

# EMOTIONAL INTELLIGENCEVIEW360

Emotional Intelligence View360 Profile for:

Daniele Bianchi  
PTS



Performance  
Technology  
Solutions

## Summary Feedback Report

### Introduction

This report provides you feedback on 17 critical emotional intelligence competencies required for career success and effective performance in your job. This report compares your own self-perceptions to those of others who have provided you feedback on these important emotional intelligence competencies and behaviors.

Your report summarizes feedback from the following type and number of raters:

Self	1
Supervisor	1
Peer	2
Direct Report	2

### What Does this Report Give Me?

- ✓ Competency Definitions
- ✓ Self Awareness Summary
- ✓ Competency Group Summary
- ✓ Competency Summary
- ✓ Behavior Summary
- ✓ Open Ended Comments
- ✓ Development Planning Guide

## Summary Feedback Report Continued

### What is Emotional Intelligence?

It's not how intelligent we are, but *how* we are intelligent. At the most basic level, Emotional Intelligence is often conceptualized as the ability to recognize, understand and manage emotions and behavior effectively.

### What are the Components of Emotional Intelligence?

The most widely accepted models of emotional intelligence (EI) and emotional and social competence have been influenced by several researchers. For example, Howard Gardner's (1983) theory of "multiple intelligences" lists interpersonal and intrapersonal intelligence as unique and different from the mathematical/logical type recognized today as "IQ" or general intelligence. Peter Salovey and John Mayer first proposed their "mental ability" model of EI in 1997 and Reuven Bar-On (1988) has placed EI in the context of "emotional and social intelligence." Richard Boyatzis and Daniel Goleman (1998) formulated EI in terms of social and emotional competencies linked to outstanding performance in the workplace. Finally, newer models of EI continue to emerge such as "trait emotional intelligence" (Petrides et al., 2007) that includes personality facets specifically related to affect.

All these models, however, share a common core of basic concepts including Self-Awareness, Self-Management, Social Awareness, and Relationship Management.

**Emotional Intelligence View 360** was developed to measure a *view* of emotional and social competence by measuring key competencies associated with job performance.

	Perception	Behavior
Self	Self- Awareness	Self- Management
Others	Social Awareness	Relationship Management

### What is the Association between Emotional Intelligence and Work Related Performance?

A growing research literature suggests that EI and emotional and social competence are significantly associated with job performance with positions requiring high frequent customer and interpersonal interactions even when mental ability and personality variables are controlled. Current research on emotional intelligence suggests that:

- ✓ Highly conscientious employees who lack social and emotional intelligence perform significantly more poorly than those high in conscientiousness and emotional intelligence
- ✓ The highest performing managers and leaders are perceived to have significantly more "emotional and social competence" than other managers
- ✓ Poor social and emotional intelligence (e.g., over-estimation of strengths relative to other raters) are often predictors of executive and management "derailment" and failure in one's job

## Competency Definitions

### Self Management

**Self-Development**

*Manages one's own time, energy and abilities for continuous personal growth and maximum performance.*

**Adaptability/Stress Tolerance**

*Maintains balance and performance under pressure and stress. Copes with ambiguity and change in a constructive manner.*

**Self-Control**

*Manages and controls emotions and behavior in the face of interpersonal conflict. Demonstrates patience, rarely overreacts or loses control.*

**Trustworthiness**

*Demonstrates and practices high standards of personal and professional integrity. Displays honesty and candor. Creates trusting relationships with others.*

**Strategic Problem Solving**

*Analyzes a situation, identifies alternative solutions, and develops specific actions; Gathers and utilizes available information in order to understand and solve organizational issues and problems.*

**Achievement Orientation**

*Accomplishes tasks, projects and assignments on time and with quality.*

### Relationship Management

**Building Strategic Relationships**

*Initiates and cultivates strategic internal and external networking relationships that foster both individual and organizational goals. Builds and maintains effective and collaborative relationships with diverse internal and external stakeholders.*

**Conflict Management**

*Negotiates and effectively resolve interpersonal differences with others.*

**Leadership/Influence**

*Utilizes appropriate interpersonal styles and approaches in facilitating a group towards task achievement.*

## Competency Definitions Continued

**Interpersonal Sensitivity/Empathy**

*Takes actions that demonstrate consideration for the feelings and needs of others.*

**Team/Interpersonal Support**

*Assists, motivates, encourages and supports others who depend on each other to accomplish tasks, projects and assignments.*

**Collaboration**

*Establishes and develops cooperative, supportive and collaborative working relationships with others.*

### Communication

**Written Communication**

*Expresses written thoughts and ideas in a clear and concise manner.*

**Two-Way Feedback**

*Solicits input and keeps others informed with necessary information in a timely manner.*

**Oral Communication**

*Conveys oral thoughts and ideas in a clear and concise manner.*

**Oral Presentation**

*Presents individual and organizational viewpoints to groups in a clear and persuasive manner.*

**Listening**

*Listens attentively and seeks to understand the verbal communications of others.*

## Competency Definitions Continued

### RATING SCALE

1	To an Extremely Small Extent
2	To a Very Small Extent
3	To a Small Extent
4	To a Moderate Extent
5	To a Large Extent
6	To a Very Large Extent
7	To an Extremely Large Extent
NA	Not Observable or Not Applicable

## Self-Awareness and Social Awareness View Introduction

This section provides feedback about your level of self and social awareness by comparing your own ratings to those of others across the 17 Emotional Intelligence competencies.

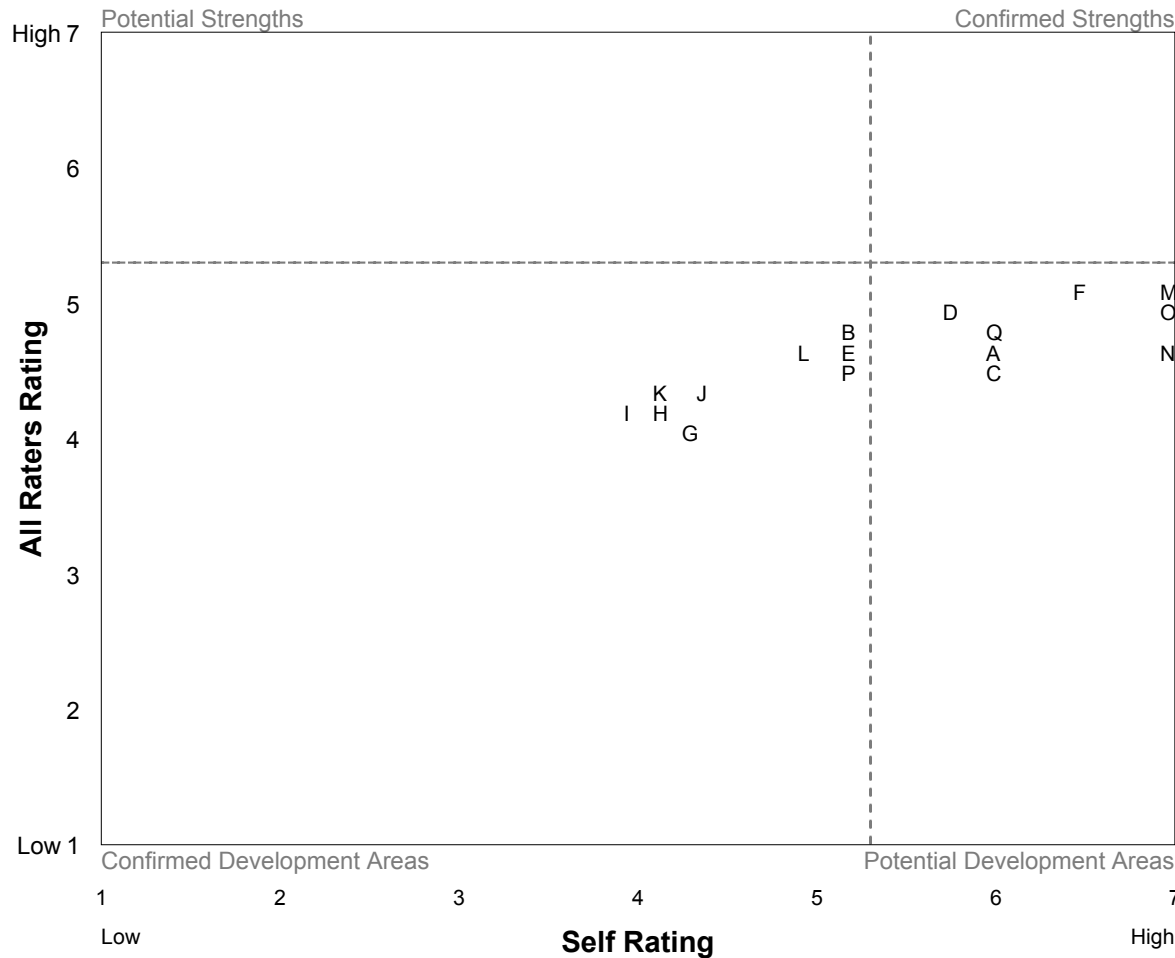
	Perception	Behavior
Self	<b>Self- Awareness</b>	<b>Self- Management</b>
Others	<b>Social Awareness</b>	<b>Relationship Management</b>

