or you have worked hard to develop them over your life and career. Continue to utilise these skills since they are significant contributors to your Behavioural EQ.



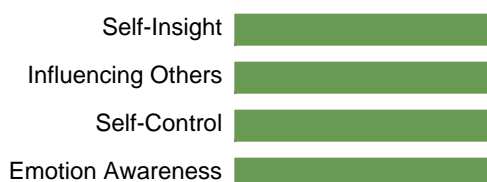
Strength Your scores are above average in these areas. Most of the time you show skill in these abilities, though not in all circumstances or with all people. With just a little more awareness and effort, you can enhance your effectiveness in each of these areas.



Growth Area You are slightly below average in these areas, meaning that you sometimes display skill in these abilities but not frequently. These may be skills that do not come naturally to you or that you simply have not paid attention to. You might want to begin with these skills as a starting point; it is likely that you will notice large benefits by practicing these abilities.



Challenge These areas are problematic for you. You might be unaware of your performance in these areas or have not valued them. Though it is never easy to receive this type of feedback, keep in mind that all of these skills can be improved through awareness and effort.





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