

# EMOTIONAL INTELLIGENCE

# EQ

THE ABILITY TO IDENTIFY AND  
MANAGE ONE'S OWN AND  
OTHERS' EMOTIONS.

Report for John Doe  
ID UH555438  
Date 20 October, 2014

# Introduction

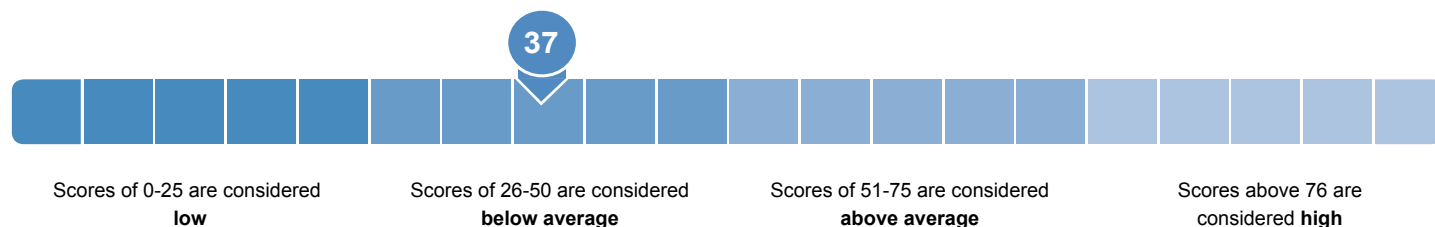
The Hogan EQ assessment evaluates emotional intelligence, or the ability to perceive, control, and share one's own and others' emotions. Persons with high scores seem calm, quiet, poised, and optimistic; persons with low scores seem intense, passionate, bold, and talkative. This report provides scores and feedback for the following six EQ scales:

 <p><b>Awareness</b> The degree to which people seem in touch with their emotions</p>	 <p><b>Detection</b> The degree to which people seem aware of others' emotions</p>
 <p><b>Regulation</b> The degree to which people seem to maintain positive emotional states</p>	 <p><b>Influence</b> The degree to which people seem intentionally to affect others' moods, thoughts, and behaviours</p>
 <p><b>Expression</b> The degree to which people seem to communicate desired emotional states to others</p>	 <p><b>Empathy</b> The degree to which people seem to feel what others are feeling</p>

EQ and the workplace	Using this report
<p>People with higher EQ scores have four advantages at work:</p> <ol style="list-style-type: none"> <li>1 They quickly understand what others feel and why they behave in certain ways.</li> <li>2 They are rewarding to deal with and hard to provoke.</li> <li>3 They remain calm in stressful situations and handle pressure well.</li> <li>4 They are enthusiastic and optimistic about work.</li> </ol>	<p>This report provides a total EQ score, which reflects respondents' overall emotional intelligence. The higher the score, the higher a person's EQ.</p> <p>The report also provides feedback on a scale-by-scale basis, including discussion points, interpretive information, summaries of likely behaviours, and the pros-and-cons of scores as they concern leadership, teamwork, and employability.</p> <p>EQ impacts career success in jobs that require social interaction. Many low EQ people are successful, but they would be even more so if they attended to the issues identified in this report. This is especially true for people who aspire to (or are already in) leadership positions. It is also worth remembering that factors such as ambition, expertise, and creativity contribute substantially to career success and are largely independent of EQ.</p>

# Total EQ score

Mr. Doe's total EQ score of 37 indicates **below average** emotional intelligence.





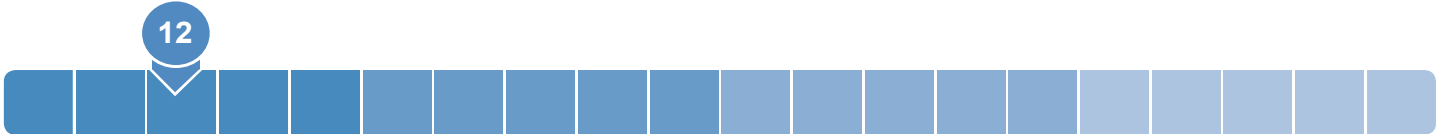
The total EQ score is the average of the six EQ scale scores summarised below. The scores indicate the proportion of the population who score at or below Mr. Doe. For example, a score of 75 on a given scale indicates that Mr. Doe's score is higher than approximately 75% of the population.

