



You are now receiving the results of the Emotional Intelligence Test. The report comprises of several sections. At the beginning you will find a description of emotional intelligence. The next section contains a graphical representation of the results. You will also find an overall interpretation of the results here. The following section of the report describes your scores in the sub-sections of the test. For each scale, you will find your result, its graphical representation, your strengths or recommendations for development, and a subsequent description of the scale. Your score is given in percentiles. The higher the percentile you have achieved, the more people have a lower score in this area than you. For example, a score in the 30th percentile indicates that 30% of the population would get a lower score than you in the given test. Results fall into three bands: high (70th percentile and above), average (30th to 69th percentile) and low (up to the 30th percentile). The lower the percentile you achieve, the more emphasis is placed on recommendations for further development.

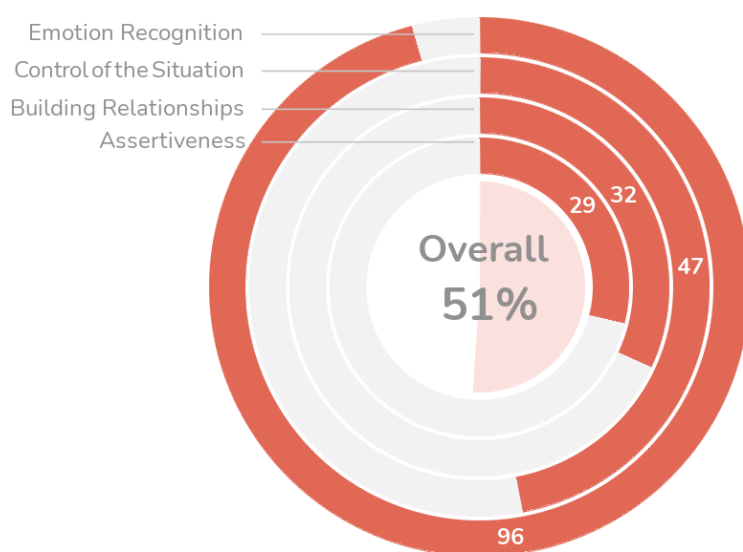
## EMOTIONAL INTELLIGENCE

Emotional intelligence allows us to properly process information regarding emotions. This information helps us to make effective decisions, solve interpersonal problems, and it contributes to our personal development. In the professional environment, emotional intelligence allows us to listen to the needs of both customers and colleagues. In both our professional and personal lives, emotional intelligence makes for harmonious relationships.

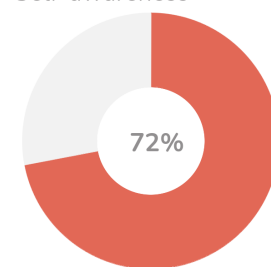
## OVERALL RESULT

In the Emotional Intelligence test, you achieved a score of **51%**, which reflects a result in the higher average band. The score is expressed as a percentile, i.e. the score is the percentage of people in the population who achieved the same or lower score.

## RESULTS OF INDIVIDUAL SCALES



Self-awareness \*



*\*the scale of emotional self-awareness is the only one measured using self-assessment, and is not included in the overall score. The combination of performance and questionnaire methods was chosen in order to create a comprehensive profile of emotional functioning.*

The total level of emotional intelligence can be split into five components:

**Emotion Recognition** regarding the ability of an individual to correctly recognise other people's expressions. Proper recognition of emotions is a necessary requirement for creating an appropriate response.

**Control of the Situation** i.e. the ability to focus on solving a problem and making the effort to have the situation under control and address it somehow. People who achieve a high score on this scale do not seek to delay stressful situations and instead try to solve them immediately.

**Building Relationships** i.e. the ability of an individual to get along well with others in everyday situations. It includes a willingness to cooperate, and provide adequate feedback while making efforts to develop relationships.

