



opq32

> Emotional Intelligence

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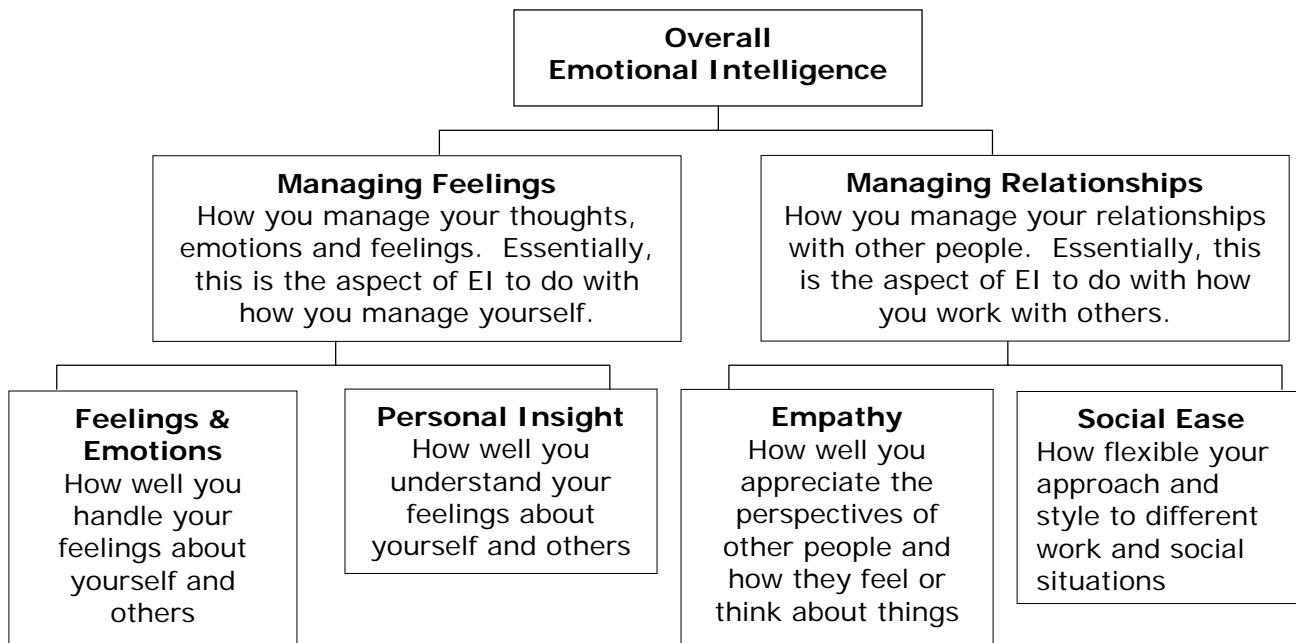
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INTRODUCTION

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 suggest that, while you have the capacity to channel your emotions positively, there are also times when you may find it difficult to do so, and times when the way in which you share your feelings with others could have a more positive impact.

- When you find things difficult to progress, when you have concerns about how a situation might turn out, or when you experience problems with other people, how do you express the emotions that you feel? Do you make the time and space to allow your emotions to settle, and to consider how and when your feelings could be shared with others to positive effect?
- How open are you with others about your feelings? If you are someone who likes to express your feelings openly, how aware are you of the impact on others of the way that you express yourself emotionally? If you are someone who is more guarded in sharing your feelings with others, have you considered ways in which sharing emotions constructively can help to strengthen relationships, and the opportunities that you may be missing to encourage others to share their thoughts and feelings with you?

Personal Insight

Although you have the capacity to effect personal change when committed to doing so, your scores also suggest that you need to think through how to maintain your commitment and deal with the frustrations that you may experience in pursuing your personal development.

- Do you find that you tend to act before fully thinking through the consequences of your actions? Have there been occasions recently when thinking before acting may have led to a more positive outcome sooner, and/or have enabled you to better manage the emotions involved in resolving issues? Think back to such occasions and consider how thinking issues through and reflecting on your own feelings in advance of acting could have helped you, and how you might apply those insights in the future.
- Are you someone who finds it difficult to stay motivated or committed to a course of action when things prove difficult or frustrating? Has your experience in setting yourself personal goals in the past led to you avoiding difficult goals? How do you adapt to change? Do you see change as motivating or de-motivating, and why? Are there others that you know who seem to achieve the goals they set themselves, are able to overcome difficulties and seem to adapt easily to change? Have you discussed these issues with them, and what insights have these discussions given you?

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 there are times when expressing a more direct interest in the views and feelings of others would strengthen the positive impact that you have on others.

- Consider a time when encouraging others to express their thoughts, feelings or opinions, and making the time to hear them out, would have helped to resolve a situation or to enable you to get greater buy-in to your own views and suggestions. Actively listening to others and offering them opportunities to contribute to discussions is something that will encourage a positive view of you as a team member or as a group leader.
- Refer to your score under Personal Insight (PI). If this is low, then this suggests a potential blind spot in that the true impact you have on other people may be something that is hidden from your view. If others are not encouraged to share their thoughts and feelings with you, then you may miss opportunities for feedback on your strengths and important areas of self-development.

Social Ease

While you are someone who is approachable and sociable with others, it may also take you some time to adjust to new people and groups.

- The extent to which you feel uncomfortable when meeting new people or becoming involved with groups of people will be indicated by your Feelings and Emotions (F&E) score (the lower this score then the greater your likely discomfort). If your F&E score is low, follow the advice given under F&E on how you to manage your concerns, to allow yourself the time to adjust to the situation and to allow more positive emotions to surface.
- Compare those situations in which you feel at ease with others and those in which you do not. Is it possible for you to allow yourself to transfer the more positive feelings and thoughts from those situations in which you are more at ease to those situations in which you feel less comfortable? In those situations in which you feel less comfortable, do you allow yourself the time to relax into the situation and adjust to the people that you are with, allowing them the time to adjust to you?

Managing Relationships - What do I already do?

Managing Relationships - What could I do more of?

ABOUT THIS REPORT

This report was generated using the SHL Expert 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 this report.

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Comparison Group used: OPQ32i Managerial & Professional 1999

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