EQ-i 2.0®

assess. predict. perform.

What is Emotional Intelligence? How can it help me...my team... our company?

MHS® ASSESSMENTS

PRICING, QUICK FACTS, & TRANSLATIONS

AVAILABLE FOR PURCHASE ($1=1 TOKEN)

	EQ-i 2.0 Leadership Report	90 Tokens
	EQ-i 2.0 Workplace Report	60 Tokens
	EQ 360 Report	225 or 295 Tokens
	EQ-i 2.0 Group Report	225 Tokens
	EQ-i 2.0 Higher Ed. Report	20 Tokens
EQ200A	EQ-i 2.0 User's Handbook	$150.00
EQ2CRD	EQ-i 2.0 Subscale Cards, 15 color, laminated cards (5 ½" x 4 ¼"), displaying the name and definition of each of the EQ-i 2.0 subscales	$25.00
EQ2POS	EQ-i 2.0 Model Poster, square, (24" x 24") laminated color poster of the EQ-i 2.0 model	$25.00

QUICK FACTS

Age	18 years and older
Number of Items	133
Administration Type	Self-report and 360
Administration Time	20 minutes
Qualification Level	B-level or certification
Format(s)	Online Talent Assessment Portal
Complementary Assessment	Pearman Personality Integrator MSCEIT Change Style Indicator

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

ASSESSMENT TRANSLATIONS

EQ-i 2.0	English (US/Canada)	English (UK)	Swedish	Danish	Portuguese (Brazil)	German	Spanish (Spain)	Chinese (Simplified)	French	Dutch (Netherlands)	Arabic
EQ 360	English (US/Canada)	English (UK)	Swedish	Danish	Portuguese (Brazil)						

REPORT TRANSLATIONS

EQ-i 2.0	**Workplace**	English (US/Canada)	English (UK)	French	Spanish (Spain)	Chinese (Simplified)	German	Portuguese (Brazil)	Danish	Swedish	Dutch (Netherlands)
	Leadership	English (US/Canada)	English (UK)	French	Spanish (Spain)	Chinese (Simplified)					
EQ 360	**Workplace**	English (US/Canada)	English (UK)	Portuguese (Brazil)							
	Leadership	English (US/Canada)									

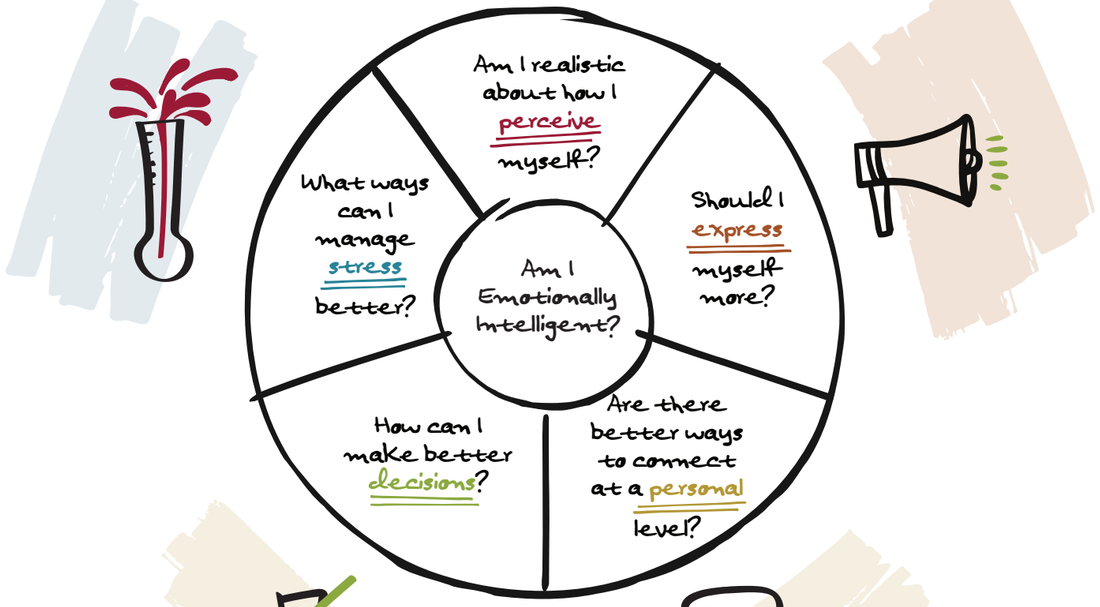
NORMS

EQ-i 2.0	US/ Canada	UK/ Ireland	Sweden	Australia	South Africa	Denmark	Global	Dutch (Netherlands)		
EQ 360	US/ Canada	UK/ Ireland	Sweden	Australia	South Africa					

*subject to change

TABLE OF CONTENTS

2 Pricing, Quick Facts, & Translations
4 What is Emotional Intelligence?
5 The EQ-i 2.0 Model
6 Reliability & Validity
8 Return on Investment (ROI)
9 The EQ-i 2.0 Reports
10 EQ-i 2.0 Report Suite
11 The Leadership Report
15 The Workplace Report
19 Workplace & Leadership EQ 360 Report
23 Group Report
27 Higher Education Report
31 Certification & Partner Information
32 Delivery & Resources
33 EI Training Program
34 More Talent Tools
35 About MHS



WHAT IS EMOTIONAL INTELLIGENCE?

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?

