

# M S C E I T <sup>TM</sup>

## Mayer-Salovey-Caruso Emotional Intelligence Test

DEVELOPED BY John D. Mayer, Peter Salovey & David R. Caruso

### REPORT PREPARED FOR TEST

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Gender: Male

Age: -

Occupation : -

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*This report has been scored according to  
THE ROMANIAN NORMS FOR GENERAL SCORING (N=1619ss)*

# 1

## Section 1

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# INTRODUCTION

## About Emotional Intelligence

### What Is Emotional Intelligence?

Although the term "emotional intelligence" has come to mean many different things, it consists of two parts: emotion and intelligence, as the test authors most recently define it (e.g., Mayer, Salovey, & Caruso, 2000). "Emotions" refer to the feelings a person has in a relationship. For example, if a person has a good relationship with someone else, that individual is happy; if the person is threatened, he or she is afraid. Intelligence, on the other hand, refers to the ability to reason with or about something. For example, one reasons with language in the case of verbal intelligence, or reasons about how objects fit together in the case of spatial intelligence. In the case of emotional intelligence, one reasons with emotions, or emotions assist one's thinking. That is, emotional intelligence, as measured by the MSCEIT, refers to the capacity to reason with emotions and emotional signals, and to the capacity of emotion to enhance thought.

### The Mayer-Salovey Ability Model of Emotional Intelligence

Dr. Peter Salovey and Dr. John D. Mayer first published their work on these concepts in 1990 (Mayer, DiPaolo, & Salovey, 1990; Salovey & Mayer, 1990). They later published a revised theory of emotional intelligence (Mayer & Salovey, 1997). This revised theory further elaborated the existence of four related areas of emotional intelligence. They called these areas "branches" to illustrate that the abilities were arranged in a hierarchical order from the least psychologically complex to the most psychologically complex.

Mayer and Salovey defined these specific abilities as the ability to perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth (Mayer & Salovey, 1997). Here is a summary of this four-branch model of emotional intelligence:

- *Perceiving and Identifying Emotions* - the ability to recognize how you and those around you are feeling.
- *Using Emotions to Facilitate Thought* - the ability to generate emotion, and then reason with this emotion.
- *Understanding Emotions* - the ability to understand complex emotions and emotional "chains," and how emotions transition from one stage to another.
- *Managing Emotions* - the ability to manage emotions in yourself and in others.

## A Closer Look at the Four Abilities

### Perceiving Emotions

What is Perceiving Emotions? Everyone experiences and relates to feelings and emotions. Even the world around you communicates and sends emotional messages. Emotions contain valuable information about relationships and about the world around you. This ability to perceive emotions starts with being aware of these emotional clues, and then accurately identifying what they mean.

How is this ability used? You need to be aware of your own feelings and emotions so that you have accurate information about the world around you. Being aware of others' emotions is a key to working with people.

### Using Emotions to Facilitate Thought

What is Using Emotions? How we feel influences how we think. If you feel sad, you may view the world one way, while if you feel happy, you interpret the same events differently. People in a sad or negative mood tend to focus on details and search for errors. Those in a more positive mood are better at generating new ideas and novel solutions to problems. Knowing which moods are best for which situations and "getting in the right mood" is an ability.

How is this ability used? If you stay aware of your emotions, which contain valuable information and then use them to solve problems, the outcome may be more positive.

## Understanding Emotions

What is Understanding Emotions? Emotions contain information, and our ability to understand this information and think about it plays an important role in our day-to-day life. This ability answers questions such as: Why are we feeling happy? How will my friend feel if I say that to him? What will happen if I say that to her?

How is this ability used? Insight into ourselves, and others, may require emotional knowledge. This knowledge helps us to understand people better.

## Managing Emotions

What is Managing Emotions? If emotions contain information, then ignoring this information means that we can end up making a poor decision. At times, we need to stay open to our feelings, learn from these feelings, and use this information to make decisions and to take appropriate action. Sometimes, though, it may be best to disengage from an emotion and return to it later in order to manage it effectively.

How is this ability used? If you can find the right balance in managing your emotions, you should be more successful.

## About the MSCEIT

### What Does the MSCEIT Measure?

The MSCEIT is a performance test of emotional intelligence. A performance test provides an estimate of a person's ability by having them solve problems. The MSCEIT asks you to solve problems about emotions, or problems that require the use of emotion.

### The MSCEIT is an Ability Measure of Emotional Intelligence

The MSCEIT assessment is an ability-based measure of emotional intelligence. This means that you can get a low score on the MSCEIT, but through hard work and effort you can behave in an emotionally-intelligent manner. Conversely, you can get a high score on the MSCEIT but not utilize the emotional abilities that you possess.

### How Does the MSCEIT Work?

The MSCEIT is an ability test. This means that some answers on the MSCEIT are better than others. Consider the part of the MSCEIT where you were asked to identify the emotions expressed in a photo of a person. That person is feeling a certain way, and the MSCEIT gauges your ability to accurately identify that person's emotions. Some responses are rated higher than others.

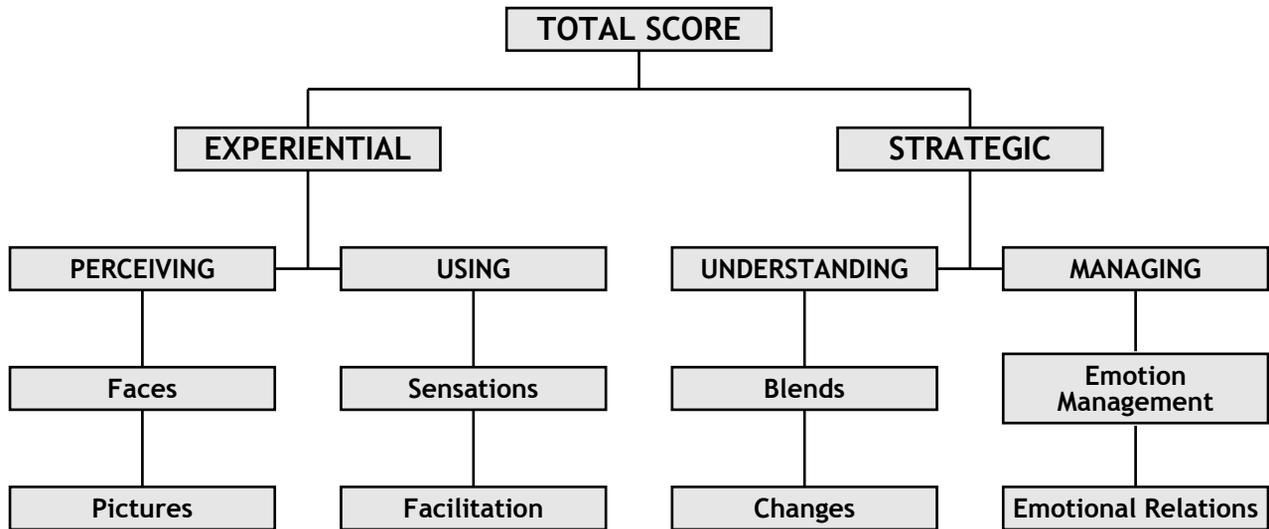
## The Skills the MSCEIT Measures

The MSCEIT measures a person's emotional intelligence. It divides emotional intelligence into four related abilities or skills.

Ability	Question Types	How the Ability May be Used	Test Sections
Accurately identify emotions of people and elicited by objects	Identify emotions in faces, landscapes, and designs.	"Read" people's moods for feedback.	Faces, Pictures
Generate an emotion and solve problems with that emotion.	How moods impact thinking; relate feelings to thoughts.	Create the right feeling to assist in problem solving, communicate a vision, lead people.	Facilitation, Sensations
Understand the causes of emotions.	Multiple choice emotion vocabulary questions.	Be able to predict how people will emotionally react.	Changes, Blends
Stay open to emotions and integrate emotions with thinking.	Indicate effectiveness of various solutions to problems	Integrate emotion and thought to make effective decisions.	Emotion Management, Emotional Relationships

## MSCEIT Performance Flowchart

The MSCEIT yields a number of scores relating to your emotional intelligence. This is a chart of the scores that this report will cover.



## How To Interpret Your MSCEIT Results

Your scores are the result of comparing your test answers to the general population.

You may wonder how emotions can be scored. You may also wonder if there is one best, or correct way to feel. The answer is that there is not a single best or correct way to feel. In general, there is no single, best answer to the questions. Instead, your responses are compared to a range of possible answers. In other words, you might get points towards a higher score whether you rated a face as a "5" or a "4" on how well it represents happiness.

Once each part of the MSCEIT has been scored, there is a way to indicate what your level of skill is in each area compared to other people. The MSCEIT was standardized on a very large sample of people (5,000), with the results being statistically weighted to be representative of the adult population of the United States (in terms of age, gender, and ethnicity).

## How MSCEIT Scores Are Reported

The MSCEIT scores are reported like traditional intelligence scales so that the average score is 100 and the standard deviation is 15. If a person obtains a MSCEIT score around 100, then they are in the average range of emotional intelligence. A person obtaining a score of 115 is one standard deviation above the mean, or, at the 84th percentile. If someone obtains an overall MSCEIT score of 85, they are one standard deviation below the mean, or, at the 16th percentile. Area, branch and task level results are scored in the same manner. As with all tests, the MSCEIT compares individuals against the normative sample, not with the population in general.

