



Practical, Prompt, Professional HR Solutions

## EMOTIONAL INTELLIGENCE

According to Aristotle **“Anyone can become angry – that is easy. But to be angry with the right person, to the right degree, at the right time for the right purpose and in the right way – this is not easy!”**

According to Thomas International **“People don't leave jobs they leave managers. Emotional Intelligence can give you the edge to help people lead, manage and perform in today's competitive and complex marketplace.”**

Emotional Intelligence (EI) is the capacity to harmonise thought and emotion by:

- Being self-aware
- Perceiving emotions in others
- Modifying behaviour
- Motivating oneself
- Persisting in the face of frustration
- Controlling impulses
- Regulating moods
- Empathising with others
- Managing stress
- Being optimistic
- Preventing negative feelings from “swamping the ability to THINK”

At **Complete People Management Ltd** we believe that if you understand your people more and your people understand themselves and others better you will achieve:

- increased productivity;
- increased profits;
- facilitate better team working;
- better communications and
- manage people better.



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Assessing an employee's emotional intelligence involves identifying:

- how people perceive themselves and others;
- how people interact with others;
- how people cope with demands and pressures;
- how people manage their emotions.

It also identifies their assertiveness, self-motivation and more.

It allows people to fully understand their own behaviour and emotional competencies.

At **Complete People Management Ltd** we work with your employees as little or as often as you request and is necessary in order to develop their EI awareness and help them recognise and develop (if appropriate) in the areas which they and the company perceive needs attention.

The EI questionnaire comprises of 153 questions ranked through seven options from 'completely agree' to 'completely disagree', taking approximately 20-25 minutes to complete. There are no right or wrong answers, no bad scores, simply facets of emotion that may or may not contribute to a job role. The questionnaire gives the employee a global intelligence score and details on 15 key emotional facets in an assessment report.

The Thomas' Emotional Intelligence (EI) Questionnaire is underpinned by a leading International research programme led by Dr KV Petrides at the Institute of Education, University of London. The current version of this EI assessment has been developed by Dr KV Petrides and Professor Adrian Furnham, University College London.

Telephone us on **0208 8168 726** to find out more and to receive a quotation.

Our emotional intelligence assessment is available in the UK and Norway.