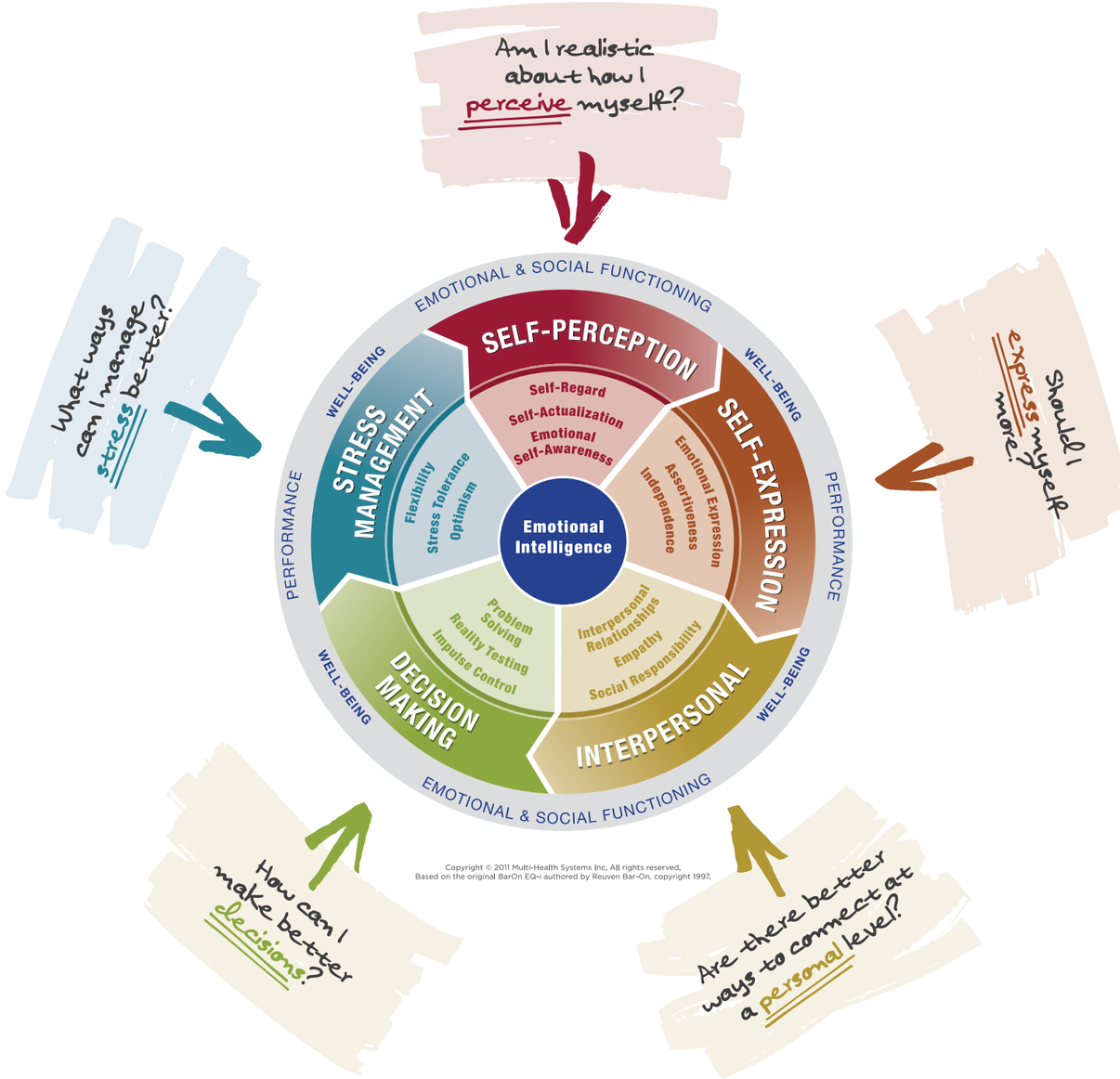
Emotional Intelligence is proven to be a key indicator of human performance and development. People higher in EI communicate effectively, form strong relationships, and create powerful coping strategies. EI can be measured – more accessibly and less controversially than IQ – and unlike IQ, it can be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

An excerpt from EI Minute with Dr. Steven Stein "How To Lead and Mobilize Your Team." To watch more, go to YouTube® and search MHS Talent Assessment.

YouTube is a registered trademark of Google Inc.

"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, CEO MHS

THE EQ-i 2.0® MODEL

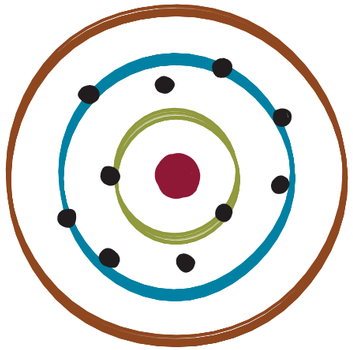


Copyright © 2011 Multi-Health Systems Inc. All rights reserved.
Based on the original BarOn EQ-i authored by Reuven Bar-On, copyright 1997.

THE EQ-i 2.0® FEATURES

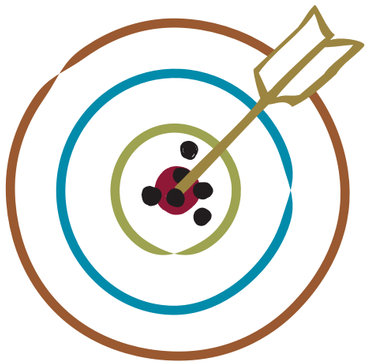
- A Total EI score with 5 composite scores measuring 5 distinct aspects of emotional and social functioning.
- 15 Subscales.
- A Well-Being Indicator that measures your client's level of happiness; resulting in additional development opportunities.

RELIABILITY & VALIDITY

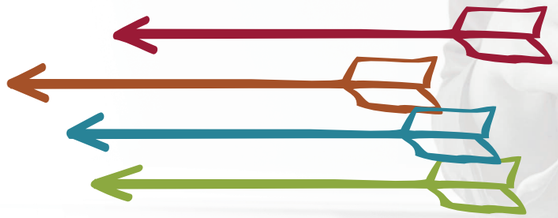


Not Reliable
Not Valid

Reliable
Not Valid



Both Reliable and Valid



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).

Reliability and validity are important concepts to evaluate when selecting a psychological assessment for use in your business. What follows is a simple and easy to understand summary of the reliability and validity evidence of the EQ-i 2.0®.

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. This means 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 and up	.92	.81

*Any Cronbach's alpha scores above .70 are considered satisfactory; any scores above .80 are considered good, and anything above .90 is excellent.

For almost 20 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 emotional intelligence (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.

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 (Return on your EQ-i® investment, 20)

"The EQ-i 2.0 user's guide is impressive in its coverage of conceptual, practical (administration, scoring, interpretation, application to intervention), and technical aspects of the EQ-i 2.0. Equally impressive are the development efforts, pilot and standardization samples, and aspects of the psychometric evidence (e.g., reliability, scale structure, convergent validity, and expected differences between groups)."

- James C. DiPerna, Test review of the Emotional Quotient Inventory 2.0 (EQ-i 2.0). From K.F. Geisigner, J.F. Carlson and J.L. Jonson, (eds.), The Nineteenth Mental Measurements Yearbook [2014].

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.

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, leadership, etc.)

WHAT VALIDITY EVIDENCE IS THERE?

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 emotional intelligence.

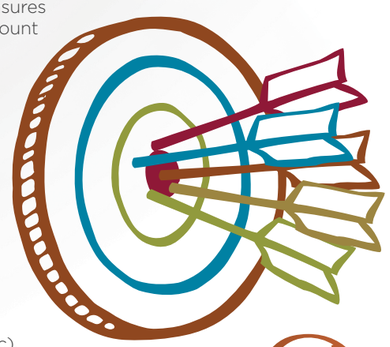
Overall, the EQ-i 2.0 has extensive evidence supporting its external validity:

- It has been used to predict job performance
- 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)

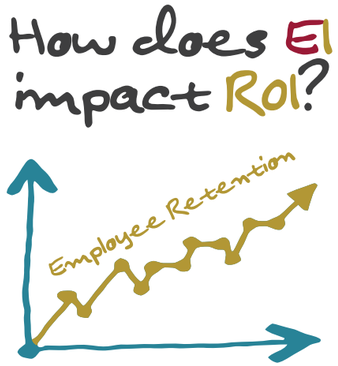
The EQ-i 2.0 is now included in the Nineteenth Buros Mental Measurements Yearbook (MMY), published in 2014 and widely considered an important marker of proper test development. The inclusion of the EQ-i 2.0 in the Buros MMY and its positive review is an important milestone for the assessment and acknowledges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

WHY DOES THIS MATTER FOR YOU?