Scale	Score	Rating
Awareness	12	Low
Detection	94	High
Regulation	15	Low
Influence	71	Above average
Expression	11	Low
Empathy	19	Low

# Awareness

The degree to which people seem in touch with their emotions

 <p><b>Low scorers tend to be:</b>          Uninterested in self-analysis          Indifferent to own emotions          Unreflective</p>	 <p><b>High scorers tend to be:</b>          Self-aware          In touch with their own emotions          Introspective</p>
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Mr. Doe's score on the Awareness scale is **low**. He should seem:

- Unaware of, or unconcerned about, ever being in a bad mood
- Bold, assertive, and action-oriented
- Unlikely to evaluate his own performance objectively
- Spontaneous and impulsive
- Intense, focused, and agenda driven

Potential pros and cons of Mr. Doe's score as it relates to leadership, teamwork, and employability:



	Leadership	Teamwork	Employability
Pros	Willing to make tough decisions	Not bothered by team members' criticism	Good fit with jobs that require a sense of urgency
Cons	Unconcerned about being moody at work	Uninterested in feedback from team members	Moodiness may make him hard to work with

Things to discuss with Mr. Doe:

- How often do you evaluate your own moods, thoughts, and behaviours?
- How important is it for you to know what others think of you?
- Do you adjust your behaviours to conform to others' expectations of you?
- In what ways could you improve your understanding of how others see you?

# Detection

The degree to which people seem aware of others' emotions

	<p><b>Low scorers tend to be:</b>          Unperceptive          Unobservant          Overly logical</p>		<p><b>High scorers tend to be:</b>          Perceptive          Socially insightful          Intuitive</p>
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Mr. Doe's score on the Detection scale is **high**. He should seem:

- Genuinely interested in other people
- Naturally inclined to see others in positive terms
- Reluctant to support unpopular positions
- To avoid confronting poor performance
- Attuned to important social cues

Potential pros and cons of Mr. Doe's score as it relates to leadership, teamwork, and employability:



	Leadership	Teamwork	Employability
Pros	Expresses real interest in subordinates' problems	Keenly aware of his impact on the team	Understands what managers want, even if they are unclear
Cons	Avoids confronting poor performance	Can become distracted by overanalysing team members' motives and emotions	May be considered overly personal and curious by those who prefer to keep a professional distance

Things to discuss with Mr. Doe:

- How do you attempt to better understand others' emotions or behaviours?
- How much time do you spend trying to evaluate others' thoughts or emotions?
- Can you think of a work situation in which you benefited from accurately interpreting colleagues' or bosses' behaviours?
- What are the most challenging aspects of trying to understand what other people think or feel?

# Regulation

The degree to which people seem to maintain positive emotional states

	<p><b>Low scorers tend to be:</b></p> <ul style="list-style-type: none"> <li>Pessimistic</li> <li>Defensive</li> <li>Temperamental</li> </ul>		<p><b>High scorers tend to be:</b></p> <ul style="list-style-type: none"> <li>Optimistic</li> <li>Cool-headed</li> <li>Even-tempered</li> </ul>
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Mr. Doe's score on the Regulation scale is **low**. He should seem:

- Easily upset
- Moody and temperamental, even when things are going well
- Always willing to deal with conflict directly
- Often impatient with the performance of other people
- Talkative and energetic

Potential pros and cons of Mr. Doe's score as it relates to leadership, teamwork, and employability:



	Leadership	Teamwork	Employability
Pros	Seen as genuine and willing to call things as he sees them	Critical attitude will keep other team members sharp and alert	His direct style will be an important asset in certain roles
Cons	May lose composure in ambiguous circumstances	Moodiness may disrupt team performance	Managers may find his mood swings demanding

Things to discuss with Mr. Doe:

- How often do you make emotional decisions?
- Do work colleagues and bosses find you unpredictable?
- In what ways could you improve your emotional response to others?
- Do you adjust your behaviour or emotions around others?

