



# Certified EIQ-2 Practitioner Report Debrief Guide

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Training Guide for assessment reports  
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**ASSESSMENTS 24x7**  
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## Getting Started

Organizations who use the EIQ-2 concept increase effective communication, internal job satisfaction, productive teams and more harmony in the workplace. Personal relationships are enhanced. Building rapport becomes easier. Interactions at work, home or play are more positive. People have less stress and even better physical and mental health.

Your goal is to help your client recognize, understand, and leverage their inherent strengths in their personal and professional life. Achievement and experiencing accomplishments in any endeavor is easier when natural strengths are maximized.

### Prior to Debrief

- ☐ Review the Report and organize your thoughts according to the results
- ☐ Consider what insights to draw special attention to as you work through the report, tying assessment results to client's life to provide coaching opportunities.
- ☐ Have a copy of the report for you and the client.
- ☐ Encourage the client to take notes.
- ☐ Offer opportunity for follow up, if applicable.

***\*NOTE: A debrief is most effective when the individual already has established goals and you can highlight how his/her report content can help or hinder his/her progress. However, this may be unknown to you at this point; therefore, use this debrief as an opportunity to find out what is important to the respondent to ensure time is well spent.***

## Introduction

Emotional Intelligence (EIQ) Inventory Emotional intelligence is the ability to perceive emotions, to access and generate emotions to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions to promote emotional and intellectual growth (Mayer & Salovey, 1997).

Research indicates that emotional intelligence can be learned and be measurable differences directly associated with professional and personal success. Furthermore, it may be responsible for up to 80% of the success we experience in life.

This assessment serves to:

- Heighten awareness of the various areas of emotional intelligence
- Indicate relative strengths and weaknesses
- Provide a framework for personal and professional improvement

## What are the benefits of EIQ?

There are some schools of thought out there that think EIQ is not necessary or welcome in the workplace and perceive it as a soft-skill that doesn't impact productivity and effectiveness.

Emotional intelligence recognizes feelings and responds in an appropriate, focused way. These abilities heighten personal performance, empower relationships, and direct teamwork in a more results-oriented manner.

Some of the areas effected by Emotional Intelligence include:

***Communication Productivity/Performance Decision-Making Relationship Satisfaction Leadership Customer Service Sales Conflict Management Teamwork Overall Effectiveness***

The work benefits are numerous. There are both increases and decreases that positively impact performance when EIQ is strong:

<ul style="list-style-type: none"><li>• <b>Enhanced Employer/Employee Relations</b></li><li>• <b>Improved Performance/Productivity</b></li><li>• <b>Higher Attention to Task/Focus</b></li><li>• <b>Greater Motivation and Satisfaction</b></li><li>• <b>Improved Confidence and Self Efficacy</b></li><li>• <b>Better Problem Solving and Creativity</b></li><li>• <b>Enhanced Leadership, Influence and Team Performance</b></li><li>• <b>Collaboration and Synergy</b></li><li>• <b>Improved Work Climate and Culture</b></li><li>• <b>Better Interpersonal Connection and Effectiveness</b></li><li>• <b>Greater Initiative and Commitment</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Reduced Stress</b></li><li>• <b>Lower Levels of Bias and Mistrust</b></li><li>• <b>70% Reduction in Absenteeism (3 years)</b></li><li>• <b>Up to 94% Decrease in Turnover</b></li><li>• <b>Decreased Burnout</b></li><li>• <b>Minimized Negative Emotions</b></li><li>• <b>Decreased Negatives Due to Stress</b></li><li>• <b>Fewer Aggression and Hostility Issues</b></li><li>• <b>Less Safety-Related Violations</b></li><li>• <b>Fewer On-the-Job Accidents</b></li><li>• <b>Lower Workers Compensation</b></li><li>• <b>Fewer Disengaged Workers</b></li><li>• <b>Less Turnover</b></li></ul>
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## How it works?

Emotional Intelligence is a way of recognizing, understanding, and choosing how we think, feel, and act.

- It shapes our interactions with others and our understanding of ourselves
- It defines how and what we learn
- It allows us to set priorities
- It determines most of our daily actions

### **How It Works:**

EQ is based on an internal loop. It begins with awareness of emotions and temperament. It continues through understanding and moves towards discipline and management. After the initial personal cycle, it connects to the emotions of others.

The score uses each of these areas to provide you with a comprehensive score of Your Overall EIQ in a percentage, a ranking from low to high, and a raw score. The Raw Score gives an average based on a scoring range from 1-5.

While this is interesting and helpful to create an overall picture of our effectiveness with EIQ, this does not provide enough information to really help us understand where we are successful or may be limited.

We break this overall into the 4 quotients to see more detailed scoring information.

This assessment measures and provides insight into four areas of Emotional Intelligence: • Self-Recognition • Self-Management • Social Recognition • Social Management

## **The 4 EIQ Quotients**

EIQ is based on two competencies, measured in **Recognition and Management**:

- the ability to recognize, understand, and manage emotions (self or intrapersonal)
- the ability to recognize, empathize, and relate to the emotions of others (social or interpersonal)

On page 6, you get your first glimpse at your score in each of the quotient areas as well as some of the factors that make up those areas measured.

First, note that these factors are not the ONLY things measured. There are several others that will be introduced for each quotient, but these are meant to show you what kinds of factors are included.