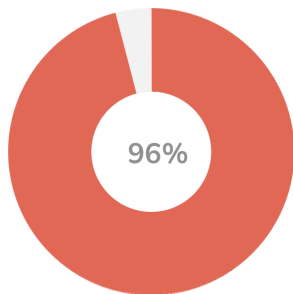
**Assertiveness** i.e. the ability to assert oneself, communicate their opinions and requirements clearly, as well as the ability to ask for cooperation or support from others.

**Self-awareness** represents the extent to which an individual is able to be aware of their own emotions, needs, and interests. People who achieve high scores on this scale are usually able to correctly identify, describe, and process the emotions they experience.

## INTERPRETATION OF INDIVIDUAL SCALE RESULTS

### EMOTION RECOGNITION

You have reached the 96. percentile, **which reflects a result in the high level band.**



#### ADVANTAGES AND QUALITIES

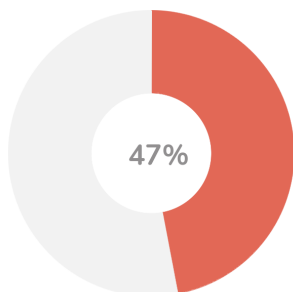
- excellent ability to identify the emotions of others, sensing subtle differences in facial expressions
- excellent qualities for precise and convincing responses to the emotions of others
- well-developed ability to gather feedback on a nonverbal level
- ability to establish and build strong relationships based on understanding and trust

#### HOW COULD YOU MAKE EVEN BETTER USE OF YOUR ABILITIES?

With your advanced ability to recognize emotions, you can help others better understand situations by putting names to various feelings and vibes that would otherwise be difficult to identify. You are a good facilitator or moderator, able to pass on your skills to others as a mentor. Keep in mind that an excellent ability to recognize emotions may not necessarily lead to a good degree of empathy and understanding of others.

### CONTROL OF THE SITUATION

You have reached the 47. percentile, **which reflects a result in the lower average band.**



#### ADVANTAGES AND QUALITIES

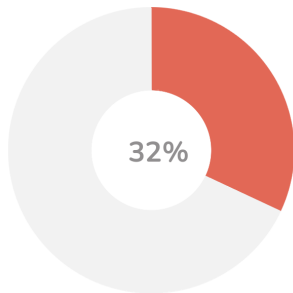
- good ability to act rationally in difficult situations and not be overly influenced by one's emotions
- effort under pressure to find possible solutions
- active effort to find steps leading to stress relief
- even under pressure can maintain a reasonable ability to focus

#### WHY IS IT GOOD FOR YOU TO CONTINUE DEVELOPING?

With a good ability to maintain control of situations, you can be happier at work. It will help you cope better and act effectively in both difficult and stressful situations. As a result, your self-confidence and your mental and physical well-being will improve. And at the same time, you can eliminate various negative emotions, such as anxiety, tension, guilt, or self-dissatisfaction. Those around you will perceive you as capable of handling more complex tasks and as a person who does not transfer stress to others but, on the contrary, has a calming presence.

## BUILDING RELATIONSHIPS

You have reached the 32. percentile, **which reflects a result in the lower average band.**



### ADVANTAGES AND QUALITIES

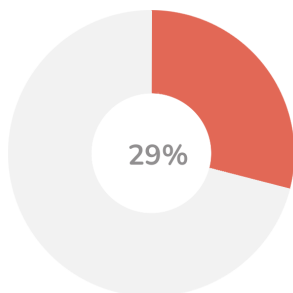
- willingness to cooperate and develop relationships
- reasonable need to solve issues together with others
- good qualities for developing ties
- ability to give and receive feedback

### WHY IS IT GOOD FOR YOU TO CONTINUE DEVELOPING?

With the ability to build and develop your relationships, you can significantly increase your chances of success. People are usually more responsive to the demands and requests of those with whom they have a personal connection; they are willing to do more for them, and faster. Additionally, closer personal ties can help you spread your ideas more easily and influence others. Thanks to these personal connections, others could approach you with offers of working together or other attractive opportunities. With feedback, you again increase the chances of strengthening the arrangements that suit you, as well as the chances of achieving the change you want in areas where you are not satisfied.

