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OPQ

Emotional Intelligence Report



Name

Mr Sample Candidate

Date

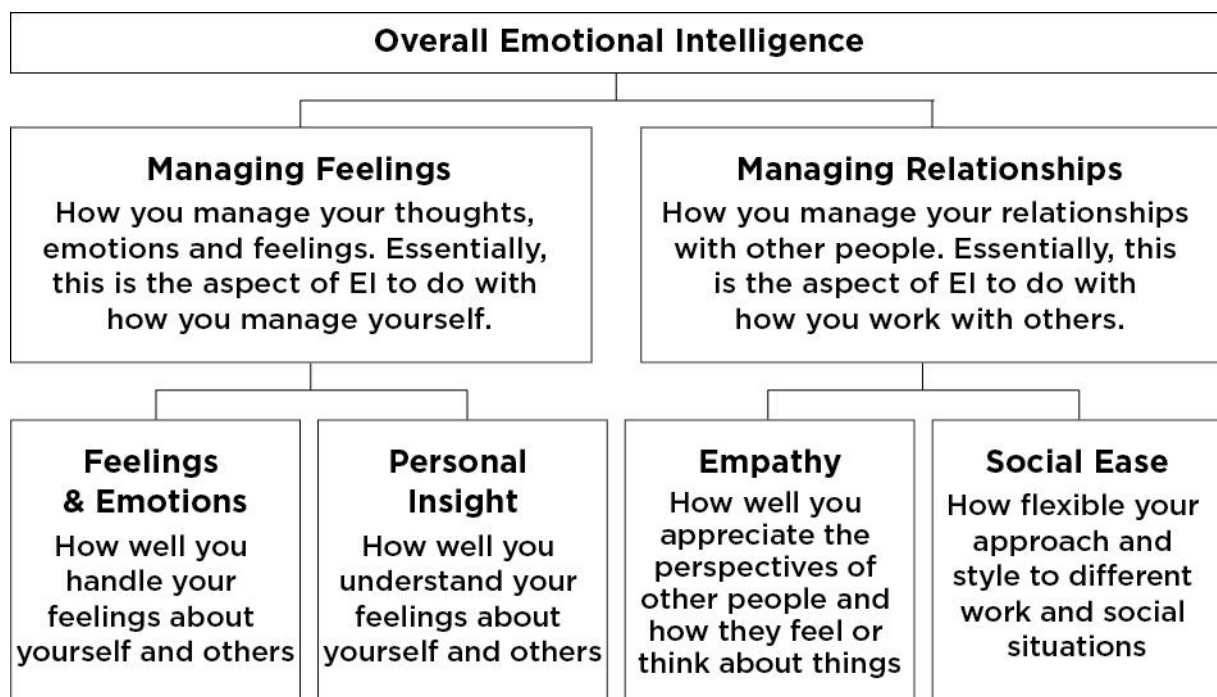
24 September 2018

INTRODUCTION

This report describes competencies key to the development of Emotional Intelligence or EI which can be defined as how well we understand our own feelings and emotions as well as those of others, and how well we manage our relationships with others.

The report is based on your responses to OPQ32 that, along with all self-report questionnaires, is not infallible and the accuracy of this report will depend on the frankness with which you answered the OPQ32 questions. However, while this report is not intended to be definitive, it does provide a starting point for you to consider development needs that are key to both individual and organisational success.

The report has been structured to provide a straightforward and easy to interpret profile. It is made up of an overall summary of your EI development needs and then specific sections related to four key competencies. The EI model that has been used to construct this report is shown below:



EMOTIONAL INTELLIGENCE (EI) SUMMARY



| | Potential Development Need | Scope for Development | Potential Strength |
|-------------------------------|---|-----------------------|--------------------|
| Emotional Intelligence |  | | |

Your overall score places you in the mid-range on EI suggesting scope for development.

The table that follows summarises development needs for the four specific EI competencies. How you work with others does, of course, depend on how well you understand your own emotions, so it is important to refer to both sets of competencies in considering your EI development needs.

| EI Competency Area | Potential Development Need | Scope for Development | Potential Strength |
|-------------------------------|----------------------------|---|--------------------|
| Managing Feelings | | Feelings & Emotions Personal Insight | |
| Managing Relationships | | Empathy Social Ease | |

MANAGING FEELINGS

| Competency | Potential Development Need | Scope for Development | Potential Strength |
|---------------------|---|-----------------------|--------------------|
| Feelings & Emotions |  | | |
| Personal Insight |  | | |

Feelings and Emotions

Your scores show an interesting contrast between the emotional world that you experience internally and the way that you prefer to express your feelings externally to others. While, on the other hand, you prefer to be seen by others as open and cheerful, your scores suggest that you may also experience strong negative feelings and can find it difficult to relax.

- While you generally expect things to turn out well, it is possible that you underestimate what is required to achieve an objective, or that you find disappointment difficult to cope with when things go wrong. Think back to a time recently when planning ahead would have helped achieve a goal, and consider how being more proactive could help you to deal with important events and to anticipate possible problems or disappointments.
- If you are someone who generally feels tense or finds it difficult to relax, consider why it is that you work so hard to maintain a cheerful image in the eyes of others while masking your true concerns and feelings. Do you have or make opportunities to discuss your concerns with others you trust and value? If you do, consider how these opportunities could be used positively to channel and calm the concerns and tensions that you feel in the face of drawbacks and frustrations.

