



# Self Report

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Why is trait emotional intelligence important?

We and other research teams have shown that the TEIQue™ "facets" and "factors" affect many areas of people's lives; home, work, personal relationships, business relationships, and mental health.

Below is an indicative list of workplace outcomes, behaviours, and variables that are influenced by one or more aspects of trait EI;

- Career choice
- Assessment of training needs
- Challenging behaviour (individual and group)
- Conflict resolution
- Customer service
- Interpersonal and communication skills
- Job performance (depending on job content)
- Leadership Mentoring and succession strategies
- Organisational change and behaviour
- Personal development
- Employee counselling
- Sales ability
- Teambuilding
- Turnover

The above and many other areas are affected by trait EI because all of them have emotion-related components that the TEIQue™ can assess reliably and validly.

Trait emotional intelligence (trait EI) is a group of emotion-related self-perceptions concerning a person's beliefs about their emotional abilities.

The theory of trait EI integrates the most powerful ideas from the fields of personality traits and emotional intelligence. Based on this unique theory, the TEIQue™ measures 15 distinct emotion-related personality traits.

It is important when using any personality instrument to ensure that it accurately measures what it purports to i.e. that it is valid. There are a number of popular theories for emotional intelligence that appear to make sense but have not been validated.

The TEIQue™ is underpinned by a leading international research program currently based at University College London and has been developed and psychometrically tested over the last 10 years.

## About this report

This TEIQue™ development report describes your strengths and development needs in relation to traits of emotional intelligence. Thirteen traits ("Facets") are clustered into the four key factors of Sociability, Emotionality, Self-control and Well-being. The two remaining Auxiliary Facets are independent of the others but are significant indicators of how we engage with people and things.

Page 3 defines the global trait emotional intelligence index, the four factors and their individual facets.

Page 4 presents your global trait emotional intelligence index results and overall interpretation.

Page 5 provides a visual snapshot of the facets relating to the four facets.

Page 6 interprets your results for each factor and its individual facets.

Page 12 offers suggestions for development where your results are either low or high.

## Using your report information

This report is based on UK "norms" which means your scores are calculated by comparing your responses to the UK population.

As you read this report, keep in mind that not all high scores are necessarily good. There are positive and negative implications for both high and low scores and these should be considered in the context of type and style of work as well as the culture or environmental setting in which work is performed.

Your self perceptions will likely remain relatively stable over your life (particularly between 30-65 years). However, they can change considerably after serious life changes or in response to systematic effort on your part. It is important to recognise that the way in which you see yourself may be different to how others see you.

## Trait Emotional Intelligence Index

The trait emotional intelligence index provides a snapshot of your general emotional functioning. It is an index of your self-perceived ability to understand, process and utilise emotion-related information in your everyday life.

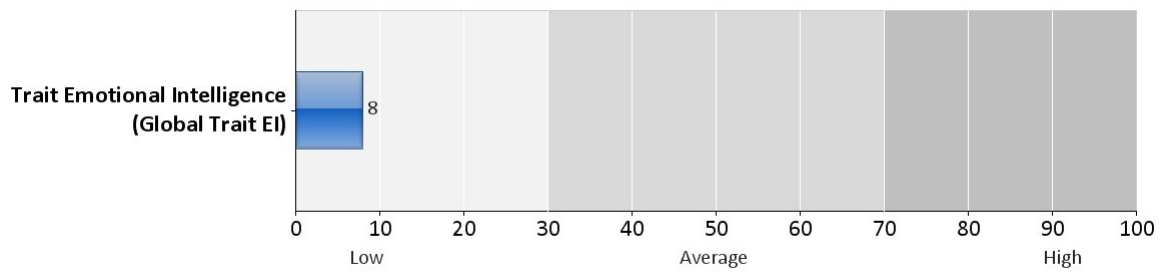
## Factors

Below are four factors that cluster key facets together in order to provide an overview of trait emotional intelligence.