Self-awareness and Social-awareness can be categorized in four distinct ways:

1. **Potential Strengths** - the competencies represented in this quadrant are those in which others rate you above average but you rate yourself below average relative to the norms. Others recognize these as potential strengths, but you do not
2. **Confirmed Strengths** - the competencies represented in this quadrant are those rated above average by both yourself and other rater groups relative to the norms. They represent confirmed strengths -- assets on which you can leverage and capitalize on
3. **Potential Development Areas** - the competencies represented in this quadrant are those that were rated below average by your rater groups but you rate yourself above average relative to the norms. You recognize these as potential strengths, but others do not
4. **Confirmed Development Areas** - the competencies represented in this quadrant are those rated below average by both yourself and other rater groups relative to the norms. They represent confirmed development areas -- opportunities to potentially focus on

Examine which specific emotional intelligence competencies fall into each of these four categories. It is important to leverage those categorized as Confirmed/Potential Strengths and possibly consider ways to enhance skills and effectiveness in those categorized as Confirmed/Potential Development Areas.

## Self-Awareness Index Self - All Raters (N = 5)



**Confirmed Development Areas**

	Self	All Raters
B. Adaptability/Stress Tolerance	5.20	4.80
E. Strategic Problem Solving	5.20	4.76
G. Building Strategic Relationships	4.33	4.18
H. Conflict Management	4.20	4.33
I. Leadership/Influence	4.00	4.33
J. Interpersonal Sensitivity/Empathy	4.40	4.36
K. Team/Interpersonal Support	4.20	4.35
L. Collaboration	5.00	4.73
P. Oral Presentation	5.25	4.50

**Potential Development Areas**

	Self	All Raters
A. Self-Development	6.00	4.72
C. Self-Control	6.00	4.54
D. Trustworthiness	5.75	4.95
F. Achievement Orientation	6.50	5.15
M. Written Communication	7.00	5.20
N. Two-Way Feedback	7.00	4.69
O. Oral Communication	7.00	5.00
Q. Listening	6.00	4.90



## Competency Group Introduction

### Competency Group Bar Graphs

Each Emotional Intelligence View360 bar graph compares your self ratings to those of the other rater groups across 3 competency groups:

- Self Management
- Relationship Management
- Communication

### How to Interpret Your Graphs

The bar graphs that follow compare your perceptions to those of other rater groups using average scores for each of the 3 Emotional Intelligence View360 competency groups. Each rater group category and scores will be shown separately on the graphs with the actual raw score averages and number of raters shown on the right side. The thin line within each bar graph provides the range of scores for each rater group. The competency groups are presented in descending order based on the average scores of all raters.

Differences of one-half a point or more by the different rater groups might suggest important perceptual differences. Each Emotional Intelligence View360 graph is easy to understand and interpret. You and your respondents were asked to rate the observed behaviors using the following 7-point scale:

On the bar graphs that follow, the ratings are indicated as shown below:

- |    |                                  |
|----|----------------------------------|
| 1  | To an Extremely Small Extent     |
| 2  | To a Very Small Extent           |
| 3  | To a Small Extent                |
| 4  | To a Moderate Extent             |
| 5  | To a Large Extent                |
| 6  | To a Very Large Extent           |
| 7  | To an Extremely Large Extent     |
| NA | Not Observable or Not Applicable |

## Competency Group Introduction Continued

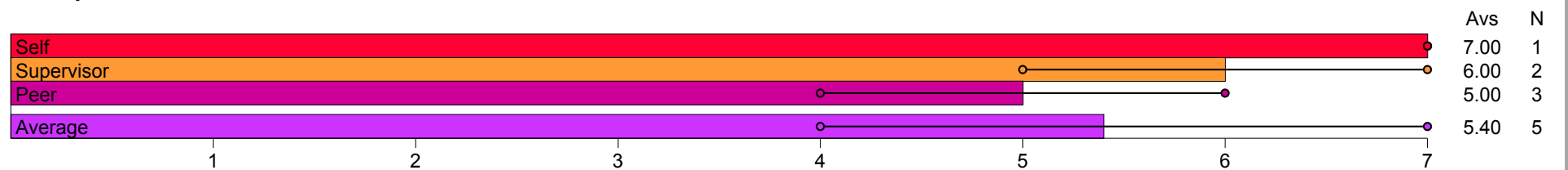
**AP** - "AP" means anonymity protection i.e., if fewer than a specified minimum number of people from a particular rater group have responded, the score is not shown to protect anonymity.

**NR** - "NR" means no people from a particular rater group have responded.

**N** - "N" shows the number of respondents who answered the questions in this competency group.

**Avs** - "Avs" is the average score and corresponds with the bar length.

### Example



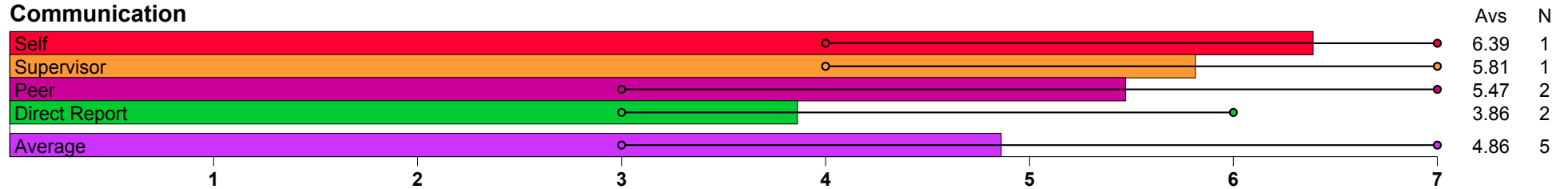
**Range Bars** - shows the range of scores, from the lowest to the highest.

