

EMOTIONAL INTELLIGENCE  
skills assessment

EiSA

Frequently  
Asked Questions

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Pfeiffer  
A Wiley Imprint  
[www.pfeiffer.com](http://www.pfeiffer.com)

MHS

Emotional Intelligence  
Assessments and Solutions

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Published by Pfeiffer  
An Imprint of Wiley.  
989 Market Street, San Francisco, CA 94103-1741  
www.pfeiffer.com

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Deluxe Set ISBN: 978-0-470-49944-3

Set ISBN: 978-0-470-46241-6

Package ISBN: 978-0-470-24863-8

FAQs SKU #: 978KPART07674

Acquiring Editor: Holly J. Allen

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Production Editor: Michael Kay

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Manufacturing Supervisor: Becky Morgan

Composition: Classic Typography

Design: Adrian Morgan and Gearbox

Printed in the United States of America

Printing 10 9 8 7 6 5 4 3 2 1

# Frequently Asked Questions

## What is emotional intelligence?

Emotional intelligence (EI) is best defined as the ability to identify and manage emotional information in oneself and others and to focus energy on required behaviors. Also known as “social intelligence,” the skills and competencies that comprise EI complement a person’s cognitive and technical skills.

## What is the Emotional Intelligence Skills Assessment (EISA)?

The EISA is both a measure of emotional intelligence and a framework for understanding and improving emotional and social functioning.

## Why is the EISA important?

Human skill and ingenuity provide the essential building blocks of business success. People are an organization’s greatest assets.

They’re also the most unpredictable.

The EISA helps to manage and maximize the effectiveness of your most valuable resource. Independent academic research confirms that emotional intelligence is a powerful predictor of potential, performance, and professional success—providing a tool to unlock insights beyond those explained by education, personality, cognitive intelligence (IQ), or any other index designed for the purpose.

The EISA is more than a measure of potential and performance; it’s a tool for personal development. The EISA provides the means to accurately assess individual and organizational strengths and opportunities, and to implement scientifically verified strategies that increase intra- and interpersonal awareness throughout your company.

When people better understand themselves and others, they’re able to do better work, they’re happier doing it, and they’re able to foster more winning outcomes in the workplace. In short, the EISA offers the opportunity to demonstrably improve emotional intelligence throughout your organization.

And when you improve your EI, you improve your business.

## What is the EISA designed to achieve?

The EISA was developed to quickly and accurately measure emotional intelligence and provide a framework for discussion, coaching, and growth.

In order for people to improve their emotional skills and abilities, they must first be able to recognize their strengths and identify areas in which they may require improvement. Thus, the EISA has two components: an assessment and a workshop.

The EISA program has the following specific goals:

1. To familiarize participants with the components of emotional intelligence and their relevance in the workplace.
2. To aid participants in the identification of emotionally intelligent actions and behaviors.
3. To help participants improve their own emotional intelligence by understanding and practicing effective behaviors.