A score range is provided in order to help you interpret your results. This score range is an estimate of your actual ability. The ranges are defined as follows:

- *Improve:* You may have some difficulty in this area. It would be helpful to enhance your skills and knowledge.
- *Consider Developing:* While this is not a strength, you can consider enhancing this skill area if it is an important part of your daily life.
- *Competent:* You have sufficient skill to perform in this area with some degree of success.
- *Skilled:* This is an area of strength for you.
- *Expert:* This may be a highly developed area of expertise; your score suggests that you have great potential in this area.

## Your Scores In Context

It is critical to remember that every psychological measure has error associated with its results. Always remember: No assessment is perfect! Assessment scores reflect your actual ability as well as many other factors, such as motivation, fatigue, language fluency, and so forth. Emotional intelligence is one of hundreds of parts of our personality. Is it the most important predictor of success in life or work? Research conducted using the MSCEIT indicates that emotional intelligence does play a role in certain areas of life, but not in all areas.

This is why your scores will also be reported with a 90% confidence interval. This interval is the interval where your real score is, with a 90% probability.

Always remember that scores in psychological tests are only estimations. And, like any assessment, the MSCEIT is just one way of estimating your ability. A person who gets a score that is lower than he/she expected may have a high level of emotional skill as measured by a different set of tasks or questions. The MSCEIT measures your underlying emotional intelligence ability, so a lower score than expected might mean that you have worked very hard to develop emotional knowledge and skills to enhance your underlying ability.

The term "emotional intelligence" has come to mean many different things. To some people, emotional intelligence consists of traits such as optimism or social skills or being "nice". It is very important to stress that the MSCEIT assessment is based on the four-ability model of emotional intelligence. Thus, you may be optimistic and extraverted, but have lower emotional intelligence as defined by the model and as measured by the MSCEIT.

Never forget that you can always develop. You can acquire new skills and new knowledge. Therefore, if you want to improve one of your emotional intelligence abilities, you may be able to do so. Use this report in an emotionally-intelligent manner. Try to remain open to this information and feedback and use it as a helpful, productive, and positive growth experience.

## The MSCEIT Questions

As an ability measure, some of the MSCEIT questions are probably quite different from questions on other assessments you may have taken. Some questions may not appear to be directly relevant to what you do. There are assessment items that may seem strange and unusual, especially those involving pictures and relating feelings to other senses.

These different components of the assessment were chosen because they provide a stable measure of emotional abilities. The MSCEIT assessment measures abilities in direct as well as in indirect ways. Several published research studies indicate that the MSCEIT assessment provides a reliable measure of emotional skills that are related to various aspects of performance in work, school, and home settings.

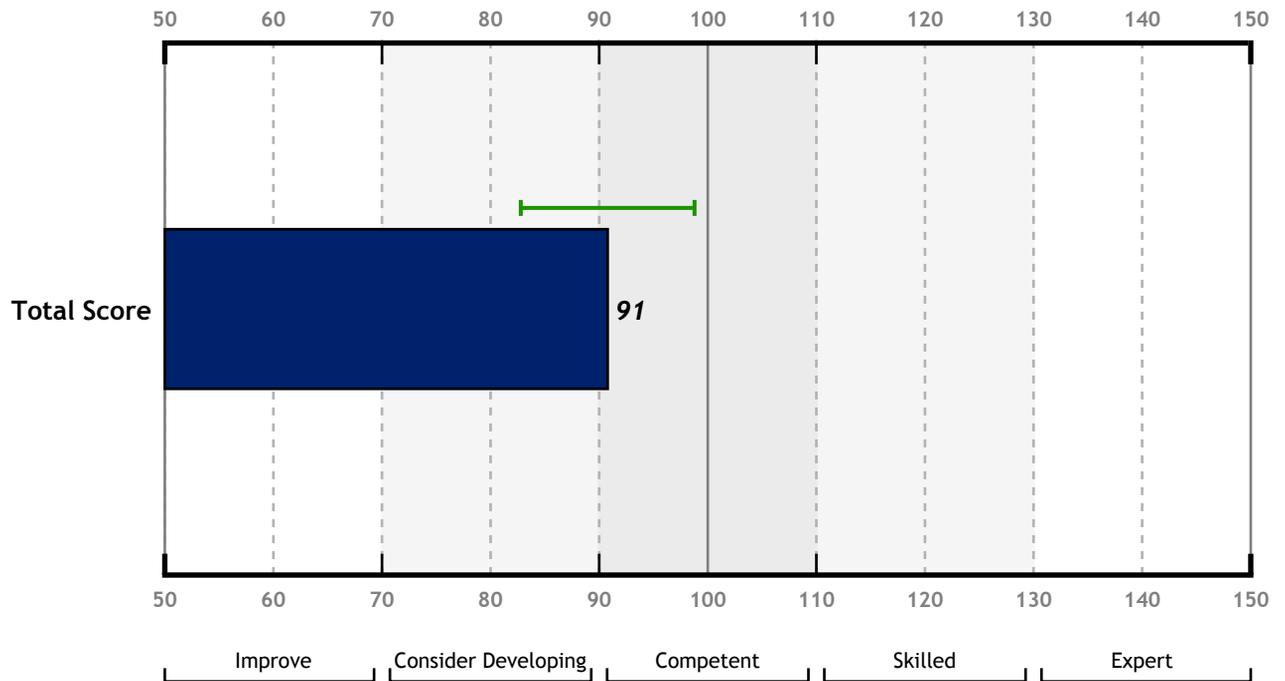
# Section 2

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# YOUR MSCEIT SCORES

## Total Emotional Intelligence Score

The following graph shows your standard score for total emotional intelligence. As with any global score, the MSCEIT Total Score is a convenient summary of a person's performance on this test. The Total Score compares an individual's performance on the MSCEIT to those in the normative sample. This score is a good place to start when analyzing your level of emotional intelligence.



Your MSCEIT Total Score is 90.78. If you took the test again, your score would likely change somewhat due to the variability that is a part of the testing process. To determine how much your score might change, we have calculated a 90% confidence interval for your MSCEIT Total Score. This confidence interval is from 82.78 to 98.78 and reflects the range of scores within which you can be 90% confident your true ability falls. Always remember that this score is only an approximation of your actual ability.

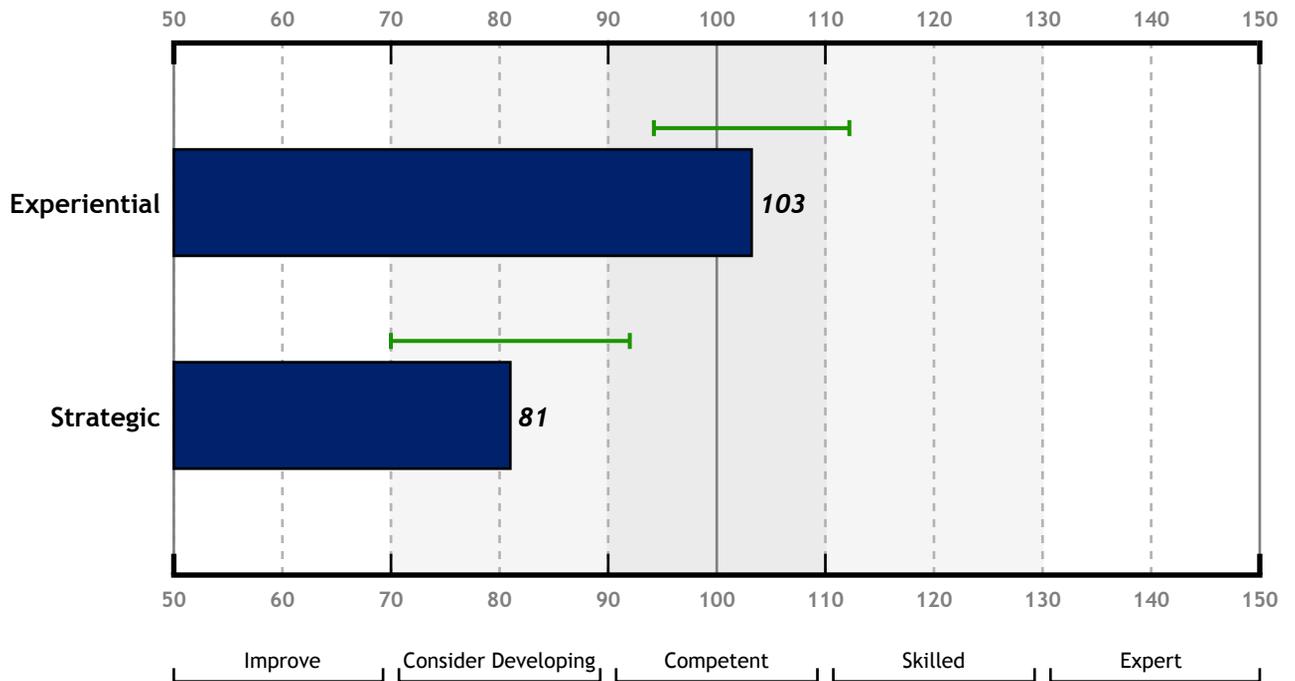
### What Is the MSCEIT Total Score?

The Total emotional intelligence score indicates an overall capacity to reason with emotion, and to use emotion to enhance thought. It reflects the capacity to perform well in four areas: (1) the ability to perceive emotions, (2) to access, generate, and use emotions so as to assist thought, (3) to understand emotions and emotional knowledge, and (4) to regulate emotions so as to promote emotional and intellectual growth (after Mayer and Salovey, 1997, p. 8).

After the Total Score, the Area Scores provide you with a closer look at your MSCEIT performance.

## Area Scores

Now, let's look at your two MSCEIT Area Scores. These are Experiential Emotional Intelligence and Strategic Emotional Intelligence.



The 90% confidence interval for your Experiential Area score is 94.21 to 112.21. The 90% confidence interval for your Strategic Area score is 69.99 to 91.99.