While reliability and validity 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, your development efforts will have meaningful impact on increasing EI and related outcomes (e.g., job performance, leadership competencies, intrapersonal skills, etc).



RETURN ON INVESTMENT (ROI)



Emotional Intelligence (EI) has become a prolific topic within corporate leadership development. Original research and by the Human Capital Institute (HCI) and Multi-Health Systems (MHS) uses insights from organizational leaders surveyed in the spring of 2013 to address the usefulness and application of EI as a factor in developing leaders, shaping organizational culture and ultimately impacting an organization's financial performance.

Organizational development practices that utilize Emotional Intelligence 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.

Looking at the largest gaps between individual contributors and managers, it is clear that many of the leadership skills identified in this study as important require a degree of Emotional Intelligence 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 (MHS). An online survey was conducted from April - May 2013 with 784 respondents representing more than 500 organizations worldwide.

SOME KEY RESEARCH INSIGHTS

Emotional Intelligence assessments are an inexpensive, simple and very effective way to impact leadership development. Sixty percent of those who use Emotional Intelligence 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 Emotional Intelligence as part of leadership coaching supports higher performance. When organizations incorporate Emotional Intelligence in leadership coaching, they are 36% more likely to report effective EI performance. **Want to see the full report? Request one at info.mhs.com/glstudy.**

MHS' EQ-i 2.0 LEADERSHIP MODEL

An authentic leader serves as a role model for moral and fair behavior. A transparent approach commands esteem and confidence from employees.

A leader who coaches effectively is seen as a mentor who supports employee growth. Employees are nurtured towards achieving their highest levels of performance.

A leader provides insight by sharing a purpose and hopeful vision for colleagues to follow. Employees are compelled and inspired to exceed goals.

An innovative leader focuses on taking risks, spurring colleagues' ingenuity and autonomous thought. Knowledge is valued and challenges are viewed as learning opportunities.

THE EQ-i 2.0® REPORTS

EQ-i 2.0 WORKPLACE REPORT
A self-report used when assessing anyone within the workplace.

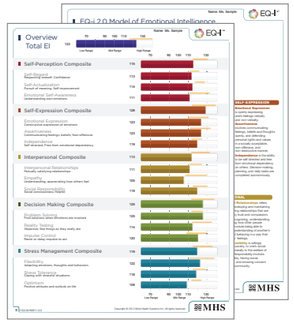
WORKPLACE EQ 360 REPORT
A multi-rater report used to gain insight into an individual's EQ 360 results, with in-depth analysis specific to a workplace context.

EQ-i 2.0 LEADERSHIP REPORT
A self-report used when assessing leaders within an organization.

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.

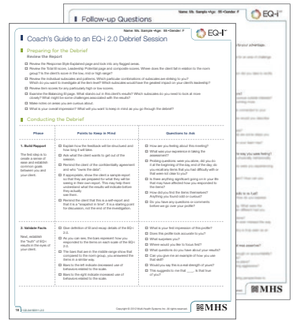
EQ-i 2.0 GROUP REPORT
A report used when an organization wishes to work on team-level strategies as it enables discussion around team-level implications of EI.

EQ-i 2.0 HIGHER EDUCATION REPORT
A report that provides a framework for understanding a student's Emotional Intelligence 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.



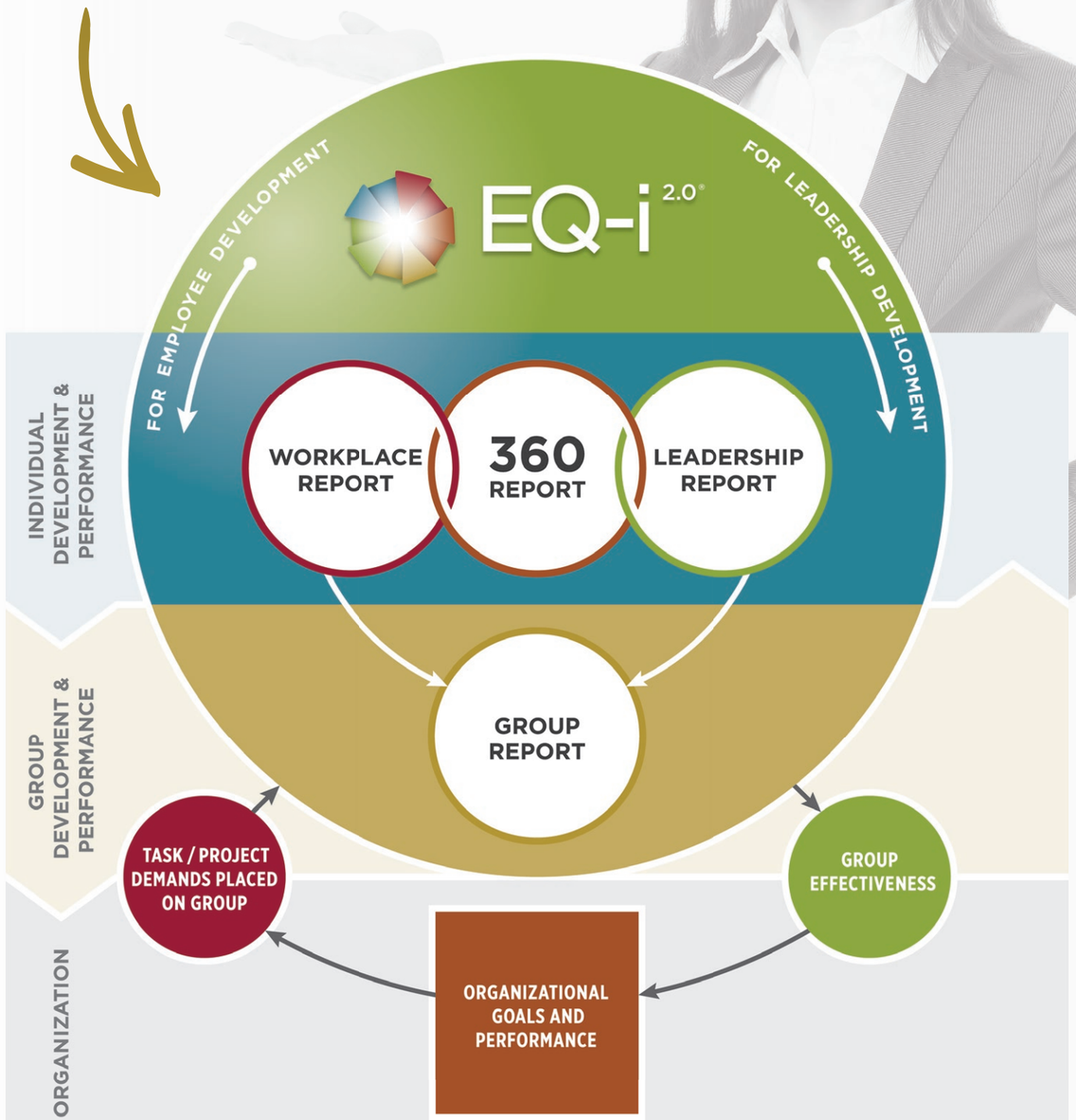
THE COACH REPORT

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 emotional intelligence 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.



