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SELECTION

EMOTIONALLY INTELLIGENT CANDIDATE REPORT

Tim Candidate

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Strictly Confidential

genos
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This report presents the results of your survey and reflect how well you demonstrate emotionally intelligent behaviors in the workplace. The information contained is sensitive, private and confidential.

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ABOUT GENOS

We help leaders facilitate high performance in organizations. To learn more about our unique approach and the improvements we are generating in terms of productivity, profitability and customer loyalty, visit our website:

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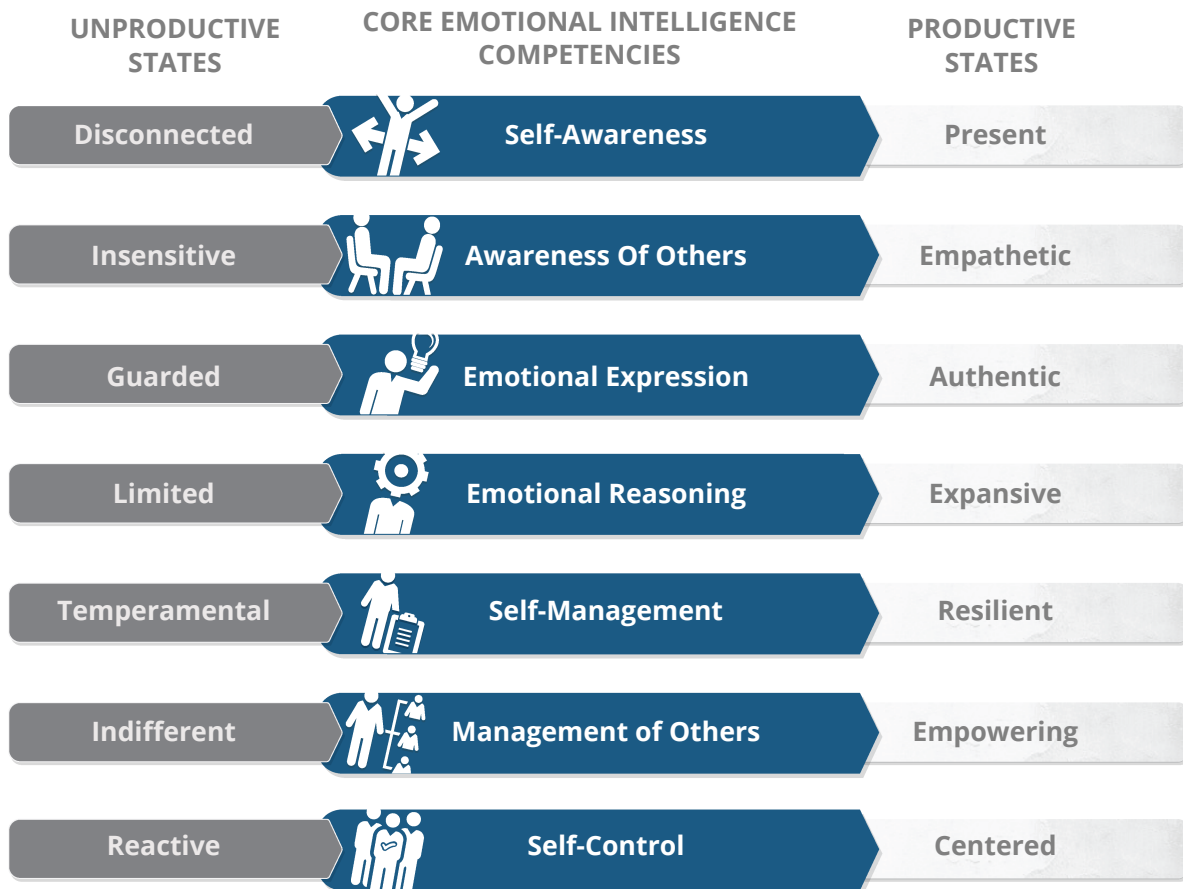
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THE GENOS MODEL OF EMOTIONAL INTELLIGENCE

Emotional intelligence (EI) involves a set of abilities that help us perceive, understand, express, reason with and manage emotions. The Genos model, shown below, comprises a set of seven emotionally intelligent competencies. Competencies represent skills and behaviors, based on underlying abilities and experiences, that are measurable and observable. The Genos model captures the workplace skills and behaviors that manifest from emotional intelligence abilities.



The white, right side of the model shows the productive states that are typically attained by a person who demonstrates the corresponding behaviours frequently, whereas the grey, left side of the model shows the unproductive states that may be observed of a person who demonstrates the corresponding behaviours less frequently.

