

ARCH
PROFILE
MR 360

EIQ 360 - R (Emotional Intelligence Quotient)

Company: Company_Name
Report for: Tracy Tester
Date: August 14, 2018 at 4:43 pm

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Introduction

No one knows us better than ourselves. However, there are circumstances where we may not be fully aware of our latent talents, and unable to find the gaps in our skills and knowledge. A 360 feedback system is like walking into a house of mirrors – we get to see ourselves from different perspectives, and perhaps learn things about what we reflect back to others that we've never known before.

The goal of a 360 feedback system is to provide insight into your skills, attitudes, behaviors, and personality from the perspectives of those who work most intimately with you. While it can be difficult at times to receive criticism from others, regardless of how constructive it is, recognize that the feedback is offered with the intention to see you grow as a professional and as a person

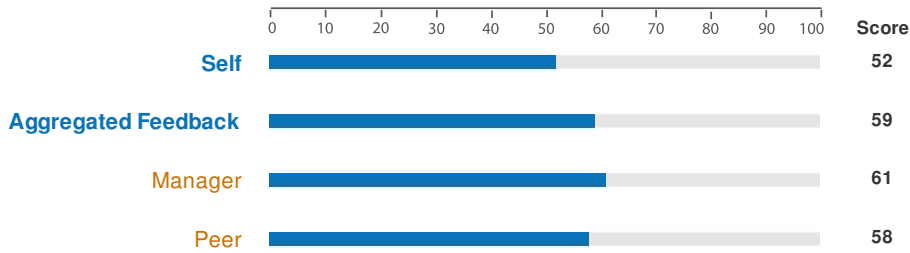
Make sure to review your results in detail, paying close attention to skills/traits in which others recommend improvement, and any areas in which there are clear gaps between your ratings and the ratings of others.

Result Details

Each trait/skill assessed in EIQ 360 will be show on a scale from 0 to 100. Your overall performance rating will appear first, followed by a breakdown of each competency.

Overall

Overall emotional intelligence competency level.



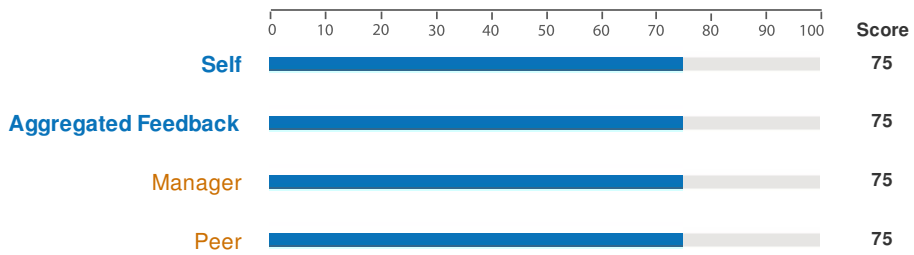
As per the feedback from your raters, there is still some room to grow as it relates to your emotional intelligence. Below you will find your self-assessment ratings and those of your raters for each of the traits and skills evaluated in the feedback assessment. We recommend that you go through each rating carefully and objectively.

As you are reading through your report, it might be a good idea to take notes - questions you would like to ask your raters, suggestions on how to improve in certain areas, or new performance goals you would like to set. You can use the exercises that will be provided with each result as a springboard for mapping out your growth and development process.

Please remember that receiving feedback from your raters, both positive and negative feedback, is an essential aspect of your professional growth. The goal of a 360 feedback program is to help you reach your full potential. You are not changing who you are but rather, are becoming a better version of you.

Communication Skills

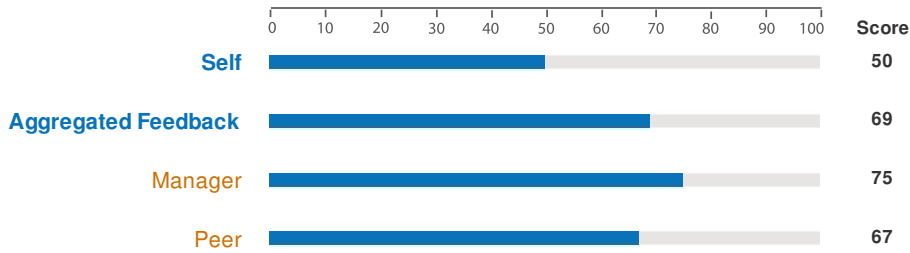
Ability to express oneself clearly and effectively.



Your communication skills are reasonably good. You are usually capable of sending a clear message to others, and while you may occasionally find yourself dealing with misunderstandings, for the most part you know how to express yourself effectively. You should continue to work on improving your skills in this area.

