



Matthew Radley & Associates
Executive Coaching Consultancy
We coach - you lead with confidence

EQ360 feedback – what to expect

Firstly we would like to thank you for supporting our client with their **Professional Coaching experience with us at Matthew Radley & Associates** by providing 360 degree feedback using the EQ360 online tool. You have been selected by our client as someone whose opinions and feedback they value greatly, and therefore your commitment to this experience is much appreciated.

As you may not have used this particular 360 tool before we would like to share some information ahead of you completing the questionnaire; this will ensure you are fully prepared for the experience.

So why are we interested in assessing and developing our client's EQ?

EQ is defined as “a set of social and emotional skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use emotional information in an effective and meaningful way”.

While emotional intelligence isn't the sole predictor of human performance and development potential, it is proven to be a key indicator in these areas. Emotional intelligence is also not a static factor – to the contrary, one's emotional intelligence can change over time and can be developed in target areas (neuroplasticity).

The EQ360 feedback tool measures the interaction between a person and the environment they operate in. Assessing and evaluating an individual's emotional intelligence can help establish the need for targeted development programmes and measures. This in turn can lead to dramatic increases in the person's performance, interaction with others, and leadership capability.





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The EQ360 tool

On the following page of this document you will see the full EQ360 model. It details all the elements of the model and how they build to create a picture of a person's EQ (Emotional Quotient/Intelligence). The statements that you will be asked to score are aligned to the elements shown in the model. Here are some example statements:

Self Regard:

- This person finds it hard to accept themselves just the way they are
- This person respects themselves

Emotional Expression:

- This person is aware of the impact of their mood on others
- This person knows what triggers their emotions

Interpersonal Relationships:

- This person is easy to confide in
- This person is a team player

Problem Solving:

- This person tends to worry about a problem rather than trying to solve it
- This person lets their emotions get in the way when dealing with making decisions

Stress Tolerance:

- This person keeps calm in difficult situations
- This person can't think clearly when they are under stress

You will also be given the opportunity to provide **written feedback to support your scoring**, and you will be asked the following:

- Please describe the client's strengths as a person and as a leader at XXX company
- For the client to be even more successful than they are today, what would you like to see them doing MORE of?
- For the client to be even more successful than they are today, what would you like to see them doing LESS of?

Thank you once again on behalf of our client for your honest feedback and insights, and in supporting their Professional Coaching experience with us.

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EQ-i 2.0® Model of Emotional Intelligence

The EQ 360® is based on the EQ-i 2.0® Model of Emotional Intelligence. The questions that you and your raters answered measure the components of EI defined in the model.

SELF-PERCEPTION

Self-Regard is respecting oneself while understanding and accepting one's strengths and weaknesses. Self-Regard is often associated with feelings of inner strength and self-confidence.

Self-Actualization is the willingness to persistently try to improve oneself and engage in the pursuit of personally relevant and meaningful objectives that lead to a rich and enjoyable life.

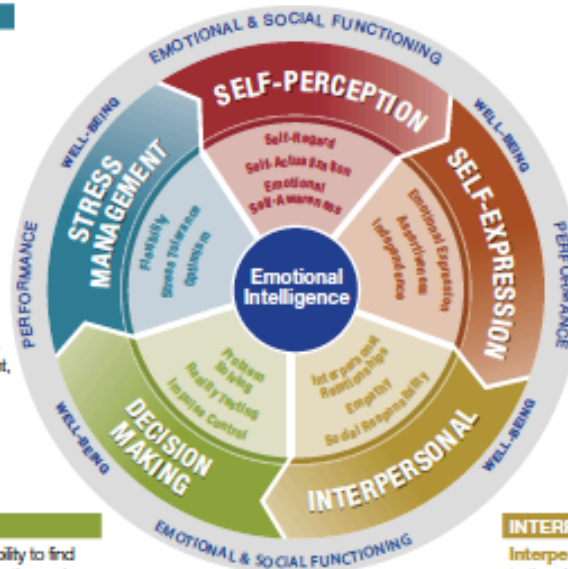
Emotional Self-Awareness includes recognizing and understanding one's own emotions. This includes the ability to differentiate between subtleties in one's own emotions while understanding the cause of these emotions and the impact they have on the thoughts and actions of oneself and others.

STRESS MANAGEMENT

Flexibility is adapting emotions, thoughts and behaviors to unfamiliar, unpredictable, and dynamic circumstances or ideas.

Stress Tolerance involves coping with stressful or difficult situations and believing that one can manage or influence situations in a positive manner.

Optimism is an indicator of one's positive attitude and outlook on life. It involves remaining hopeful and resilient, despite occasional setbacks.



SELF-EXPRESSION

Emotional Expression is openly expressing one's feelings verbally and non-verbally.

Assertiveness involves communicating feelings, beliefs and thoughts openly, and defending personal rights and values in a socially acceptable, non-offensive, and non-destructive manner.

Independence is the ability to be self-directed and free from emotional dependency on others. Decision-making, planning, and daily tasks are completed autonomously.

DECISION MAKING

Problem Solving is the ability to find solutions to problems in situations where emotions are involved. Problem solving includes the ability to understand how emotions impact decision making.

Reality Testing is the capacity to remain objective by seeing things as they really are. This capacity involves recognizing when emotions or personal bias can cause one to be less objective.

Impulse Control is the ability to resist or delay an impulse, drive or temptation to act and involves avoiding rash behaviors and decision making.

INTERPERSONAL

Interpersonal Relationships refers to the skill of developing and maintaining mutually satisfying relationships that are characterized by trust and compassion.

Empathy is recognizing, understanding, and appreciating how other people feel. Empathy involves being able to articulate your understanding of another's perspective and behaving in a way that respects others' feelings.

Social Responsibility is willingly contributing to society, to one's social groups, and generally to the welfare of others. Social Responsibility involves acting responsibly, having social consciousness, and showing concern for the greater community.