THE SEVEN COMPETENCIES MEASURED BY THE GENOS ASSESSMENT

In the Genos assessment, ten behaviors measure each of the seven competencies of the Genos model as described below.

EI Skill	Definition	Workplace Outcomes
Self-Awareness	The skill of perceiving and understanding one's own emotions.	<ul style="list-style-type: none"> ○ The capacity to identify and understand the impact one's own feelings are having on thoughts, decisions, behavior and performance at work ○ Greater self-awareness
Awareness of Others	The skill of perceiving and understanding others' emotions.	<ul style="list-style-type: none"> ○ Greater understanding of others, how to engage, respond, motivate and connect with them ○ Interpersonal effectiveness
Emotional Expression	The skill of expressing one's own emotions effectively.	<ul style="list-style-type: none"> ○ Creating greater understanding amongst colleagues about yourself ○ Creating trust and perceptions of genuineness amongst colleagues
Emotional Reasoning	The skill of utilizing emotional information in decision-making.	<ul style="list-style-type: none"> ○ Enhanced decision-making where more information is considered in the process ○ Greater buy-in from others into decisions that are made
Self-Management	The skill of effectively managing one's own emotions.	<ul style="list-style-type: none"> ○ Improved job satisfaction and engagement ○ Improved ability to cope with high work demands ○ Greater interpersonal effectiveness ○ Enhanced productivity and performance ○ Emotional well-being
Management of Others	The skill of influencing the moods and emotions of others.	<ul style="list-style-type: none"> ○ The capacity to generate greater productivity and performance from others ○ The capacity to generate a positive and satisfying work environment for others ○ The capacity to deal with workplace conflict effectively
Self-Control	The skill of effectively controlling strong emotions.	<ul style="list-style-type: none"> ○ The capacity to think clearly in stressful situations ○ The capacity to effectively deal with situations that cause strong emotions



SELF-AWARENESS

What is self-awareness?

Self-Awareness is the skill of perceiving and understanding one's own feelings. You rated how frequently you are aware of:

- your moods, feelings and emotions at work
- the causes of your feelings, and
- the impact your feelings can have on your decisions and actions.

Feelings influence decisions, behavior and performance. Emotionally self-aware people are conscious of the role their feelings can play in these areas and are better equipped to manage this influence effectively.

Individuals with scores similar to yours are likely to pay close attention to their feelings at work and have a profound sense and knowledge of themselves. They are likely to be very connected with their inner values and beliefs, and regularly conduct self-reflective practices. They may also be able to develop this skill in others.

How could you be more effective in your self-awareness?

Your responses to the questions suggest that you could be more effective in your self-awareness by:

- Being aware of things that upset you at work.
- Being aware of how your feelings influence your decisions.
- Being aware of the things that make you feel positive.



AWARENESS OF OTHERS

What is awareness of others?

Awareness of Others is the skill of perceiving and understanding others' feelings. You rated how frequently you:

- recognise feelings in others
- understand the cause of others' feelings, and
- demonstrate empathy accordingly.

People who are emotionally aware of others are able to demonstrate empathy and care for those with whom they work. They are also proficient in responding to, motivating and connecting with others. The skill of awareness of others is critical to any role that involves a high degree of successful interpersonal interaction, such as leadership, sales, teamwork, change management or customer service roles.

Individuals with scores similar to yours are proficient in recognizing and understanding others' feelings. They are able to demonstrate empathy and care, and motivate and connect with others in an engaging way. They often understand others' values and beliefs and are able to create meaning for people from events surrounding them. They may also be able to develop the skill of emotional awareness of others in those around them.

How could you be more effective in your emotional awareness of others?

Your responses to the questions suggest that you could be more effective in your emotional awareness of others by:

- Understanding what makes people feel optimistic.
- Understanding what makes people feel engaged.
- Recognizing how people feel about work issues.



EMOTIONAL EXPRESSION

What is emotional expression?

Emotional Expression is the skill of effectively expressing one's own feelings. You rated how frequently you:

- express specific feelings at work such as happiness and frustration
- provide feedback to colleagues about the way they feel, and
- express emotions at the right time, to the right degree and to the right people.

Emotionally expressive people are well understood by others and tend to create more trusting and genuine relationships with people. Individuals who do not express how they feel effectively tend to be perceived by others as guarded, and tend to create misunderstandings with those around them.

Individuals with scores similar to yours tend to be proficient in effectively expressing how they feel. They are authentic and genuine and facilitate open and honest dialogue. Others feel comfortable expressing their feelings around them and as such they can create a culture where healthy debate and feedback is often present. They may also be able to develop the skill of emotional expression in others.

How could you be more effective in your emotional expression?

Your responses to the questions suggest that you could be more effective in your emotional expression by:

- Effectively expressing how you feel when someone upsets you.
- Expressing how you feel about work issues.
- Providing people with positive feedback.