Listening Skills

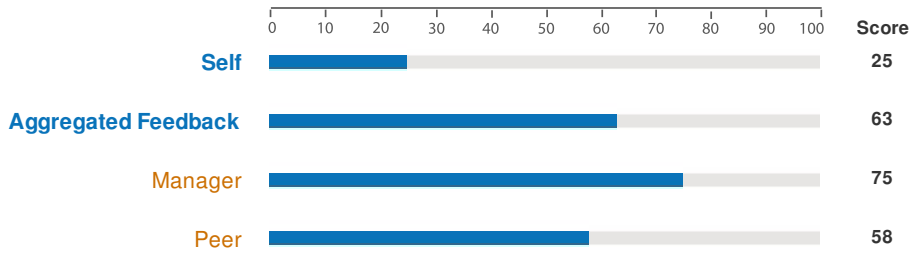
Ability to actively pay attention to others.



Your listening skills are satisfactory, although there is still room for improvement. You are usually an attentive and active listener, and this makes it less likely that you will miss out on both direct and subtle information that a person is trying to get across. This is important, because colleagues and customers are more likely to want to interact with someone who is willing to listen to them. In most situations, you are able to offer your undivided attention.

Conflict-Resolution Skills

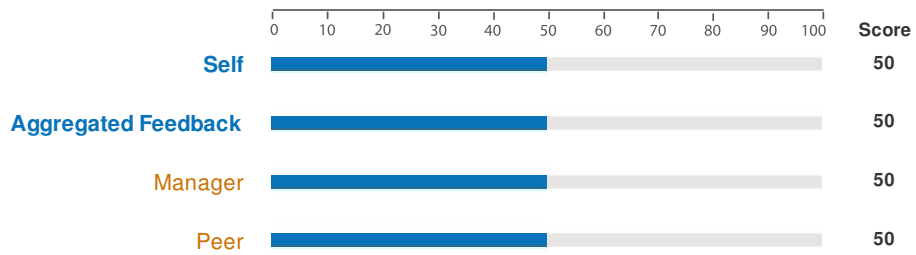
Ability to handle conflict situations with poise and professionalism; ability to resolve conflict effectively.



Dealing with conflict isn't the ideal situation for you (as would be the case for most people), although you try to resolve disagreements in the most productive manner possible. It can occasionally be a struggle for you to remain objective, but you have the basic skills needed to handle conflict situations. There is still room to fine-tune your approach, and this involves reminding yourself to step back, keep your emotions under control, and keep the goal of compromise in mind at all times.

Adaptable Social Skills

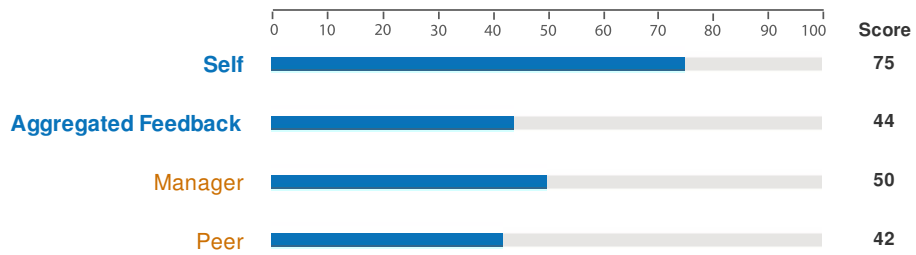
Ability to adjust one's communication style and social behavior to best fit audience or social situation.



Although you are sometimes able to adjust your social approach when it is called for, you may not always recognize the situations in which it is necessary for you to do so. This doesn't imply that you shouldn't be yourself. It's a matter of recognizing that sometimes, you need adjust the way you speak or conduct yourself in certain social settings or with certain people, and you do not seem to be doing this on a consistent basis.

Problem-Solving Skills

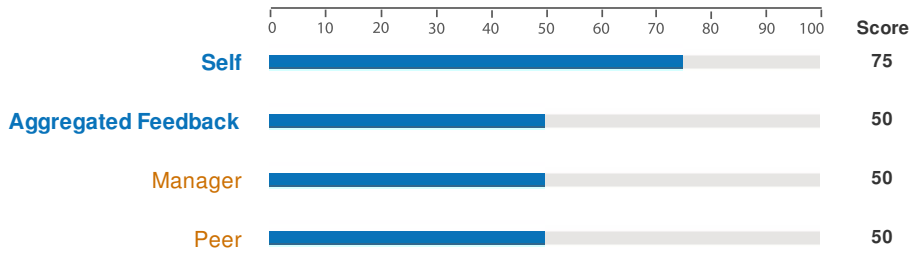
Assesses whether a person solves problems effectively and in a timely manner.