MHS® ASSESSMENTS

EQ-i 2.0®

LEADERSHIP REPORT

How is leadership affected by EQ?

EI in Action: Leadership

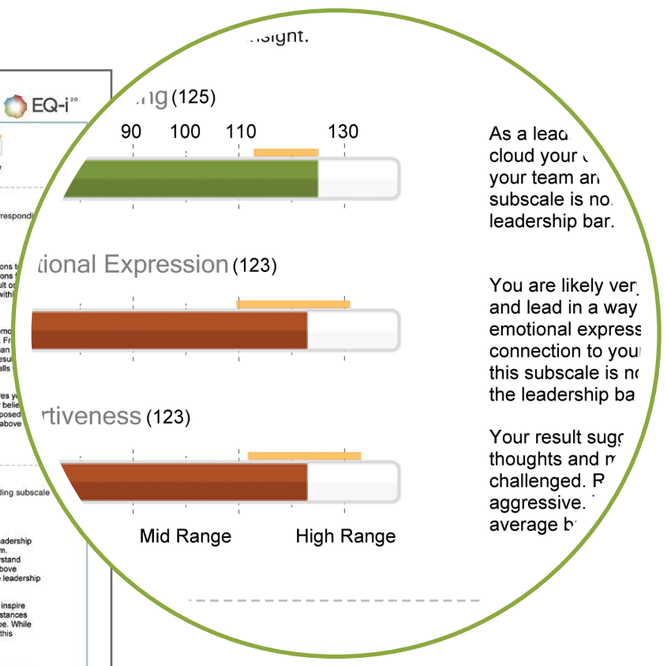
Brian is a successful

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:



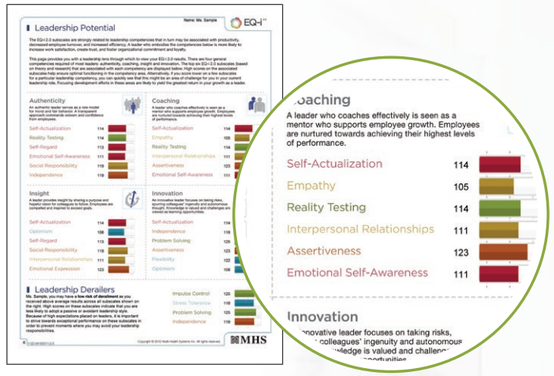
EXECUTIVE SUMMARY PAGE

View your client's 3 highest and 3 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?

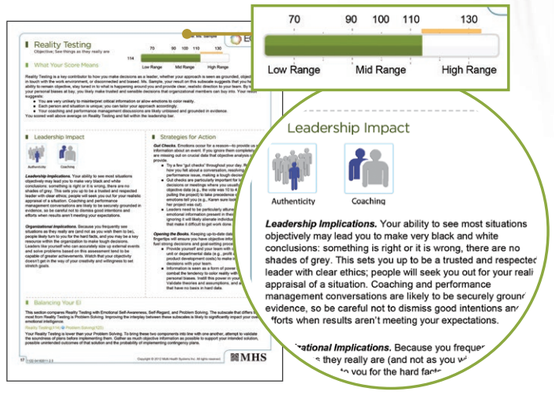
Every company has experienced instances where a leader within the organization shows strengths in core competencies necessary for the role, but may be exhibiting EI blind spots of which peers are taking notice. Or, a company finds an employee that exhibits great work ethic and is an emerging star amongst 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 4 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.



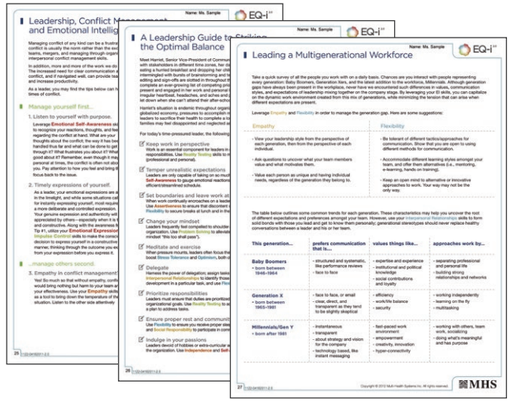
LEADERSHIP BAR

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 who EQ-i 2.0 scores were in the top 50% of the leader sample).

- Using this bar, your client can compare his or her 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.

SPECIFIC APPLICATIONS FOR THIS REPORT ARE:

- LEADERSHIP DEVELOPMENT
- EXECUTIVE DEVELOPMENT AND COACHING
- DEVELOPING HIGH POTENTIALS
- SENIOR LEVEL SELECTION AND SUCCESSION PLANNING



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.

NORTH AMERICAN PRICING ($1=1 TOKEN)

EQ-i 2.0 Leadership Report	90 Tokens

"I have seen and worked with Emotional Intelligence across three continents and more than fifteen countries, and to that end, I have witnessed how fundamental it is to have effective leadership, and the larger role it continues to play in the success of organizations."

MARGARETA SJÖLUND, PHD.,

CHIEF PSYCHOLOGIST AND FOUNDER,

KANDIDATA ASIA

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.

MHS® ASSESSMENTS

EQ-i 2.0®

WORKPLACE REPORT

How can EI help my employees manage their careers?