# Influence

The degree to which people seem intentionally to affect others' moods, thoughts, and behaviours

	<p><b>Low scorers tend to be:</b>          Non-charismatic          Unable to influence          Reserved</p>		<p><b>High scorers tend to be:</b>          Charming          Persuasive          Enthusiastic networkers</p>
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Mr. Doe's score on the Influence scale is **above average**. He should seem:

- Concerned about making favourable impressions on other people
- To be a source of innovation and progress
- To be able to identify problems at work
- To be a team player
- A quiet but effective salesperson and networker

Potential pros and cons of Mr. Doe's score as it relates to leadership, teamwork, and employability:

	Leadership	Teamwork	Employability
Pros	Skilled at gaining the consent and cooperation of others	May be a potential source of innovation and progress	Others will appreciate his social skills
Cons	Desire to persuade others may distract from task at hand	Capable of influencing team members for own benefit	May seem overly concerned with creating good impressions

Things to discuss with Mr. Doe:

- How easy is it for you to convince others of your ideas and opinions?
- Do you often dominate group discussions when you are in a team setting?
- How important is it for you to alter others' behaviours or opinions?
- In what ways can you improve your ability to influence others?



# Expression

The degree to which people seem to communicate desired emotional states to others

	<p><b>Low scorers tend to be:</b>          Emotionally volatile          Indifferent communicators          Emotionally restrained</p>		<p><b>High scorers tend to be:</b>          Able to appropriately display emotions          Engaged communicators          Emotionally expressive</p>
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Mr. Doe's score on the Expression scale is **low**. He should seem:

- Unable to fake positive mood states
- To be complex and hard to predict or understand
- To have an active imagination
- To dislike routine work
- Unable to hide negative feelings

Potential pros and cons of Mr. Doe's score as it relates to leadership, teamwork, and employability:

	Leadership	Teamwork	Employability
Pros	May seem imaginative and visionary	Willing to let other team members take the lead and be in the spotlight	Should be a good fit with jobs with rapidly changing demands
Cons	May not communicate well (and may not care)	Team members may find him hard to predict or understand	May be a poor fit for work in sales or customer service

Things to discuss with Mr. Doe:



- How easy is it for others to understand what you feel?
- How often do you allow your emotions to be visible to others?
- Do you adjust your emotions depending on whom you are with?
- In what ways could you better convey your emotions to others?





# Empathy

The degree to which people seem to feel what others are feeling

	<p><b>Low scorers tend to be:</b>          Unconcerned with others' feelings          Blunt and direct          Indifferent to others' moods</p>		<p><b>High scorers tend to be:</b>          Attuned to others' feelings          Tactful          Responsive to others' moods</p>
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Mr. Doe's score on the Empathy scale is **low**. He should seem:

- Unconcerned about others' feelings
- Not to listen very well
- Tough, independent, and self-reliant
- Highly strung and tense
- Somewhat critical, judgemental, and fault-finding

Potential pros and cons of Mr. Doe's score as it relates to leadership, teamwork, and employability:

	Leadership	Teamwork	Employability
Pros	Willing to make decisions that are unpopular with subordinates	Independent thinker, not easily influenced by other team members	Good fit for jobs that require independence and self-management
Cons	May be a critical, fault-finding, and demanding boss	Seems very independent and self-reliant, may not work well in teams	May be seen as tough, independent, and hard to coach

Things to discuss with Mr. Doe:

- When were you last deeply affected by someone else's sadness?
- How often do the feelings or moods of others influence you?
- How important is it for you to put yourself in other people's shoes?
- Do others see you as caring and altruistic?