### Experiential Emotional Intelligence Score

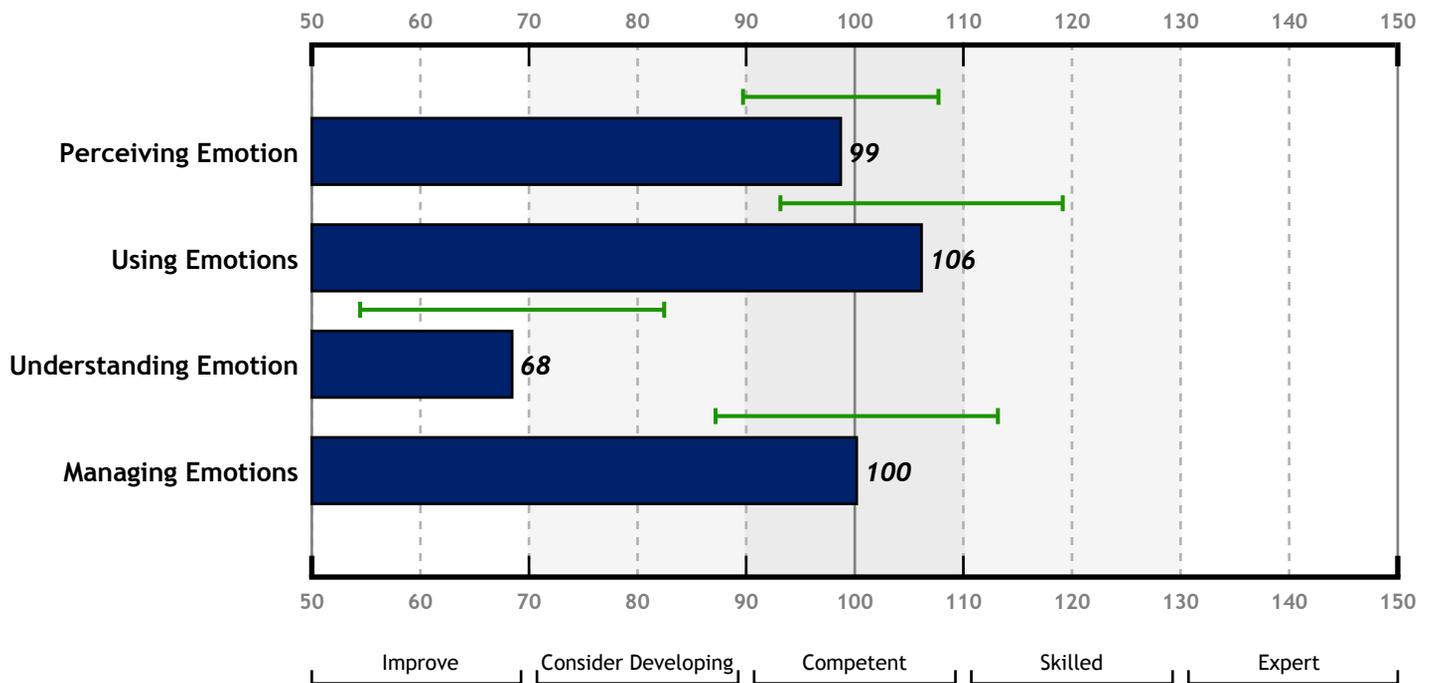
The Experiential Emotional Intelligence Score (EEIS) focuses on the identification of emotion and its productive use in thought. Your EEIS indicates the capacity to feel emotion and to do so productively. It focuses on more basic-level processing of emotion (as opposed to the rational understanding and management of emotion). The EEIS is based on the Perceiving and Facilitation Branches of the emotional intelligence model. These two Branches may rely more on how feelings feel and how the individual responds and classifies such feelings.

### Strategic Emotional Intelligence Score

Strategic Emotional Intelligence involves higher-level, conscious processing of emotions. These Branches require reasoning about emotions, how they develop over time, how they may be managed, and how to fit emotional management into social situations. They are strategic in the sense that one may use such information to chart an emotional course for oneself and others according to personal and social needs. The score is based on your performances on the Understanding and Managing Branches of emotional intelligence.

## Branch Scores

Recall that the MSCEIT is based on the four branch model of emotional intelligence. Next, let's examine your four MSCEIT Branch Scores to learn more about your emotional abilities.



The 90% confidence interval for your Perceiving Emotions Branch score is 89.71 to 107.71. The 90% confidence interval for your Facilitation of Thought Branch score is 93.15 to 119.15. The 90% confidence interval for your Understanding Emotions Branch score is 54.45 to 82.45. The 90% confidence interval for your Managing Emotions Branch score is 87.18 to 113.18.

### Perceiving Emotion

The Perceiving Emotions score concerns your ability to recognize how you and those around you are feeling. The first branch of the emotional intelligence model involves the capacity to perceive feelings accurately. Emotional perception involves paying attention to, and accurately decoding, emotional signals in facial expressions, tone of voice, and artistic expressions.

Accurate appraisal of emotions starts with attending to emotional expressions. If a person is uncomfortable with another person's expression of negative emotions, for instance, and they turn away every time they sense another's discomfort, they may not perceive accurately that other person's emotional state. While this Branch of the model also includes accurate appraisal of one's own emotions and the expression of emotion, the MSCEIT measures the appraisal of emotions in others and in images. Evidence suggests that the accurate appraisal of others is related to accurate perception in oneself as well.

### Facilitating Thought

Your Facilitating Thought score is the ability to employ your feelings to enhance the cognitive system (thinking) and, as such, this ability can be harnessed for more effective problem-solving, reasoning, decision-making, and creative endeavors. Of course, cognition can be disrupted by emotions, such as anxiety and fear, but emotions also can prioritize the cognitive system to attend to what is important and even focus on what it does best in a given mood.

Emotions also change the way we think, creating positive thoughts when a person is happy, and negative thoughts when a person is sad. These changes in viewpoint force us to view things from different perspectives. Such shifting viewpoints may foster creative thinking.

## Understanding Emotion

Emotions form a rich and complex interrelated symbol set, and many people discuss the existence of an "emotional language". Your score on the Understanding Emotions Branch reflects being able to label emotions and to reason with them at an effective understandable level.

Understanding what leads to various emotions is a critical component of emotional intelligence. For instance, annoyance and irritation can lead to rage if the cause of the irritation continues and intensifies. Knowledge of how emotions combine and change over time is important in our dealings with other people and in enhancing our self understanding.

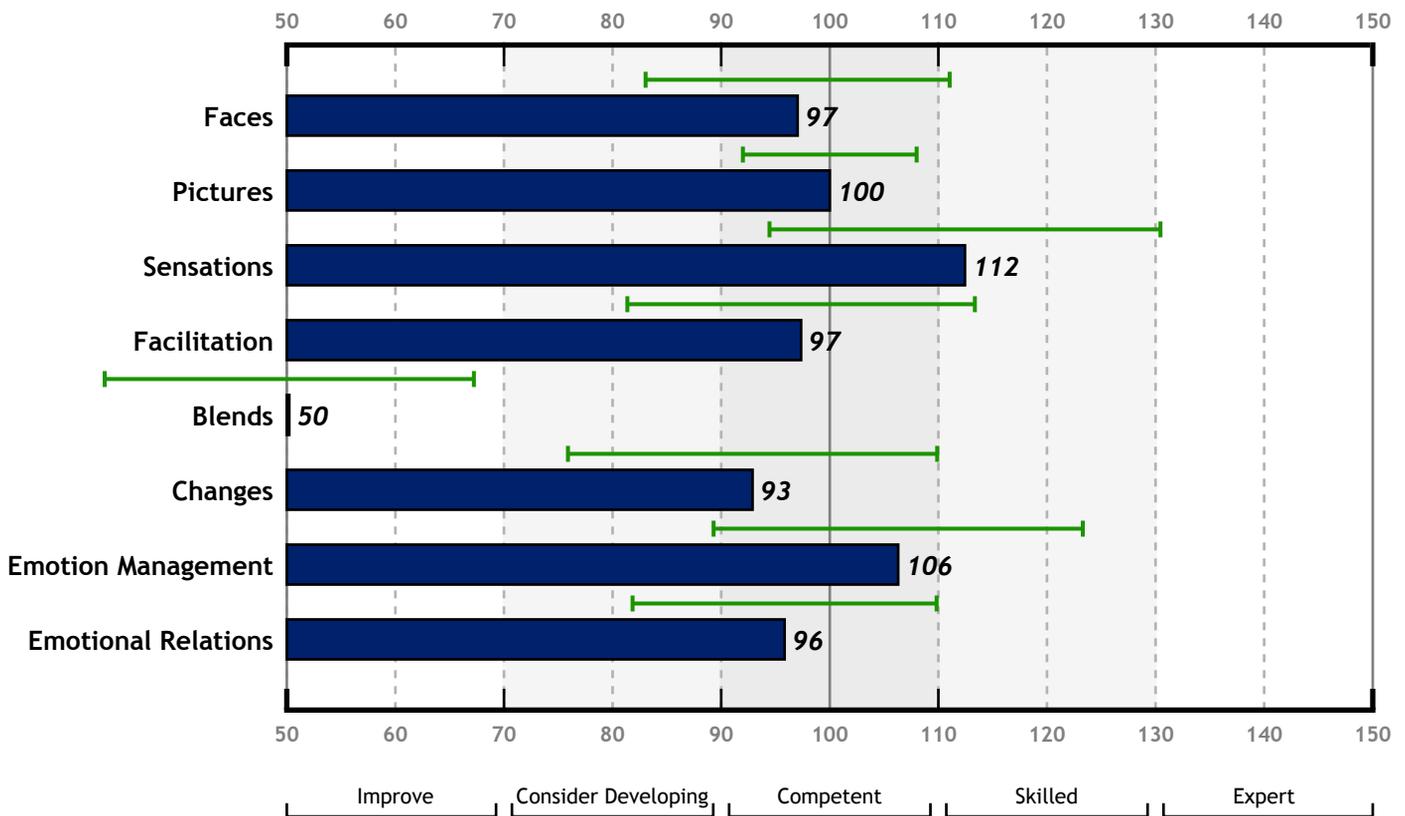
## Managing Emotions

Your Managing Emotions score concerns one's capacity to manage emotions successfully, when appropriate. Managing emotions means that you remain open to emotional information at important times, and closed to it at other times. It means successfully managing and coping with emotions. It also means working with feelings in a judicious way, rather than acting on them without thinking. For example, reacting out of anger can be effective in the short - run, but anger that is channeled and directed may be more effective in the long run.

