



**Expert Report**  
SAMPLE REPORT

**Mr Sample Respondent**

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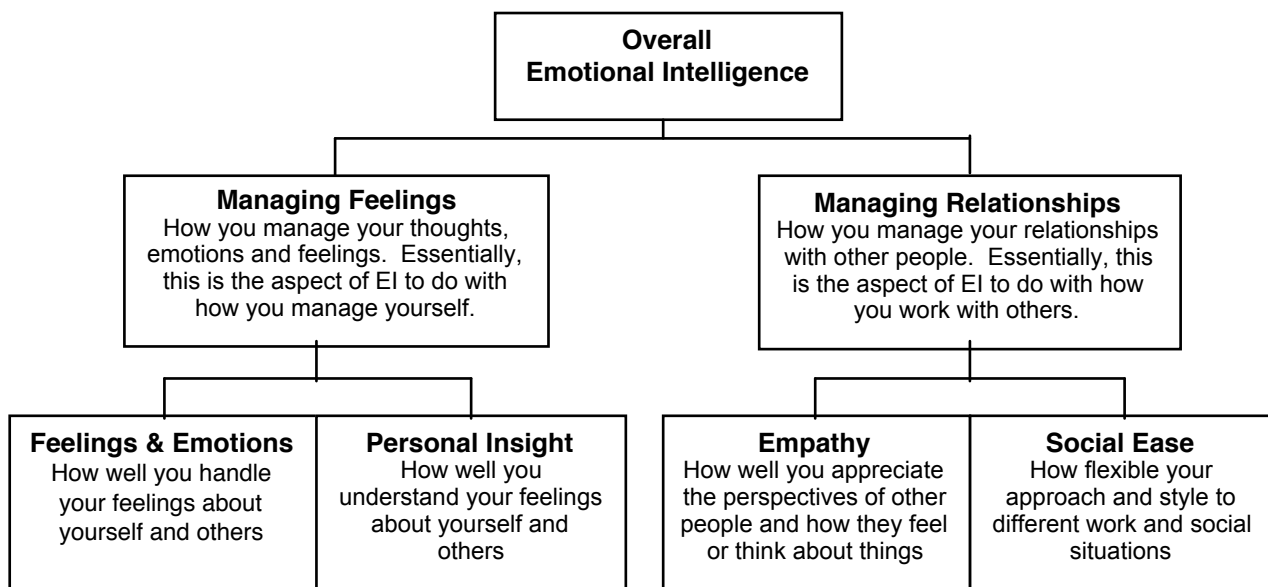
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## Emotional Intelligence (EI) Report

This report describes competencies key to the development of Emotional Intelligence or EI which can be defined as how well we understand our own feelings and emotions as well as those of others, and how well we manage our relationships with others.

The report is based on your responses to OPQ32 that, along with all self-report questionnaires, is not infallible and the accuracy of this report will depend on the frankness with which you answered the OPQ32 questions. However, while this report is not intended to be definitive, it does provide a starting point for you to consider development needs that are key to both individual and organisational success.

The report has been structured to provide a straightforward and easy to interpret profile. It is made up of an overall summary of your EI development needs and then specific sections related to four key competencies. The EI model that has been used to construct this report is shown below:





### Emotional Intelligence (EI) Summary

	Potential Development Need	Scope for Development	Potential Strength
<b>Emotional Intelligence</b>			

Your overall score places you in the mid-range on EI suggesting scope for development. The table that follows summarises development needs for the four specific EI competencies. How you work with others does, of course, depend on how well you understand your own emotions, so it is important to refer to both sets of competencies in considering your EI development needs.

EI Competency Area	Potential Development Need	Scope for Development	Potential Strength
<b>Managing Feelings</b>		<b>Feelings &amp; Emotions</b>	<b>Personal Insight</b>
<b>Managing Relationships</b>	<b>Empathy</b>	<b>Social Ease</b>	

**Managing Feelings**

Competency	Potential Development Need	Scope for Development	Potential Strength
Feelings & Emotions			
Personal Insight			

**Feelings and Emotions**

Your scores show an interesting contrast between the emotional world that you experience internally and the way that you prefer to express your feelings externally to others. While, on the other hand, you prefer to be seen by others as open and cheerful, your scores suggest that you may also experience strong negative feelings and can find it difficult to relax.