Second, note the scores in each area. I prefer to work with the percentages or low-high for simplicity sake, but you can also use the raw score if desired.



### There are a couple of things to consider when reviewing the scores:

1. If all of the scores are similar, that is an indicator that the person is giving consistent attention to all 4 areas, and likely has a consistent skill set in each of the areas (whether high or low).

If the scores are not the same, the lower scores often indicate EITHER a lack of capacity in this area (lack of skills or understanding) OR a lack of attention being focused in that area.

2. If there is a one or more significantly different score (s), pay extra attention as you work through the results of the report as that area may be impacting other areas in unexpected ways.

Even this level of information, while helpful and interesting is NOT enough to give us a really detailed perspective of the **capability** and **attention** in the quotient.

We break it down even further in the remainder of the report to give us more conclusive and comprehensive information about each of the quotients by providing 5 sub-categories for each.

As you move through the remainder of the report, notice that for each of the 4 quotients, you have a section of the report with sub-scores.

It is recommended that you give an overview of what will be in each of the sections, and then address the results, however, you are welcome to do whatever is comfortable for you.

### Each Quotient sub-section includes:

- An introduction page with definition of the quotient, factors included in the measurement, a quotient percentage, and a breakdown of the percentage scores
- A sub-category score page, including a scoring bar graph, percentage and a detailed definition for each sub-category
- A details page with specific statement sets aligned with the score for each sub-category and brief suggestions of things to note, associated with the individual's score
- 2 pages of suggestions for improvement based on the individual's score including several suggestions for each sub-category
- A quotient worksheet with suggested prompts for reflection and developing further awareness and understanding

This pattern is repeated for all 4 quotients to help the individual better understand their own scores and report details.

## Debriefing the sub-categories

There are commonly two ways this report is debriefed.

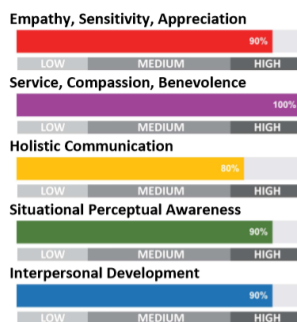
- High and/or Consistent Scores
- Low and/or Inconsistent Scores

*REMEMBER – these scores are often a reflection of **Capability/Skill** or **Attention** in that area. Through the conversation, determine if the struggle is skill-based or focus-based and coach accordingly.*

### If the scores are high and/or consistent:

If the scores in each sub-category (and each quotient) are high and consistent, the debrief conversation is driven by the user. For each of the quotients:

1. have the person choose the sub-category that resonates or stands out with them  
-- they can choose something that is an area of strength or an area of opportunity, limitation or challenge.
2. Ask why that area is of relevance right now and discuss what about the sub-category definition captures their attention. Review the definition together noting if any particular thing stands out.
3. Explore how that may be useful for them to focus on, either to leverage as a strength or to improve if a limitation is present.



### Example:

If **Empathy, Sensitivity and Appreciation** is an area of relevance, review the definition.

**Empathy, Sensitivity, Appreciation:** understanding others; accurately picking up emotional cues from communication (including words, tone and nonverbal signals); managing direct and indirect feedback effectively; being attentive, sensitive, aware and appreciative of the emotional signals of others

If the area of relevance is “**picking up emotional cues from communication**”, determine why that area stands out. Let’s say the person doesn’t stop to pay attention to how others think or respond, not because they don’t care, but because they are too busy getting things done to take time for that, discuss and explore ways to slow down, observe more intently, and confirm perceptions by asking questions. Recommend using the details on the following page, and the suggestions after that to look at ways to build more effectiveness in their connecting with others.

**If the scores are low and/or inconsistent:**

If the scores in each sub-category (and quotient) are low and/or inconsistent, the debrief conversation is driven by the facilitator. For each of the quotients:

1. Choose the sub-category that has the lowest score. Only focus on one sub-category at a time to avoid overwhelming them
2. Ask them to identify a practical example in that area of opportunity, limitation or challenge.
3. Ask why that is an opportunity, limitation or challenge, and consider what about the sub-category definition captures their attention as most relevant. Review the definition together noting if any particular thing stands out.
4. Explore how that may be useful for them to focus on, either to seek resources for support or to improve if a limitation is present that is within their capability.

*REMEMBER – these scores are often a reflection of Capability/Skill or Attention in that area. Through the conversation, determine if the struggle is skill-based or focus-based and coach accordingly.*

The conversation can be essential the same as the example above, identifying the area, exploring it further, brainstorming the meaning and relevance of the sub-category and how it applies to the individual, and finally using the resource to support creating an actionable plan for addressing the situation.

## Action Planning & Improvement

You can use the Quotient Worksheets as an excellent resource to begin action planning and improvement strategies. Each of the reflections can offer great insight into areas that would be useful to focus on first or soon.

Furthermore, on page 31, there are additional suggestions for improvement for each of the Quotients. Should someone have one quotient area that is significantly lower, it may be better to focus on the Quotient, rather than the sub-category to build some overall improvement before taking a deeper look at the details.

The last page of the assessment reminds the user that EIQ is not a quick fix process. It requires time and practice to grow EIQ in a way that is sustainable. Taking small steps will yield big results, but it will likely take some time, patience and consistency to see a difference. Remind them to stick with it.