Problems tend to sidetrack you, at least initially. You'll hope for an easy way out, and are likely to have difficulty dealing with the emotional ups and downs that the problem will bring. You may eventually try to find a solution, but it is likely to be a struggle. Unless you approach problems in a more systematic way, they are more likely to overwhelm you.

Mentoring Skills

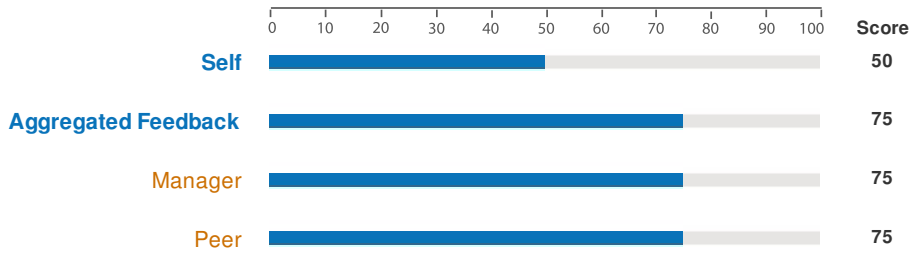
Ability to develop and guide others to help them reach their full potential.



You provide some guidance in order to help bring out and develop other people's strengths, but if your goal is to mentor others, you will need to improve certain skills or at least put them to better use. Mentoring requires strong people skills and a willingness to set the right example for others. If you work on these areas, your mentoring potential will improve as well. This is an important skill to have if your job requires you to train new staff or if people regularly look to you for guidance and leadership.

Ability to read body language

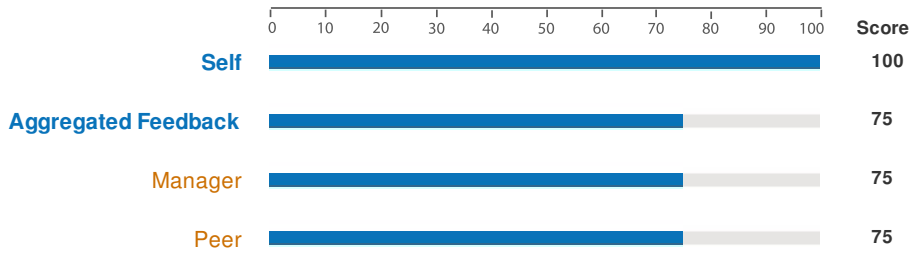
Ability to interpret other people's body language, facial expressions, gestures, etc.



Although there are a few body language signals that you might miss, for the most part, you are fairly skilled at reading non-verbal communication. With a little more knowledge and practice, you can turn this skill into a strength. You try to be attentive to both verbal and non-verbal body language because you understand that actions can often speak louder than words. This skill will be very useful in your interactions with others and allow you to better understand and empathize with people.

Empathy

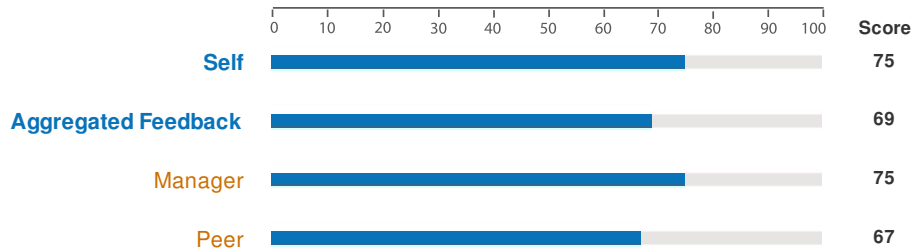
Ability to see situations from another person's perspective - to identify with others



You try to see things from other people's perspective. You may not always be able to identify with their feelings or point of view, but you do recognize the importance of at least attempting to understand their perception. Combined with social insight, these are skills that are essential creating a connection with others. There is still room for growth in this area, but in general, you show a fair amount of skill.

Social Insight

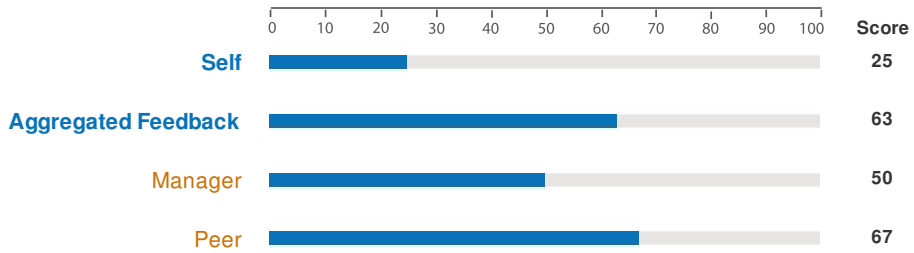
Ability to read a social situation, understand social cues, and respond according to what is most appropriate for the circumstances.



