

# genös

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**Emotional Intelligence  
360-Assessment**

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# Emotional Intelligence 360-Assessment Version

## Instructions

The Genos 360 EI Assessment has been designed to measure how often you observe the person you are rating demonstrate emotionally intelligent behaviours. There are no right or wrong answers to the questions. However, it is essential that your responses truly reflect the extent to which you believe the person you are rating demonstrates the behaviour in question. You should not answer in a way that you think sounds good or acceptable. In general, try not to spend too long thinking about responses. However, do not rush your responses or respond without giving due consideration to each statement. Below is an example.

### The person whom I am rating.....

#### **Q. Displays appropriate emotional responses in difficult situations.**

You are required to indicate on the response scale the extent to which you believe the person you are rating demonstrates the behaviour in question. There are five possible responses to each question (shown below). You are required to circle the number that corresponds to your answer where.....

1 = Almost Never

2 = Seldom

3 = Sometimes

4 = Usually

5 = Almost Always

When considering a response it is important not to think of the way the individual you are rating behaved in any one situation. Rather your responses should be based on the person's typical behaviour, observed over the last 6 months. If you are not sure choose a response that feels most likely. Some of the questions may not give all the information you would like to receive. In this case, please choose a response that seems most likely. There is no time limit, however, it should take between 15-25 minutes to complete.

## Emotional Intelligence 360-Assessment Version

Below are a series of statements. Please circle the number corresponding to the statement that is most indicative of the way the person you are rating typically thinks, feels and acts at work. If you make a mistake simply cross it out and fill in the correct response.

	Almost Never	Seldom	Sometimes	Usually	Almost Always
1. He/She is aware of things that upset him/her at work.	1	2	3	4	5
2. He/She effectively expresses how he/she feels about issues at work.	1	2	3	4	5
3. He/She is aware of the things that make colleagues feel satisfied at work.	1	2	3	4	5
4. He/She asks others how they feel about different solutions when problem solving at work.	1	2	3	4	5
5. He/She takes criticism from colleagues personally.	1	2	3	4	5
6. He/She creates a positive working environment for others.	1	2	3	4	5
7. He/She demonstrates enthusiasm appropriately at work.	1	2	3	4	5
8. He/She is aware when he/she is feeling negative at work.	1	2	3	4	5
9. He/She finds it difficult to identify the things that motivate people at work.	1	2	3	4	5
10. He/She demonstrates to colleagues that he/she has considered others' feelings in decisions he/she makes at work.	1	2	3	4	5
11. He/She expresses how he/she feels to the wrong people at work.	1	2	3	4	5
12. He/She fails to get colleagues to cooperate.	1	2	3	4	5
13. He/She motivates others toward work related goals.	1	2	3	4	5
14. He/She remains focused when anxious about something at work.	1	2	3	4	5
15. He/She is aware of how his/her feelings influence the way he/she responds to colleagues.	1	2	3	4	5
16. He/She expresses positive emotions he/she experiences at work inappropriately.	1	2	3	4	5
17. He/She fails to identify the way people respond to him/her when building rapport.	1	2	3	4	5
18. He/She considers the organisations' values when making important decisions.	1	2	3	4	5
19. He/She engages in activities that make him/her feel positive at work.	1	2	3	4	5
20. He/She effectively demonstrates empathy to colleagues when necessary.	1	2	3	4	5
21. He/She behaves inappropriately when angry at work.	1	2	3	4	5
22. He/She is aware of his/her body language at work.	1	2	3	4	5
23. He/She expresses how he/she feels at the appropriate time.	1	2	3	4	5
24. He/She understands the things that cause others to feel engaged at work.	1	2	3	4	5
25. He/She demonstrates to others that he/she has considered his/her own feelings when making decisions at work.	1	2	3	4	5
26. He/She ruminates about things that anger him/her at work.	1	2	3	4	5
27. He/She is effective in helping others feel positive at work.	1	2	3	4	5
28. He/She demonstrates excitement at work appropriately.	1	2	3	4	5