It is important to understand that the ability to successfully manage emotions often entails the awareness, acceptance, and use of emotions in problem solving. When we speak of emotional regulation, some people understand the term to mean the suppression of emotion, or rationalization of emotion. Managing Emotions involves the participation of emotions in thought, and the ability to allow thought to include emotions. Optimal levels of emotional regulation likely will neither minimize nor exaggerate emotion.

## Task Scores

Individual Task scores should be interpreted with caution as they are not, on average, as reliable individually as are the Branch and Area scores. Nonetheless, the individual Task scores may be of use in the interpretative process and are supplied below.



The following sections describe what each of the Task scores measure. You can use these descriptions to help you better understand your results. The scores on these tasks will vary much more than will your other MSCEIT scores, and therefore, must be used with caution.

### Perceiving Emotions

**Faces Task** - In this task, designed to measure Perceiving Emotions, you were asked to identify how a person feels based upon their facial expression.

**Pictures Task** - Emotional perception also involves determining the emotions that are being expressed in music, art, and the environment around you. This aspect of Perceiving Emotions was measured by the task in which you indicated the extent to which certain images or landscapes expressed various emotions.

### Using Emotions (to Facilitate Thought)

**Facilitation Task** - Different moods assist certain kinds of problem solving. The Facilitation Task measures your knowledge of how moods interact and support your thinking and reasoning.

**Sensations Task** - This Branch was measured by a task in which you were asked to compare different emotions to different sensations, such as light, color and temperature.

## Understanding Emotions

**Changes Task** - The Changes Tasks measures your knowledge of experiencing possibly conflicting emotions in certain situations and understanding emotional "chains", or how emotions transition from one to another (e.g. how content can change into joy).

**Blends Task** - Understanding emotions refers to being able to connect situations with certain emotions (e.g., knowing that a situation involving a loss might make someone feel sad).

## Managing Emotions

**Emotion Management Task** - This task asked you to rate the effectiveness of alternative actions in achieving a certain result, in situations where a person had to regulate their own emotions.

**Emotional Relations Task** - This task asked you to evaluate how effective different actions would be in achieving an outcome involving other people.

Remember that Task scores are rough approximations of one's actual ability in these areas. These scores have much greater variability than do your other MSCEIT scores.

## Supplementary Scales

This section provides the results for the Scatter Score, Positive-Negative Bias Score, and Omission Rates.

### Scatter Score

**Scatter Score = 83.76**

High standardized scatter scores (>115) indicate large discrepancies in the results for the different tasks. Such scores may indicate a lot of variation in skill in different elements of emotional intelligence. Moderate scores show a typical amount of variation in the task results. Low scores (<85) indicate very consistent scores across the tasks.

### Positive-Negative Bias Score

**Positive-Negative Bias Score = 114.52**

High standardized bias scores (>115) indicate a more than typical tendency to respond to the pictures by assigning a positive emotion. Moderate scores indicate a typical amount of positive and negative assignments to the pictures. Low scores (<85) indicate that more than a typical amount of negative assignments have been made.

### Omission Rates

**Omission Rate Overall = 0%**

**Omission Rate Section A = 0.00% (Faces)**

**Omission Rate Section B = 0.00% (Facilitation)**

**Omission Rate Section C = 0.00% (Changes)**

**Omission Rate Section D = 0.00% (Emotion Management)**

**Omission Rate Section E = 0.00% (Pictures)**

**Omission Rate Section F = 0.00% (Sensations)**

**Omission Rate Section G = 0.00% (Blends)**

**Omission Rate Section H = 0.00% (Emotional Relations)**

If the overall omission rate is greater than 10%, the validity of the administration should be brought into question. If the omission rate for a given task is 50% or more, the score for that section (as well as associated Branch, Area, and Total scores) will not be computed.

### Item Response Table

(1): '2'	(16): '5'	(31): '1'	(46): '1'	(61): '2'	(76): '2'	(91): '1'	(106): '1'	(121): '3'	(136): '4'
(2): '1'	(17): '1'	(32): '3'	(47): '5'	(62): '4'	(77): '3'	(92): '1'	(107): '5'	(122): '4'	(137): '4'
(3): '3'	(18): '1'	(33): '4'	(48): '3'	(63): '2'	(78): '4'	(93): '1'	(108): '1'	(123): '5'	(138): '2'
(4): '2'	(19): '1'	(34): '2'	(49): '4'	(64): '4'	(79): '3'	(94): '4'	(109): '5'	(124): '1'	(139): '3'
(5): '3'	(20): '1'	(35): '1'	(50): '5'	(65): '5'	(80): '1'	(95): '1'	(110): '2'	(125): '2'	(140): '4'
(6): '1'	(21): '1'	(36): '1'	(51): '4'	(66): '5'	(81): '3'	(96): '2'	(111): '1'	(126): '2'	(141): '5'
(7): '2'	(22): '1'	(37): '3'	(52): '3'	(67): '5'	(82): '4'	(97): '1'	(112): '4'	(127): '1'	
(8): '1'	(23): '5'	(38): '5'	(53): '3'	(68): '5'	(83): '2'	(98): '1'	(113): '2'	(128): '2'	
(9): '3'	(24): '3'	(39): '3'	(54): '2'	(69): '3'	(84): '3'	(99): '1'	(114): '3'	(129): '3'	
(10): '3'	(25): '5'	(40): '3'	(55): '1'	(70): '1'	(85): '4'	(100): '1'	(115): '4'	(130): '3'	
(11): '2'	(26): '4'	(41): '1'	(56): '4'	(71): '1'	(86): '2'	(101): '3'	(116): '1'	(131): '4'	
(12): '5'	(27): '2'	(42): '3'	(57): '5'	(72): '1'	(87): '2'	(102): '2'	(117): '1'	(132): '4'	
(13): '3'	(28): '1'	(43): '2'	(58): '1'	(73): '5'	(88): '2'	(103): '2'	(118): '5'	(133): '5'	
(14): '4'	(29): '2'	(44): '3'	(59): '4'	(74): '3'	(89): '1'	(104): '1'	(119): '1'	(134): '2'	
(15): '4'	(30): '1'	(45): '1'	(60): '5'	(75): '1'	(90): '1'	(105): '1'	(120): '1'	(135): '1'	

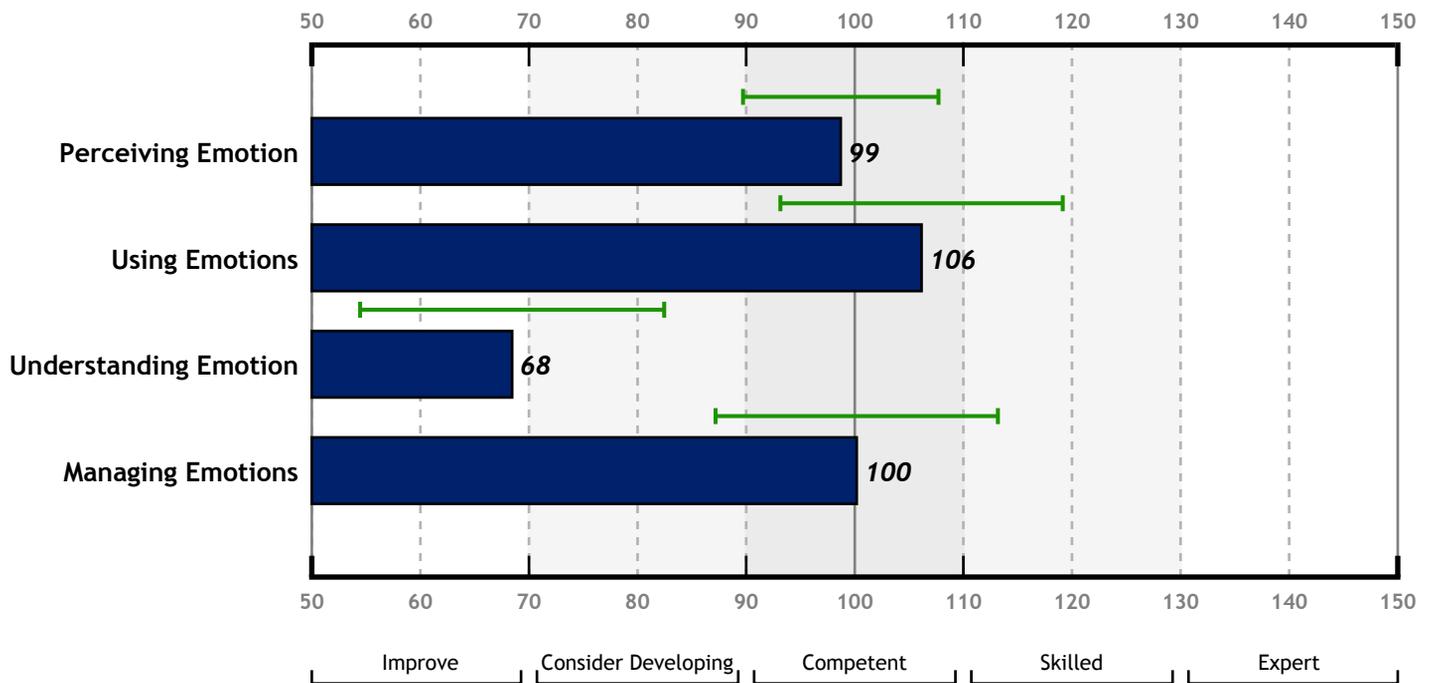
## Section 3

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# DRILLDOWN OF YOUR ABILITY (BRANCH) AND TASK SCORES

## Your MSCEIT Ability Scores

The most important and meaningful MSCEIT scores are the four ability scores. Here are your MSCEIT results for these four scores:



Your score for PERCEIVING EMOTIONS is in the "Competent" range. You are generally accurate when you try to gauge how people feel. You may miss certain emotions at certain times.

