



The EBW Emotional Intelligence System for Business

Understand the Impact - Know the Full Potential

## Business EQ Report (Development)

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## Summary

The Emotions and Behaviours at Work assessment (EBW) is a validated psychometric measure that provides feedback on a person's Emotional Intelligence at work. It has been created to assist with the assessment and development of personnel.

## Who is the report written for?

The information contained in this report is STRICTLY PRIVATE & CONFIDENTIAL and is to be used solely to develop Jane. The following report has been generated using a general population norm group and is intended to summarise the results from the EBW completed on the 06.03.2019. The report is written in a style that can be presented to Jane.

## Content

The report is divided into the following sections:

- **Introduction to the EBW**
- **Guidance on the Interpretation of Feedback**
- **Executive Summary**
- **Feedback**
- **Interview Questions**

This report was produced by software that is normally only available to individuals with training in the use of psychometrics (BPS Level A) and the Emotions and Behaviours at Work assessment in particular. Brentfield Consultancy Ltd strongly recommends that the EBW report be presented to the person who was assessed on a person-to-person basis. Therefore, this standard report only provides broad feedback on the individual's emotional behavioural clusters and does not provide individual scores.

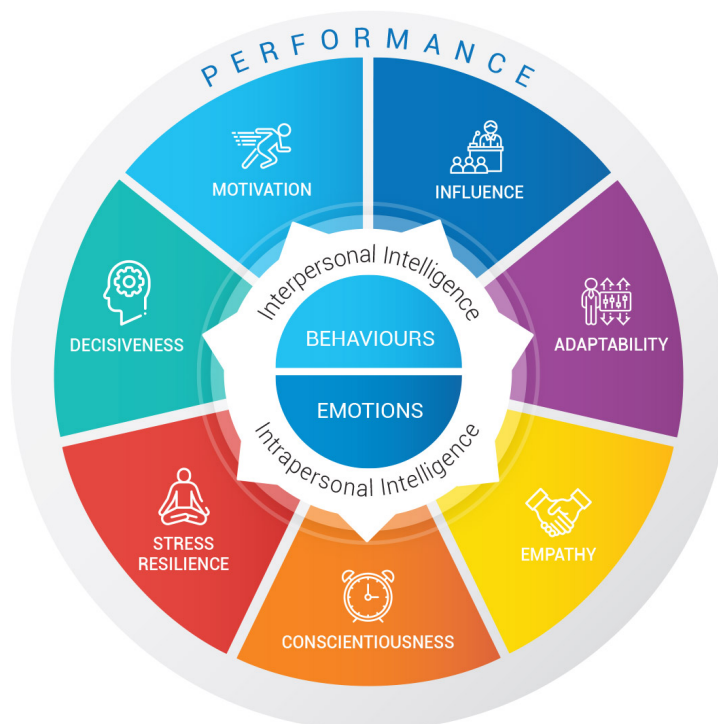
## Emotional Intelligence at Work

This report explores a person's Emotional Intelligence at work (Business Emotional Intelligence). Business Emotional Intelligence explains peoples' capability to manage the critical emotions and underlying behavioural traits that predict occupational performance.

The key to a person's Business Emotional Intelligence is their ability to use their intrapersonal and interpersonal intelligence. Intrapersonal Intelligence is the ability that individuals have to manage themselves through knowing and understanding their feelings, needs, wishes, wants and behaviour. Whereas, Interpersonal Intelligence is the knowledge and ability that helps individuals to understand, engage, manage and motivate other people. It includes being sensitive to others' emotions and psychological states and choosing the appropriate response by reading the relationship, being empathetic and communicating clearly to them.

## The Emotions and Behaviours at Work Assessment

The EBW measures the emotional behavioural clusters (scales) that are the focus of Business Emotional Intelligence as well as providing feedback on how self-aware we are of them.



These emotional behaviours describe the way we tend to approach and interpret situations and people and this in turn impacts on the way that others see us. Many of these emotions and behaviours are predictive of how successful we will be in different situations and, whilst we may react differently depending on the context, our emotions and behaviours do tend to be quite consistent. However, they can change over time and this report provides a snapshot of a person's emotions and behaviours today, but this could change in the future.