## ASSERTIVENESS

You have reached the 29. percentile, **which reflects a result in the below-average band.**



### RECOMMENDATIONS FOR DEVELOPMENT

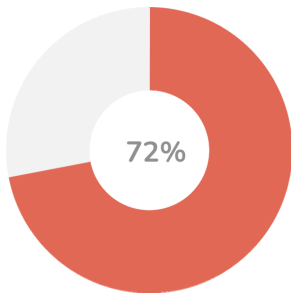
- Don't be afraid to share your thoughts, ideas, and needs with others, even if you need to repeat them again and again. Just because they haven't heard them yet, it doesn't mean they don't want to or won't respect them. They might not have realized how important the issue is to you because you communicated your feelings in an unassertive or timid way.
- Don't be afraid to define clearly the boundaries you do not wish to go beyond. The sooner you do it, the easier it will be. Delay will only mean the other party will assume that you previously did not mind.
- Become familiar with basic resources for assertive communication (such as training courses, literature, videos) and, most importantly, try to practise them. Try them in everyday life and find out what works for you. Only frequent training will allow you to use the techniques naturally.

### WHY IS IT GOOD FOR YOU TO CONTINUE DEVELOPING?

As a result of having a higher level of assertiveness, you can significantly increase your job satisfaction and the probability of achieving your goals and realize your ambitions, especially when reaching them requires the agreement and acceptance of those around you. Thanks to a higher level of assertiveness, you are able to communicate your wishes and needs more easily and promptly without unnecessary feelings of embarrassment or inappropriateness. This increases your powers of persuasion. At the same time, this assertiveness means you can improve your relationships with those around you, because you do not have to assert your demands with force, with aggression or emotion, or at the expense of others.

## SELF-AWARENESS

You have reached the 72. percentile, **which reflects a result in the above-average band.**



### ADVANTAGES AND QUALITIES

- excellent qualities for a wide spectrum of emotional skills (i.e. recognizing emotions, control over the situation, building relationships and assertiveness) and their further development
- excellent ability to participate and excel in various social interactions
- high level of control over one's own emotions and an ability to use them constructively
- authenticity; transparency in one's approach; emotional maturity

### HOW COULD YOU MAKE EVEN BETTER USE OF YOUR ABILITIES?

Thanks to a high degree of self-awareness, you have very good qualities for working with people, be that in a leadership, development, or support role. You can talk openly about your feelings and relate them to current events. The way you handle your emotions can be inspiring for others. You also demonstrate that a good understanding of oneself and accepting one's emotions is the key to maturity, inner harmony, and contentment.

## GENERAL DESCRIPTION OF THE SCALES USED

### EMOTION RECOGNITION

Emotion Recognition measures the ability to recognize and name emotions correctly based on facial expressions. It therefore represents not only the degree of empathy, but also the understanding of emotions of others on an intellectual level. The correct recognition of emotions is necessary for responding to the emotions of others in the right way. Scoring low on the scale could be reflected in an inability to correctly recognize the emotions of others, or obliviousness to the facial expressions, gestures, and body language of others. In everyday life, a low level on this scale could lead to misunderstandings or even conflicts.

The art of empathising with others plays an important role in many professional areas, whether it is teamwork, leading people, or working with clients. Demonstrating empathy and the ability to correctly recognize the emotions of others in the work environment is an important factor for binding the team together. We show others that we care about them. It allows us to build closer relationships, persuade or support others, and ensure that others feel comfortable around us. Correctly identifying the emotions of others can also be a useful way of gathering feedback, thanks to which we can adjust our actions to be in line with our common objectives and goals.