You are not one to act precipitously, and understand the essence of social insight - the importance of being observant and of reading a situation before responding. While this is skill that you can still work on improving, you are not likely one who makes awkward social missteps very often.

Diplomacy

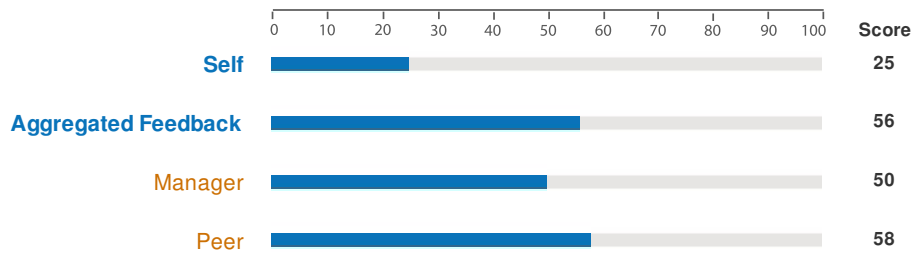
Ability to interact with others in a tactful manner.



You are usually quite diplomatic in your approach to others, and use tact in most sensitive situations. While you may have occasionally found yourself saying the wrong thing at the wrong time, or being a little insensitive, you are likely aware of times when you have done this and are learning from your mistakes. You simply need to make it a point to mindful of how others are responding to you.

Coping Skills

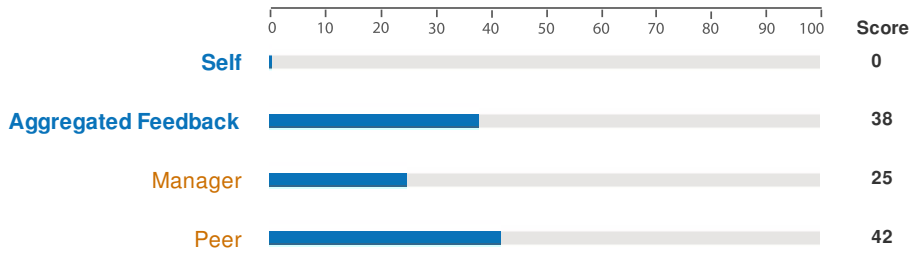
Ability to work well under pressure through use of healthy coping techniques.



You may be able to deal with some stress, but it is not your ideal environment. You are not taking advantage of (or are not fully aware of) healthy techniques to cope with stress. You may eventually be able to cope with time, but are generally not at your best in high-pressure situations and will struggle to stay composed and on track.

Emotional Selectivity

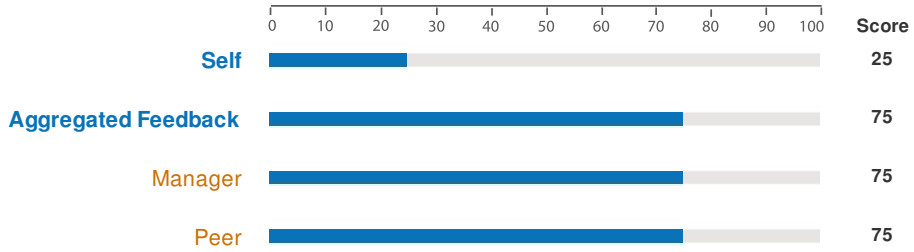
Ability to let go of little annoyances and move on; to pick one's battles.



When something bothers you or hinders your progress in some way, it's difficult for you to let it go. A problem may be minor from other people's perspective, but in your mind, it's enough to cause significant emotional upheaval. Overall, it seems to take a great deal of strength and energy for you to move on from annoyances that occur in your life.

Comfort with Emotions

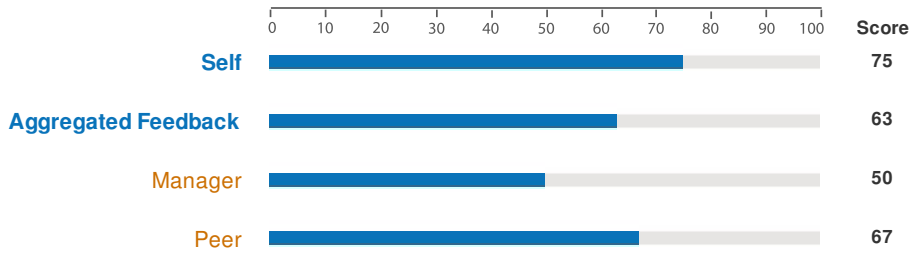
Degree of comfort in social situations that require expression of emotion as well as the need to deal with other people's emotional expressions.