EI in Action: Workplace

The Ottawa Hospital's

Leadership Academy has incorporated the use of the EQ-i 2.0 to promote and enhance self-awareness and other essential leadership skills. Emotional Intelligence development is viewed as an integral element of professional development and the hospital focuses on EI coaching for people leaders, physicians and support staff. Hospital staff face unique challenges every day in providing patient services while managing typical workplace situations and stressors. The Hospital recognized that although doctors are good at their craft, they sometimes lack the communication, empathy, and interpersonal skills necessary to become better leaders and provide patient-focused healthcare. Research has illustrated the importance of incorporating emotional intelligence in medical admission systems above cognitive intelligence.

see page 18

KEY FEATURES

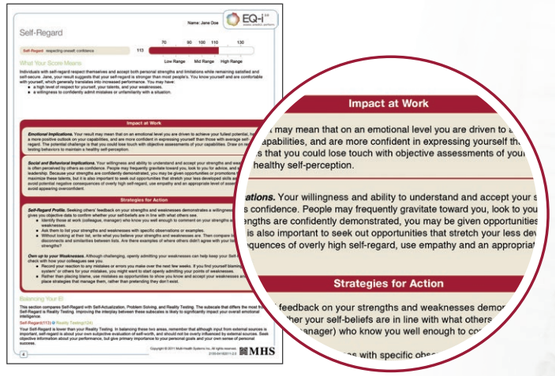
OVERVIEW OF YOUR CLIENT'S RESULTS

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?

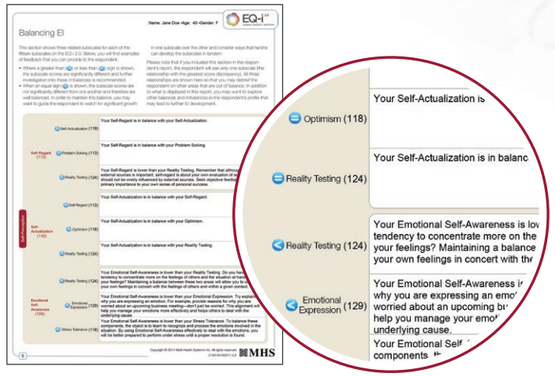
An employee's skills and qualifications are important for success within their role. An employee's emotional intelligence can be just as important, if not more so, for fulfillment within, or potentially beyond, their current role. The EQ-i 2.0 Workplace Report is designed to be used in instances of coaching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



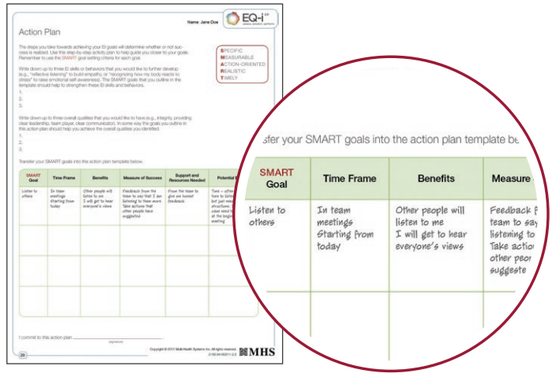
BALANCING EI

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 emotional intelligence 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

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

NORTH AMERICAN PRICING ($1=1 TOKEN)

EQ-i 2.0 Workplace Report	60 Tokens

"What does it cost you when your employees are in survival mode rather than thrive mode? What does it cost if they have no access or support to be courageous and creative? Emotional Intelligence assessments address these questions and help identify key areas where you can improve."

BOB ANDERSON, 1HEROSPORTS

continued from page 15

The importance of EI in the medical community is echoed in the interest of using EI to select medical students or as an integrated training component of medical degrees. Progressive surgical programs have begun implementation of assessment and training as an established component of their curricula. The EQ-i 2.0 tool has proved to be very effective in assisting staff in non-leadership roles that may be technical experts, but struggle with personal insight. In short, understanding and dealing with one's emotions and the emotions of others in an often stressful environment is at the heart of the skills and competencies involved in EI.

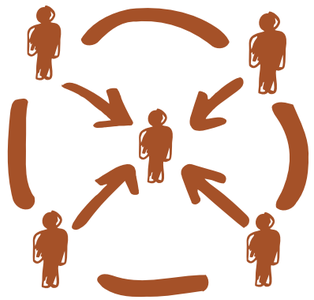
MHS®
ASSESSMENTS

EQ-i 2.0®

EQ 360® REPORT

LEADERSHIP | WORKPLACE

How can EI help our company manage a four generation work force?



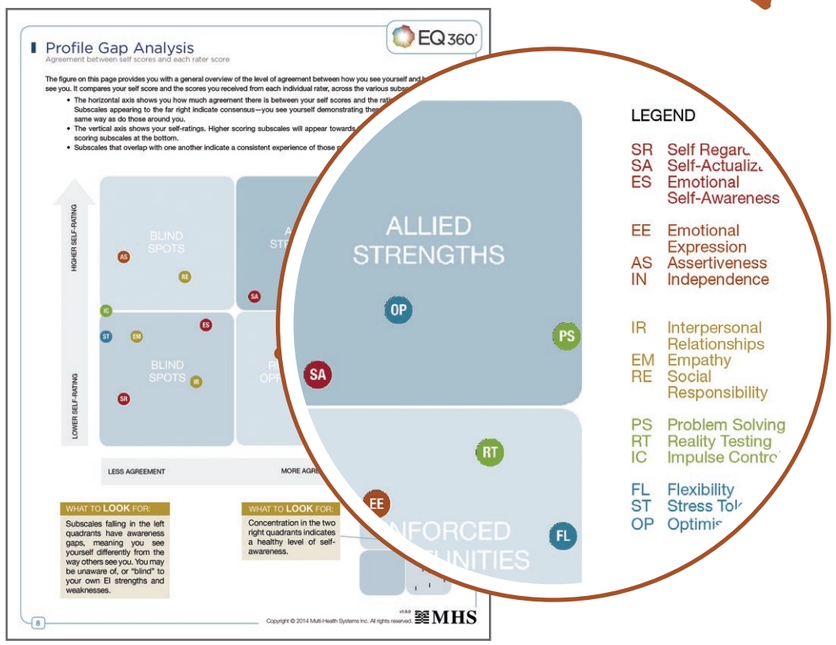
EI in Action: EQ 360

Alberta Energy employs thousands of workers, while overseeing the development and wise use of the province's energy and mineral systems. Its multi-generational, highly-diverse Executive Team identified a need to address old and new perspectives, while encouraging "thought leadership". To do this, an Emotional Intelligence Workshop was introduced with two cohorts of experienced Managers, Vice-Presidents, and Directors, with 100 participants in total. Through initial discussion, a few key problems 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.

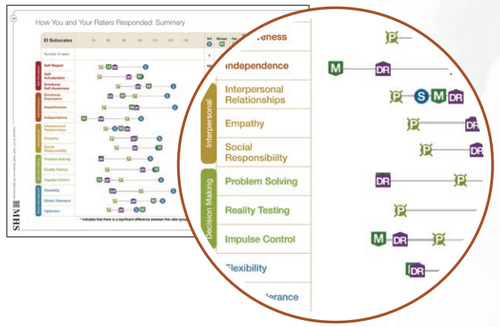
WHEN TO USE THE WORKPLACE EQ 360 REPORT?