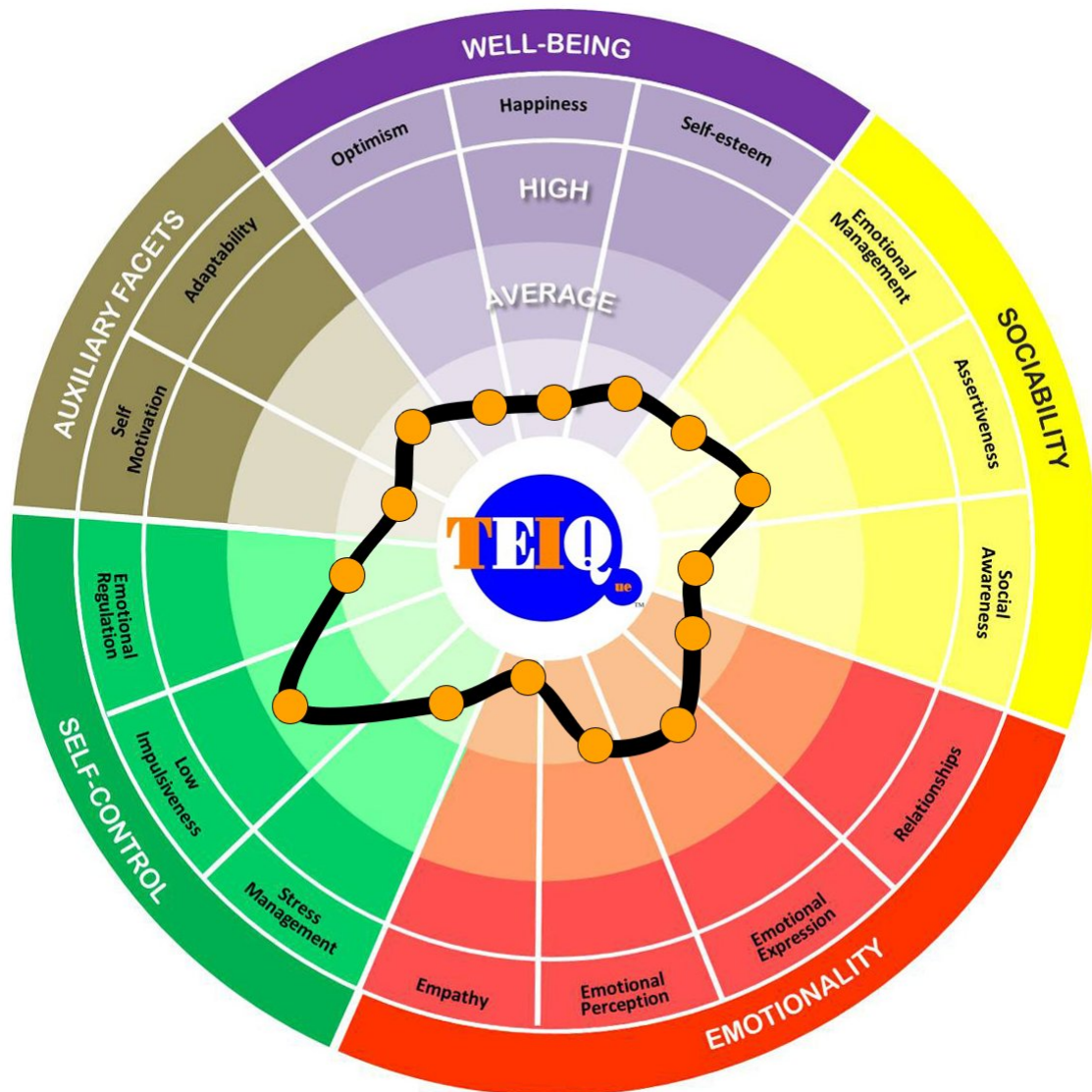
## Facets

Facets are specific traits of emotional intelligence.

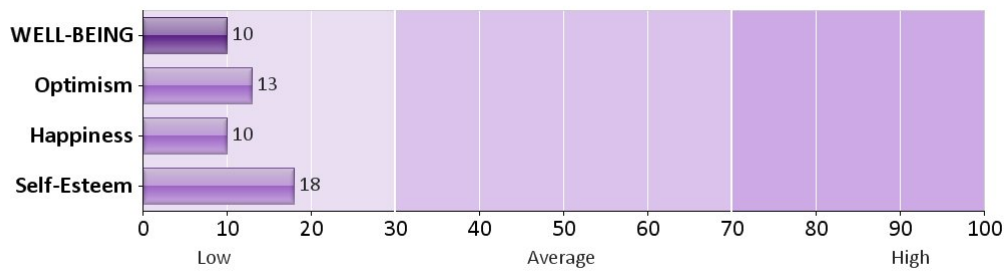
<b>WELL-BEING</b>	Optimism	Confidence and likelihood to "look on the bright side" of life.
	Happiness	Pleasant emotional states, primarily directed towards the present rather than the past or future.
	Self Esteem	Personal success and self-confident.
<b>SOCIABILITY</b>	Emotion Management	The influencing of other people's feelings.
	Assertiveness	Forthright, frank, and willing to stand up for their views and opinions.
	Social Awareness	Ability to network and social skills.
<b>EMOTIONALITY</b>	Empathy	Acknowledging and taking in someone else's perspective.
	Emotional Perception	Insightful and clear about personal feelings and the feelings of others.
	Emotional Expression	Communication of one's feelings to others.
	Relationships	Capability to have fulfilling personal relationships.
<b>SELF-CONTROL</b>	Emotion Regulation	Short, medium and long term control of one's own feelings and emotional states.
	Impulsiveness	How reflective and the likelihood of giving-in to urges.
	Stress Management	Capability to have fulfilling personal relationships.
<b>AUXILIARY FACETS</b>	Adaptability	Flexibility and willingness to adapt to new conditions.
	Self Motivation	Drive and endurance in the face of adversity.