Some emotional situations can be slightly uncomfortable for you, whether it's your own emotional expression or other people's. Essentially, there is still a little bit of awkwardness with you when it comes to talking about and sharing feelings. You are, however, able to work through this unease.

Compassion

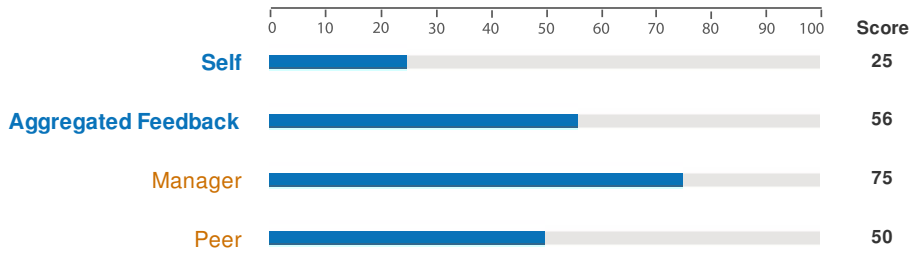
Degree to which a person feels sympathy for others and desires to help them.



As a whole, you think it's important to show compassion, and to do what you can to make other people's lives better. This doesn't necessarily mean that your needs will always take a backseat to those of others, or that you intend to dedicate your entire life to improving the world, but it is important to you to have a positive impact on those around you. You are fairly sympathetic and understanding, and want to offer support if you can.

Self-Control

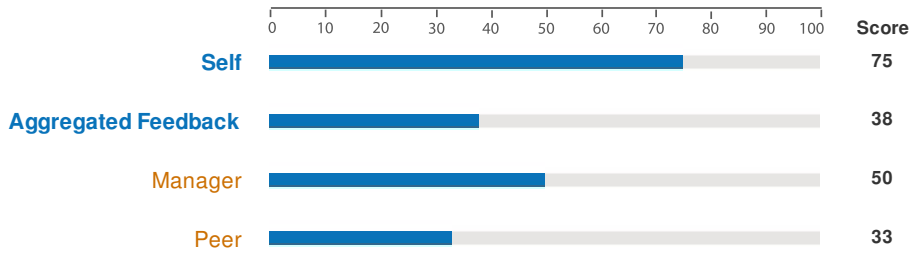
Ability to regulate and control one's emotions; to show poise in stressful situations.



There are some frustrations that you can tolerate to a certain degree, and others that really push your emotional control to its limits. You don't always show self-restraint, which can sometimes result in annoyance, stress, and perhaps even some discourtesy. While it can be difficult not to lose your control with some people or situations, it is important, for your sake and others, that you work to develop your ability to regulate your emotions.

Self-Monitoring

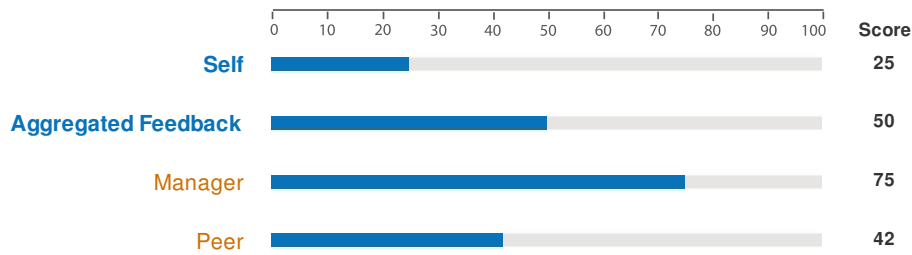
Degree to which a person is able to engage in healthy self-censorship.



You may often find yourself getting easily caught up in the moment, and saying or doing things that you sometimes end up regretting. You do not self-monitor very often, and tend to take action without taking the potential consequences into consideration. This is problematic. Aside from the fact that others could see your behavior as unpredictable or even objectionable, acting on a whim could result in serious errors in judgment in which the consequences are irreversible. This is a trait you will need to work on.

Authenticity

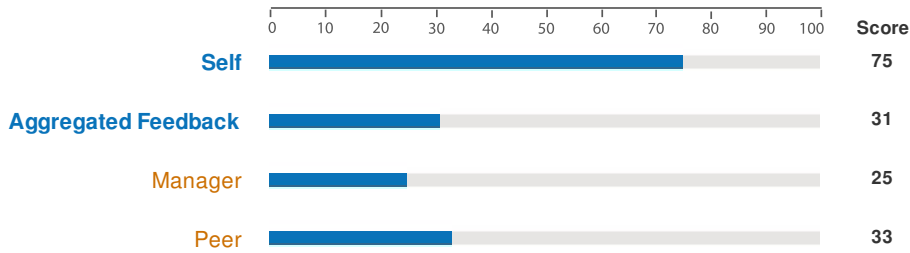
Determines whether an individual is up-front and sincere.