### Rating Scale

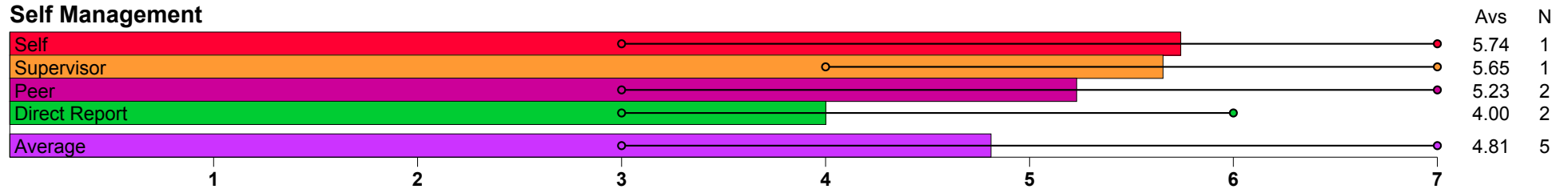
1 = To an Extremely Small Extent   2 = To a Very Small Extent   3 = To a Small Extent   4 = To a Moderate Extent   5 = To a Large Extent   6 = To a Very Large Extent   7 = To an Extremely Large Extent

## Competency Group Summary

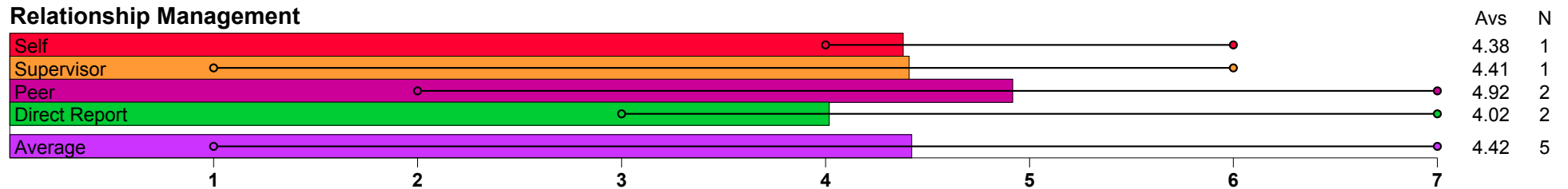
### Communication



### Self Management



### Relationship Management



## Competency Introduction

### How to Interpret Your Graphs

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## Competency Introduction Continued

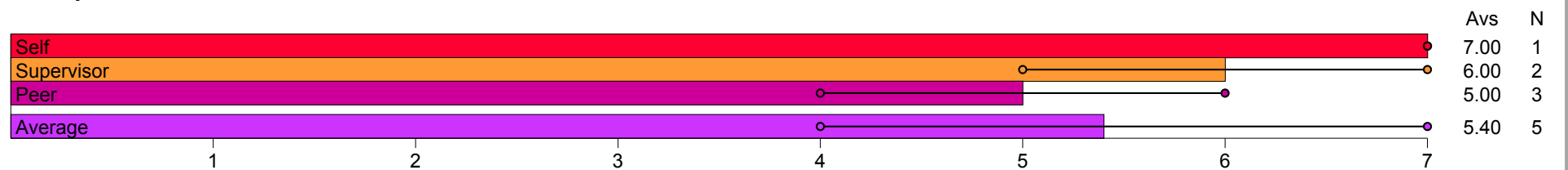
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### Example



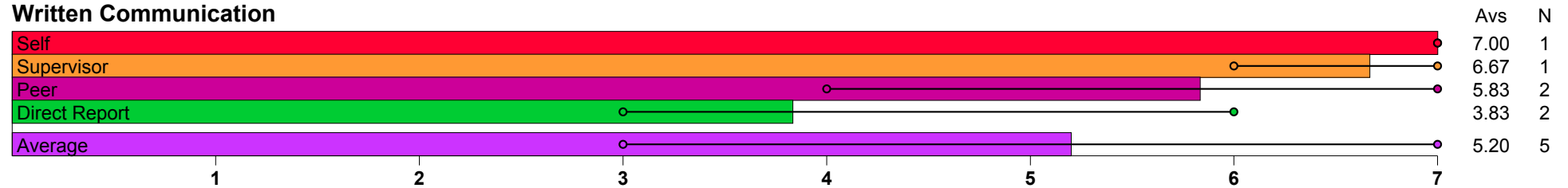
**Range Bars** - shows the range of scores, from the lowest to the highest.

### Rating Scale

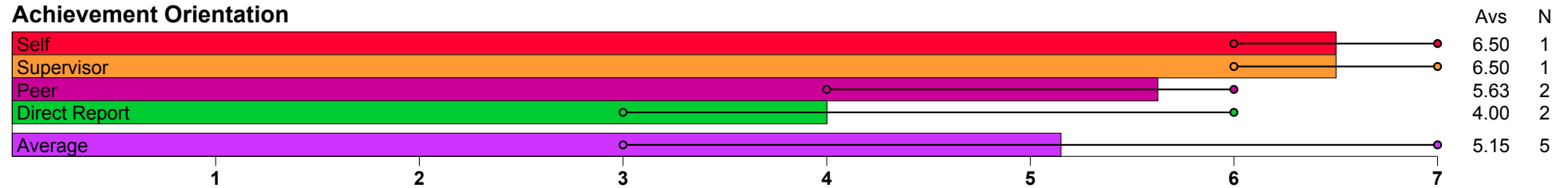
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## Competency Summary

