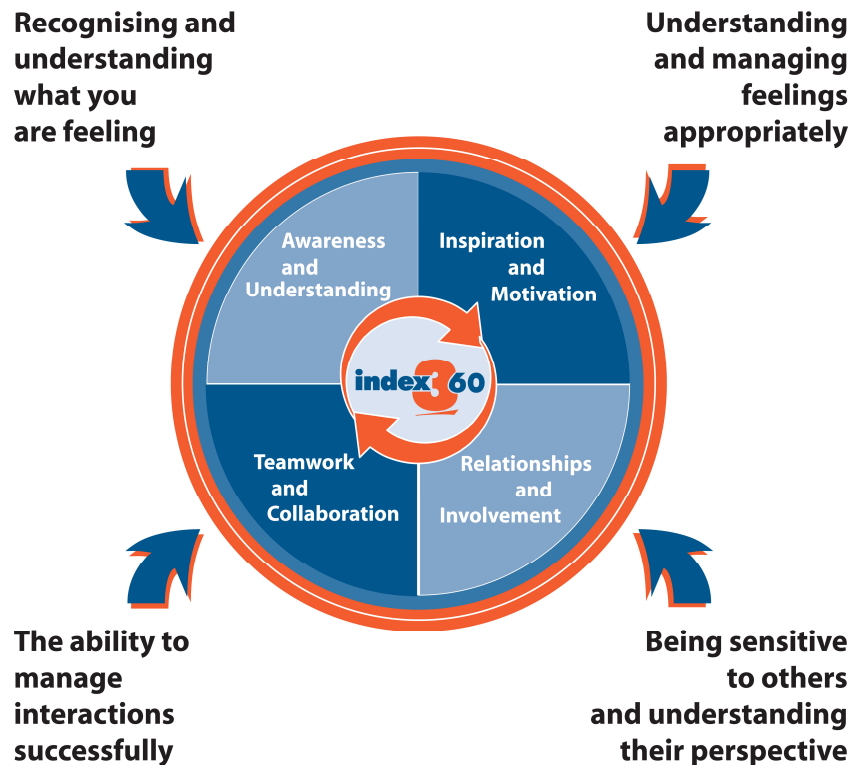


“For leadership positions emotional intelligence competencies account for up to 85% of what sets outstanding managers apart from the average”, Daniel Goleman, Working with Emotional Intelligence, 1998.

Managing our own emotions and those of others is central to our effectiveness and performance. EQindex360© provides a means of gathering feedback on this difficult to measure area.



EQindex360© was developed in 2004 in a response to a need from clients who were wanting to focus managers’ attention on the importance of managing relationships in the workplace by asking the question “do I have the capacity for recognising my own feelings and those of others, for motivating myself, for managing emotions well in myself and in my relationships?”

When to use it

- To help organisations encourage, develop and promote the importance of managing relationships effectively at work.
- To ensure that managers understand the importance of self-awareness and awareness of others when managing people.
- To enable managers to focus on the areas ‘that really matter’ not on assumptions.
- To help retain top performers.
- To motivate managers to work to improve their emotional intelligence.
- To encourage people to be more open and discuss their own feelings more freely.

“As I took the brief for a couple of recent coaching assignments, my heart sank as I heard the same old refrain: no good with people; rub senior people up the wrong way; not going anywhere until he/she gets sorted...how very objective! However after my initial 1:1 with each individual, it was obvious that good old perception was everything! Case 1 is a senior manager, very successful, very results-driven. Keen to progress but unsure what exactly was holding her back. Case 2 is a new recruit analyst seen as very bright with a big future. Indifferent to what people think about him and will not suffer anyone he feels superior to (his words!) For my clients, and myself I believe the major plus points were that firstly we had an objective starting point. The feedback was there and we had plenty to go on. All the goals could be set around closing the exposed gaps. The tool has a very positive slant and both my coachees were pleasantly surprised that feedback can be positive too”.

