

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

“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

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.

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**

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WORKPLACE REPORT

How can EI help my employees manage their careers?



EQ-i 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.

KEY FEATURES



Interpersonal Relationships mutually satisfying relationships

Empathy understanding, appreciating how others feel

Social Responsibility social consciousness; helpful

Decision Making Composite

Problem Solving find solutions when emotions are involved

Reality Testing objective; see things as they really are

Impulse Control resist or delay impulse to act

Stress Management Composite

Flexibility adapting emotions, thoughts and behaviors

Stress Tolerance coping with stressful situations

Optimism positive attitude and outlook on life

OVERVIEW OF YOUR CLIENT'S RESULTS

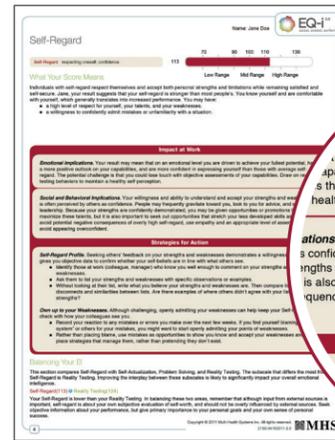
Get an overall picture of your client's complete EQ-i 2.0 results along with definitions of each subscale:

- 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.



Impact at Work

... may mean that on an emotional level you are driven to a... abilities, and are more confident in expressing yourself th... s that you could lose touch with objective assessments of your... healthy self-perception.

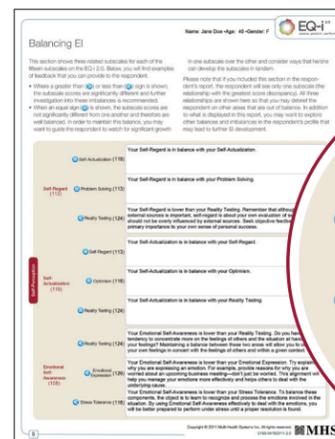
Strategies for Action

... feedback on your strengths and weaknesses demon... her your self-beliefs are in line with what others... (manager) who know you well enough to co... with specific ob...

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.



Your Self-Actualization is

Optimism (118)

Your Self-Actualization is in balance

Reality Testing (124)

Your Emotional Self-Awareness is low tendency to concentrate more on the your feelings? Maintaining a balance your own feelings in concert with the

Reality Testing (124)

Your Emotional Self-Awareness is why you are expressing an emo' worried about an upcoming bu' help you manage your emo' underlying cause.

Emotional Expression (129)

Your Emotional Self-Awareness is components

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