

EMOTIONAL INTELLIGENCE TALENTSCAN

Low Characteristics

- Downplays importance of emotions
- Lacks insight into own reactions
- Emphasizes results over feelings
- Pays little attention to people's feelings
- Fails to anticipate the needs of others
- Misses cues or signals people send
- Acts at odds with group norms at times
- Experiences friction with others
- Disregards protocol or political issues

- Skeptical or challenging
- Has a balanced, practical outlook
- Discouraged in difficult situations
- Questions ability to be successful
- Shies away from challenges or risks
- Asks others for assistance with problems

- Likely to show feelings openly
- Experiences frequent changes in mood
- Has difficulty controlling emotions
- Keeps some information from others
- Downplays problems or difficult issues
- Takes action with shared information
- Waits for direction before acting
- Refers problems to others for resolution
- Avoids taking on new assignments
- Little opportunity to set own goals
- Has long-term, ongoing assignments
- Overly focused on process

Awareness Factors

SELF AWARENESS

Being introspective and aware of own thoughts and feelings.

INTERPERSONAL

Being observant and perceiving needs and feelings of others.

ORGANIZATIONAL

Identifying interpersonal and cultural dynamics.

Resilience Factors

OPTIMISM

Having an expectation that things will turn out well.

CONFIDENCE

Believing one can master life's challenges.

Personal Factors

EVEN-TEMPERED

Maintaining emotions and composure in all situations.

BUILDING TRUST

Inspiring trust and credibility with others.

PROACTIVE

Taking independent action to move things forward.

GOAL-DRIVEN

Setting and achieving challenging goals.

High Characteristics

- Understands how situations affect them
- Monitors own moods and reactions
- Demonstrates good self-insight
- Picks up on cues in people's behavior
- Anticipates what people may think or do
- Good at observing other people
- Readily fits into different group cultures
- Develops alliances for support
- Effectively navigates the organization

- Believes in improvement and success
- Projects enthusiasm and positive feelings
- Keeps a constructive focus in difficult times

- Seizes opportunities and expects success
- Comfortable facing risks and challenges
- Self-sufficient in handling problems

- Thick-skinned and resilient
- Remains calm under pressure
- Behaves consistently day-to-day

- Candid and truthful with people
- Viewed as credible by others
- Calls attention to issues or discrepancies

- Takes steps to move projects forward
- Finds answers and overcomes obstacles
- Volunteers for extra responsibilities

- Works hard and uses time productively
- Focuses on short-term goals and timelines
- Achieves more than others expect

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Low Characteristics

- Hard to relate to people's problems
- Offers little support or encouragement
- Modest concern for people's feelings
- Shows little excitement or emotion
- Has difficulty getting people enthused
- Low-keyed, reserved style
- Hesitates to influence people
- Lets the facts speak for themselves
- Struggles to get support
- Discourages others from innovating
- May not bring people along
- Rarely a proponent of change
- Discourages or downplays group efforts
- May not push for teamwork
- Allows people to work independently
- Avoids providing critical feedback
- Accepts shortcomings of others
- Misses training opportunities
- Socializing is a low priority
- Doesn't spend time relating
- Takes some time to get to know people

Relationship Factors

EMPATHY

Identifying with and responding to emotions in others.

INSPIRING OTHERS

Demonstrating a lively and enthusiastic style.

PERSUASIVE

Influencing people in a convincing fashion.

LEADING CHANGE

Rallying support for new ideas and initiatives.

PROMOTING TEAMWORK

Encouraging and supporting team efforts.

COACHING

Giving feedback and helping people do their jobs better.

RELATING TO OTHERS

Building and maintaining positive relationships.

High Characteristics

- Approachable and willing to listen
- Gives emotional support to others
- Considerate of people's feelings
- Outwardly enthusiastic and exciting
- Encourages people to reach their goals
- Shares positive emotions with others
- Presents ideas that win people over
- Convinces people to agree
- Gets consent from others easily
- Acts as a change agent
- Asks others for creative thinking
- Encourages people to try new ideas
- Involves others in what they are doing
- Promotes cooperation and team spirit
- Encourages groups to work together
- Offers constructive advice
- Deals with performance issues directly
- Encourages people to develop skills
- Outgoing and sociable
- At ease with all types of people
- Builds relationships quickly