WELCOME TO THE

genos INTERNATIONAL

EMOTIONAL INTELLIGENCE

VIRTUAL CERTIFICATION PROGRAM
Module 2

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Module 2 – Learning Outcomes

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

- Explain the features of the Genos EI assessments
- Describe the psychometric properties of the Genos EI assessment
- Identify the best assessment and report version to utilise for any given project
- Describe the best practice approaches to running a Genos EI assessment project
- Describe best practice principles underlying assessment report rater selection

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REPORT OPTIONS

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Workplace Reports

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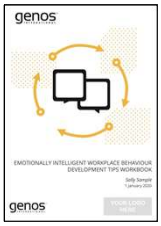
To aid in development



- Development Tips Workbook
- Development tips for each competency
- Specific tips for each of the 42 behaviours
- Guidance on how to respond to feedback

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How Are Results Presented?

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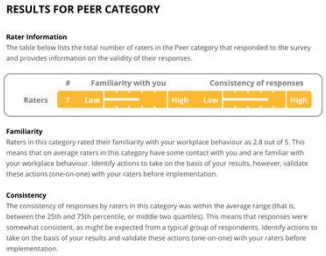
Validity Checks?



RESULTS FOR PEER CATEGORY

Rater Information
The table below lists the total number of raters in the Peer category that responded to the survey and provides information on the validity of their responses.

	#	Familiarity with you		Consistency of responses	
Raters	7	Low	High	Low	High

Familiarity
Raters in this category rated their familiarity with your workplace behaviour as 2.8 out of 5. This means that on average raters in this category have some contact with you and are familiar with your workplace behaviour. Identify actions to take on the basis of your results, however, validate these actions (one-on-one) with your raters before implementation.

Consistency
The consistency of responses by raters in this category was within the average range (that is, between the 25th and 75th percentile, or middle two quartiles). This means that responses were somewhat consistent, as might be expected from a typical group of respondents. Identify actions to take on the basis of your results and validate these actions (one-on-one) with your raters before implementation.

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p.6 of sample 180

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How are results presented?

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p.7 of sample 180

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Benchmarks

The transparent rectangles represent the scores achieved by the middle 50% of the Genos benchmark group

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How are results presented?

Authenticity	I	D	d	BM
1. Shares how they feel with others.	5.0	3.8	1.2	< >
2. Describes their own feelings in a way that is sensitive to the feelings of others.	4.8	3.6	1.2	< >
3. Expresses their feelings in the right place and time.	4.4	3.4	1.0	v
4. When necessary, facilitates challenging conversations effectively.	4.8	4.6	0.2	^
5. Is consistent in what they say and do.	4.8	4.4	0.4	< >
6. Encourages others to express themselves.	4.6	3.2	1.4	v
7. Honours commitments and keeps promises.	4.8	4.0	0.8	< >

KEY: I = Level of Importance D = Level of Demonstration d = Difference BM = Benchmark

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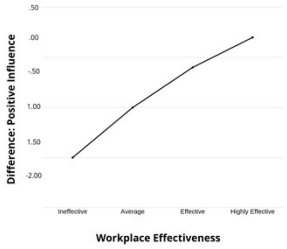
Does the gap matter?



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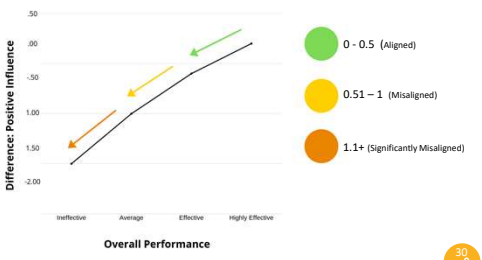
Does the gap matter?



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Comparison traffic light methodology

Scores for importance and demonstrated within .5 of a difference are considered to be aligned. These could be your strengths.

Scores for importance and demonstrated within .51 and 1in difference are considered to be misaligned. Steps should be taken to close gaps on these behaviours.

Scores for importance and demonstrated more than 1.1 in difference are considered to be significantly misaligned. Focused attention and actions should be taken to close these gaps.

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How are results presented?

QUALITATIVE FEEDBACK

The feedback below has been provided by the people nominated to rate you. Please note that their comments have been printed verbatim, without any editing or spell checking.

"Paul has a tendency to be analytical to his approach to his work – this is great but on some occasions he offers too much detail and fails to see people zone-out."

"Paul relates well to each member of the team."

"Paul regularly checks-in with his stakeholder group, he has his finger on the pulse of his clients and is a role model for others in this area."