The global trait EI score provides a snapshot of your general emotional functioning. It is an index of your self-perceived ability to understand, process, and utilize emotion-related information in your everyday life. Overall, your score indicates that you have to work harder at enhancing your self-image and building confidence in your socio-emotional abilities. It is important to remember that the global score may mask considerable discrepancies between some of the more narrow aspects of the construct. For specific details, please refer to the entries for the TEIQue subscale and factor scores.



The profile above is designed to give you a visual representation of the four main factors and fifteen facets of trait emotional intelligence. This can often be a useful aid to indicate key strengths or development needs.



## WELL-BEING

Your score on the well-being factor suggests that, compared to other people, you are overly negative about things and more critical of yourself. In general, you find it difficult to take pleasure in life and tend to be pessimistic about the future. Assess your strengths and weaknesses as objectively as you can and remind yourself regularly of your strong points. Give yourself credit for your accomplishments. When you are in a negative frame of mind, do not over-generalise and avoid taking important decisions.

## Optimism

This scale is linked to general well-being and measures how you feel about the future. Your score indicates that you are inclined to be pessimistic and to view things from a negative perspective. You see the glass as half-empty and maybe have a reputation for taking a gloomy view of reality. On the whole, you may be less likely than others to pursue new opportunities and are probably risk-averse. A more optimistic outlook could help you tackle stress and promote your general well-being. It may also make you feel less anxious about pursuing opportunities and taking risks.

Organisational fit: Positions or situations where it is important to detect and focus on limitations and problems (e.g., negative brainstorming); as a member of overly optimistic teams.

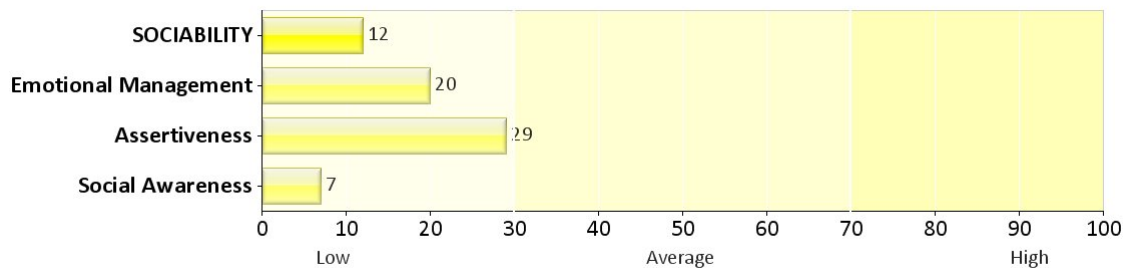
## Happiness

Your score on this scale is below average and suggests that you often feel blue and are overly negative about things. You are unsure how to change things for the better and find it more difficult than most to take pleasure in life. Low scores on happiness are indicative of generalized worry that may be caused by or spill over into your work life. Furthermore, negative feelings are contagious and may cause others to avoid you.

## Self-Esteem

Your score on this scale suggests that you have less self-regard than average. You may often feel unworthy and below average in terms of attractiveness, skills, or competence. As a result, you often experience doubts about your abilities and achievements. Low self-esteem is often a barrier to performance and, more important, to psychological and physical well-being. It will be worth your while to make an effort to improve your self-image.

Organisational fit: Positions or situations that are clearly defined and do not require one to take the initiative.



## SOCIABILITY

Your score on the sociability factor suggests that you do not enjoy socialising very much. In general, you may be less assertive than others and hesitate approaching people you do not know well. You may also be unsure about how to deal with people who are upset or overly emotional. Development tip: Increase your interaction with others, starting from people you know relatively well. It is good to remember that many people are anxious about communicating with others. You may also benefit from increasing your assertiveness, for example, by making an effort to say 'no' and stand up for yourself, initially in cases where it is relatively easy and safe to do so.