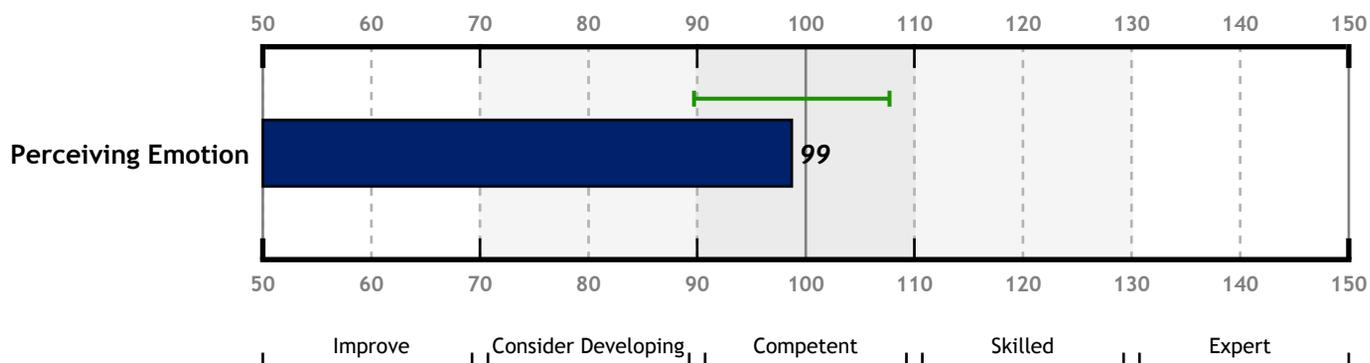
Your score for USING EMOTIONS was in the "Competent" range. You can often feel for others, but you may also block out certain feelings, or have trouble having empathy for certain sorts of emotions or people.

Your score for UNDERSTANDING EMOTIONS is in the "Improve" range. You might struggle to name your feelings. Perhaps you know how you, or others, feel, but you have a hard time coming up with words to describe these feelings.

Your score for MANAGING EMOTIONS is in the "Competent" range. You can stay open to your feelings and use them in combination with your thinking.

Next, each of your four ability scores will be discussed in greater depth.

## Perceiving Emotions



You scored in the "Competent" range. Some possible interpretations of your score include:

- Generally, your read of people is accurate.
- You may, at times, over-analyze situations, or you may not pay enough attention to emotional cues.
- At times, you may resist making judgments about people.

Another way to help you further understand your results is to review the following questions:

- Are you always aware of your emotions?
- Do you pay attention to others' moods?
- Are you surprised when people say how they feel?
- Do you over-analyze situations? Do you sometimes read too much into people?
- Do you sometimes give people the benefit of the doubt and not ascribe negative feelings to them?
- Do you ever wonder how people feel?
- Do you have trouble gauging whether a person is kidding you?

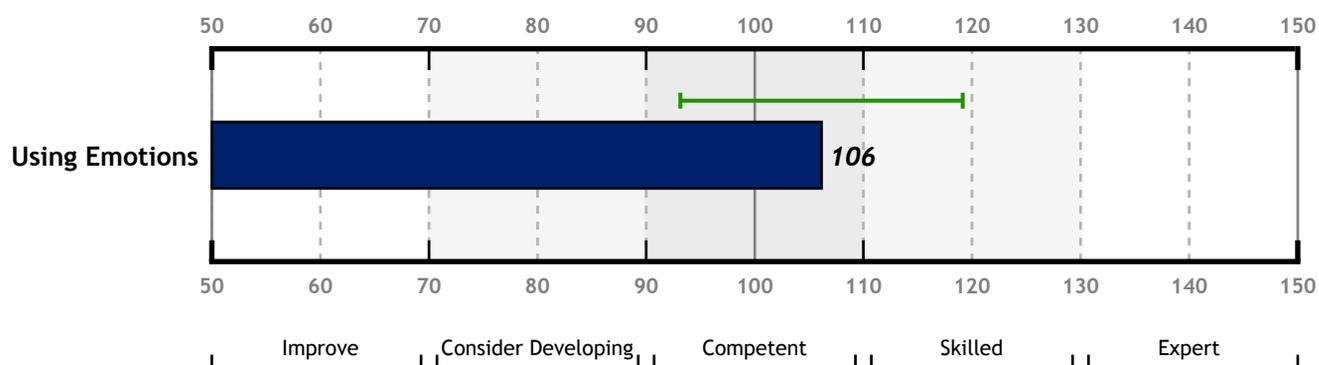
Your accuracy could increase if you try to attend to emotion more consistently. Consider the emotions that a person is "likely" to feel, and don't just consider the range of emotions that are possible to feel or express. Lastly, try not to impose your own feelings on those of others.

## More About Perceiving Emotions

The ability to accurately recognize emotions is the most basic emotional intelligence skill. This basic aspect of emotional intelligence involves recognizing and correctly identifying emotion in people and the world around you. Identifying emotions is important because the better the emotional read you have on a situation, the more appropriately you can respond.

Performance on this ability involves attention to and awareness of emotions. But simple awareness is not enough. You must also have the ability to discern between sadness and fear, anger and disgust. Beyond that, the degree to which fear, anger, or happiness is present must be determined.

## Using Emotions (to Facilitate Thought)



You scored in the "Competent" range. Some possible interpretations of your score include:

- You can feel what other people feel.
- You may be flexible or somewhat open-minded, and easily switch points of view and feelings.
- You relate well with certain feelings or certain people. However, there are other feelings that you may defend against or block out.

One way to help you further understand your results is to review the following questions:

- Do you easily change your feelings?
- Are you able to feel what another person is feeling (not just understand them or their feelings, but to get into the same mood as them)?
- Can you motivate yourself?
- Do you bring yourself down?
- Do you excite a group of people?
- Do you get into other people's head and heart?
- Do you grab people's attention?
- Does your thinking reflect your feelings?

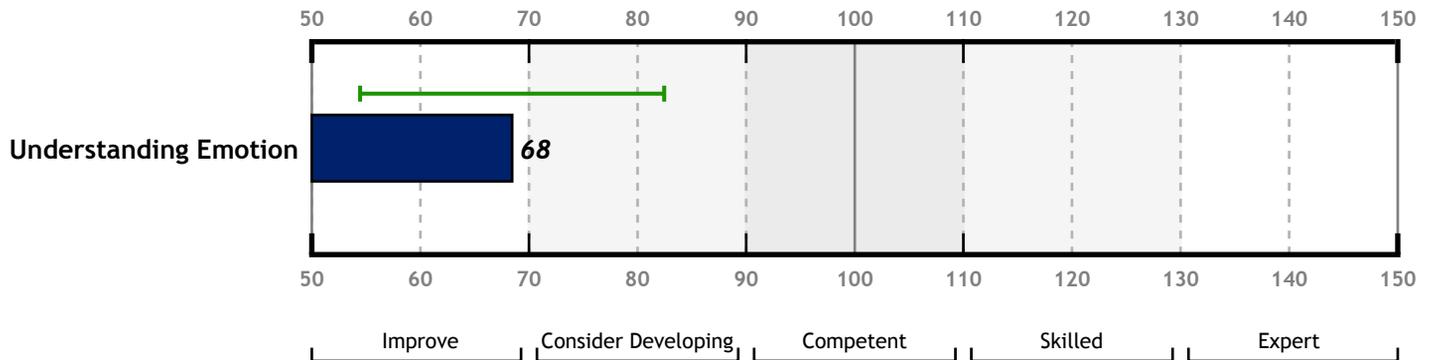
You may be able to encourage open-minded decision making, planning, and idea generation by considering multiple points of view. You can generate enthusiasm for a project, and energize, direct, and motivate a group, as well as yourself. To enhance these skills, consider the people and/or the feelings that you don't relate to or process easily.

## More About Using Emotions (to Facilitate Thought)

Your Using Emotions score measures your ability to employ your feelings to enhance your cognitive system (thinking) and, as such, can be harnessed for more effective problem-solving, reasoning, decision-making, and creative endeavors. Of course, cognition can be disrupted by emotions such as anxiety and fear, but emotions also can prioritize the cognitive system to attend to what is important and even focus on what it does best in a given mood.

Emotions also change the way we think, creating positive thoughts when we are happy, and negative thoughts when we are sad. These changes in viewpoint force us to view things from different perspectives. Such shifting viewpoints may foster creative thinking.