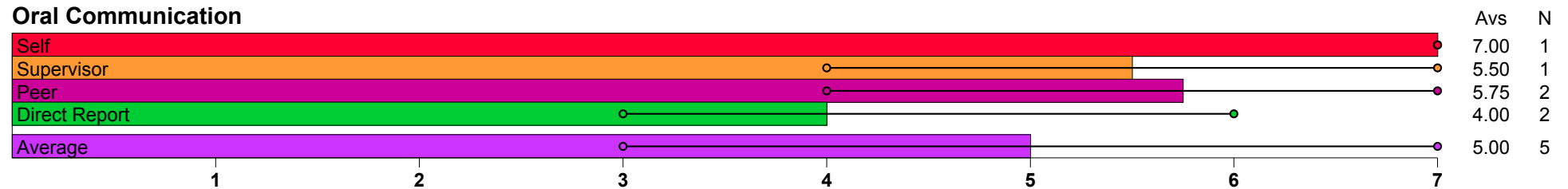
### Written Communication



### Achievement Orientation

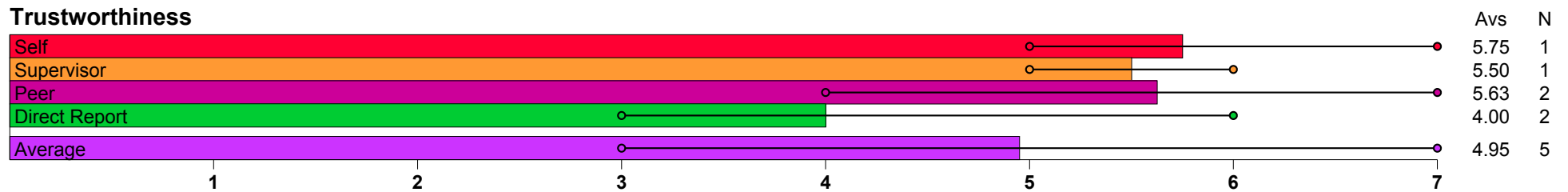


### Oral Communication

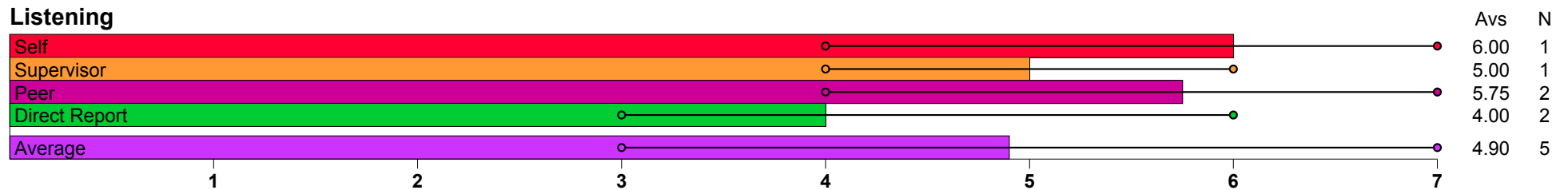


## Competency Summary Continued

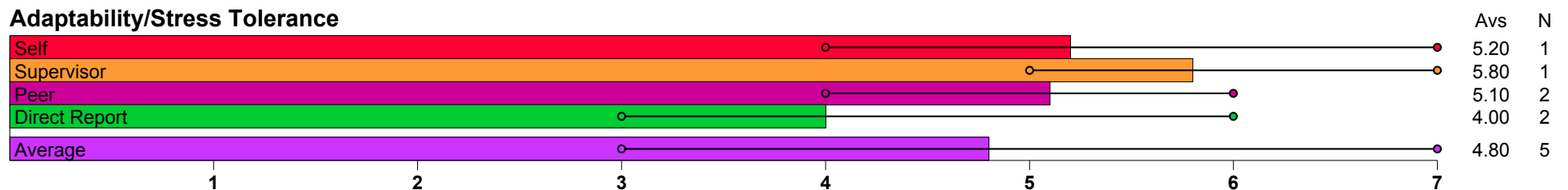
### Trustworthiness



### Listening

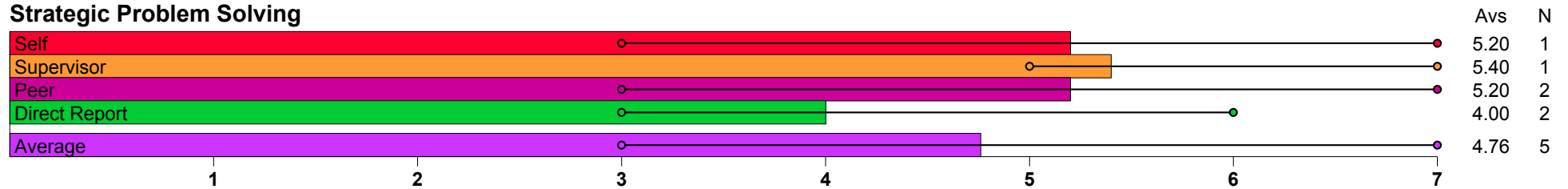


### Adaptability/Stress Tolerance

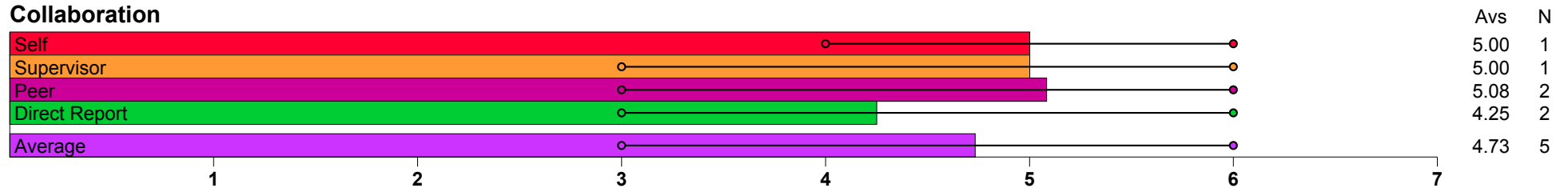


### Competency Summary Continued

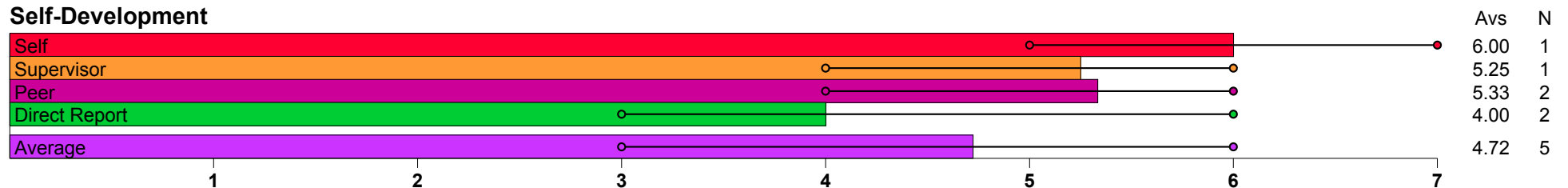
#### Strategic Problem Solving



#### Collaboration



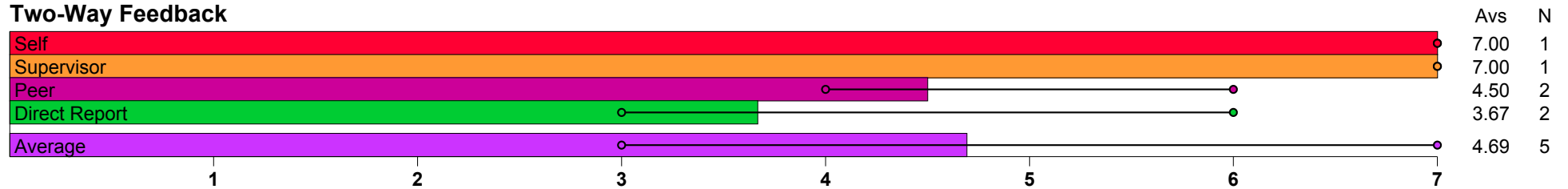
#### Self-Development



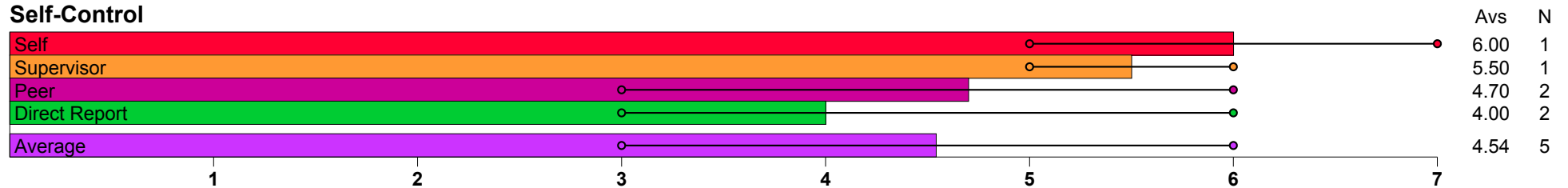


### Competency Summary Continued

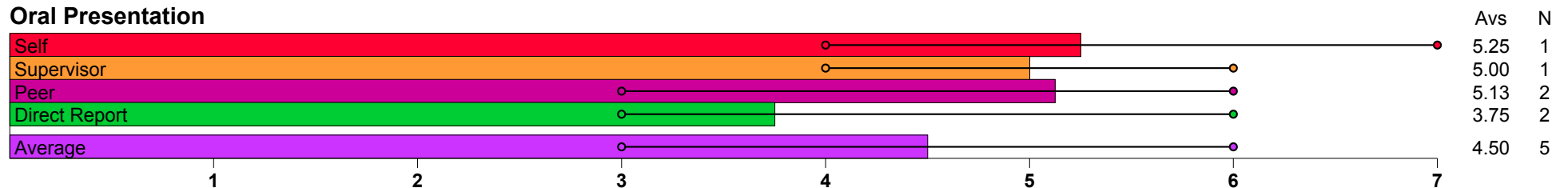
#### Two-Way Feedback



#### Self-Control

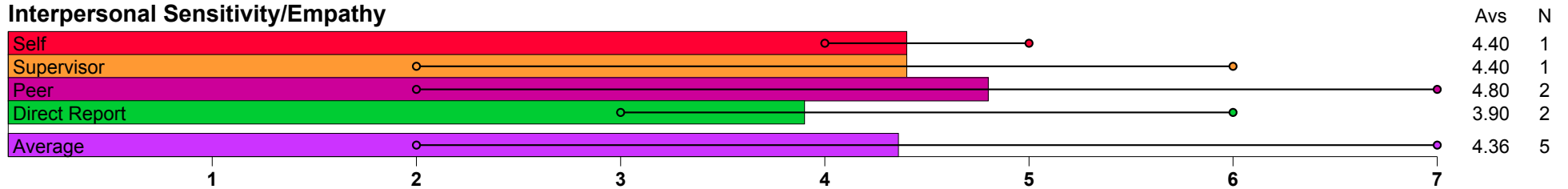


#### Oral Presentation

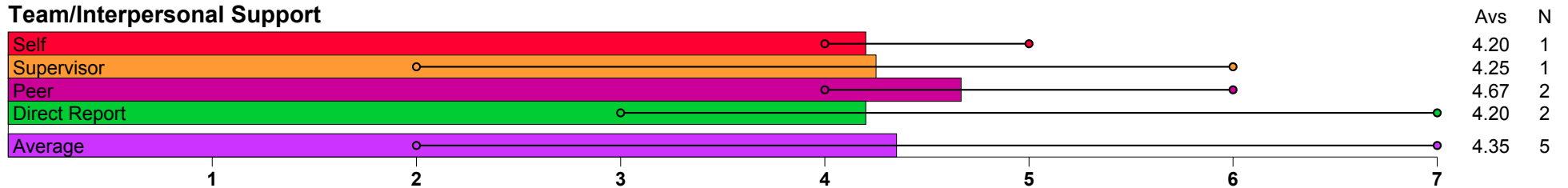


### Competency Summary Continued

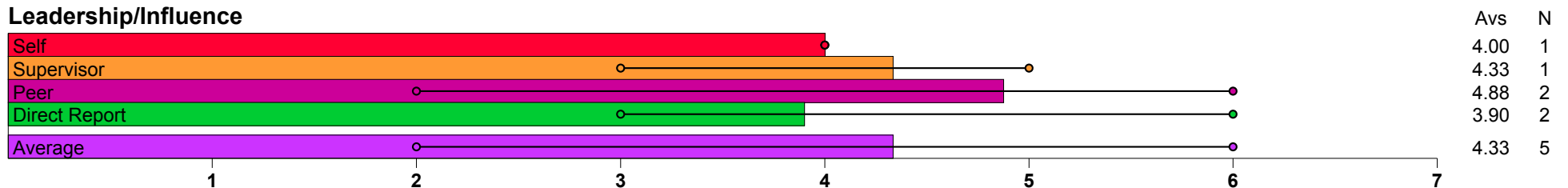
#### Interpersonal Sensitivity/Empathy



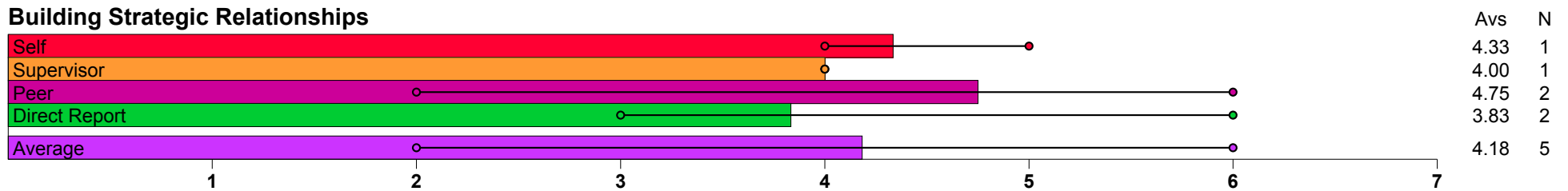
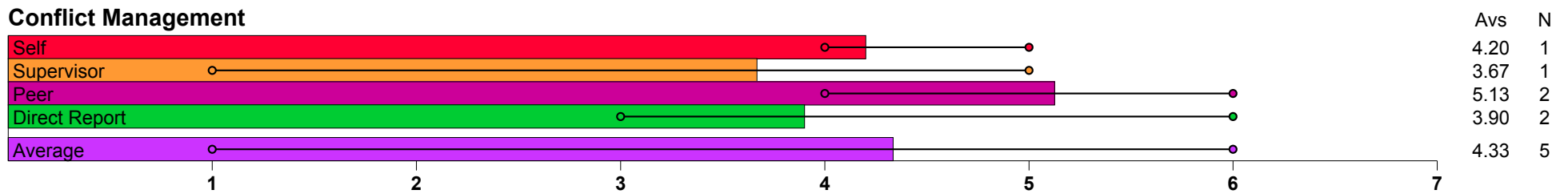
#### Team/Interpersonal Support



#### Leadership/Influence



## Competency Summary Continued



## Behavior Summary

The average score for each Emotional Intelligence View360 competency and specific questions are summarized below for each rater category (1 to 7 scale with higher scores corresponding to more frequently observed behavior). If the symbol **AP** appears instead of a score it means anonymity protection (i.e., fewer than a specified minimum number of people from a particular rater group have responded, the score is not shown to protect anonymity). If the symbol **NR** appears instead of a score it means no people from a particular rater group have responded. The competencies are presented in descending order based on the average scores of all raters.

The number in parentheses next to the average score is an index of or measure of rater agreement. The range of scores for this statistical measure of rater agreement is 0 to 1 where "1" represents total agreement by all raters. A score closer to "0" suggests that there exists a wider level of disagreement among raters in their perceptions of how frequently you demonstrate specific actions or behaviors. The higher the agreement score, the greater the consistency and agreement among raters. An agreement score of less than .50 might suggest that you interpret the average score with caution as it might not truly represent an accurate indication of how you are perceived by all raters providing you with feedback.