	Almost Never	Seldom	Sometimes	Usually	Almost Always
29. He/She is aware of his/her mood state at work.	1	2	3	4	5
30. When under stress, he/she becomes impulsive.	1	2	3	4	5
31. He/She demonstrates an understanding of others' feelings at work.	1	2	3	4	5
32. He/She communicates decisions at work in a way that captures others' attention.	1	2	3	4	5
33. He/She effectively deals with things that annoy him/her at work.	1	2	3	4	5
34. He/She helps people find effective ways of responding to upsetting events.	1	2	3	4	5
35. He/She fails to control his/her temper at work.	1	2	3	4	5
36. He/She is aware of the tone of voice he/she uses to communicate with others at work.	1	2	3	4	5
37. He/She provides positive feedback to colleagues.	1	2	3	4	5
38. He/She fails to recognise when colleagues' emotional reactions are inappropriate.	1	2	3	4	5
39. He/She gains stakeholders commitment to decisions he/she makes at work.	1	2	3	4	5
40. He/She appropriately responds to colleagues who frustrate him/her at work.	1	2	3	4	5
41. When colleagues are disappointed about something, he/she helps them feel differently about the situation.	1	2	3	4	5
42. He/She holds back his/her initial reaction when something upsets him/her at work.	1	2	3	4	5
43. He/She fails to recognise how his/her feelings drive his/her behaviour at work.	1	2	3	4	5
44. When happy at work, he/she expresses how he/she feels effectively.	1	2	3	4	5
45. He/She identifies others' non verbal emotional cues (e.g., body language).	1	2	3	4	5
46. He/She communicates decisions to stakeholders appropriately.	1	2	3	4	5
47. He/She demonstrates positive moods and emotions at work.	1	2	3	4	5
48. He/She helps people deal with issues that cause them frustration at work.	1	2	3	4	5
49. He/She is impatient when things don't get done as planned at work.	1	2	3	4	5
50. He/She is aware of how his/her feelings influence the decisions he/she makes at work.	1	2	3	4	5
51. He/She expresses his/her feelings effectively when someone upsets him/her at work.	1	2	3	4	5
52. He/She understands the things that make people feel optimistic at work.	1	2	3	4	5
53. He/She considers the way others may react to decisions when communicating them.	1	2	3	4	5
54. He/She quickly adjusts to new conditions at work.	1	2	3	4	5
55. He/She doesn't know what to do or say when colleagues get upset at work.	1	2	3	4	5
56. He/She still thinks clearly when upset at work.	1	2	3	4	5
57. He/She finds it difficult to identify his/her feelings on issues at work.	1	2	3	4	5

58. He/She effectively expresses optimism at work.	1	2	3	4	5
59. He/She understands what makes people feel valued at work.	1	2	3	4	5
60. He/She takes into account both technical information and the way he/she feels about different choices when making decisions at work.	1	2	3	4	5
61. He/She fails to handle stressful situations at work effectively.	1	2	3	4	5
62. He/She responds to events that frustrate him/her at work effectively.	1	2	3	4	5
63. He/She is aware of things that make him/her feel positive at work.	1	2	3	4	5
64. He/She fails to resolve emotional situations at work effectively.	1	2	3	4	5
65. He/She has trouble finding the right words to express how he/she feels at work.	1	2	3	4	5
66. He/She identifies the way people feel about issues at work.	1	2	3	4	5
67. He/She focuses solely on facts and technical information related to problems when trying to derive a solution.	1	2	3	4	5
68. He/She fails to keep calm in difficult situations at work.	1	2	3	4	5
69. He/She explores the causes of things that upset him/her at work.	1	2	3	4	5
70. He/She discusses his/her frustration appropriately.	1	2	3	4	5

## Scoring

The information written below is consistent with SPSS syntax, so you should be able to copy and paste, if you use SPSS. Otherwise, the relevant information should be discernable and implementable in another program.

\*\* These are the negatively keyed items that need to be reverse coded

### RECODE

```
q5 q9 q11 q12 q16 q17 q21 q26 q30 q35 q38 q43 q49 q55 q57 q61 q64 q65 q67  
q68 (MISSING=SYSMIS) (1=5) (2=4) (3=3) (4=2) (5=1) .  
EXECUTE .
```

\*\* These are the items that correspond to each subscale

```
COMPUTE esa = q1+q8+q15+q22+q29+q36+q43+q50+q57+q63 .  
VARIABLE LABELS esa 'emotional self-awareness' .
```

```
COMPUTE ee = q2+q11+q16+q23+q37+q44+q51+q58+q65+q70 .  
VARIABLE LABELS ee 'emotional expression' .
```

```
COMPUTE eao = q3+q9+q17+q24+q31+q38+q45+q52+q59+q66 .  
VARIABLE LABELS eao 'Emotional Awareness of Others' .
```

```
COMPUTE er = q4+q10+q18+q25+q32+q39+q46+q53+q60+q67 .  
VARIABLE LABELS er 'emotional reasoning' .
```

```
COMPUTE esm = q5+q19+q26+q33+q40+q47+q54+q61+q62+q69 .  
VARIABLE LABELS esm 'emotional self-management' .
```

```
COMPUTE emo = q6+q12+q13+q20+q27+q34+q41+q48+q55+q64 .  
VARIABLE LABELS emo 'emotional management of others' .
```

```
COMPUTE esc = q7+q14+q21+q28+q30+q35+q42+q49+q56+q68 .  
VARIABLE LABELS esc 'emotional self-control' .
```

```
COMPUTE total_ei =  
q6+q12+q13+q20+q27+q34+q41+q48+q55+q64+q5+q19+q26+q33+q40+q47+q54+q  
61+q62+q69+q4+q10+q18+q25+q32+q39+q46+q53+q60+q67+q3+ q9+ q17+  
q24+ q31+ q38+ q45+ q52+ q59+ q66+ q2+ q11+ q16+ q23+ q37+ q44+ q51+  
q58+ q65+ q70+ q1+ q8+ q15+ q22+ q29+ q36+ q43+ q50+ q57+ q63+ q7+ q14+  
q21+ q28+ q30+ q35+ q42+ q49+ q56+ q68 .  
VARIABLE LABELS total_ei 'total emotional intelligence' .  
EXECUTE .
```