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 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.

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.

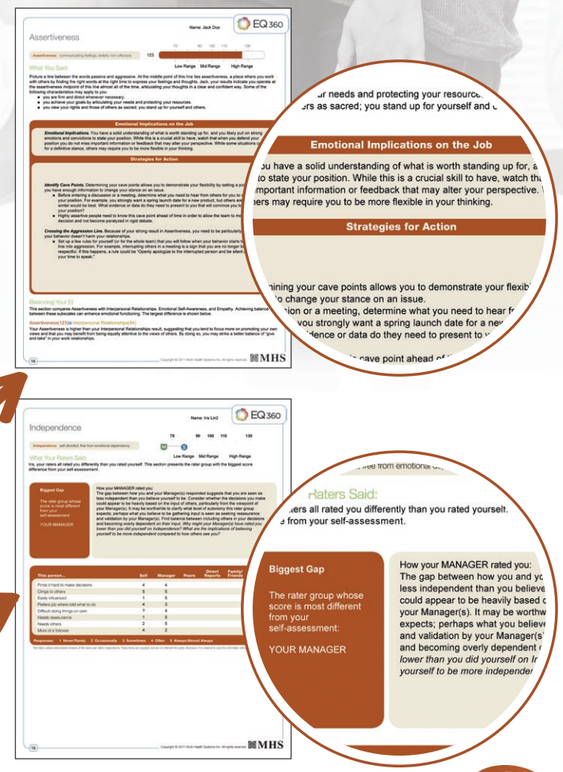
- Both use the same EQ-i 2.0 model.
- Import EQ-i 2.0 results directly into the EQ 360.
- Add up to five custom open-ended questions relevant to organizational goals, situations, and desired outcomes.



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 10 & 11 for feature description

EQ 360
assess. predict. perform.

NORTH AMERICAN PRICING ($1=1 TOKEN)

EQ 360 Workplace Report	225 Tokens
EQ 360 Leadership Report	295 Tokens

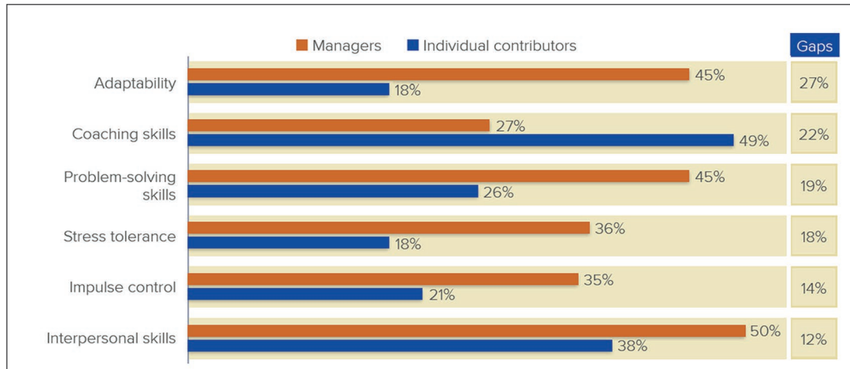
continued from page 19

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 , Alberta Energy was able to introduce a formal leadership program that lead 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. To download the full research study, go to **info.mhs.com/glstudy** (Leadership and Emotional Intelligence: The Keys to Driving ROI and Organization Performance, 2013).



Note: Importance of Leadership Competencies. Adapted with the permission of HCI, 2013.

MHS®
ASSESSMENTS

EQ-i 2.0®

GROUP REPORT

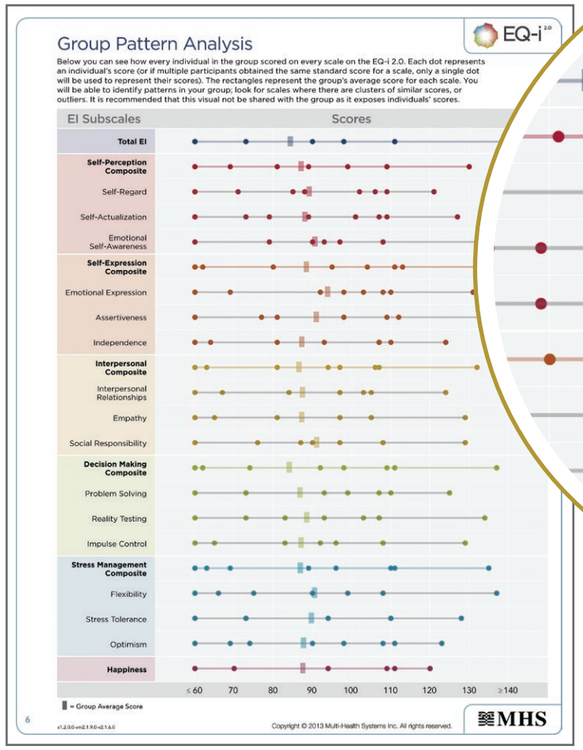
How can EI help teams to work more cohesively?

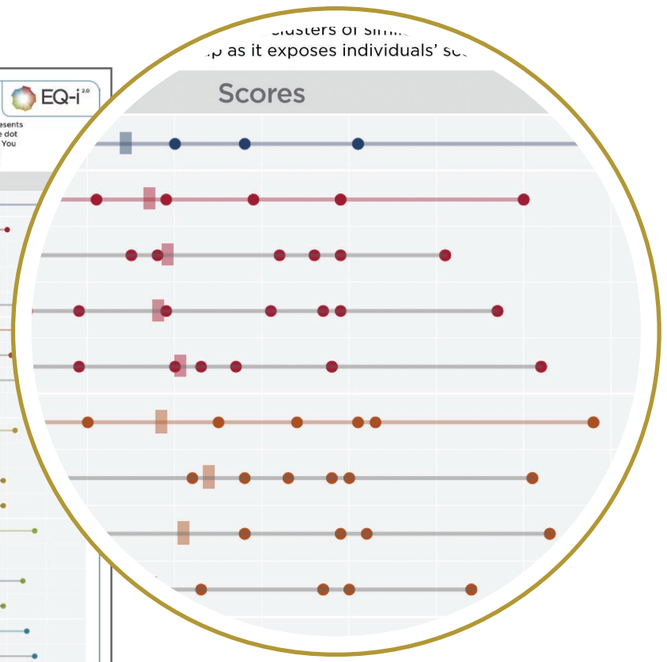
EI in Action: Leadership

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 emotional intelligence scores, although not a cause for concern, showed some interesting things 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 a corporate 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.

see page 26

KEY FEATURES





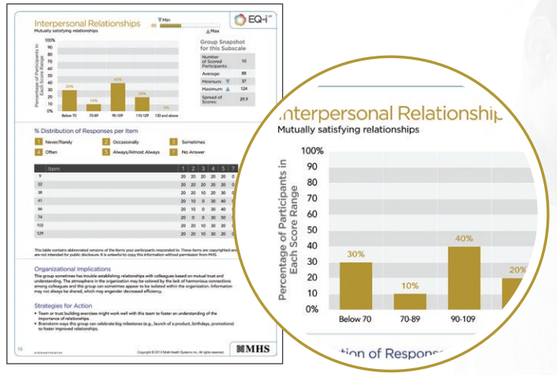
GROUP PATTERN ANALYSIS PAGE

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?