You don't always present your real self to other people. You may feel the need to hide your faults or to temper your personality, perhaps out of fear of not being accepted. While you may think you are better off this way, it's important to recognize that it won't take long for most people to figure out that you are not being genuine all the time. This insincerity could alienate people much more than your true self ever could.

Awareness of Strengths and Limitations

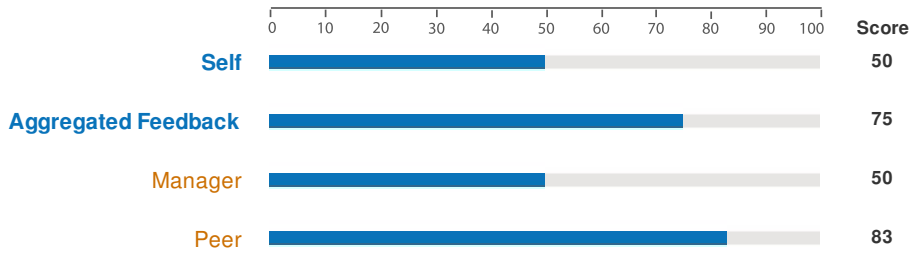
Assesses whether a person has a clear understanding of his/her faults and his/her assets.



You are either over-estimating or under-estimating your abilities - or perhaps both. Essentially, you are not fully aware of what your strengths and limitations are. This can either hold you back because you may not feel that you're skilled enough or, on the contrary, result in unwise choices/risks because you are unwilling to recognize that you are not skilled at something.

Ambition

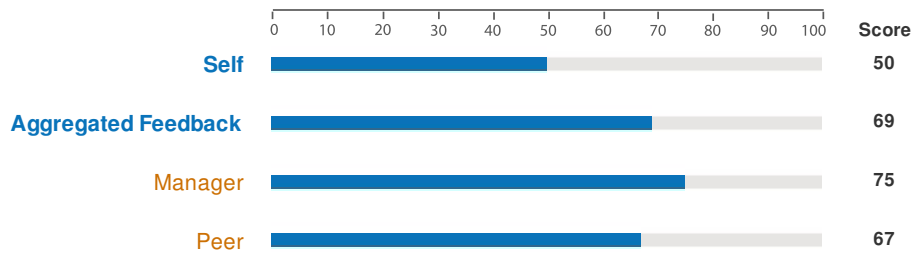
Assesses a person's level of desire to achieve something great.



It is rare for you to settle for the status quo. You are fairly ambitious, and likely have at least a few lofty aspirations that you they to attain. Achievement is important to you, and you want to work toward something that you can be proud of. You won't set the bar excessively high, but you do challenge yourself and push yourself to reach a higher potential.

Self-Motivation

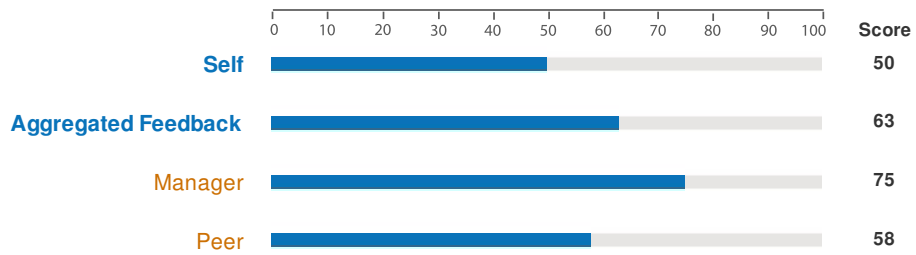
Degree to which a person is motivated to succeed and shows perseverance in the face of obstacles.



Although you may sometimes need an extra push from others, you have the ability to tap into your own source of motivation. You are fairly driven and perseverant, and on most occasions, are able to push yourself to do and be your best.

Positive Mindset

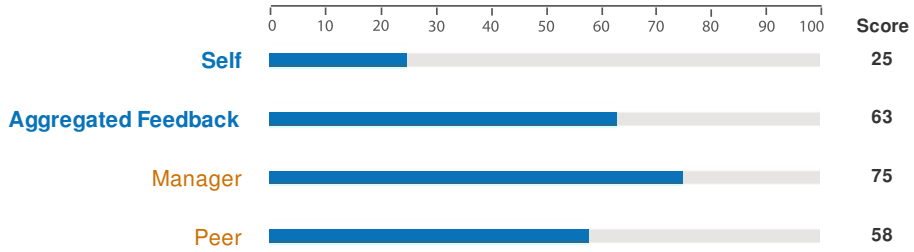
Degree to which a person possesses an upbeat, optimistic, and hopeful attitude.



