



**Neural
Networks**

Transform your organisation

Emotional Intelligence Certification

EQ-i 2.0 and EQ360

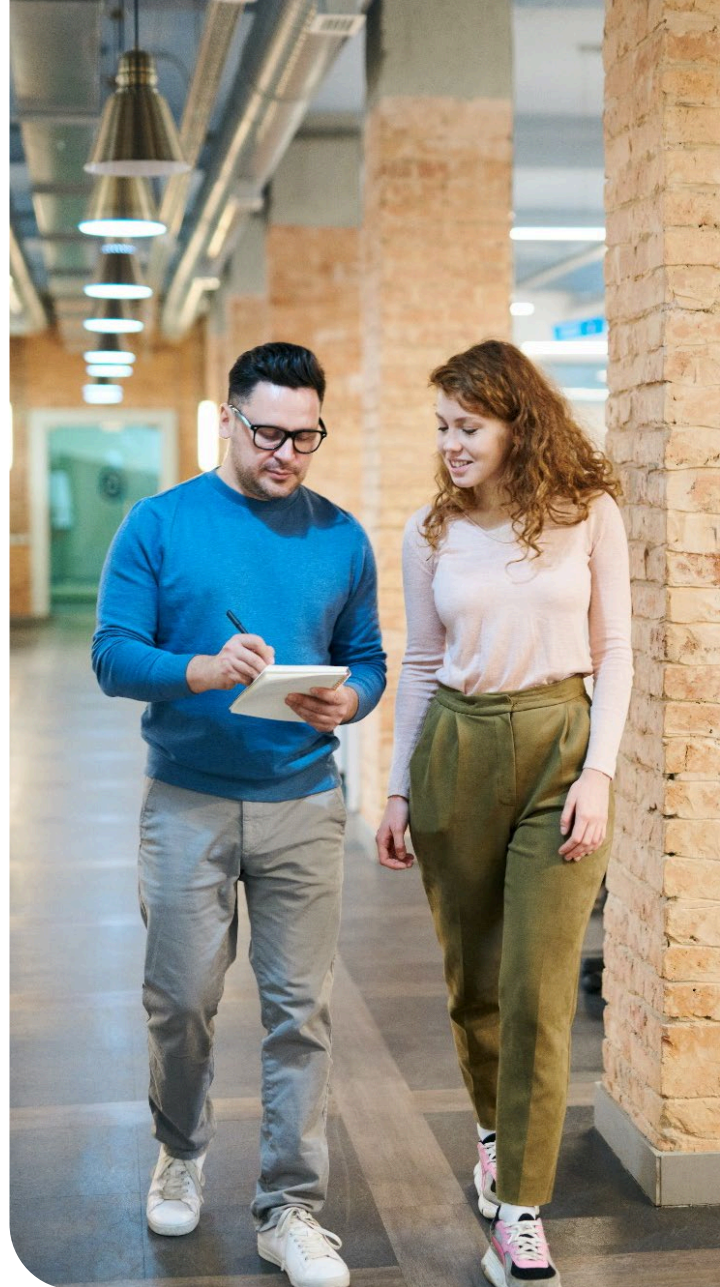
Emotional Intelligence

Emotional Intelligence is a Key Differentiator

Emotional Intelligence (EI) has proven to be a key differentiator in achieving excellence in employee engagement, breakthrough innovation, and customer experience. It has also been demonstrated as critical to leadership and team success. EI principles provide a new way to understand and assess people's behaviours, management styles, attitudes, interpersonal skills, and potential.

EI is now considered an essential skill.

It is a relatively recent behavioural model, rising to prominence with Daniel Goleman's 1995 Book called 'Emotional Intelligence'. The early Emotional Intelligence theory was originally developed during the 1970s and 80s by the work and writings of psychologists Howard Gardner, Peter Salovey, John 'Jack' Mayer and Dr Reuven Bar-On.



Emotional Intelligence is "a set of emotional and social 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."

What the Research Tells Us

Research reveals a strong correlation between emotional intelligence and on-the-job performance. It also indicates that EI is a superior predictor of performance success when compared with traditional measures, such as cognitive intelligence (IQ). In direct contrast to cognitive intelligence, competencies associated with emotional intelligence can be developed and improved through self-awareness, education and coaching.