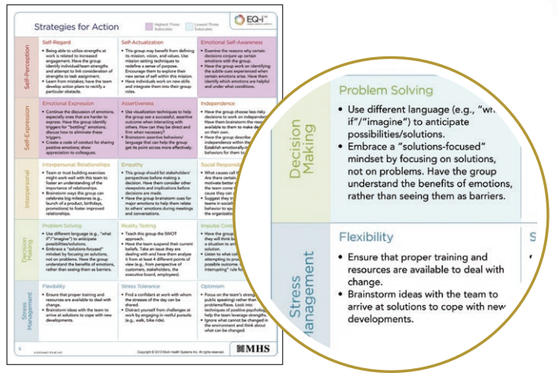
Regardless of whether a group works harmoniously with great collaboration and cohesion, or finds itself with conflicting opinions and strategies that can affect the balance of a group, this report can be used when looking for deeper insights into a group's strengths as well as areas where the group can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



STRATEGIES FOR ACTION

This page provides recommended strategies:

- Use as a tool to gain group members' commitment to agreed upon action plans.
- The 3 highest and 3 lowest EI skills are highlighted.

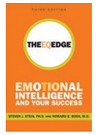
Easily download and drop graphs from the report into PowerPoint presentations

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

TRAINING AND DEVELOPMENT MATERIALS PLAN

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. New data from the author's own research into executive functioning describes the neurological aspects of leadership, and a deep look at the leaders of tomorrow delves into the fundamental differences that set them apart—and fuel their achievement.



The EQ Edge: Emotional Intelligence and Your Success, Third Edition, Revised & Updated
Steven J. Stein, Ph.D. & Howard E. Book, M.D.

Make Your Workplace Great: The 7 Keys to an Emotionally Intelligent Organization
Steven J. Stein, Ph.D.

"Leaders who have a sensitivity to relationships and do a good job of building relationships have something beyond business skills that help organizations succeed. They have highly developed, emotionally-intelligent behaviors."

ROGER PEARMAN, FOUNDER AND CEO,

LEADERSHIP PERFORMANCE SYSTEMS

NORTH AMERICAN PRICING ($1=1 TOKEN)

EQ-i 2.0 Group Report	225 Tokens

continued from page 23

The EQ-i 2.0 results in Impulse Control showcased their restraint and composure while Self-Actualization indicated that the group 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. Unanimous areas of weakness 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 their company Leadership Development Program to continually improve EI competencies.

MHS®
ASSESSMENTS

EQ-i 2.0®

HIGHER EDUCATION REPORT

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

EI in Action: Higher Education

Philip Bruce, the Director of Career Services at Georgia Southern University (GSU) 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 Emotional Intelligence (EI) skills in order to foster academic and life success.

REPORT TYPES

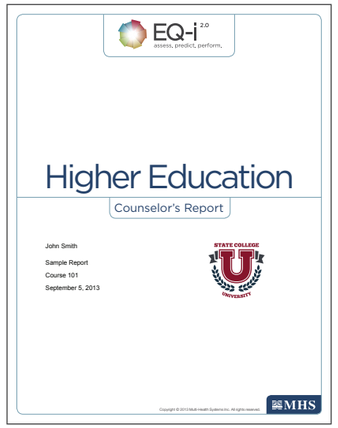
STUDENT SUMMARY REPORT

- 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. Emotional intelligence 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.[2,3]

1. HERI, 2012
2. Keefer, Parker, & Wood, 2012
3. 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.

CUSTOMIZATION

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

STATE COLLEGE
UNIVERSITY

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 DEVELOPMENT

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

"More students leave college because of disillusionment, discouragement, or reduced motivation than because of the lack of ability or dismissal by school administration"

DR. EDWARD CHIP ANDERSON OF STRENGTHSQUEST

NORTH AMERICAN PRICING ($1=1 TOKEN)

EQ-i 2.0 Higher Education Report	20 Tokens

continued from page 27

His research and professional experiences also shone light on the fact that Independence, Impulse Control and Reality Testing are areas of struggle for 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 choice. GSU'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 increasing. 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 OR PRE-QUALIFICATION.

Certification is required of those who are not otherwise qualified in order to gain access to administer the tool.

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
- Free tokens, which allow you to generate reports after you are certified
- Access to resources on the EQ-i 2.0 and EQ 360 and emotional intelligence 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 Coach Federation for the following CCE credits: Core Competencies 9.25 & Resource Development 6.75

EQ-i 2.0 AND EQ 360 PROGRAM COMPONENTS

- A blended learning solution that enables you to do parts of the certification online, saving you time and travel costs
- A two-day interactive in-class portion focused on building the skills you need in order to 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/Eqi2trainers for more information on registration, and up-to-date certification options.

EQ-i 2.0® CERTIFIED

EQ 360® CERTIFIED

PRE-QUALIFICATION DEFINED

To be pre-qualified, the EQ-i 2.0 requires completion of graduate-level courses in tests and measurement at university or equivalent documented training.

GROW YOUR BUSINESS & BECOME A PARTNER

To utilize emotional intelligence with your clients, partner with MHS by contacting growyourbusiness@mhs.com.

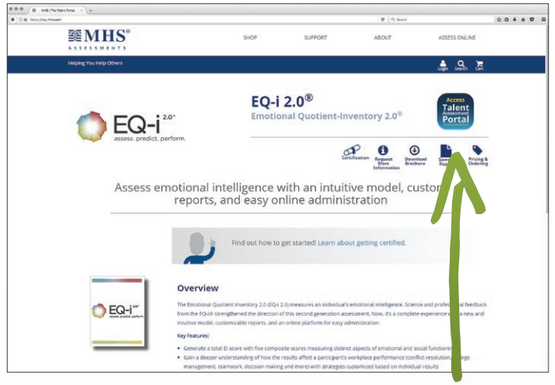
DELIVERY & RESOURCES

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

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 for any new report to generate and 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.



Go to mhs.com/eqi2 and click the

Access Talent Assessment Portal

Access to Marketing and Research material, which supports your efforts with clients and organizations.

EI TRAINING PROGRAM Leading Strategically with EI

Bring this expertly facilitated training program into your organization! Using the EQ 360 combined with an immersive business simulation, leaders will have an opportunity to stretch and practice new leadership skills in a safe, feedback-rich environment.