You are more of an optimist than a pessimist. You will try to see the silver lining in situations, and fight the temptation to wallow too long in negativity. For the most part, you are willing to be hopeful without being overly-optimistic - essentially, you are an optimist but a realist at the same time.

Resilience/Hardiness

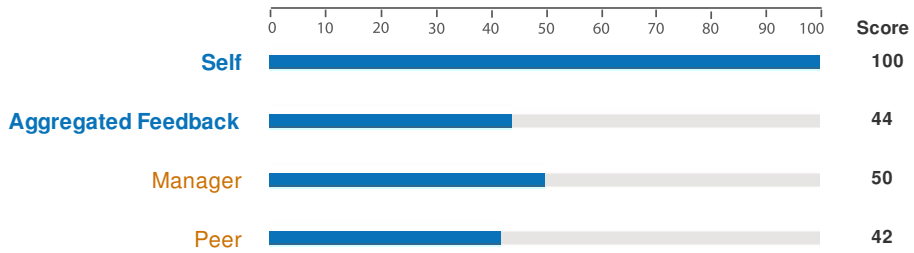
Degree to which a person shows determination and mental toughness in the face of hardship; ability to bounce back from difficulties.



Sometimes, you feel like throwing in the towel when times are tough, but it's rare for you to give up too easily. You are fairly resilient and mentally tough. With time, effort, and strength, you usually manage to overcome most of the hardships that life throws at you.

Deliberation

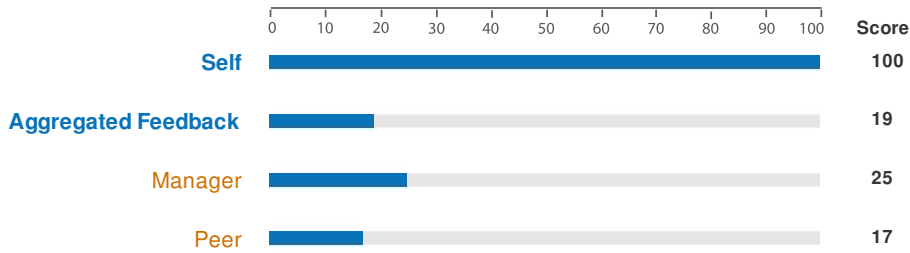
Tendency to plan ahead, to be prudent, and to carefully consider options before taking actions.



You will sometimes take the time to plan ahead and deliberate, but this will not be the case for all projects or situations. You need to be a more consistent planner. When you don't carefully deliberate things, complex projects and decisions will be much more challenging than they need be. You need to develop a strategy before taking action, and you do not do this often enough. This can create disorganization, wasted resources, and leave you at a loss as to how to deal with unexpected problems that arise.

Rumination

Tendency to over-think issues.



Even if you are going through a tough time, you do not allow yourself to obsess about the situation. You are able to keep track of your thoughts, prevent them from spiralling into negativity, and keep problems in perspective. You don't over-think issues and instead, choose to put them out of your mind when you don't need to be thinking about them. This allows you to go about your work day without being consumed or distracted by your worries. Note: People who score low on Rumination and Deliberation could be at risk for carelessness or recklessness.

Question 25:

In your opinion, does this person need to improve his/her approach to conflict? If so, what would you recommend? (Enter your comments in the box below. If you do not wish to add any comments, you can skip this question).

Self:

- My conflict-resolution skills are the competencies I would like to improve the most. I recognize that I do not deal with conflict well.

Manager:

- No comments received

Peer:

- I would like to see more initiative in conflict situations, rather than waiting for a situation to boil over.
- No comments received
- No comments received

Question 26:

In what ways can this person better demonstrate emotional intelligence? (Enter your comments in the box below. If you do not wish to add any comments, you can skip this question).

Self:

- I possess empathy and insight, but I do not express my feelings very often, or to many people. I would like to be more at ease with emotional expression.

Manager:

- I think she should be more comfortable saying what she feels, within reason.

Peer:

- I think emotional control and poise are the area where this person would benefit from the most help.
- No comments received
- No comments received

Question 27:

In which other areas, if any, do you feel this person can improve? (Enter your comments in the box below. If you do not wish to add any comments, you can skip this question).

Self:

- There are certain areas I would like to obtain guidance on with a coach: Assertiveness, self-confidence, self-esteem.