"I'd like to see Paul reach out and offer more practical help to the junior members of the team – he is highly skilled in what he does and it would be great to see him pass his experience down the line."

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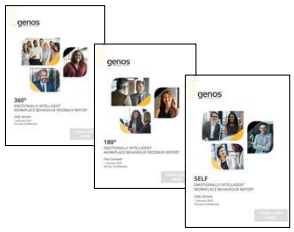
Workplace Reports



- In groups, review the Self, 180 and 360 reports
- Be prepared to present back to the group on:
  - Key features of each report
  - Which type of context each report may best be suited to
- If you don't have samples to hand, grab those in the chat box BEFORE entering the breakout room
- 15 minutes

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Self report

- Item scores and benchmarked scores
- Best suited to introductory type contexts (Workshops & Conferences)
- Provides steps on how to balance self results with feedback from others

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180 report

- Raw and benchmarked scores
- Validity established by research and each time it is used (importance scale)
- Single rater category plus self-assessment feedback
- Empirical results and qualitative feedback
- Best suited to EI development workshops/programs
- Provides steps on how to respond to the feedback
- Data summary page comparing self scores to feedback from others

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360 report

- All of the 180 features +
- Feedback from multiple sources including self
- Best suited to EI development workshops/programs where 1:1 feedback is provided
- Plenty of data to work with

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Report structure

Manager Category

- Familiarity, consistency and rater details
- Overall results
- Detailed item results
- Qualitative comments
- Reflection page (Insights, actions & benefits)

Repeated for other categories

- Peer
- Others

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RUNNING AN ASSESSMENT PROJECT

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Project Implementation Process

1. Inform **2. Assess** **3. Debrief**

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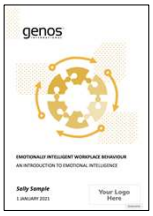
Run an introductory session

Suggested content:

- Why
- Science of EI
- Genos model
- How to select raters
- Confidentiality
- Next steps and organisational requirements



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RATER SELECTION

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Rater selection – general

- Work with the participant directly and regularly
- Know the participant well, having worked with them for six months or more

- Be comfortable giving the participant objective/candid feedback
- Ideally work in the same context with the participant (e.g., within each category raters are all direct reports or are all peer colleagues)

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Ideal rater numbers

Key points:

- There is great flexibility in the Genos Surveys systems.
- The number of rater groups, the name of the groups and number of raters within a group can be customised on a project by project basis
- We recommend between 3-6 raters per group (except for the Manager category)
- Rater numbers greater than 6 can start to reduce the reliability of ratings (mostly because of differences in rater contexts
- In direct report category, if large team (e.g. over 10), then limit to 6.

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Rater selection - development

- Raters can be self-selected and entered into the Genos system
- Rater lists can be drafted by self, signed off on by a stakeholder and then entered into the Genos system – by the participant
- Rater lists in excel can be automatically imported into Genos Surveys
- Reports can be completely private and confidential (e.g., not looked at by stakeholders)
- If looked at by stakeholder(s), participants must be informed of this prior to undertaking the assessment.

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Rater selection – talent management

- Rater lists can be drafted by self, signed off on by a stakeholder and then entered into the Genos system
- Raters can be selected by stakeholder(s) and entered using excel spreadsheet (in these cases we recommend the participant have an option to nominate raters they don't want to rate them)
- Participants must be informed that results are being looked at for both Development and Talent Management purposes (e.g., succession planning)

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Questions

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Learning journal

- What has stood out for you?
- What questions do you have about the content?
- What opportunities are coming to mind?

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Module 2 – Learning Assignment

- Review the Genos 8-Step Debrief Process
- Watch video of Ben introducing the 8-Step Debrief Process

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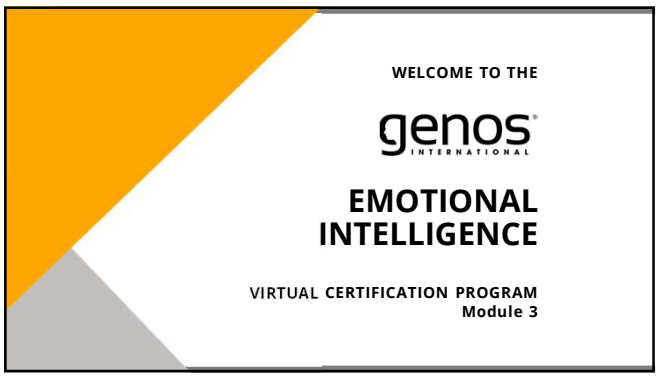
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Module 3

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