PROGRAM STATS

Time: 2 Days **Audience:** Managers- Experienced Leaders
Tools: EQ 360 and Press Time Simulation **Group Size:** 8+

Includes personal 90 minute EQ 360 debrief with leadership coach

TRAINING PROGRAM OBJECTIVES

Aimed at experienced and senior leaders who want to capitalize on their full leadership potential by honing emotional intelligence skills. Ideal for leaders/teams who are:

- Leading strategically under pressure, uncertainty and time constraints
- Established leaders looking to enhance their leadership impact
- Interested in taking a deeper dive into strategic leadership and problem solving skills
- Seeking feedback on leadership and emotional intelligence skills

SAMPLE AGENDA

PRE PROGRAM:

Complete the EQ 360 and receive 90 minute debrief with leadership coach

DAY 1:

→ EI Model Review within Leadership Context → Simulation → Large Group Debrief

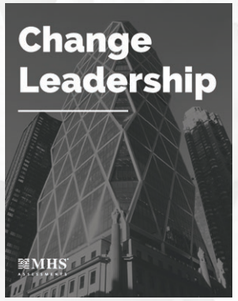
DAY 2:

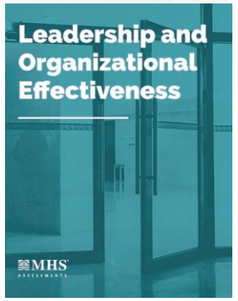
→ Small group debrief → Individual Feedback → Personal Goal Setting → Peer Coaching → Action Planning

We work with a network of passionate facilitators who bring their real world experience to every program. Bringing out the brilliance in people is what they do!

MHS ASSESSMENTS | ORGANIZATIONAL DEVELOPMENT SOLUTIONS

OTHER PROGRAMS AVAILABLE





Looking for another type of EI workshop or training event? For more information about this program, or to create a customized EI learning experience for your organization, please contact 1.800.456.3003 (USA) or 1.800.268.6011 to be connected to your partner relations consultant.

MORE TALENT TOOLS

PEARMAN™ PERSONALITY INTEGRATOR

MSCEIT™ Mayer-Salovey-Caruso Emotional Intelligence Test

Entrepreneur EDGE™

IMAGE INSIGHTS

risktype compass™

Customer Service AP

Sales AP

Change Style Indicator® Improve Change Effectiveness

Change Navigator®

Influence Style Indicator™ Leverage Impact

Decision Style Profile® Make Better Decisions

Paper Planes, Inc® Building High Performance Teams

Press Time® An Experience in Strategy and Business Acumen

Edgework™ Leading Across Boundaries

Paper Scrapers® Constructing Effective Teams

The Exchange® Critical Thinking Positive Results

The Acquisition® Influencing Group Decisions

Discovery Leadership Profile™ Growing Leadership Capacity

Emerging Leader Profile™ Discovering Leadership Potential

MHS® ASSESSMENTS | ORGANIZATIONAL DEVELOPMENT SOLUTIONS

You'll see this formula at the heart of our program design.

ASSESSMENT — Discovery of Personal Behaviors through Assessment

\+

SIMULATION — Discovery of Your Impact on Others through Simulation

=

LEARNING THROUGH DISCOVERY — Accelerated Learning and Effectiveness through Discovery

LEADERSHIP DEVELOPMENT

ABOUT MHS

Canada's Best Managed Companies

Canada's 10 Most Admired Corporate Cultures™ 2016 Presented by Waterstone

MHS ASSESSMENTS AND SERVICES

TALENT

Measure and manage talent, ideal for use in coaching, organizational and leadership development, selection, and succession planning.

CLINICAL

Ideal for clinicians and mental health professionals to assess, monitor, and evaluate a variety of mental health disorders across the lifespan.

EDUCATION

For school psychologists, special education, and counselors to assess and initiate intervention plans for mental health, behavior, and learning concerns in K-12.

PUBLIC SAFETY

Assessments designed to help correctional, probation, parole, law enforcement, and child welfare professionals identify, measure, and manage risks to public safety.

"Through excellence in our people and products, we are a leading developer of innovative scientific tools that help improve the quality of life for individuals and communities around the world."

A leading developer of scientifically validated tools for more than 30 years, Multi-Health Systems Inc. (MHS) serves clients in corporate, educational, clinical, public safety, government, military, pharmaceutical, and research settings. MHS has grown to become an international company with products sold in more than 75 countries and translated into over 50 languages. With offices in North America and partners around the world, MHS is dedicated to strong product growth, an optimal user experience, and creating digitally and globally driven products.

MHS has developed leading products such as the Emotional Quotient Inventory (EQ-i 2.0® & EQ 360®), the Conners suite of ADHD assessments, and the Level of Service suite of assessments. These products have demonstrated our commitment to innovation and quality. From selecting and developing the best talent to helping parole boards determine who is granted release from incarceration, MHS Assessments are used in a wide range of critical decision-making processes. Our clinical tools are trusted to inform psychological diagnoses that can impact prescribed medication, therapy, or treatment programs for children and adults. In the workplace, MHS Talent Assessments help inform hiring decisions, develop staff, and improve organization and team dynamics.

MHS has been named one of Canada's Best Managed Companies since 2013. The best managed designation is a recognized symbol of excellence for Canadian businesses. Plus, MHS was recognized as one of Canada's Top 10 Most Admired Cultures in 2016 which annually recognizes best-in-class Canadian organizations for having cultures that enhance performance and sustain a competitive advantage.

Since 2012, MHS has partnered with the Toronto Kiwanis Boys & Girls Clubs, a charity that provides a safe haven for at-risk children and youth to develop social, behavioral, and educational skills. Each year, MHS fundraises over $25,000 and donates over 600 volunteer employee hours. Additionally, every summer, MHS provides internships in different areas of the business for two young adults from the Club.

MHS Community 360

Annual donation of over $25,000 & 600 Employee Hours to the Toronto Kiwanis Boys & Girls Clubs

MHS® ASSESSMENTS Helping You Help Others

To inquire further about MHS or about how our products can help you achieve the results you need, please contact us at any time.

USA Tel: 1.800.456.3003
CAN Tel: 1.800.268.6011
INT Tel: 1.800.456.3003
customerservice@mhs.com

How does IQ compare to EQ?

How does EI impact ROI?

How meas

CONTACT US

For more information about the EQ-i 2.0®
Full Suite of Reports, please call **1 800 456 3003**
or email us at **growyourbusiness@mhs.com**

TO DOWNLOAD SAMPLE REPORTS, PLEASE VISIT
info.mhs.com/eqireports

FOLLOW US

The Emotional Intelligence Connection
@MHS_talent @eiconnection

MHS® ASSESSMENTS

EQ-i 2.0® assess. predict. perform.