EI is a powerful predictor of success because it instantly reflects how a person applies knowledge to any situation.

Benefits of Certification

Individual Benefits

How we do our jobs is just as important as what we get done.

Emotional Intelligence is now a key indicator of human performance and development. People higher in EI communicate effectively, form strong relationships, and create powerful coping strategies. **In fact, research suggests that in distinguishing high performers in every field, EQ (emotional intelligence) matters twice as much as IQ or technical ability.**

The EQ-i 2.0 helps you use emotional information in an effective and meaningful way, improving self-awareness, the way you express yourself, how you develop and

maintain relationships, how you problem-solve and make decisions and how you cope with challenges and change.

Through building a detailed understanding of the EQ-i 2.0 model, you develop expertise in emotional intelligence as a discipline. You are provided with a history of emotional intelligence, detailed understanding of the components and discussion of the key assessments in the marketplace. You are able to reflect on your own emotional intelligence and behaviours that you demonstrate in the workplace. Which ones work for you and what may need some development.

Some of the Many Benefits of EQ-i 2.0 Certification

- ✓ Develop high-performing leaders, managers and teams that deliver greater value
- ✓ Proactively support your high-potential employees through structured development
- ✓ Genuinely position yourself as the 'Go-To' person for results-focused development coaching
- ✓ Deliver tangible improvements in individual, team & organisational effectiveness
- ✓ Add a scientific, commercially-focused approach to your Assessment Centres
- ✓ Address performance issues relating to behaviour, conduct and operational performance

Benefits to your Clients/Organisation

We measure EI in order to understand it.

By becoming aware of the behaviours that support performance and development you can:

Integrate EI into Leadership Capability Frameworks to ensure the relevant behaviours are demonstrated and recognised

Highlight areas of development in relation to communication, relationships or resilience and implement programs to develop these areas

Recruit for emotional intelligence strengths that specific roles require

Ensure you have the “glue”, that is, emotional intelligence capabilities in project teams so they can excel

Undertake team building activities focused on improving relationships through self-awareness

Integrate emotional intelligence into your talent management identification process



The EQ-i 2.0

Emotional Intelligence as a discipline came out of a stream of psychology known as “positive psychology” which was focussed on understanding well-functioning individuals as compared to understanding pathology.

The EQ-i 2.0 was first developed by Reuven BarOn and released in 1983. It was based on clinical research he had undertaken into why particular individuals flourished compared to others who might have higher IQ's. This tool has now been used for over 25 years both clinically and within corporate environments.



What are the applications?

- Leadership development
- Individual development
- Organisational development
- High potential identification
- Team effectiveness
- Recruitment
- Executive and general coaching
- Performance management

Why Choose The EQ-i 2.0?

EI Tool Comparison

There are several tools in the market that measure emotional intelligence. What makes the EQ-i 2.0 different from most is that it measures behaviour, not thoughts and cognition, or your understanding of EI. In the workplace, it's more important to understand how your behaviour impacts on your ability to lead or work with others rather than your knowledge of emotional intelligence.

Below is an overview of the EQ-i compared to three other major tools.

EQ-i^{2.0} versus MSCEIT²

- MSCEIT 2 is an ability-based EI assessment that measures 4 cognitive problem-solving dimensions that do not include personality traits, character or dispositions. It tests your knowledge and skills by asking you to solve problems related to emotions.
- The MSCEIT 2 is based on an ability model of emotional intelligence, which describes EI as the ability to both reason **using** emotions and reason **about** those emotions.
- The MSCEIT2 approach considers EI to be a type of intelligence that focuses on the cognitive skills needed to detect, use and think about emotions.
- (Note: MHS Assessments owns both the MSCEIT 2 and EQ-i 2.0®)

EQ-i^{2.0} versus ESCI

- ECI is a competency-based EI model.
- Is a 360 only, no self-report.
- ESCI measures 20 variables that are a combination of abilities, upper management skills, personality traits and dispositions.

EQ-i^{2.0} versus genos[®]

- Measures 7 dimensions that are a combination of personality traits, character, behaviours, and dispositions.