Manager:

- Self-confidence, emotional control

Peer:

- No comments received
- No comments received
- No comments received

Advice and Tips

[Tips shown here]

[Link to full advice provided here]

List of Raters

For your references, the following is the list of your raters for this 360 assessment.

- tom@gmail.com
- mary@mail.com
- john@yahoo.com
- ella@gmail.com

Additional Materials

To enhance your emotional intelligence, feel free to review the materials suggested below.

Books:

Title: Title: Don't Sweat the Small Stuff...and it's all small stuff: Simple Ways to Keep the Little Things From Taking Over Your Life.

Author: Richard Carlson, Ph.D.

Publication year: 1997

Publisher: Hyperion: New York (NY)

URL: https://www.amazon.com/Sweat-Small-Stuff---small-Series/dp/0786881852/ref=sp_sp-atf_image_1_1?ie=UTF8&qid=1368547460&sr=8-1

Title: The Emotionally Intelligent Manager: How to Develop and Use the Four Key Emotional Skills of Leadership.

Author: David R. Caruso & Peter Salovey

Publication year: 2004

Publisher: Jossey-Bass: San Francisco (CA)

URL: https://www.amazon.com/Emotionally-Intelligent-Manager-Emotional-Leadership/dp/0787970719/ref=sp_spatf_title_1_1?s=books&ie=UTF8&qid=1368547514&sr=1-1

Title: Emotional Intelligence: Why it can matter more than IQ

Author: Daniel Goleman

Publication year: 1995

Publisher: Bantam: New York (NY)

URL: https://www.amazon.com/Emotional-Intelligence-10th-Anniversary-Matter/dp/055380491X/ref=sp_sp-atf_title_1_1?s=books&ie=UTF8&qid=1368547577&sr=1-1

Title: Working with Emotional Intelligence

Author: Daniel Goleman

Publication year: 1998

Publisher: Bantam: New York (NY)

URL: https://www.amazon.com/Working-Emotional-Intelligence-Daniel-Goleman/dp/0553378589/ref=sp_sp-atf_title_1_1?s=books&ie=UTF8&qid=1368547603&sr=1-1

Title: Emotional Intelligence In Action: Training and Coaching Activities for Leaders, Managers, and Teams

Author: Marcia Hughes & James Bradford Terrell

Publication year: 2012

Publisher: San Francisco (CA)

URL: https://www.amazon.com/Emotional-Intelligence-Action-Training-Activities/dp/1118128044/ref=sr_sp-atf_title_1_1?s=books&ie=UTF8&qid=1368547627&sr=1-1

Title: The Emotional Intelligence Activity Book: 50 Activities for Promoting EQ at Work

Author: Adele B. Lynn

Publication year: 2002

Publisher: AMACOM: New York (NY)

URL: https://www.amazon.com/Emotional-Intelligence-Activity-Book-Activities/dp/0814471234/ref=sr_sp-btf_title_1_6?s=books&ie=UTF8&qid=1368547627&sr=1-6

Title: Quick Emotional Intelligence Activities for Busy Managers: 50 Team Exercises That Get Results in Just 15 Minutes

Author: Adele B. Lynn

Publication year: 2007

Publisher: AMACOM: New York (NY)

URL: https://www.amazon.com/Quick-Emotional-Intelligence-Activities-Managers/dp/0814408958/ref=sr_sp-atf_title_1_1?s=books&ie=UTF8&qid=1368547780&sr=1-1

Title: Character Strengths and Virtues

Author: Christopher Peterson & Martin Seligman

Publication year: 2004

Publisher: Oxford University Press, Inc.: New York (NY)

URL: <https://www.amazon.com/Character-Strengths-Virtues-Handbook-Classification/dp/0195167015>

Title: Lifescrpts: What to say to get what you want in life's toughest situations (Revised Ed.)

Author: Stephen M. Pollan & Mark Levine

Publication year: 2004

Publisher: John Wiley & Sons, Inc.: Hoboken (NJ)

URL: https://www.amazon.com/Lifescrpts-What-Lifes-Toughest-Situations/dp/0471643769/ref=sr_sp-btf_title_1_1?s=books&ie=UTF8&qid=1368547824&sr=1-1-fkmr1

Title: The Language of Emotional Intelligence: The Five Essential Tools for Building Powerful and Effective Relationship

Author: Jeanne Segal

Publication year: 2008

Publisher: McGraw-Hill: (USA)

URL: https://www.amazon.com/Language-Emotional-Intelligence-Essential-Relationships/dp/0071544550/ref=sr_spatf_title_1_1?s=books&ie=UTF8&qid=1368547860&sr=1-1