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## About Emotional Reasoning

The ERQ you have just completed is an instrument designed to measure emotional reasoning, which is a branch of emotional intelligence. Emotional intelligence is a broad concept, which involves the ability to identify emotions in yourself and others, to be able to manage those emotions and to use them to promote personal growth. The term 'Emotional Intelligence' was coined by Salovey & Mayer in 1990 to describe the differences observed in individuals as they worked to achieve 'success' in life. Emotional Intelligence is commonly accepted as an important part of real-world interpersonal skills, management, and goal-setting.

Three main approaches to understanding emotional intelligence can be identified in research literature. They are:

- the competency based models (for example, Goleman, 2001) which focus on the personal or social competencies of outstanding performers
- the social or "non cognitive" model (proposed by Bar-On, 1997) based on social intelligence
- the ability model (for example, Mayer & Salovey, 1997) which defines emotional intelligence as a set of intellectual abilities, making 'EQ' similar to 'IQ'.

All of these researchers, and others, have produced comprehensive questionnaires which report on a variety of factors believed to make up 'Emotional Intelligence'.

## About Emotional Intelligence

At an individual level, emotional intelligence is important in effective communication, building relationships, and influencing others.

In commercial terms, emotional intelligence is seen to underpin performance in such areas as managing others, and in understanding and meeting customer needs.

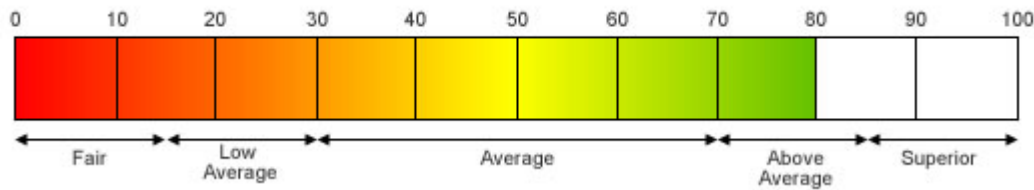
In an organisational context, emotional intelligence is seen as critical in fostering teamwork, motivating others and getting things done. Organisations have begun to see competitive advantage as based on emotional aspects of organisational performance, such as vision, values, attitudes and behaviours, as well as "rational" aspects of organisational strategy. Leadership and the characteristics of successful leaders also involves discussion of emotional intelligence as an ingredient of organisational success.

What is common to all of these perspectives, is the idea that an understanding of emotional intelligence can help an individual work productively with others and develop their career, and help an organisation identify develop and promote such an ability to achieve commercial success.

## Your Emotional Reasoning Score

Emotional reasoning is that branch of emotional intelligence which involves identifying what emotions people are feeling in a given situation, and the ability to predict someone's future emotional responses, given an understanding of a current situation. It is seen as a key competency in 'connecting with people' and building rapport and good working relationships. It may also influence behaviour and performance in circumstances and settings described above. Whilst ongoing research is still clarifying these issues, you may find your score below as a 'starting point' for considering your own impact on others and the settings in which you relate to them.

## Your Score: 80th Percentile



## What Your Score Means

### Above Average (70th-84th percentile)

You achieved a score on the 80th percentile, which means you performed better than 80% of the general population. This result indicates that you have an above average ability to identify emotions in others, and to predict their future emotions and actions. You appear to be better than the average person at interacting with other people, and are likely to usually be able to judge others' emotional state and respond appropriately. You can use this ability to establish and maintain relationships with others, and should be able to build empathy and rapport in most circumstances. You are likely to usually do well in areas such as influencing through management, and managing others. You also have good potential to further develop your emotional reasoning and interpersonal abilities.

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This report has been designed to give you some objective information about your emotional reasoning capability compared to others. It is important that you consider your score on this questionnaire as one of the many sources of feedback you can gain on your emotional reasoning capability. Such sources would include your own opinion, based on your experiences to date, the opinion of your partner and your family, and the opinions of your work colleagues.

Also remember that this assessment is a short appraisal based on one model of emotional intelligence - emotional reasoning ability, and you may care to pursue your interest in this area through one of the many comprehensive assessments available.

If you have any queries about your result, the questionnaire itself or how others might access this questionnaire, please contact the staff at [info@psychpress.com.au](mailto:info@psychpress.com.au)

Thank you for taking the time to complete the questionnaire, and we hope that the results are useful to you, either personally, or in relation to your career development or work within your team or organisation.

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