EMOTIONAL REASONING

What is emotional reasoning?

Emotional Reasoning is the skill of using emotional information in reasoning and decision-making. You rated how frequently you:

- consider their own and others' feelings when making decisions
- combine the information in feelings with facts and technical information, and
- communicate their decision-making process to others.

Feelings and emotions contain important information. For example, the level of commitment colleagues demonstrate often provides insight into whether a decision is going to be supported; the emotional appeal of products and services often provide insight into selling and marketing messages. When this type of emotional information is combined with facts and technical information, people think and make for expansive, creative and well thought-out decisions.

Individuals with scores similar to yours can believe that feelings have little value in decision-making and actively suppress them in the process. Conversely, they may not understand the information inherent in feelings and therefore find it difficult to combine this information when reasoning and decision-making. These individuals can be good technical and analytical thinkers; however, they often have a limited decision-making style.

How could you be more effective in your emotional reasoning?

Your responses to the questions suggest that you could be more effective in your emotional reasoning by:

- Gaining stakeholders' commitment to your decisions.
- Demonstrating to people that you have considered your own feelings when making decisions.
- Considering factors other than technical information when solving problems.



SELF-MANAGEMENT

What is self-management?

Self-Management is the skill effectively managing one's own emotions. You rated how frequently you:

- engage in activities that make you feel positive
- explore the causes of things that make you feel negative, and
- regulate your moods and emotions effectively.

Individuals who are proficient in managing their own emotions are optimistic and look to find the opportunities and possibilities that exist even in the face of adversity. They are resilient and can manage high work demands and occupational stress. They demonstrate consistency in their behavior and are often described as centred and purposeful by others.

Individuals with scores similar to yours can be optimistic and resourceful even in the face of adversity. They are highly adaptable and make great "change-agents" in difficult times. They cope well with high degrees of stress and emotional labor and demonstrate consistent behavior. People who are highly proficient in effectively managing their own emotions deal well with conflict and competing priorities. They may also be able to develop this skill in others.

How could you be more effective in your self-management?

Your responses to the questions suggest that you could be more effective in your self-management by:

- Accepting criticism from people without taking it personally.
- Doing things that make you feel positive.
- Exploring the causes of things that upset you.



MANAGEMENT OF OTHERS

What is management of others?

Management of Others is the skill of influencing others' moods feelings and emotions. You rated how frequently you:

- create a positive working environment for others
- help people overcome negative feelings, and
- help people resolve emotional issues that are affecting their decisions, behavior or performance.

Individuals who can positively influence others' moods, feelings and emotions have the capacity to empower and motivate those around them; to get colleagues to cooperate and work effectively together, and; inspire performance in others by creating a positive team and work environment. Management of Others is critical to occupations that involve caring for others along with sales, teams, customer service and leadership focused roles.

Individuals with scores similar to yours are proficient at positively influencing the feelings of others. They can inspire performance in others by creating a positive team and work environment, can manage and maximize individual's differences and effectively handle workplace conflict. They can build personal resilience in those around them who often describe feeling safe, valued and empowered working with them.

How could you be more effective in your management of others?

Your responses to the questions suggest that you could be more effective in your management of others by:

- Helping people to overcome negative feelings and to feel more positive.
- Helping people to feel differently about disappointing situations.
- Creating a positive overall working environment for people.



SELF-CONTROL

What is self-control?

Self-Control is the skill of effectively controlling strong emotions. You rated how frequently you:

- can control strong emotions such as anger or excitement
- remain productive when experiencing strong emotions such as anxiety or excitement, and
- can remain calm and focused in stressful situations.

Self-Control is similar to self-management. However, whereas self-management is about proactively managing moods and emotions; self-control is about how reactive an individual is to strong emotions and how they deal with those experiences. Individuals with high self-control can restrain their responses to strong emotions and make the best possible responses to them.

Individuals with scores similar to yours can restrain initial responses to strong emotions and quickly think and act rationally. In stressful, high-pressure situations they can remain productive, maintain a calm demeanour, and demonstrate a consistent and considered approach to events or colleagues. They demonstrate a composed, resilient presence under pressure and may be able to develop emotional self-control in others.

How could you be more effective in your self-control?

Your responses to the questions suggest that you could be more effective in your self-control by:

- Being patient when things don't get done as planned.
- Thinking clearly when upset.
- Holding back your initial reaction when something upsets you.










Global Headquarters Sydney


Phone: +61 2 8004 0413

info@genosinternational.com

 www.genosinternational.com

 www.genosinternational.com/linkedin

 www.genosinternational.com/facebook

 www.genosinternational.com/instagram