## Understanding Emotions



You scored in the "Improve" range. Some possible interpretations of your score include:

- You have a hard time finding just the right words to describe how you, or others feel.
- You may not value emotions.
- You can be surprised by people's reactions.

One way to help you further understand your results is to review the following questions:

- Do you correctly answer emotional what-if questions?
- Are your analyses of people sometimes off-base?
- Do you have a hard time figuring people out?
- Do you describe emotions in a rich manner?
- Are you sometimes a poor judge of other people?

Your score on Understanding Emotions suggests that you may not have a good understanding of emotional transitions; that is, how feelings change over time. Your opinion on how someone will take a certain piece of news may lead to an incorrect conclusion.

You may not analyze the situations you're in. Do you ask why someone reacted the way they did? Do you take it through to the next step? You may be missing important information about people and situations, and as a result you may be less effective.

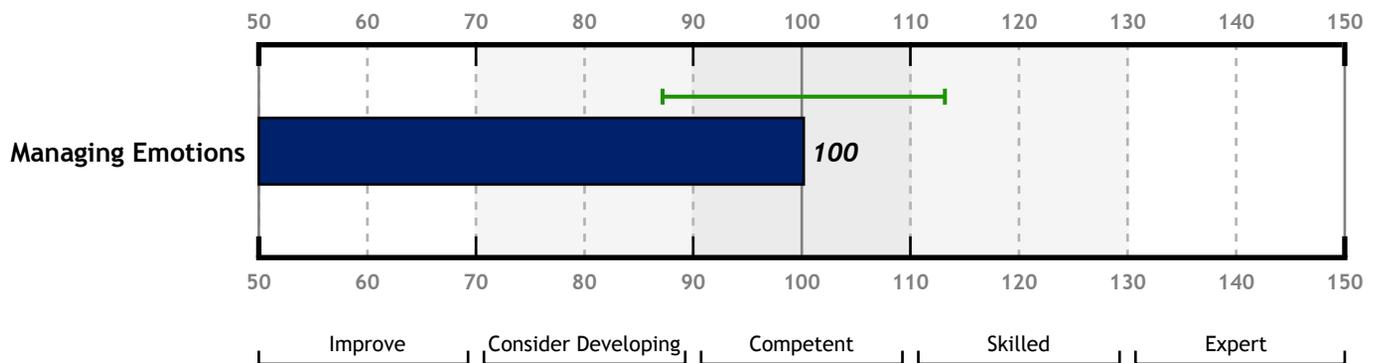
Emotions follow certain rules in terms of their causes and how they change over time. The richer and more complex your knowledge of these rules is, and the more developed your emotional vocabulary is, the better you will understand other people.

### More About Understanding Emotions

Understanding emotions means being able to think accurately about emotions. It involves being able to connect situations with certain emotions. It also involves knowing that it is possible to feel several, possibly conflicting feelings in certain situations.

Understanding what leads to various emotions is a critical component of emotional intelligence. For instance, annoyance and irritation can lead to rage if the cause of the irritation continues and intensifies. Knowledge of how emotions combine and change over time is important in our dealings with other people and in enhancing our self-understanding.

## Managing Emotions



You scored in the "Competent" range. Some possible interpretations of your score include:

- *You have potential for optimal decision making.*
- *Your decision-making often includes both thinking and feeling.*
- *You may have a long-term focus when problem-solving.*

One way to help you further understand your results is to review the following questions:

- *Do you go with your gut?*
- *Do you use your feelings as a guide?*
- *Are you good at influencing others?*
- *Do your decisions end well?*
- *Do you provide sound, psychologically-minded advice to others?*

Your score in this area means that you can resolve conflict, and that you can process emotions without being scared by them. You have the basis for an important skill that you can apply when working with and relating to others, and when managing your own emotions, to enhance the quality of your life.

It's possible, however, that you are uncomfortable with certain emotions, such as joy or anger. When you are feeling one of these strong emotions, perhaps you try to disengage from that feeling. One way to enhance this area is for you to become aware of the degree to which you are engaging various emotions, and whether there is indeed a difference in your openness to various emotions.

## More About Managing Emotions

Managing emotions means you use your feelings in a judicious way, rather than acting on them without thinking.

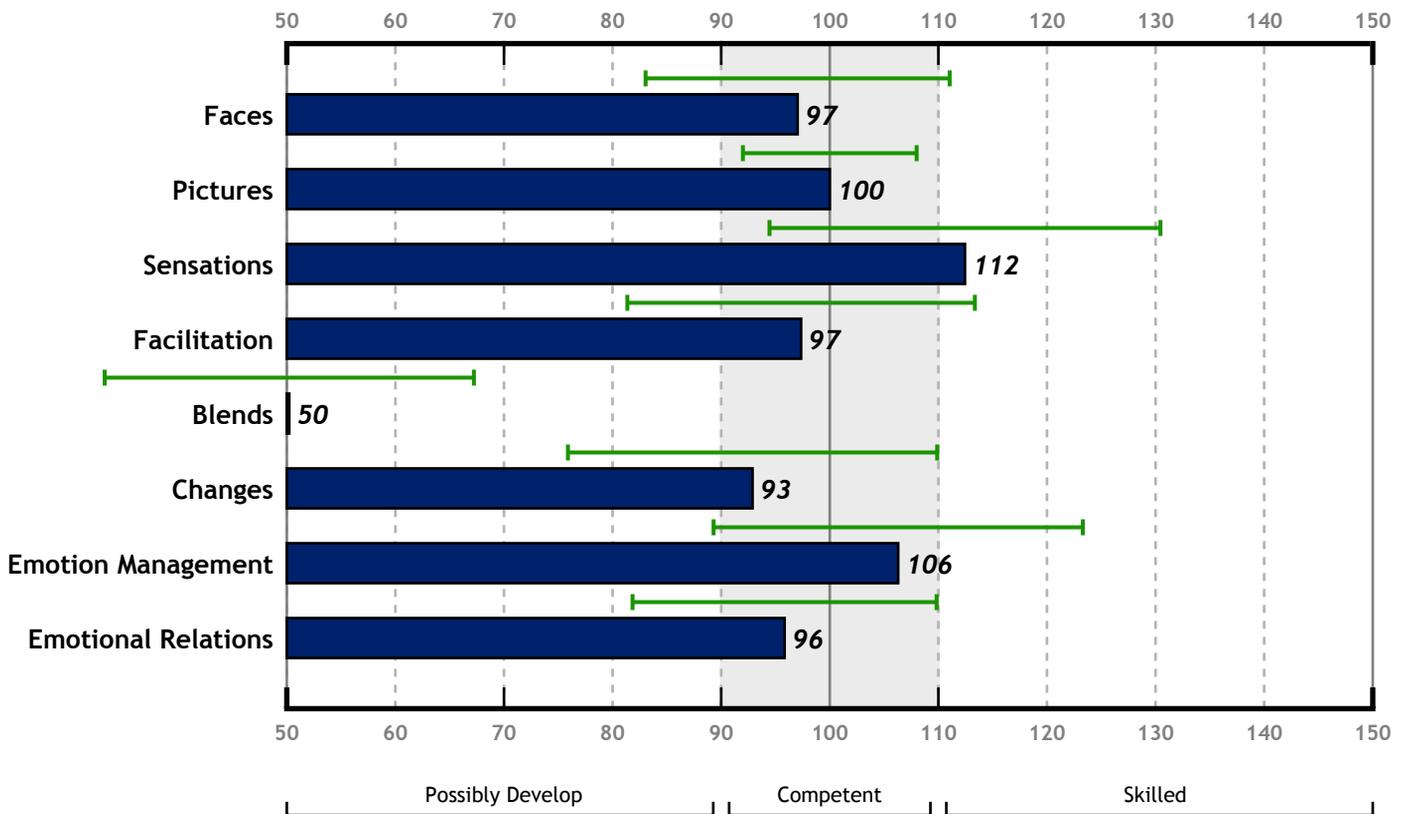
Anger, for instance, like many emotions, is misunderstood. Anger is not necessarily a bad thing to feel: in fact, it is anger that helps us to overcome adversity, bias, and injustice. Anger arises when we feel frustrated, cheated, or taken advantage of. Yet anger, if left to itself, can blind us and cause us to act in negative or antisocial ways.

Managing Emotions measures your ability to feel an emotion and combine thinking with the emotion in order to make the best possible decisions and take the most effective actions.

## Your MSCEIT Task Scores

Task scores sometimes are helpful in better understanding your results. This section of your report describes the nature of each of these tasks, the basis for designing the task items, and then lists your score.

As task scores are subject to much more variability than the four ability scores, task scores will be reported using just three feedback levels. A "Possibly Develop" score indicates that you might evidence lower ability in this area than others (similar to the "Develop" and "Consider Developing" scores). The next level of scores is a "Competent" score, suggesting that you likely possess enough of this ability to perform the task. Finally, a score in the "Skilled" range indicates that this might be an area of expertise for you (similar to the "Skilled" and "Expert scores").



Next, each of your eight task scores will be discussed in greater depth.