## Emotional Management

This scale concerns your ability to manage others' emotional states. Your score indicates that you are not confident in dealing with other people's feelings and generally dislike their emotional confessions or outbursts. The ability to influence other people's feelings provides an important advantage not only in personal relationships, but also in the workplace, especially when you hold a leadership post and need to motivate others.

Organisational fit: Positions or situations that do not entail in-depth or prolonged interaction with others.

## Assertiveness

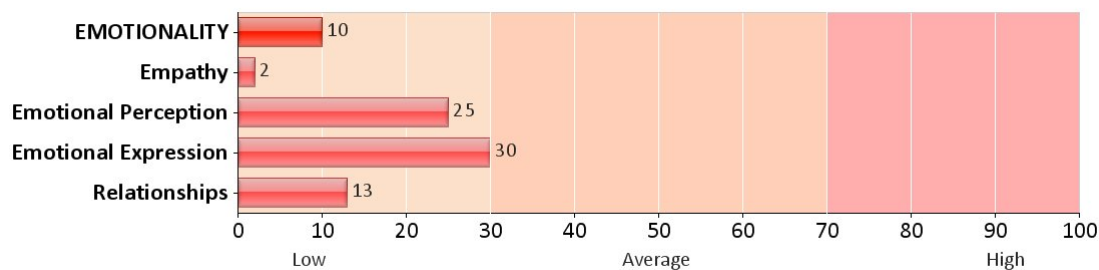
Your score on this scale indicates that you are generally timid. You tend to back down even if you know you are right and have difficulty saying 'no' to others. As a result, you often end up doing things you do not want to do. Sometimes, this leads to passive or passive-aggressive behaviour. In some situations, being diffident may put you at a disadvantage relative to more assertive colleagues. Assertive behaviour can be enhanced through relevant training and systematic practice.

Organisational fit: Positions or situations in teams with strong leaders where team members share responsibility.

## Social Awareness

Your score indicates that interpersonal skills are not your strongest point. You often feel anxious in unfamiliar social settings and are unsure about how to behave. Overall, you prefer a small number of good friends to a large circle of acquaintances. You must make an effort to improve your social awareness (e.g., by engaging in active listening, asking and giving help), especially if your job involves much interpersonal contact.

Organisational fit: Positions or situations that involve minimal social interaction (e.g., network administrator, laboratory worker, data analyst); technical, rather than person-oriented, jobs.



## EMOTIONALITY

Your score on the emotionality factor is below average, which suggests that it is difficult for you to perceive and utilise emotion-related information. You tend to miss the emotional meaning in everyday situations and may misinterpret people's intentions, which could harm your personal relationships and create frustration for you and others. Make an effort to improve your listening skills and to understand other people's viewpoints. It may be helpful to try to emulate someone you know well and who is skilled in these areas.

### Empathy

You typically find it difficult to understand other people's emotions, views, and needs. You may be perceived as someone who argues in discussions and conversations until your opinion prevails. Being intransigent or unwilling to understand the perspectives of others is a serious drawback in negotiation contexts. Furthermore, insisting on getting your point across indiscriminately may cause others to unite against the position you promote.

Organisational fit: Positions or situations that require firm decision-making without regard to emotional considerations (e.g., enforcement of change in the face of stiff resistance).

### Emotional Perception

Your score on this scale indicates that you are often unclear about how you feel and may not pay much attention to the emotional signals that others send out. Overall, feelings and emotions are not your forte. Emotion perception is involved in the processing of complex affect-laden information. Being unable or unwilling to attend to emotion-related stimuli can impair both emotion regulation and emotion management.

Organisational fit: Positions or situations where it is an advantage to be unemotional and detached.

### Emotional Expression

You usually find it hard to express your emotions and to communicate how you feel. You run the danger of appearing cold and aloof to your colleagues and subordinates. However, an advantage of a low score on this scale is that others cannot easily "see through" you.

Organisational fit: Positions or situations that require a high level of detachment (e.g., breaking bad news, hard-nosed negotiations). It can be difficult to keep others motivated if you are perceived as emotionally cold or uninvolved.

### Relationships

Your score on this scale suggests that you have difficulty establishing and maintaining fulfilling personal relationships in and out of work. You tend to behave in ways that upset people close to you and often have drawn out arguments with them because of misunderstandings or clashing needs. Although problematic personal relationships are unlikely to affect your work life directly, it is possible they may divert your energy and impair your ability to concentrate on your job. Making an effort to improve your personal relationships will not only bring you closer to those you love, but will also help you build up your social skills and improve your work relationships too.