Personal Insight

Although you have the capacity to understand patterns in your own thoughts, feelings and actions, stopping and reflecting on these patterns is not something you are naturally disposed to do. While you may prefer a simple and uncomplicated approach to others and to issues, you may also have a tendency to act without first considering the emotional impact of your actions on yourself or on others.

- Take time to think back to a recent event in which you felt uncomfortable because of what others said or did, or in which you may have made others uncomfortable by what you said or did. Try to focus less on what was said or done and more on how things were said or done. How did you feel at the time and what thoughts were going through your head before, during and after the event? Why did you act the way you did? Why do you think the other people acted in the way that they did?
- Consider one or two ways in which the situation could have been handled better. Could you have managed your feelings about the situation better? Did you have time to consider what might have happened in this situation either before or during the event? How did you deal with your feelings about the situation after the event? Thinking over situations and questions such as these may require some effort for you to do. You might consider others whom you trust and with whom you could discuss these questions.

Managing Feelings - What do I already do?

Managing Feelings - What could I do more of?

MANAGING RELATIONSHIPS

| Competency | Potential Development Need | Scope for Development | Potential Strength |
|-------------|----------------------------|-----------------------|--------------------|
| Empathy | | | |
| Social Ease | | | |

Empathy

Your scores suggest that others are likely to see you as open to their opinions and concerns, and, therefore, as someone with whom they can share their thoughts and feelings.

- Consider how to balance involving others and allowing them to make contributions with the need to achieve outcomes and meet deadlines. When you are working with others, do you suggest or set boundaries on what should be discussed and on what the objectives to be achieved should be? Do you set up a clear framework within which everyone understands their contribution, and that helps to manage the time spent in discussion of issues and problems? Do you also plan ahead to actively manage the time that you will allow others to talk about their concerns and worries?
- As someone who may be approached to make the time to share other people's problems, you should consider the emotional impact on yourself over time of sharing the problems of others. Refer to your score on Feelings & Emotions (F&E). If this score is low, then there is the possibility that prolonged exposure to the problems and negative emotions of other people may have a strong emotional impact on you. If your score on Personal Insight (PI) is also low, then you will need to develop your awareness of the emotional impact on yourself of taking on the worries and anxieties of others. You may also need to consider how best to manage the emotional fatigue that this may cause you as well as how the effect on your own emotions could be signalled to others.

Social Ease

Your scores suggest that you are someone who enjoys the company of other people and that you are likely to enjoy being at the centre of a discussion or conversation.

- Your scores suggest that you are someone who is likely to make a positive impact on other people when engaging in a group at work or socially. While you are also likely to make an impact in such situations, the nature of that impact is also indicated by your Personal Insight (PI) and Empathy (Emp) scores.
- If your Emp score is low, others may find your natural confidence and exuberance very powerful, and they may feel that, while you are sharing your own thoughts and feelings with them, you are not listening or attending to their thoughts and feelings. If your PI score is also low, then you may not be aware of this effect on others. If both your Emp and PI scores are low, then you should consider how to adjust your style and approach with others to give them a more positive sense of their interaction with you. For example, by encouraging them to contribute and participate, and by giving them an active sense of your presence through the way that you signal you are listening to them.

Managing Relationships - What do I already do?

Managing Relationships - What could I do more of?

ASSESSMENT METHODOLOGY

This Profile is based upon the following sources of information for Mr Sample Candidate:

| Questionnaire / Ability Test | Comparison Group |
|---------------------------------|--|
| OPQ32r US English v1 (Std Inst) | OPQ32r_EN_US_IS01_ General Population - 2007 |

PERSON DETAIL SECTION

| | |
|-----------------------|--|
| Name | Mr Sample Candidate |
| Candidate Data | RP1=1, RP2=2, RP3=7, RP4=8, RP5=3, RP6=9, RP7=4, RP8=10, RP9=6, RP10=2, TS1=5, TS2=8, TS3=1, TS4=9, TS5=6, TS6=4, TS7=10, TS8=2, TS9=8, TS10=7, TS11=6, TS12=10, FE1=4, FE2=9, FE3=3, FE4=6, FE5=1, FE6=4, FE7=8, FE8=7, FE9=5, FE10=2, CNS=7. |
| Report | OPQ32 Emotional Intelligence Report v2.0 ^{RE} |

ABOUT THIS REPORT

This report was generated using SHL's Online Assessment System. It includes information from the Occupational Personality Questionnaire™ (OPQ32). The use of this questionnaire is limited to those people who have received specialist training in its use and interpretation.

The report herein is generated from the results of a questionnaire answered by the respondent(s) and substantially reflects the answers made by them. Due consideration must be given to the subjective nature of questionnaire-based ratings in the interpretation of this data.

This report has been generated electronically - the user of the software can make amendments and additions to the text of the report.

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