Example of the Questionnaire



EQIndex360 - The Questionnaire

AN Other, Test Dept,
TestCo Ltd

The 36 'statements' in the Questionnaire are simple and direct, focusing on key aspects of emotional intelligence

- 01. Is able to recognise own emotions and their effects

Disagree 1 2 3 4 5 6 7 Agree Not Observed
- 02. Encourages constant learning and experimentation

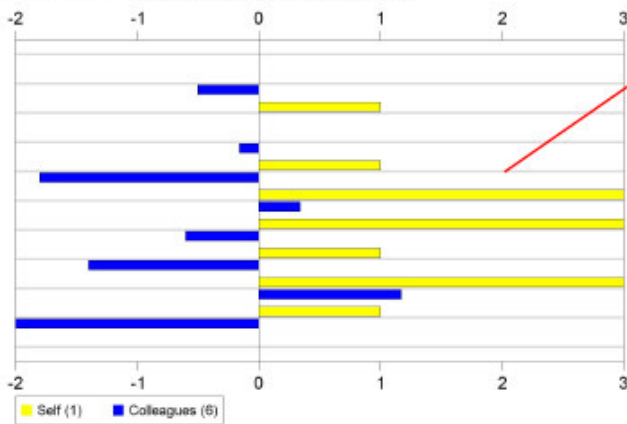
Disagree 1 2 3 4 5 6 7 Agree Not Observed
- 03. Encourages people to feel free to ask for help

Disagree 1 2 3 4 5 6 7 Agree Not Observed
- 04. Actively seeks customer feedback

Disagree 1 2 3 4 5 6 7 Agree Not Observed

Example of report

Benchmark: Average Response (4.00)



Inspiration and Motivation

There are significant differences in views between 'Self' and 'Colleagues', especially around influencing styles, capitalising on different peoples strengths and knowing when to be directive

- Inspiration and Motivation
- (07) Acts consistently in stressful and complex situations
- (19) Is skilled in giving and receiving feedback
- (30) Helps individuals feel committed to the organisation
- (22) Adapts influencing style to each colleague
- (02) Encourages constant learning and experimentation
- (13) Capitalises on the strengths of different kinds of people
- (25) Ensures people feel it is acceptable to be different
- (33) Seeks opportunities to experiment with new ideas and methods
- (17) Is a good judge about when to be directive and when not to be

Key: ✓ Strength ★ Development Need
 ↔ Low Consensus ⊕ Not Observed < Gap in Perception

Inspiration and Motivation

Inspiration and Motivation

- (07) Acts consistently in stressful and complex situations
- (19) Is skilled in giving and receiving feedback
- (30) Helps individuals feel committed to the organisation
- (22) Adapts influencing style to each colleague
- (02) Encourages constant learning and experimentation
- (13) Capitalises on the strengths of different kinds of people
- (25) Ensures people feel it is acceptable to be different
- (33) Seeks opportunities to experiment with new ideas and methods
- (17) Is a good judge about when to be directive and when not to be

Self (1)

22	78
100	
100	
100	
100	
100	
100	
100	
100	

Colleagues (6)

52	18	30
33	33	33
40	20	40
33	50	17
100		
33	17	50
60	40	
80	20	
17	83	
100		

Key: % Low % Neutral % High

Inspiration and Motivation

Inspiration and Motivation

- (07) Acts consistently in stressful and complex situations
- (19) Is skilled in giving and receiving feedback
- (30) Helps individuals feel committed to the organisation
- (22) Adapts influencing style to each colleague
- (02) Encourages constant learning and experimentation
- (13) Capitalises on the strengths of different kinds of people
- (25) Ensures people feel it is acceptable to be different
- (33) Seeks opportunities to experiment with new ideas and methods
- (17) Is a good judge about when to be directive and when not to be

	All responses (6)	Self (1)	Manager (1)	Colleagues (6)	% Answered
	3.97	5.44	5.22	3.48	94%
(07) Acts consistently in stressful and complex situations	4.00	4.00	7.00	3.50	100%
(19) Is skilled in giving and receiving feedback	4.14	5.00	4.00	4.00	88%
(30) Helps individuals feel committed to the organisation	4.25	4.00	7.00	3.83	100%
(22) Adapts influencing style to each colleague	2.86	5.00	4.00	2.20	88%
(02) Encourages constant learning and experimentation	4.75	7.00	5.00	4.33	100%
(13) Capitalises on the strengths of different kinds of people	4.14	7.00	5.00	3.40	88%
(25) Ensures people feel it is acceptable to be different	3.57	5.00	7.00	2.60	88%
(33) Seeks opportunities to experiment with new ideas and methods	5.63	7.00	7.00	5.17	100%
(17) Is a good judge about when to be directive and when not to be	2.25	5.00	1.00	2.00	100%

There is a big difference in views of 'Self' and 'Manager' compared to 'Colleagues'