

WELCOME TO THE



EMOTIONAL INTELLIGENCE

VIRTUAL CERTIFICATION PROGRAM
Module 3

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Module 3 - Learning Outcomes

At the end of this module you will be able to:

- ▣ Prepare for a Genos Assessment Report Debrief
- ▣ Begin facilitating an assessment report debrief using the Genos 8-Step Process
- ▣ Plan to facilitate a group-based debrief



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Report debriefs



- ▣ In all cases, we recommend:
 - ▣ participants are advised not to share their reports with others
 - ▣ participants are encouraged to interact with their results (e.g., Insights, Actions, and Benefits)
 - ▣ participants engage in the Response Process as recommended in their reports



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180 & 360 Report debriefs

- Best practice approaches include:
 - Debriefing the report via a 1 on 1 debrief session
 - 180s can comfortably be debriefed in a group setting – 360s are better 1-2-1
 - Optionally, where client are experienced with 360 feedback, the debrief can be provided via a group session with a personal debrief offered after the session, if required
 - Sending the report to the client 60 minutes in advance of debrief

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Feedback positioning activity (180/360)

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8-step debrief process

- State the purpose.
- Explore their goals.
- Revisit the Genos model.
- Explain how the results are presented.
- Interpret the Familiarity and Consistency results.
- Facilitate an interpretation of the results (Overall & Item level + Qualitative comments)
- Summarise key insights, actions and benefits.
- Discuss the response process.

In the upcoming demonstration, follow the process, step-by-step.
Take notes – you'll be practicing this in a few minutes

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Demonstration: Steps 1-5
('Sally Sample' report in your package)



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Debrief skills practice

1. In pairs
2. Practice steps 1-5 of the process in debriefing the 'Sally Sample' sample 360 report provided to you in your pack
3. 15 minutes each, with 5 minutes feedback



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Debrief practice

1. Next week is devoted to structured debrief practice
2. We also offer an optional additional practice session
 - Wednesday, September 15th: 15:00 – 17:30 BST
 - 2.5-hour opportunity to practice all steps exhaustively
 - Great for 'fine-tuning' prior to final debrief
 - In pairs or trios with feedback between sessions
 - Only hosted if there's a quorum



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Group based debriefs

1. Prior to the group debrief, run an introductory session
2. Put people through the assessment, and then
3. Run a second workshop (1.5 - 2 hours in length), on their results



45 min
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Group based debriefs

For preparation go through the Consultant Summary report and get to know your group.

In the Group Debrief explain:

1. The Genos Model of Emotional Intelligence
2. The assessment scoring and benchmarks
3. How the results in the assessment are presented
4. How to interpret results
5. The purpose of the Development Tips Workbook



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Group based debriefs

- Issue Reports and Development Tips Workbooks
- Provide participants with 30-45 mins private study around their results

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Feedback positioning activity (180/360)

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Group based debriefs

- Issue Reports and Development Tips Workbooks
- Provide participants with 30-45 mins private study around their results
- During the private study, check-in with each person
- Pair participants and invite them to share insights and actions
- Facilitate a general group debrief of the experience and learning

*Genos University has a deck to support you deliver a group debrief

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Questions



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 **Module 3 – Learning Assignment**

- ▣ Review the role play debrief videos.
- ▣ Watch all, but focus especially on #3
- ▣ Be prepared to try the entire debrief process next week – you don't need to be expert, just comfortable with the flow

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