

OPQ Emotional and Social Competence Report

Report Fact Sheet

Overview

The Emotional and Social Competence Report provides an indication of an individual's strengths and development needs against Emotional Intelligence (EI) competencies. The Emotional and Social Competence report has been developed to assess EI specifically in the workplace.

Job Family/Title	All
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Applications and Benefits

Assessing Emotional Intelligence in the workplace

There is growing evidence that emotionally intelligent leaders achieve superior work place outcomes. Many organisations are focusing on selecting individuals who possess high levels of Emotional Intelligence (EI), and developing the EI of existing leaders.

What is Emotional and Social Competence?

Emotional Intelligence (EI) is not a new concept; it is simply a new framework within which important behaviours are now being evaluated. The model of Emotional and Social Competence on which the report is based combines 5 competencies that form EI. This is based on Daniel Goleman's theory of Emotional Intelligence.

How can EI best be measured?

Numerous studies, including extensive research by Melbourne psychologists Ian Kendall and Richard Want of Kendall Want & Associates, demonstrate that emotional and social competencies embedded in personality – and it is possible to tap into the specific factors of EI that effect work performance. Their research has shown that the most important EI dimensions can be assessed using the Occupational Personality Questionnaire (OPQ32).

How can the EI report be used?

Professional Development and Coaching: EI can be developed and the report provides valuable information for coaching and development purposes. It can be used in conjunction with other tools, such as 360° feedback, to make links between individual preference and style and the perceptions of others; and to facilitate development planning.

Selection: For selection purposes, the report is intended as a 'value add' rather than a stand-alone measure. Users should ideally make full use of the OPQ results, as well as taking into account other objective measures such as the candidate's abilities and their experience. As candidates are being assessed using the OPQ, EI is measured without being susceptible to impression management.

“The output from the ESC report was provided to line managers in our client organisation to assist them in developing probes for graduate candidates at final interview. Managers found this very useful as a means of more closely examining an individual’s potential interpersonal effectiveness. This capability had been identified as being crucial to success in a graduate role within this organisation.”

Alex Baker, Talent Management Consultant Hudson

Knowledge, Skills, Abilities and Competencies Measured

The report consists of a Competency Profile Chart for the 20 Emotional Intelligence competencies assessed, a rating summary; and positive, moderate and negative indicators for each competency.

The competencies that the report assesses are as follows:

Emotional Competence:

- Self-Awareness: Emotional Awareness, Accurate self-assessment, Self confidence
- Self-Regulation: Self-Control, Conscientiousness, Adaptability
- Motivation: Achievement Drive, Initiative, Persistence

Social Competence:

- Empathy: Understanding Others, Service Orientation, Organisational Awareness
 - Social Skills: Influence, Communication, Conflict Management, Leadership, Change Catalyst, Building Bonds, Developing Others, Teamwork and Collaboration
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