## Perceiving Emotions Tasks

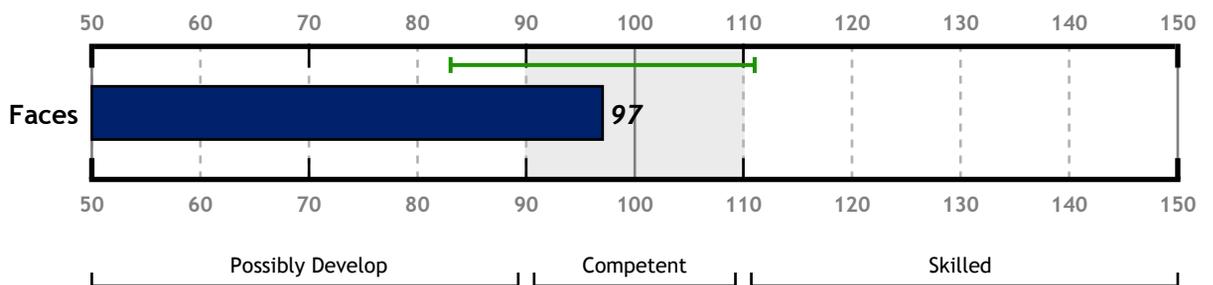
### Faces Task

In this task, you were asked to indicate how likely it is that each emotion listed is present in a photograph of a person's face. It measures your ability to accurately identify how people feel based upon facial expression alone.

#### Basis for Task

Social communication requires accurate perception of content, as well as tone and non-verbal signals, such as posture and facial expression. This task measures your ability to decode emotion when only facial expression information is available.

#### Your Faces Task Score



#### What Your Score Suggests

You scored in the "Competent" range on this task. Do you read people well when you have some context, such as tone of voice, background information, or posture? This task gives you very limited visual information, so you may have tried to read more into these faces than was really there.

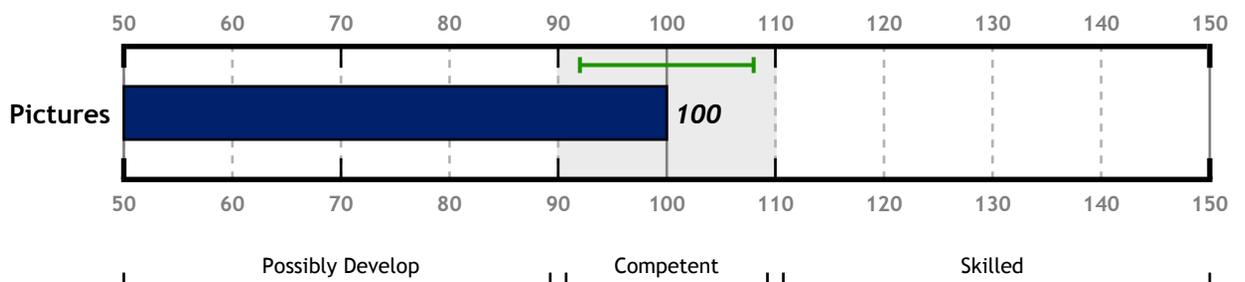
### Pictures Task

There is emotion in art - whether it be a movie, a poem, a piece of music, or a piece of theatre. The ability to correctly identify emotions in others is related to the ability to identify emotion in objects as well. This task asks you to identify the emotions that are conveyed by various pictures and designs. It is not asking about your own, unique reaction to them.

#### Basis for Task

Some people wonder how landscapes or pictures convey emotion. Yet most people are aware that different textures, colors, and designs move us in different ways. Landscape photographs likewise have textures, patterns, and colors. Do objects have emotions? No, but they can communicate emotions. This is in part what the science of aesthetics tries to determine.

#### Your Pictures Task Score



#### What Your Score Suggests

You scored in the "Competent" range on this task. Like music, designs and visual art also communicate emotion. This task may have seemed somewhat difficult to you, but you were generally accurate when you indicated what emotions the designs expressed.

## Using Emotions (to Facilitate Thought) Tasks

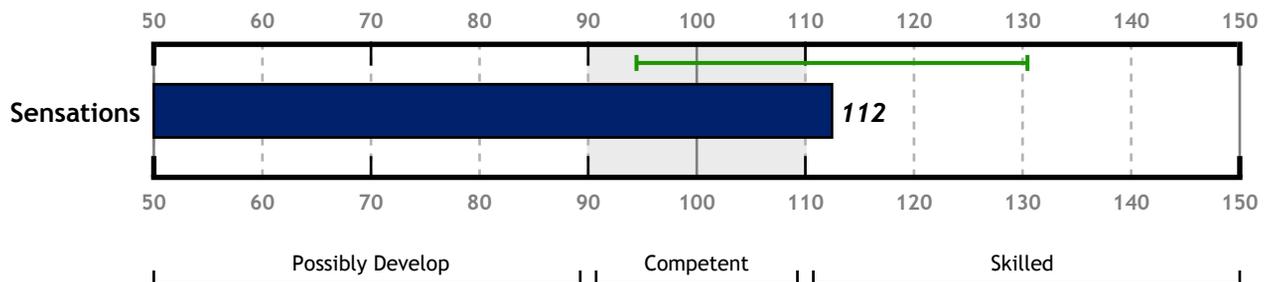
### Sensations Task

You were asked to identify or describe the direction and degree of your feelings, using the continuum provided. Although this may seem unusual, one of the best ways to describe your internal feelings is to compare them to other sensations.

#### Basis for Task

Published research suggests that this task is related to the ability to feel what others feel. That's because primary emotions are accompanied by a set of physiological changes and reactions. Anger, for example, has a very different set of physiological changes associated with it than happiness. If you are able to generate an emotion, you should also be able to generate some of these same physiological reactions.

#### Your Sensations Task Score



#### What Your Score Suggests

You scored in the "Skilled" (Possible Strength) range on this task. You can feel what others feel and have emotional empathy for others. You are feelings-centered and feel things deeply. You have creative potential and the ability to switch perspectives. Look at your Managing Emotions score - a low score may mean that you can feel emotionally overwhelmed at times.

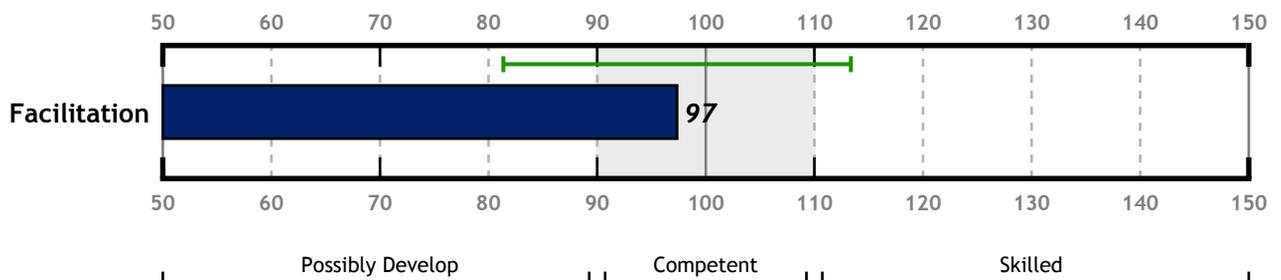
### Facilitation Task

How people feel influences how they think and make decisions. This set of questions measures your ability to determine how different moods impact thinking and decision-making.

#### Basis for Task

There is a large body of research on how emotions influence perception and judgment. People in different moods see and decide, in part, based upon that mood. Emotion and thought are intertwined, and decision making does not, and cannot, occur in the absence of emotion.

#### Your Facilitation Task Score



#### What Your Score Suggests

You scored in the "Competent" range on this task. You recognize that moods and thought are linked. This ability may help you to focus on what's important. Perhaps there are moods and types of problems that you have trouble putting together.

## Understanding Emotions Tasks

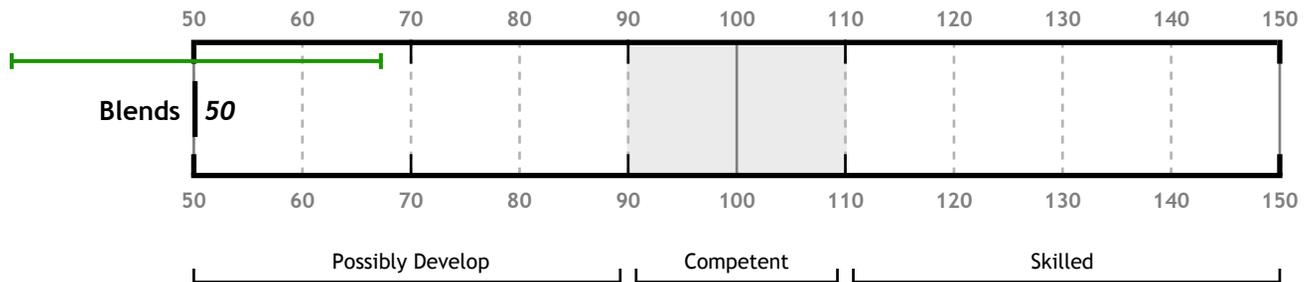
### Changes Task

This section measures your ability to understand how emotions change over time. These items are multiple-choice questions.

#### *Basis for Task*

Emotions have their own moves just like pieces on a chess board. Emotions arise from certain causes, and they develop and change in a set way. This task measures your knowledge of emotions and how they change and develop.

#### *Your Changes Task Score*



#### *What Your Score Suggests*

You scored in the "Possibly Develop" range on this task. You might have some difficulty in understanding how people's feelings change over time. Or, you might simply see too many possible avenues for feelings to change. Either way, you may miss out on information and do not adequately consider what happens next to people on an emotional level.