Norm Groups

The EQ-i 2.0 norms are based on a large sample of 4000 respondents across a range of age groups and split evenly between males and females in order to closely match that of the general population. Recently norms based on the Australian population (along with other international markets) were developed in order to build greater relevancy to the results including 'Global Norms'. Based on a general review of participant scores, there is little difference between average Australian and North American results but the process of developing Australian norms provides us with greater insight into the small differences that were found.

Focus on Emotional Intelligence in the Workplace

MHS Assessments, who own the tool, undertook significant research with their distributors and users to determine what changes needed to be made to the tool. The result was a release in 2010 of the EQ-i 2.0 which has a strong focus on the workplace and leadership capability. This is a shift away from a strict clinical use of the tool as a psychological test towards a more constructive, practical application based on the importance of emotional intelligence in the workplace.

The EQ-i 2.0 Workplace Reports that are generated by the online system provide guide points for conducting effective debriefs. For each respondent, two reports are generated; the individual (client) report for the participant and a coach's report for the person undertaking the debrief.

Both reports are clearly laid out and contain a significant amount of information geared towards both understanding the results and developing an action plan for development. This makes the reports exceedingly useful for the certified practitioner and also for the participants following their debrief, as they can easily refer to their report again and understand its contents without necessarily needing to follow up with the person who debriefed them on their results. The client report becomes a working document for personal development.

Follow-up Questions

The following questions are suggested to probe further into your chart's results. Questions are listed to discuss.

Self-Pepper

1. What do you desire the most strongly? Provide an example where you used your strength to your advantage.
2. What do you dislike the most strongly? Provide an example where you have not used your strength because of an aversion.
3. Describe a situation where you had to overcome fatigue or incapacity or low confidence in your abilities. How did you overcome it?
4. Tell me about a time when I was close to giving up but then I saw a greater way forward. How did you know you were close to giving up?
5. How do you use your strength to improve the way you do your job personally or in your performance?
6. How do you use your strength to improve the way you do your job personally or in your performance?
7. How do you overcome weakness or lack of confidence, lack of focus, lack of energy?
8. What do you wish to do to improve your skills, habits, routines, etc. in the future?

Self-Description

1. What are some of your talents outside of work?
2. Can you describe 1 or 2 of your short goals? How can you describe the goals you set for yourself?
3. Connected to your long term goal?
4. Tell me about your process for setting goals. How do you set your goals?
5. What are some of the reasons you set goals for yourself?
6. How do you make time to do things you truly enjoy?
7. How do you make time to do things you truly enjoy?

Emotional Self-Awareness

1. How do your emotions affect other people? Can you provide an example where your team/department was affected by the way you were feeling?
2. How do your emotions affect the way you do your job?
3. What things do you feel most strongly about? (SMART Energy?) Describe how you experience these emotions personally, internally, cognitively.
4. How do your emotions affect the way you do your job?
5. Describe a time when you experienced a decision and your emotions got in the way of your performance.
6. What emotions were you experiencing and what was your reaction?
7. What emotions were you experiencing and what was your reaction?
8. How do your emotions affect the way you do your job?

Emotional Expression

1. How have these emotions had more constructive expression than others? Why do you think that is?
2. Describe a time when you were feeling negative or not happy. How did you express what you were feeling? (Give examples)
3. Describe a time when you were feeling negative or not happy. How did you express what you were feeling? (Give examples)
4. How do your emotions affect the way you do your job?
5. Describe a time when you were feeling negative or not happy. How did you express what you were feeling? (Give examples)
6. How do your emotions affect the way you do your job?
7. Describe a time when you were feeling negative or not happy. How did you express what you were feeling? (Give examples)
8. How do your emotions affect the way you do your job?

Assessments

1. Describe a scenario in which you believed something. What specifically did you do or say that was most useful?
2. What do you think (perhaps about being stronger)? How did you feel about the weight on your team project?
3. How would you feel if someone in your team consistently failed to do his or her part?
4. What is the difference between intention and expectation/belief? How do you feel about the weight on your team project?
5. How do you feel about the weight on your team project?
6. Tell me about a time when you disagreed with someone. What did you do/say and what was the outcome?

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Name: MHS Sample; Age: 40 Gender: M

Action Plan

The order you take towards achieving your EQ goals will determine whether or not your goals are realistic. Use this plan for your action plan to help guide you and ensure you do not lose momentum to use the SMART goal action plan for each goal.