Questions	Self	Supervisor	Peer	Direct Report	Average
<b>Written Communication</b>	<b>7.00 (1.00)</b>	<b>6.67 (0.84)</b>	<b>5.83 (0.70)</b>	<b>3.83 (0.60)</b>	<b>5.20 (0.50)</b>
Writes in a logical, organized, and clear manner	7.00 (1.00)	7.00 (1.00)	5.50 (0.50)	4.50 (0.50)	5.40 (0.46)
Uses appropriate grammar, tense, and language in all written communications	7.00 (1.00)	7.00 (1.00)	6.00 (1.00)	4.00 (0.67)	5.40 (0.55)
Uses written communications effectively and appropriately (e.g., email)	7.00 (1.00)	6.00 (1.00)	6.00 (1.00)	3.00 (1.00)	4.80 (0.51)
<b>Achievement Orientation</b>	<b>6.50 (0.83)</b>	<b>6.50 (0.83)</b>	<b>5.63 (0.77)</b>	<b>4.00 (0.67)</b>	<b>5.15 (0.57)</b>
Performs work in a conscientious and dependable manner	7.00 (1.00)	7.00 (1.00)	6.00 (1.00)	4.00 (1.00)	5.40 (0.60)
Demonstrates the ability to complete tasks, projects and assignments on time and with quality	7.00 (1.00)	7.00 (1.00)	6.00 (1.00)	4.00 (0.67)	5.40 (0.55)
Works hard to achieve and accomplish tasks, projects, assignments and goals	6.00 (1.00)	6.00 (1.00)	5.50 (0.83)	4.50 (0.50)	5.20 (0.61)
Follows through on stated commitments and promises	6.00 (1.00)	6.00 (1.00)	5.00 (0.67)	3.50 (0.83)	4.60 (0.60)

## Behavior Summary Continued

Questions	Self	Supervisor	Peer	Direct Report	Average
<b>Oral Communication</b>	<b>7.00 (1.00)</b>	<b>5.50 (0.63)</b>	<b>5.75 (0.72)</b>	<b>4.00 (0.59)</b>	<b>5.00 (0.55)</b>
Provides clear, succinct and logical answers to questions from others	7.00 (1.00)	5.00 (1.00)	6.00 (1.00)	5.00 (0.67)	5.40 (0.73)
Clearly expresses and requests information from others	7.00 (1.00)	7.00 (1.00)	6.00 (1.00)	3.00 (1.00)	5.00 (0.44)
Articulates and enunciates clearly when speaking and communicating	7.00 (1.00)	6.00 (1.00)	5.50 (0.83)	3.50 (0.83)	4.80 (0.61)
Maintains eye contact when communicating with others	7.00 (1.00)	4.00 (1.00)	5.50 (0.50)	4.50 (0.50)	4.80 (0.51)
<b>Trustworthiness</b>	<b>5.75 (0.72)</b>	<b>5.50 (0.83)</b>	<b>5.63 (0.71)</b>	<b>4.00 (0.67)</b>	<b>4.95 (0.61)</b>
Demonstrates and practices high standards of personal and professional integrity	6.00 (1.00)	6.00 (1.00)	6.00 (0.67)	4.50 (0.50)	5.40 (0.55)
Demonstrates consistency between actions and words (i.e., says and does things that are congruent and consistent with each other)	7.00 (1.00)	6.00 (1.00)	6.00 (1.00)	3.50 (0.83)	5.00 (0.58)
Maintains openness, honesty and candor in interpersonal relationships	5.00 (1.00)	5.00 (1.00)	5.50 (0.83)	4.00 (0.67)	4.80 (0.67)
Creates a trusting relationship making it easy to discuss and share personal information (e.g., maintains confidences, does not disclose personal information to others)	5.00 (1.00)	5.00 (1.00)	5.00 (0.67)	4.00 (1.00)	4.60 (0.73)
<b>Listening</b>	<b>6.00 (0.59)</b>	<b>5.00 (0.76)</b>	<b>5.75 (0.68)</b>	<b>4.00 (0.71)</b>	<b>4.90 (0.61)</b>
Takes the time to understand and listen to others	6.00 (1.00)	5.00 (1.00)	6.50 (0.83)	4.00 (1.00)	5.20 (0.61)
Waits out silences and listens patiently without interrupting others	7.00 (1.00)	6.00 (1.00)	5.50 (0.83)	4.00 (1.00)	5.00 (0.70)
Summarizes and paraphrases what others have said in order to clarify understanding	4.00 (1.00)	4.00 (1.00)	5.50 (0.50)	4.50 (0.50)	4.80 (0.51)
Maintains eye contact and attentive non-verbal behavior when being spoken to	7.00 (1.00)	5.00 (1.00)	5.50 (0.83)	3.50 (0.83)	4.60 (0.66)

## Behavior Summary Continued

Questions	Self	Supervisor	Peer	Direct Report	Average
<b>Adaptability/Stress Tolerance</b>	<b>5.20 (0.61)</b>	<b>5.80 (0.75)</b>	<b>5.10 (0.72)</b>	<b>4.00 (0.70)</b>	<b>4.80 (0.63)</b>
Maintains an effective balance between work, family and personal life	7.00 (1.00)	6.00 (1.00)	6.00 (1.00)	4.00 (1.00)	5.20 (0.67)
Maintains optimism and makes the most out of situations whether good or bad	5.00 (1.00)	5.00 (1.00)	5.00 (1.00)	4.50 (0.50)	4.80 (0.67)
Handles pressure and stress well (e.g., maintains poise, stays calm under pressure, avoids losing control of his/her emotions or behavior)	6.00 (1.00)	7.00 (1.00)	5.00 (0.67)	3.50 (0.83)	4.80 (0.51)
Demonstrates flexibility and resilience in response to adversity and challenge	4.00 (1.00)	6.00 (1.00)	4.50 (0.83)	4.00 (1.00)	4.60 (0.73)
Maintains a positive and constructive outlook even when plans or decisions are thwarted	4.00 (1.00)	5.00 (1.00)	5.00 (0.67)	4.00 (0.67)	4.60 (0.66)
<b>Strategic Problem Solving</b>	<b>5.20 (0.56)</b>	<b>5.40 (0.73)</b>	<b>5.20 (0.64)</b>	<b>4.00 (0.70)</b>	<b>4.76 (0.62)</b>
Makes high quality and logical decisions based on adequate data and information	7.00 (1.00)	5.00 (1.00)	6.00 (0.67)	4.00 (1.00)	5.00 (0.63)
Sticks with a decision or course of action unless it is obvious that it is incorrect	3.00 (1.00)	7.00 (1.00)	4.50 (0.50)	4.00 (1.00)	4.80 (0.51)
Makes decisions confidently and quickly when necessary	5.00 (1.00)	5.00 (1.00)	5.00 (1.00)	4.50 (0.50)	4.80 (0.67)
Generates and considers multiple options before making a decision	6.00 (1.00)	5.00 (1.00)	5.50 (0.83)	3.50 (0.83)	4.60 (0.66)
Researches and utilizes available information in order to understand and solve issues and problems	5.00 (1.00)	5.00 (1.00)	5.00 (0.67)	4.00 (0.67)	4.60 (0.66)
<b>Collaboration</b>	<b>5.00 (0.81)</b>	<b>5.00 (0.67)</b>	<b>5.08 (0.68)</b>	<b>4.25 (0.61)</b>	<b>4.73 (0.63)</b>
Respects the ideas, abilities and contributions of others and takes a genuine interest in their suggestions and concerns	5.00 (1.00)	5.00 (1.00)	6.00 (1.00)	5.00 (0.67)	5.40 (0.73)
Develops supportive, helpful, and friendly working relationships with others	5.00 (1.00)	5.00 (1.00)	5.50 (0.83)	5.00 (0.67)	5.20 (0.75)
Works collaboratively and non-competitively with others	6.00 (1.00)	6.00 (1.00)	4.50 (0.83)	4.00 (1.00)	4.60 (0.73)