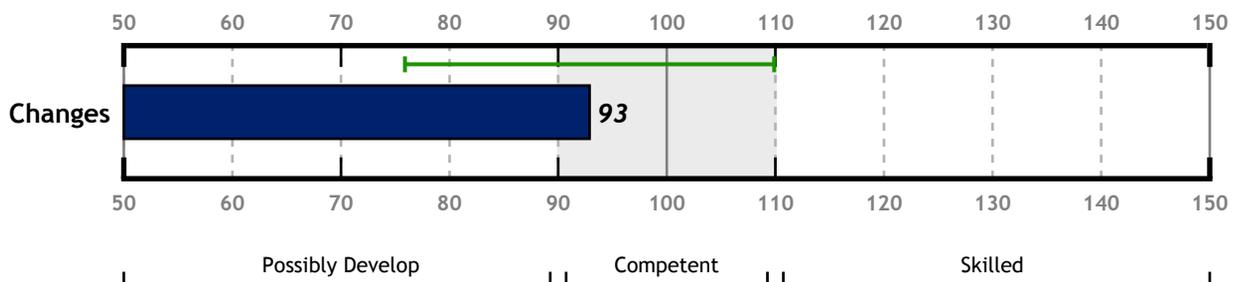
### Blends Task

Emotions are complex, and people can experience a combination of different emotions. This multiple-choice section taps your knowledge of the complex emotions that people may experience.

#### *Basis for Task*

There are simple emotions and complex ones. Emotion theory might not specify combinations of emotions with the accuracy of chemistry, but we know a lot about how simple emotions combine to form more complex and sometimes subtle emotions.

#### *Your Blends Task Score*



#### *What Your Score Suggests*

You scored in the "Competent" range on this task. You seem to be able to grasp and describe emotional information. You have some emotional insight. Your emotional vocabulary is fairly well developed.

## Managing Emotions Tasks

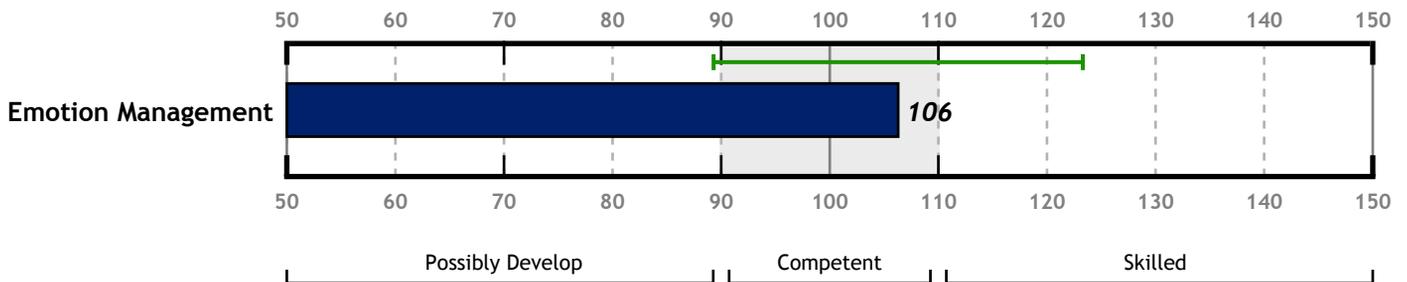
### Emotion Management Task

There are different ways to cope with situations. Some strategies are more effective than others, and this task measures your ability to select effective emotional strategies.

#### *Basis for Task*

There is a good deal of research on emotion management and regulation. Some actions, while common or popular, simply don't work that well.

#### *Your Emotion Management Task Score*



#### *What Your Score Suggests*

You scored in the "Competent" range on this task. You generally stay open to emotions and you are often able to choose strategies that will include these important feelings-based data. You may not always include such data, or may have a hard time staying open to certain emotions.

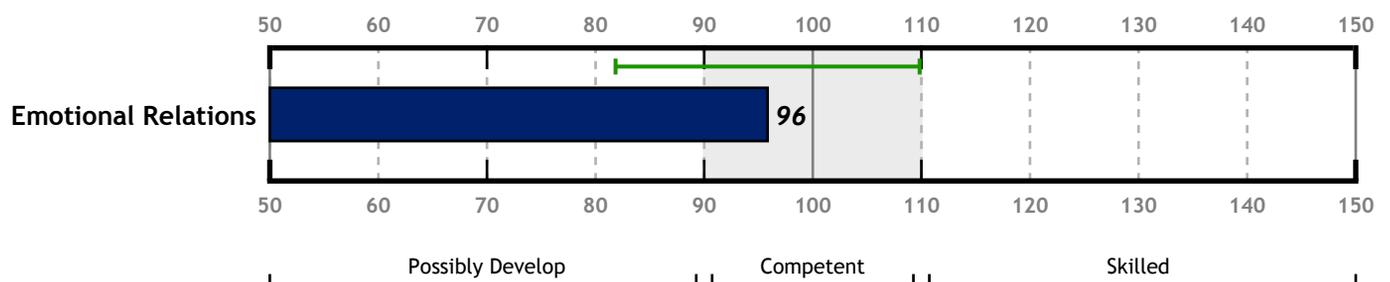
### Emotional Relations Task

Emotional Relations tests your ability to get to a certain emotional outcome in social situations.

#### *Basis for Task*

Some ways of dealing with other people are better or worse than others. We have a good knowledge base of what is effective in determining certain outcomes, and what doesn't work that well.

#### *Your Emotional Relations Task Score*



#### *What Your Score Suggests*

You scored in the "Competent" range on this task. You generally stay open to feelings and encourage others to do the same. You use these feelings as information to help you make reasonably effective decisions.

# 4

## Section 4

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# CONCLUSIONS AND SUGGESTIONS

## How To Use Your MSCEIT Results

Emotional intelligence can be defined and measured as an intelligence, or as a set of abilities. The MSCEIT assessment provides you with an estimate of these emotional skills. Assessments like the MSCEIT are designed to help people learn more about themselves and to better understand their strengths.

Remember that emotional intelligence is just one part of who you are, and that there are many other parts of your personality that can be just as important as emotional intelligence.

## Learn About These Emotional Abilities

It might help to start with being more aware of your own feelings as well as those of others around you. Try to find examples of how others' feelings, or your feelings, influenced them in some way, either negatively or positively. Consider the reasons why you feel a certain way, or how people might emotionally respond to an event or situation. You might begin to consider that feelings and thoughts are linked, and in fact, inseparable.

## Leverage Your Emotional Abilities

We hope that we made it clear that the MSCEIT is an ability test, and that it measures your emotional skill, or ability. Your results indicate that you have a high level of such skill.

You might be aware of this ability, or you might not. But either way, look for situations in which you have had an accurate insight into people or complex interactions. Think of times when your "read" of a situation was right on target. Find ways to leverage this emotional ability.

## Take Another Look at Your Emotion Perception Ability

Your overall Perceiving Emotions score may not truly reflect your ability, or potential, in this area. There is a chance that you simply over-analyzed the various MSCEIT faces and tried to read too much into them. Or, maybe you found it hard to ascribe emotions to these faces since there just isn't a whole lot of information in the faces, and certainly, no context. But your accuracy was much greater when you had more information available to analyze in the various designs and landscapes. Your analytical approach paid off for those pictures.

Therefore, you might want to go more with your gut regarding how a person feels when you don't have a lot of other information and lack context. Also consider whether you resist assigning emotions to people in general, or impose your own feelings onto others. Remember that you have potential in this area!

## You Know The Right Mood; Now Get Into the Right Mood

You certainly know how moods influence thinking, and you appreciate the value of this approach. You might know all of this, but you also might not change the way that you feel to match the task at hand. Consider whether you are comfortable with truly feeling your emotions and staying open to them.

## Utilizing the Power of Emotions

Your ability to generate ideas, switch perspectives, inspire yourself and others, and to feel what others feel are positive qualities, and ones that you should utilize.

There may be times, however, when your strong feelings will "get" to you and perhaps overwhelm you. It's a price you pay for feeling so much. Rather than trying to be less feeling, you might want to try to manage these feelings better or more constructively.

It might help you to construct a "feeling hierarchy" and learn to stay open to and process these upsetting feelings. The idea is to start small, with a less intense version of the things that 'get' to you. As you learn to stay open to a feeling, you can increase the intensity over time.

## Enhancing Your Emotional Vocabulary

What's your vocabulary like? Not the everyday language of business or conversation, but the language of emotion? Try to distinguish between the shades of meaning across different terms for emotions and feelings. Enhance your emotional what-if planning by considering not just how a person feels right now, but also how these feelings will change if some event occurs - will the feeling get more, or less intense? Will the feeling change into another feeling? Such what-if analyses can be very helpful in better understanding yourself and others.

## Manage Your Own Emotions

While you are able to help other people manage their feelings and constructively leverage the power of emotion, it's possible that you don't do this for yourself. You might feel overwhelmed at times. There are a few ways to deal with this issue. First, consider these strategies:

- *create routines for everything*
- *prioritize activities each day*
- *create backwards time lines for multi-step or multi-day assignments*

Second, you might wish to learn about deep breathing and/or progressive muscle relaxation techniques. These are practical and easy to learn.

Third, you may simply ignore your feelings or believe that they are not important or relevant. Consider that your emotions are signals, and that they contain information about you and the world around you. Viewed in this manner, it is important for you to try and better integrate how you feel into how you think and behave, even when it is uncomfortable or inconvenient.

## Helping Others To Manage Emotion

While you are able to manage your own feelings and constructively leverage the power of emotion, it's possible that you don't do this for other people. You have the insight necessary to manage emotions as they concern you but it might be a different story when it comes to interactions with other people, or help others use their feelings constructively.

Consider taking the strategies that you know work in what we call intra-personal situations (that involve you alone) and applying them to inter-personal situations. Start small - with situations that are not critically important - and test out your hunches and your strategies. Fine tune what works and reject the things that don't.

## Thank You

We are excited about the MSCEIT and we hope that it will provide you with useful information and insights. Please contact the professional who provided these results to you with any questions you might have, or to further discuss your MSCEIT results.

Thank you for taking the MSCEIT!

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