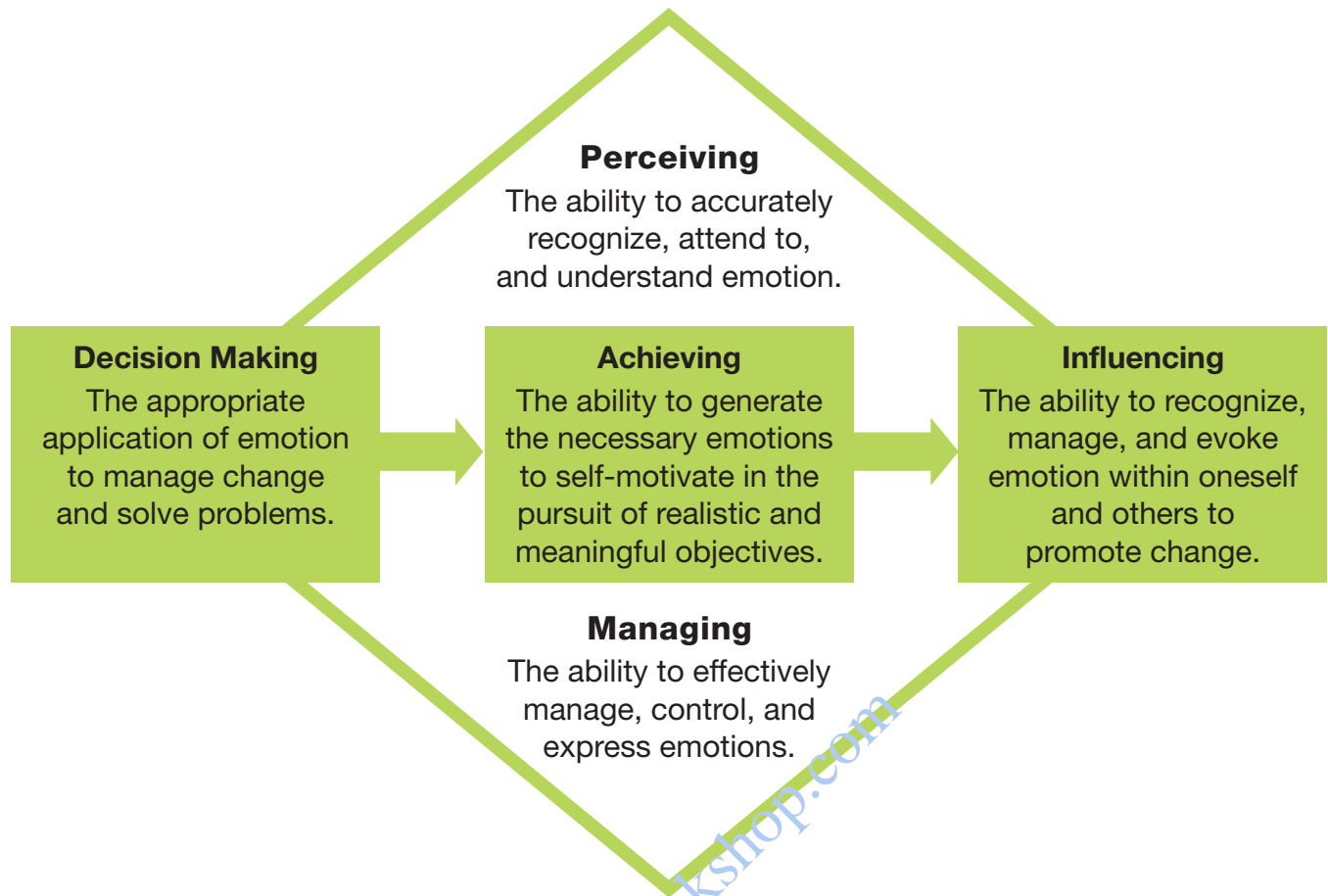
## How is this assessment different from or better than other assessments?

Because the scales of the EISA have good face validity, most prospects quickly see for themselves how these skills would facilitate individual and organizational success. Further, the development of the EISA has followed sound test development protocol to ensure its utility as an effective test of emotional intelligence. Research is ongoing as well to demonstrate its stability and validity as a powerful predictor of performance in the workplace. Unlike other well-known assessments and programs in this field, the EISA does not require certification or extensive training in psychological principles. Designed for busy professionals looking to improve workplace harmony and productivity, the EISA offers individuals and teams an opportunity to learn about themselves by capturing a snapshot of their emotional and social functioning. It should be noted that the EISA is not intended as a tool for recruitment purposes. The EISA materials in this package contain everything you need to know to start using and teaching emotional intelligence successfully for personal and professional development.

## What specific skills or knowledge does the program cover?

The EISA provides a strong, fundamental assessment of emotional intelligence (EI) along with five core factors that can be developed to maximize emotional and social functioning. The EISA is designed to provide the participant with feedback on self-described and observer-rated frequency of emotionally and socially intelligent behaviors across five dimensions. The report provides information on the emotional and social factors that affect success at work. These five factors are

- Perceiving
- Managing
- Decision Making
- Achieving
- Influencing



## Who is the EISA designed for?

Taking the EISA can be a rewarding experience for anyone interested in improving his or her daily functioning. The EISA workshop is designed for adults in any organizational setting. The EISA has been developed with individuals of varying ethnic and cultural backgrounds throughout the United States, Canada, and Australia. The results suggest that the EISA has cross-cultural applicability and utility.