Write down up to three EQ goals or behaviors you would like to further develop. Then, "unpack" each goal into a list of specific actions you would like to take. Be sure to include a timeline for each goal. Be sure to include a timeline for each goal. Be sure to include a timeline for each goal.

1. Write down up to three concrete goals that you would like to have. Include a timeline for each goal.
2. Write down up to three concrete goals that you would like to have. Include a timeline for each goal.
3. Write down up to three concrete goals that you would like to have. Include a timeline for each goal.

Transfer your SMART goals into the action plan template below.

SMART Goal	Time Frame	Benefits	Measure of Success	Support and Resources Needed	Potential Barriers
Learn to play guitar	In two weeks, before dinner	Other people will be able to play guitar with me. I will get to hear myself play.	Finished three times this week. I will be able to play guitar with other people.	Play the guitar to give me support.	Don't have time to play guitar. Don't have money to buy guitar.

I commit to this action plan.

Signature

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Authorized User Only

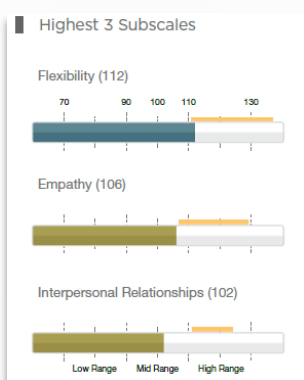
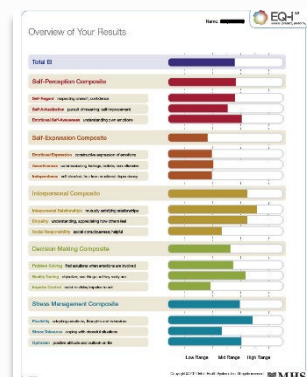
RECORD MEASURABLE ACTION-ORIENTED RESULTS TIMELY

The Reports

The EQ-i 2.0 offers a suite of reports that are utilised for the different requirements of specific individuals and programs.

Workplace Report

The EQ-i 2.0 Workplace Report is a self-assessment consisting of 133 statements that cover a wide range of aspects of emotional and social functioning. The participant rates how true each statement is for themselves on a 5-point scale, along with scores for four validity indices. It takes between 15 – 30 minutes to complete. The report provides information on the individual's score across 15 subscales of emotional intelligence providing ideas for development as well as an action plan that can be completed.

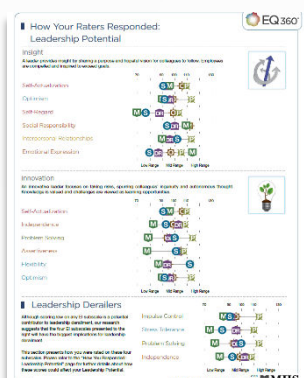
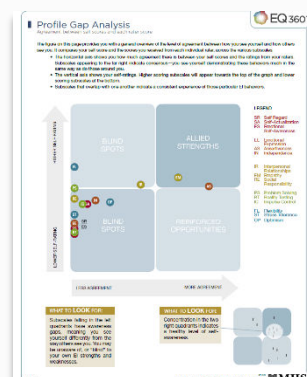


Leadership Report

Building on the Workplace Report, the Leadership Report examines the individual's EI through a Leadership lens. This report not only compares your results with those of top leaders, but also provides insight into leadership strengths and potential areas of development. It highlights those EI subscales that are 'derailers' for leadership effectiveness and how your score may hamper leadership success.

EQ360 Report

Going beyond the perception of ourselves the EQ360 incorporates the individual's results as well as the perspective of their Manager, Direct Reports, Peers and can include Suppliers or other key stakeholders outside of the immediate workplace. It highlights the gaps between how the individual rates their level of emotional intelligence and how others perceive their behaviour in the workplace opening them up to greater opportunities for development.



EQ360 Leadership Report

Further advancing the quality of the insights provided by the EQ-i 2.0 model, the Leadership Report has been incorporated into the EQ360 model. This allows individuals to assess their leadership capability as well as receiving feedback regarding others' perceptions of their emotional intelligence embedded within the leadership framework.

Certification



Neural Networks Consulting (NNC) believes that as accredited trainers and distributors of the EQ-i 2.0 and EQ360, we have a responsibility to ensure that all participants of our program are able to be confident and capable in the use of the tool, and more broadly as emotional intelligence experts.