- While you generally expect things to turn out well, it is possible that you underestimate what is required to achieve an objective, or that you find disappointment difficult to cope with when things go wrong. Think back to a time recently when planning ahead would have helped achieve a goal, and consider how being more proactive could help you to deal with important events and to anticipate possible problems or disappointments.
- If you are someone who generally feels tense or finds it difficult to relax, consider why it is that you work so hard to maintain a cheerful image in the eyes of others while masking your true concerns and feelings. Do you have or make opportunities to discuss your concerns with others you trust and value? If you do, consider how these opportunities could be used positively to channel and calm the concerns and tensions that you feel in the face of drawbacks and frustrations.

**Personal Insight**



Your scores suggest that you are someone with the capacity to understand patterns in your own thoughts and actions, and that you are someone who is capable of personal insights into your own emotions and those of others. While you may prize the suggestions and feedback of others regarding your own behaviour, there may also be occasions when you need time to appreciate the impact of your actions on other people.

- What are the most significant insights that you have had recently into your own thoughts and feelings, and into what motivates you to act in the ways that you do? Has your sense of yourself changed recently and, if so, why? How does your view of yourself today match the role that you have or that you want to undertake next?
- Are there people that you have observed recently from whom you feel you could learn in terms of their approach to problems and in the way that they behave with others? What have you observed that you feel would enable you to develop a better understanding of yourself, and how would you incorporate that understanding in your everyday work?

**Managing Feelings - What do I already do?**

**Managing Feelings - What could I do more of?**

**Managing Relationships**

Competency	Potential Development Need	Scope for Development	Potential Strength
Empathy			
Social Ease			

**Empathy**

Your scores suggest that there are times when expressing a more direct interest in the views and feelings of others would strengthen the positive impact that you have on others.

- Consider a time when encouraging others to express their thoughts, feelings or opinions, and making the time to hear them out, would have helped to resolve a situation or to enable you to get greater buy-in to your own views and suggestions. Actively listening to others and offering them opportunities to contribute to discussions is something that will encourage a positive view of you as a team member or as a group leader.
- Refer to your score under Personal Insight (PI). If this is low, then this suggests a potential blind spot in that the true impact you have on other people may be something that is hidden from your view. If others are not encouraged to share their thoughts and feelings with you, then you may miss opportunities for feedback on your strengths and important areas of self-development.

**Social Ease**

Your scores suggest that you need time to adjust to new people and new surroundings, preferring people and groups with whom you are familiar.

- While you may prefer your own space to work in and may find spending a long time with the same people tiring, sharing time and space with others can be managed more effectively if you consider how to pace yourself when in larger groups. Staying with the group mentally and engaging actively with the flow of conversation, even if this is just by signalling your that you are paying attention, will give a much more positive impression than withdrawing to the periphery of the group to avoid being engaged by others. Allowing yourself to be there, i.e. by accepting and relaxing into the situation rather than denying or decrying the need to be involved, will also help you to feel more positive in such situations.
- Refer to your score under Empathy. If this score is low to moderate, then you may not only have a tendency to withdraw mentally. This may also be signalled to others by your non-verbal behaviour (e.g. body posture and facial expression) and a growing lack of presence. Consider taking a little time to run through in your mind your thoughts and feelings at group events in which you tend to feel uncomfortable or find it difficult to settle into, and practice relaxing and freeing yourself of negative emotions.

**Managing Relationships - What do I already do?**

**Managing Relationships - What could I do more of?**

## ABOUT THE EXPERT REPORT

This report was generated using the SHL Expert Assessment System. It includes information from the Occupational Personality Questionnaire (OPQ32). The use of this questionnaire is limited to those people who have received specialist training in its use and interpretation. The report herein is generated from the results of a questionnaire answered by the respondent(s) and substantially reflects the answers made by them. Due consideration must be given to the subjective nature of questionnaire-based ratings in the interpretation of this data. This report has been generated electronically - the user of the software can make amendments and additions to the text of the report. SHL Group plc and its associated companies cannot guarantee that the contents of this report are the unchanged output of the computer system. We can accept no liability for the consequences of the use of this report and this includes liability of every kind (including negligence) for its contents.

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