## Behavior Summary Continued

Questions	Self	Supervisor	Peer	Direct Report	Average
<b>Collaboration</b>	<b>5.00 (0.81)</b>	<b>5.00 (0.67)</b>	<b>5.08 (0.68)</b>	<b>4.25 (0.61)</b>	<b>4.73 (0.63)</b>
Develops cooperative, rather than competitive, working relationships with others	5.00 (1.00)	6.00 (1.00)	4.50 (0.50)	4.00 (0.67)	4.60 (0.55)
Actively involves others in his/her decision-making, planning, and problem-solving tasks when appropriate	4.00 (1.00)	5.00 (1.00)	5.50 (0.83)	3.00 (1.00)	4.40 (0.60)
Solicits and values the thoughts, opinions, feedback, and ideas of others	5.00 (1.00)	3.00 (1.00)	4.50 (0.83)	4.50 (0.50)	4.20 (0.61)
<b>Self-Development</b>	<b>6.00 (0.67)</b>	<b>5.25 (0.72)</b>	<b>5.33 (0.75)</b>	<b>4.00 (0.67)</b>	<b>4.72 (0.63)</b>
Manages time effectively and efficiently	7.00 (1.00)	6.00 (1.00)	6.00 (1.00)	4.00 (1.00)	5.20 (0.67)
Pursues continuous learning and self-development of knowledge, experiences and skills	5.00 (1.00)	6.00 (1.00)	5.00 (0.67)	4.00 (0.67)	4.80 (0.61)
Seeks and applies feedback and constructive criticism from others	5.00 (1.00)	4.00 (1.00)	5.00 (1.00)	4.50 (0.50)	4.60 (0.66)
Realistically appraises one's own strengths and development areas (i.e., accurately perceives skills and abilities)	7.00 (1.00)	5.00 (1.00)	AP	3.50 (0.83)	4.00 (0.73)
<b>Two-Way Feedback</b>	<b>7.00 (1.00)</b>	<b>7.00 (1.00)</b>	<b>4.50 (0.71)</b>	<b>3.67 (0.63)</b>	<b>4.69 (0.47)</b>
Maintains close contact and communications with others (i.e., keeps others well informed)	7.00 (1.00)	7.00 (1.00)	4.00 (1.00)	4.50 (0.50)	4.80 (0.51)
Informs others about relevant aspects of tasks, projects and assignments in a timely manner	7.00 (1.00)	7.00 (1.00)	AP	3.50 (0.83)	4.67 (0.43)
Communicates information needed by others in a prompt and timely manner	7.00 (1.00)	7.00 (1.00)	5.00 (0.67)	3.00 (1.00)	4.60 (0.46)
<b>Self-Control</b>	<b>6.00 (0.70)</b>	<b>5.50 (0.83)</b>	<b>4.70 (0.67)</b>	<b>4.00 (0.70)</b>	<b>4.54 (0.65)</b>
Maintains poise, composure and control of behaviors in the face of interpersonal challenge or threat	6.00 (1.00)	6.00 (1.00)	5.50 (0.83)	3.50 (0.83)	4.80 (0.61)

## Behavior Summary Continued

Questions	Self	Supervisor	Peer	Direct Report	Average
<b>Self-Control</b>	<b>6.00 (0.70)</b>	<b>5.50 (0.83)</b>	<b>4.70 (0.67)</b>	<b>4.00 (0.70)</b>	<b>4.54 (0.65)</b>
Avoids taking unnecessary risks or making impulsive decisions without adequate and relevant information	7.00 (1.00)	NR	5.50 (0.83)	4.00 (1.00)	4.75 (0.72)
Resists the desire to speak or act when it will not be helpful to the situation (i.e., able to control emotions and behavior when necessary)	7.00 (1.00)	5.00 (1.00)	5.00 (1.00)	4.00 (1.00)	4.60 (0.84)
Handles tense situations without overreacting, becoming overly emotional or defensive	5.00 (1.00)	5.00 (1.00)	4.00 (0.67)	4.50 (0.50)	4.40 (0.60)
Refrains from expressing frustration or anger towards others when upset (e.g., does not raise his/her voice or get impatient with others)	5.00 (1.00)	6.00 (1.00)	3.50 (0.83)	4.00 (0.67)	4.20 (0.61)
<b>Oral Presentation</b>	<b>5.25 (0.64)</b>	<b>5.00 (0.67)</b>	<b>5.13 (0.65)</b>	<b>3.75 (0.68)</b>	<b>4.50 (0.60)</b>
Is prepared and organized for meetings, discussions and presentations	7.00 (1.00)	6.00 (1.00)	6.00 (1.00)	3.50 (0.83)	5.00 (0.58)
Restates and clarifies important points and questions from others during presentations	4.00 (1.00)	NR	5.50 (0.83)	4.00 (1.00)	4.75 (0.72)
Confidently delivers oral presentations that are persuasive, clear, and logically organized	5.00 (1.00)	4.00 (1.00)	4.50 (0.83)	4.50 (0.50)	4.40 (0.66)
Handles questions in meetings and presentations in a responsive and diplomatic manner	5.00 (1.00)	NR	4.50 (0.50)	3.00 (1.00)	3.75 (0.57)
<b>Interpersonal Sensitivity/Empathy</b>	<b>4.40 (0.84)</b>	<b>4.40 (0.55)</b>	<b>4.80 (0.51)</b>	<b>3.90 (0.69)</b>	<b>4.36 (0.56)</b>
Makes it easy for others to disclose, share and openly talk about their ideas, concerns and problems	4.00 (1.00)	4.00 (1.00)	6.00 (0.67)	4.50 (0.50)	5.00 (0.53)
Shows an interest in and is considerate of the feelings and needs of others	5.00 (1.00)	5.00 (1.00)	5.00 (0.67)	4.00 (1.00)	4.60 (0.73)
Makes an effort to understand and take an interest in how others are feeling	5.00 (1.00)	5.00 (1.00)	4.50 (0.83)	4.00 (1.00)	4.40 (0.84)



## Behavior Summary Continued

Questions	Self	Supervisor	Peer	Direct Report	Average
<b>Interpersonal Sensitivity/Empathy</b>	<b>4.40 (0.84)</b>	<b>4.40 (0.55)</b>	<b>4.80 (0.51)</b>	<b>3.90 (0.69)</b>	<b>4.36 (0.56)</b>
Demonstrates understanding, tolerance and sensitivity towards diversity in the workforce (e.g., gender, race, ethnicity, sexual orientation, etc.) and treats others in a fair and consistent manner	4.00 (1.00)	6.00 (1.00)	4.00 (0.33)	4.00 (0.67)	4.40 (0.46)
Develops and maintains warm, friendly, and sensitive relationships with others	4.00 (1.00)	2.00 (1.00)	4.50 (0.50)	3.00 (1.00)	3.40 (0.55)
<b>Team/Interpersonal Support</b>	<b>4.20 (0.87)</b>	<b>4.25 (0.51)</b>	<b>4.67 (0.69)</b>	<b>4.20 (0.56)</b>	<b>4.35 (0.57)</b>
Expresses confidence in the skills and abilities of others	4.00 (1.00)	5.00 (1.00)	AP	5.00 (0.67)	5.00 (0.73)
Encourages cooperation and teamwork among people who depend on each other to get work done	4.00 (1.00)	6.00 (1.00)	AP	4.00 (1.00)	4.67 (0.69)
Provides timely and ongoing feedback to others regarding working relationships and job performance	4.00 (1.00)	NR	5.00 (0.67)	4.00 (0.67)	4.50 (0.63)
Acknowledges and recognizes the contributions and accomplishments of others	5.00 (1.00)	4.00 (1.00)	5.00 (0.67)	3.00 (1.00)	4.00 (0.63)
Takes initiative and offers formal and informal assistance, training and coaching to others	4.00 (1.00)	2.00 (1.00)	4.00 (1.00)	5.00 (0.33)	4.00 (0.44)
<b>Leadership/Influence</b>	<b>4.00 (1.00)</b>	<b>4.33 (0.69)</b>	<b>4.88 (0.58)</b>	<b>3.90 (0.69)</b>	<b>4.33 (0.61)</b>
Demonstrates a willingness to assert his/her ideas and opinions in the face of opposition and challenge	4.00 (1.00)	5.00 (1.00)	5.00 (1.00)	4.00 (1.00)	4.60 (0.84)
Communicates and expresses ideas in a manner that persuades and influences others	4.00 (1.00)	3.00 (1.00)	5.50 (0.83)	4.50 (0.50)	4.60 (0.55)
Communicates in a manner that inspires commitment and support towards his/her ideas, suggestions and opinions	4.00 (1.00)	NR	5.00 (0.67)	4.00 (1.00)	4.50 (0.71)
Modifies his/her leadership style to persuade, motivate and influence others	4.00 (1.00)	NR	AP	4.00 (0.67)	4.00 (0.67)

