## What the Scores Mean

Scores on the Emotional Intelligence Appraisal® come from a "normed" sample. That means your scores are based on a comparison to the global population to discover where you fall in each skill area. Read the following descriptions to better understand what your scores mean about your current skill level.

| Score Range | Meaning |
|---|---|
| **90-100** | **A STRENGTH TO CAPITALIZE ON**<br>These scores are much higher than average and indicate a noteworthy strength. These strengths probably come naturally to you or exist because you have worked hard to develop them. Seize every opportunity to use these emotionally intelligent behaviors to maximize your success. You are highly competent in this skill, so work to capitalize on it and achieve your potential. |
| **80-89** | **A STRENGTH TO BUILD ON**<br>This score is above average. However, there are a few situations where you don't demonstrate emotionally intelligent behavior. There are many things you've done well to receive this score and a few that could be better with some practice. Study the behaviors for which you received this score and consider how you can polish your skills. |
| **70-79** | **WITH A LITTLE IMPROVEMENT, THIS COULD BE A STRENGTH**<br>You are aware of some of the behaviors for which you received this score, and you are doing well with them. Other emotionally intelligent behaviors in this group are holding you back. Lots of people start here and see a big improvement in their emotional intelligence once it's brought to their attention. Use this opportunity to discover the difference and improve in the areas where you don't do as well. |
| **60-69** | **SOMETHING YOU SHOULD WORK ON**<br>This is an area where you sometimes demonstrate emotionally intelligent behavior but not usually. You may be starting to let people down. Perhaps this is a skill area that doesn't always come naturally for you or that you don't make use of. With a little improvement in this skill, your credibility will go way up. |
| **59 and below** | **A CONCERN YOU MUST ADDRESS**<br>This skill area is either a problem for you, you don't value it, or you didn't know it was important. The bad news is your skills in this area are limiting your effectiveness. The good news is this discovery and choosing to do something about it will go a long way in improving your emotionally intelligent behavior. |

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66 Your *Overall* Emotional Intelligence Score

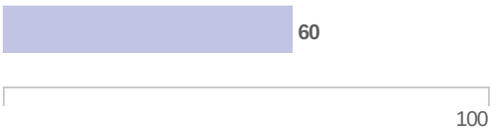
## Personal Competence

65

Personal competence is the collective power of your self-awareness and self-management skills. It's how you use emotional intelligence in situations that are more about you privately.

### My EQ Skill Scores

**Self-Awareness**




Your ability to accurately perceive your emotions and stay aware of them as they happen. This includes keeping on top of how you tend to respond to specific situations and certain people.

**Self-Management**




Your ability to use awareness of your emotions to stay flexible and positively direct your behavior. This means managing your emotional reactions to all situations and people.

## Social Competence

69

Social competence is the combination of your social awareness and relationship management skills. It's about how you are with other people.

### My EQ Skill Scores

**Social Awareness**




Your ability to accurately pick up on emotions in other people and get what is really going on. This often means understanding what other people are thinking and feeling, even if you don't feel the same way.

**Relationship Management**




Your ability to use awareness of your emotions and the emotions of others to manage interactions successfully. Letting emotional awareness guide clear communication and effective handling of conflict.

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## My EQ Strategies

Based on the EQ behaviors that brought your scores down the most, your score profile suggests you can start with the development of **SELF-AWARENESS** using the following three EQ strategies.

| What brings your score down most | What you can do to improve |
|---|---|
| Not fully appreciating the impact your behavior has upon others. | "**Observe the Ripple Effect from Your Emotions:** Self-awareness strategy #2 in the *Emotional Intelligence 2.0* book. |
| Trouble understanding your emotions. | **Watch Yourself Like a Hawk...:** Self-awareness strategy #6 in the *Emotional Intelligence 2.0* book. |
| Not owning up to your shortcomings. | **Seek Feedback:** Self-awareness strategy #14 in the *Emotional Intelligence 2.0* book. |