## CONTROL OF THE SITUATION

Control of the Situation shows how a person manages stressful situations and how they behave under pressure. People who score high on this scale can keep a cool head, and remain calm and focused under pressure. This allows them to handle a difficult situation rationally. They are able to consider various options, actively plan specific steps towards resolving the situation, and have their emotions under control. In contrast, a lower level of control is usually manifested in strong emotions (panic, fear, concern, agitation, rage), which prevent them from reacting to the situation effectively.

People dealing with stressful situations effectively at work experience a greater level of well-being and job satisfaction, concentrate better, and are more determined, meaning they perform better. If they encounter problems, they focus on possible solutions and take the necessary action. A sufficient ability to manage stress allows workers to better deal with difficult situations and withstand pressure. Challenging situations can even be stimulating for them, and resolving them successfully strengthens their self-confidence and ability to face new and more challenging situations. In addition, good stress management leads to lower employee turnover, fewer errors and accidents, and less absenteeism.

## BUILDING RELATIONSHIPS

The Relationship Building scale reflects the ability to cooperate with others and participate in tasks together with them, so that they too are happy with the outcome and have the opportunity to contribute to it. The offer of partnership when working together on a task also helps to develop and nurture existing relationships. Building a relationship involves giving constructive feedback to others. Those who score high on this scale resolve any disagreements with others through constructive feedback. A score at the low end of the scale, however, would indicate a tendency to deal with matters individually and solely on the basis of one's own point of view.

Building relationships plays an important role in the workplace. Developing and maintaining good relationships has a major impact on the ability to influence events happening around you and build a network of supporters and close contacts. Equally important is the ability to resolve any disagreement and discrepancy immediately through constructive feedback and joint discussion about a possible solution. Functioning relationships are fundamental when processes or rules are not perfectly defined, making the ability to reach an accord advantageous. People who do not have these skills can either be closed off or hostile to others, or they can underestimate feedback and problem-solving. These characteristics can lead to higher inner discontent and tension. They may feel unheard, and perceive the attitude of others as hurtful.

## ASSERTIVENESS

The Assertiveness scale maps the ability to constructively express one's emotions, opinions, and beliefs, and to defend one's own interests. Assertive individuals respect and trust themselves. They also act confidently, and believe that the pursuit of their own interests is justified; that they have rights over what they claim. By clearly expressing their needs and motivations, assertive people prevent possible misunderstandings. Assertive people are better able to put themselves forward and to stand up for themselves. They are not afraid to defend their opinions; they do not recant their opinions under pressure, and do not allow themselves to be manipulated.

In a professional environment, assertiveness leads to better communication with colleagues, subordinates, and superiors. It contributes to better teamwork and more effective conflict resolution. Assertiveness makes it easier for people to share their views and ideas, promote them, and not hesitate to defend them against opponents. Assertive people do not give in to coercion even in the face of opposition from people of a higher station. They are not shy to explain their views and demands, and thus significantly increase the likelihood that they will be accepted and met. As a result, assertive people are generally happier at work and are more successful in occupations that require dealing with others (business people, managers).

## SELF-AWARENESS

The scale of emotional Self-Awareness indicates the level to which an individual is aware of their own emotions, needs, and interests. People who score high on this scale are usually able to correctly identify, describe, and process the emotions they experience. As a result, they also exercise better control and act more effectively, as taking actions in difficult situations is less impacted by emotion. However, self-awareness does not mean repression, but understanding and processing. People with high self-awareness can consciously experience their emotions and use their strength and energy. Even resentment and anger can be very useful if one is aware of them and can use and direct them constructively.

A sufficient level of emotional self-awareness and self-acceptance makes it easier to handle one's own emotions, and also makes it easier to accept the emotions of others. This leads to improved interactions with colleagues. Those with a good degree of self-awareness do not pass on their negative emotions, such as anger, fear, and frustration, to partners. In fact, they know how to use positive emotions when working with others (to excite, inspire, or please). This ability benefits our mental health and positively affects our outlook on life, which leads to greater job satisfaction. It therefore lowers employee turnover and absenteeism at work.