## Behavior Summary Continued

Questions	Self	Supervisor	Peer	Direct Report	Average
<b>Leadership/Influence</b>	<b>4.00 (1.00)</b>	<b>4.33 (0.69)</b>	<b>4.88 (0.58)</b>	<b>3.90 (0.69)</b>	<b>4.33 (0.61)</b>
Convinces and persuades others to see his/her perspective and ideas	4.00 (1.00)	5.00 (1.00)	4.00 (0.33)	3.00 (1.00)	3.80 (0.51)
<b>Conflict Management</b>	<b>4.20 (0.87)</b>	<b>3.67 (0.37)</b>	<b>5.13 (0.74)</b>	<b>3.90 (0.69)</b>	<b>4.33 (0.58)</b>
Discusses possible "win-win" solutions and seeks agreement on specific actions when conflicts arise with others	4.00 (1.00)	5.00 (1.00)	5.50 (0.83)	4.00 (0.67)	4.80 (0.67)
Resists reacting defensively and keeps an open mind when others disagree with him/her	5.00 (1.00)	5.00 (1.00)	5.00 (1.00)	4.00 (1.00)	4.60 (0.84)
Makes an effort to acknowledge and resolve interpersonal conflicts with others	4.00 (1.00)	NR	5.00 (0.67)	4.00 (1.00)	4.50 (0.71)
Allows for disagreements to emerge and to be discussed openly	4.00 (1.00)	NR	5.00 (0.67)	3.00 (1.00)	4.00 (0.59)
Encourages others to express contrary views, ideas and opinions	4.00 (1.00)	1.00 (1.00)	AP	4.50 (0.50)	3.33 (0.32)
<b>Building Strategic Relationships</b>	<b>4.33 (0.84)</b>	<b>4.00 (1.00)</b>	<b>4.75 (0.45)</b>	<b>3.83 (0.60)</b>	<b>4.18 (0.53)</b>
Effectively initiates and cultivates strategic internal alliances with key senior managers and others within the organization	4.00 (1.00)	4.00 (1.00)	AP	4.50 (0.50)	4.33 (0.58)
Develops, cultivates and maintains a broad base of support among key internal and external stakeholders (e.g., managers, employees, customers)	4.00 (1.00)	NR	5.50 (0.83)	3.00 (1.00)	4.25 (0.57)
Effectively builds relationships and partnerships with others outside the organization	5.00 (1.00)	NR	4.00 (0.33)	4.00 (0.67)	4.00 (0.47)

## Open Ended Comments Summary Introduction

You and your respondents had the opportunity to provide written comments online about your perceived strengths and possible development areas.

The questions were:

- ✓ Please provide any written comments you have regarding the Strengths of the individual in the space provided below
- ✓ Please provide any written comments you have regarding the Development Areas of the individual in the space provided below

These comments are provided on the next pages and are included verbatim without identifying the rater to ensure confidentiality.

Compare the open-ended comments provided in the next few pages with the graphs and other information provided in this feedback report.

Please keep in mind that not all comments will be easy to understand - not everyone can provide concrete, specific, non-judgmental feedback.

It is important to look for trends or themes as you read these comments - it is easy to find a single comment upsetting or even biased. However, if a number of comments focus on a specific area you might want to place a greater emphasis of importance on the specific behaviors to change to enhance your overall effectiveness.

The following questions might be useful in analyzing these open-ended comments:

- ✓ Are the comments consistent and reinforce the other feedback you have received?
- ✓ Do they add any new information or insight about your performance and effectiveness?
- ✓ Do you see any trends across the open-ended comments?
- ✓ How can you leverage your strengths?
- ✓ What areas are you committed to focus on as part of your executive development plan?

**Open Ended Comments Summary**  
**STRENGTHS**

**Open Ended Comments Summary Continued**  
**DEVELOPMENT AREAS**

## **Development Planning Guide**

### **Examining Your Emotional Intelligence View360 Feedback Report**

Your reactions to your Emotional Intelligence View360 report provide insight that is useful not only in the interpretation of the results, but in deciding what you may do about them. Start with your feelings about the results.

If you had to select a single word or phrase to describe your emotional reaction, it would be:

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What is it about your results that lead you to feel this way?

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What new insights, if any, do you get from your results?

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How do your perceptions compare to those of other rater groups? Are there any important trends?

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What experiences or feedback from others seems very consistent with these results? What experiences or feedback from others seems very inconsistent with these results?

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## Development Planning Guide Continued

### Deciding What Competencies To Work On

The table below summarizes the 17 Emotional Intelligence View360 competencies. Place a check next to the ones you rate as being most important to your current position below and place a check next to those skills that the majority of others see as possible development areas. Any competency with both columns checked suggests more critical development areas. These should be considered as part of your development action plan.

Competency Group	Competency	Competency Importance Rating	Development As Perceived By Others
<b>Self Management</b>	Self-Development		
	Adaptability/Stress Tolerance		
	Self-Control		
	Trustworthiness		
	Strategic Problem Solving		
	Achievement Orientation		
<b>Relationship Management</b>	Building Strategic Relationships		
	Conflict Management		
	Leadership/Influence		
	Interpersonal Sensitivity/Empathy		
	Team/Interpersonal Support		
	Collaboration		
<b>Communication</b>	Written Communication		
	Two-Way Feedback		
	Oral Communication		
	Oral Presentation		
	Listening		

## Development Planning Guide Continued

### Focusing On Development

List three strengths based upon your Emotional Intelligence View360 results below:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

List three possible development areas based upon your Emotional Intelligence View360 results below:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Developing skills can be challenging because it almost always means replacing current behavior with a new pattern of behavior. This is not easy! The action planning process helps to increase your success. Research shows that desired change is more likely to be successful when:

- ✓ The desired skills and behaviors are specifically defined
- ✓ There is commitment and motivation to change
- ✓ An action plan is developed and shared with others
- ✓ An analysis is made of reasons for lack of success
- ✓ Other people support the change in observable ways
- ✓ The outcomes are visible and can be measured



## Development Planning Guide Continued

The action plan worksheet on the next page will assist you at developing the skills you have identified based on the results of your Emotional Intelligence View360 Questionnaire. As you begin work on your action plan, consider the following:

- ✓ Focus on a single specific skill or skill area
- ✓ Use the recommendations in your report as a basis for your plan
- ✓ Keep your plan simple and put it in writing
- ✓ Define how you will monitor and evaluate progress

## **Development Planning Guide Continued**

Competency:	
Development Activities:	Target Dates:
Support/Resources Required:	
Measures of Success:	
Results Achieved:	