All of the NNC team are certified practitioners of the EQ-i 2.0 tool providing a number of resources available to provide post-certification support.

Certification Components

Own EQ-i Workplace Report

The certification program starts with each participant completing the online tool and receiving a one on one debrief of their results. This introduces them to the tool and gives them a role model of the kind of experience that an individual should have of their results.

Pre-work – Online Modules

In addition, there are three online modules that are completed prior to the course that provide the participant with an understanding of the components of the EQ-i 2.0 tool, its validity, reliability, test-retest results, norms and other statistical information, as well as its place in EI history.

Two days Face to Face Facilitated Workshop

This means that participants come to the course with a good understanding of the test itself, so the course can be focussed on the importance of the debrief (understanding the results) and a significant amount of time can be spent practising during class time in order to build confidence and capability. Other areas that are covered during certification are; how to gain buy-in for the use of the tool, ethics and examples of return on investment.

Additional Materials

All participants receive a copy of the EQ Edge book that provides detailed information on each of the EQ-i 2.0 subscales as well as case examples of demonstrated behaviour of each. This book provides invaluable support to certified practitioners as it also outlines a process by which individuals can develop emotional resilience and build their emotional intelligence.

Post Certification Administration

The online portal through which certified practitioners distribute and access EQ-i 2.0 and EQ360 reports is intuitive and easy to use. It allows for a community of emotional intelligence practitioners to connect worldwide. Additional resources are posted on this portal on a regular basis. There is also a LinkedIn group that is managed by MHS Assessments where discussions are regularly initiated, and interesting articles are posted.

Point of Difference

Specialists in Emotional Intelligence and the EQ-i tool

We have actively used the EQ-i tool since 2004, consulting to large organisations in Leadership Capability and Development.

In 2009 we were approached by the owner of the tool, MHS Assessments, who requested we submit a business case to become accredited trainers. We gladly accepted and have continued to run EQ-i certification programs since 2010.

We believe in authentic partnerships and tailoring

We see the establishment of productive partnerships, both internal and external, as crucial to the successful roll out of learning programs.

Our facilitator will discuss your objectives and tailor the materials to best suit your needs as well as ensuring effective certification for applying the EQ-i 2.0 tool.

We provide senior NNC facilitators

The NNC team are highly skilled and innovative facilitators. We all have had personal leadership experience and are skilled in delivering material according to accelerated learning principles.

Our dynamic and interactive approach to training is instrumental in ensuring high levels of enthusiasm and effective learning outcomes for workshop participants. Working as consultants, facilitators and coaches, we are actively involved in the practical application of Psychology, EI and NLP to a wide variety of environments.

Our team enjoy working with organisations to build cultures where people can excel and achieve their personal and professional goals.

We are here to support you

We offer ongoing support post-certification, including a Facebook group, and quarterly Meet Ups, for networking with other EQ-i practitioners. We take pride in partnering with you to ensure you remain confident and creative working with the EQ-i 2.0.



Our Facilitator



Rosalinda Batson
(Accredited EQ-i 2.0 Trainer)

Rosalinda has extensive experience in Organisation Development with a focus on practical and pragmatic approaches to people development that builds a strong relationship between internal consultants and operational management.

Her 25+ years of work experience spans both the private and public sector including operational management and strategic roles in Human Resources, Customer Relations, Information Technology and Organisation Development.

She is passionate about understanding others and creating work environments where critical self-awareness can be developed. Utilising her expertise in emotional intelligence she works with individuals to assist them with their professional development.

A confident and collaborative facilitator, always learning and developing herself, seeking out the latest models and approaches, she offers clients an invaluable resource.

Investment

EQ-i 2.0 Certification Program

Program Component	Investment
Pre-work Three online modules administered through a Learning Portal <ul style="list-style-type: none">• EQ-i overview• EQ-i psychometrics• EQ360 Personal EQ-i Workplace Report and Debrief with a Facilitator Certification Workshop – 2 days face to face via Zoom Includes: <ul style="list-style-type: none">• EQ Edge book• EQ workbook with additional resources• Sample Reports Post-certification <ul style="list-style-type: none">• Online Exam through Learning Portal• Access to an online portal for the administration of the tool	\$2,500.00 (+GST)
Total Investment	\$2,500.00 (+GST)

Ongoing Costs

EQ-i 2.0/EQ360 Certified participants administer the tool through an easy-to-use online portal.