## **Guidance on the Interpretation of Feedback**

- The main purpose of completing the EBW and reading this report should be to stimulate your thinking about how your emotions and behaviours can impact on your working style. As such, this report should not be treated as a definitive profile of your working style but as a starting point from which to explore your Business Emotional Intelligence in more depth.
- The report provides feedback under each emotional/behavioural scale. Your responses are compared to those typically given by people at work to generate feedback that is relevant to you.
- In reviewing your results you should read the definition of each emotional behavioural cluster before going on to read how it relates to you.
- Much of the content and the feedback may sound familiar to you but be prepared to see some differences between how you view yourself and how the feedback from the report describes you.
- Consider the information in this report in conjunction with other information you have about your strengths and development needs.
- This report should be seen as a snapshot of your emotions and behaviours at the time you completed the EBW. Although Business Emotional Intelligence are relatively stable, with the right coaching and training it is possible to develop certain aspects of your emotions and behaviours at work.
- Many people find it very useful to discuss their EBW report with a certified EBW Partner. An EBW Partner will be able to consider your emotions and behaviours as described in this report, and interpret the interactions between them and also other relevant factors, such as your job, and provide advice on how to develop your potential.
- You should see this report as the starting point for your development and use it to feed in to your own personal development plan.

If you are concerned about anything in this report, please contact the distributors of this report or The EBW Support Team at [info@ebwglobal.com](mailto:info@ebwglobal.com).

## Executive Summary

This summary provides an overview of eight key emotional behavioural clusters that are the focus of the EBW. However, the feedback from each emotional behavioural cluster should be read and considered to maximise the value of the report.

## Feedback Overview

Jane is more comfortable than many taking on responsibility and being in control. She likes making decisions and is prepared to take a stand on tough issues that are important to her.

Jane tends to be quite ambitious and can be enthused and energised by her work, putting a fair amount of energy into it. She likes challenge and expects positive outcomes.

Jane needs to be heard and have an impact, to persuade others and affect outcomes. She likes to lead and is comfortable in high profile roles.

Comfortable with some uncertainty and changing situations, Jane is likely to be open to new ideas, whilst valuing some stability in her working environment and a degree of clarity in what is required of her.

Whilst concerned about others, Jane is likely to be able to deal with tasks in a way that focuses on the goals even if this means colleagues needs, feelings or perspectives are not always taken into account.

Jane likes spontaneity and freedom and is concerned with achieving goals in the most expedient and effective manner available and will not feel overly constrained by the rules and conventions that apply to the organisation.

Jane is comfortable dealing with the day-to-day stresses of work and is better able than most in remaining calm under pressure and in control of her emotions.

## Feedback Section

The feedback narrative in this section of the report is based on Jane James's responses on the EBW assessment. Each section starts with a definition of the area being assessed followed by the emotional behavioural indicators and colour ratings. The colour ratings indicate the User's need for these types of emotions and behaviours. In the 'Areas to Consider' sections the colour ratings indicate how much emphasis and time you may want to spend on each question.

## Decisiveness

**Willingness to make decisions, the need for control and the level of comfort with decision making responsibility.**

### Emotional Behavioural Indicator



## Feedback

You have scored on the right side of the Decisive Scale. People who score in this area are generally comfortable with positions of responsibility and making decisions quickly and firmly. You are likely to be relatively untroubled by having to make major decisions that will affect yourself and others. However, you may find that your eagerness to come to a decision could mean that you do not always consider all aspects of a problem. Your need to make decisions may make you appear slightly impatient and controlling, at times, to others who feel more comfortable with a more considered and collaborative approach to decision making.

However, your combined scores on Decisiveness and Influence, suggests that you will be very comfortable with responsibility, will like being in control and will want to take a conspicuous lead.

People who also score on the left side of the Conscientiousness scale (like you) may make commitments and decisions, in order to resolve a situation and move on without thinking about in detail what it takes to deliver on their promises.

## Areas to Consider

## Decision Making

*You may seem to be relatively confident when making decisions and this can be reassuring for those around you, but there can be times when it is beneficial to take more time before committing yourself.*

### Questions

- Can you think of any situations when you were required to postpone making a decision longer than you would have liked? How did this affect you? Was the final decision any better than the one you would have taken initially? How did waiting for the decision affect those around you (e.g. your team) and what did you do (or could you have done) to deal with the uncertainty?
- Those who tend to put off making decisions can sometimes be seen as weak or lacking in confidence to others. Can you think of someone you know who is less ready than you are to make decisions? Do you see this as a weakness in them? Are the decisions they make any worse for having delayed them? How do they perceive you on the basis of your decision making style, confident, bold, in control, rash, ill-considered, unprepared, impatient?
- Sometimes, making a decision and acting on it can be a lot more comfortable than keeping things open? Can you think of any situations where you acted too quickly and should have kept your options open longer? What was the cost of doing this? Has this changed the way you make decisions? If it has, how has it changed them and, if it hasn't, why not?