## What individual components does the EISA include?

The EISA includes the following components:

- A Facilitator's Guide
- A Participant Workbook
- The EISA: Self (available in print and online)
- The EISA: 360 (available online)
- A flash drive with PowerPoint slides for use in the workshop and sample invitation letters

## What components do I need to purchase to start?

If using the print version, you'll need to purchase one Facilitator's Guide for your own use and a Participant Workbook and an EISA: Self for each participant. (The Facilitator's Guide includes one copy of the Workbook and an EISA: Self for your reference.) If using the online version, you'll need to set up an online account and purchase a license (or token) for each of your participants. Setting up an online account will provide you with access to a downloadable version of the Facilitator's Guide and Participant Workbook, and your token purchase will provide your participants and their observers (if using the 360) with access to the online Self or 360 assessments (depending on what version you purchase).

## How long does the EISA take to complete?

It takes approximately ten minutes to complete the items on the EISA. If using the print version of the EISA: Self, another ten minutes are needed for scoring. Although a brief instrument, the EISA represents a valid and reliable tool that quantitatively identifies the emotional skills that are likely to be relied upon for successful performance inside and outside of work.

The EISA workshop script provides approximately seven hours' worth of working content. Allowing for lunch and breaks, the full day is eight and a half hours.

## How much preparation time will it take to facilitate?

Take the following steps to prepare to facilitate the EISA workshop:

- Familiarize yourself with the EISA materials. [4 hours]
- Meet with the sponsor to gather information and determine workshop objectives. [30 minutes]
- Set up an orientation meeting and distribute the EISA assessments and/or online login information. [30 minutes]
- If using the online version, set up your account and populate it with participant information. [30 minutes for approximately twenty to thirty participants]
- Ensure the scored EISA reports are available for each online respondent. [20 minutes]
- Review the Planning Checklist. [10 minutes]
- Total preparation time: approximately five to six hours

## Do I need any special skills to facilitate the EISA?

Facilitating the EISA does not require special skills or certifications. The instrument is quite intuitive and is straightforward to administer and score (although most facilitators are expected to have some preliminary familiarity with employee coaching and development).

## What's unique or different about the EISA or its approach?

The EISA approach emphasizes functional skills. That is, regardless of how well an individual might score on the assessment, the EISA model is designed to maximize one's daily functioning by enhancing the frequency and competency of emotionally intelligent behavior.

## What is the EISA designed to measure?

The EISA is designed to measure a participant's current level of emotional and social functioning, which enables him or her to better understand how these skills impact personal and professional performance. The EISA is designed to provide participants with feedback on their perceived or self-described frequency of emotionally and socially intelligent behavior across five behavioral dimensions.

## How many and what type of questions are there in the EISA?

The EISA is composed of fifty questions that are designed to identify the frequency and level of functioning of emotionally intelligent behavior.

## How is the EISA scored (what scales are used)?

The assessment is scored on a 5-point scale.

Pfeiffer Online Assessments (the online assessment administration system) automatically computes scores for all online Self and 360 assessments. A report is included in the cost of each assessment purchased.

Complete instructions for hand-scoring the paper self-assessment are contained in the EISA: Self. Participants generally score their own assessments prior to attending the workshop, but you can also supervise the scoring during one of the breaks early in the workshop day.

## How are the reports presented and what do they reveal?

Respondents taking the EISA online will receive a self-report summary of their results, while respondents completing the EISA: 360 will receive a report that combines their self-report results with the aggregate results of their raters. Both the EISA and the EISA: 360 reports provide numerical and graphical representations of the participant's results. Reports also provide a definition of each scale and a discussion of the implications of the participant's results.

## How has the EISA assessment been verified and tested?

Development of the EISA has followed standard test protocol to ensure its utility as an effective tool for personal and professional growth. Research initiatives are ongoing in order to maintain the assessment's stability and validity (please refer to the technical report available from Pfeiffer).

# About Pfeiffer's Product Line

Experientially based exercises and activities are a common feature of Pfeiffer's training products. Additionally, Pfeiffer offers a variety of icebreakers, energizers, team games, and simulations to energize your training and enhance the learning experience. For questions about these and other Pfeiffer products, please contact us by:

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