Site and login details are provided following successful completion of the post workshop exam.

The portal works on a token system. Tokens currently cost \$1.50 +GST AUD. The token price is reviewed every 6 months.

- Workplace Report – 76 tokens - Includes a coach and client report with results interpreted in a workplace context.
- EQ360 Report – 278 tokens – Includes a client and coach report with results interpreted in a workplace context.
- Leadership Report – 114 tokens – Includes a coach and client report with results interpreted in a leadership context. Scores may be compared to top leaders.
- EQ360 Leadership Report – 358 tokens – Includes a coach and client report with self-results interpreted in a leadership context. Scores may be compared to top leaders.
- EQ Group Report (amalgamates Workplace reports) – 282 tokens – Includes a coach and client report that interprets participant results at the group level. Individual reports must be purchased prior to the generation of a Group Report.

Dates and Contacts

Dates (Live Online)

Please [visit our website](#) for available dates and to make bookings.

Your Contacts at Neural Networks:

Rosalinda Batson (Facilitator)

Accredited EQ-i 2.0 trainer

Facilitation

Post certification support and administration

rosalinda@neuralnetworks.com.au

Gill La Ponder (Operations Coordinator)

Participant Contact

Bookings – coaching, debriefs

Venue Information & materials

Gill.laponder@neuralnetworks.com.au



ICF Continuing Coach Education (CCE) hours

The EQ-i 2.0® and EQ 360® Certification Program has been approved by the International Coach Federation (ICF) for the following Continuing Coach Education (CCE) hours:

- Core Competencies: 9.25
- Resource Development: 6.75



Association for Talent Development (ATD) Professional Development Points

Multi-Health Systems, Inc. has been pre-approved by the ATD Certification Institute to offer educational programs that can be used towards initial eligibility and recertification of the:

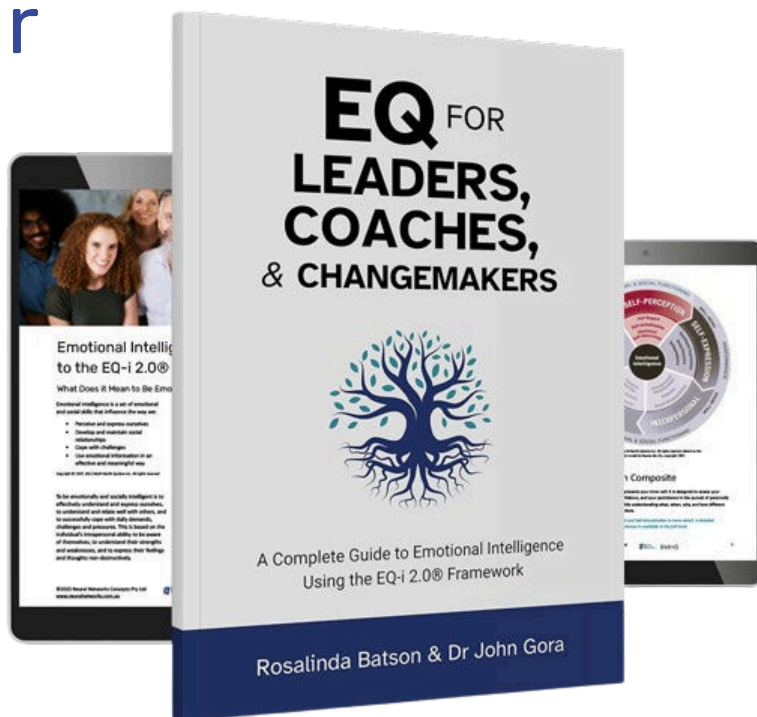
- Certified Professional in Talent Development (CPTD), and;
- Associate Professional in Talent Development (APTD) credentials.

This program qualifies for a maximum of **14.5 points**.

Download our FREE eBook

Get your free eBook
introducing five
pillars of emotional
intelligence from the
EQ-i 2.0® model.

Download your FREE
eBook



Contact Us

We look forward to working in partnership with you on this project. If you have any questions, please contact our office.



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