

# EQ-I 2.0® / EQ 360® CERTIFICATION PROGRAM

**Become an Authority on  
Emotional Intelligence.**



**“75 percent of careers are derailed for reasons related to emotional competencies, including inability to handle interpersonal problems; unsatisfactory team leadership during times of difficulty or conflict; or inability to adapt to change or elicit trust.” - Center for Creative Leadership**

Emotional Intelligence has emerged as a critical skill required for individuals, teams and organizations globally. Emotional intelligence has been ranked sixth in the World Economic Forum's list of the top 10 skills that employees will need to possess to thrive in the workplace of the future. Emotional intelligence is not just for CEOs & Senior Leaders but it is critical for employees at all levels of the organization and at every level of a person's career. The reality is that if someone wants to succeed in the workplace and move up the career ladder, Emotional Intelligence is critical to their success.

### **Why is emotional intelligence such an important workplace skill?**

- Seventy-One Percent of Employers say they value Emotional Intelligence over IQ.
- More than one-third of employers are placing greater emphasis on hiring and promoting people with emotional intelligence.
- Fifty-nine percent of employers would not hire someone who has a high IQ but low EI.
- For employees being considered for a promotion, the high EI candidate will beat out the high IQ candidate in most cases – 75 percent said they're more likely to promote the high EI employee.

### **Why emotional intelligence can be the key to workplace success?**

- Emotional intelligence can lead to better business decisions and help people lead by example
- Emotionally intelligent employees are more likely to keep their cool under pressure
- Those with high Emotional Intelligence are better at resolving conflicts
- Emotionally intelligent leaders tend to have greater empathy
- Employees with high EQs are more likely to listen, reflect, and respond to constructive criticism
- Workers with high EQ are better able to work in teams, adjust to change and be flexible.

Emotional intelligence, also called EQ, is the ability to be aware of and to manage emotions and relationships. It's a pivotal factor in personal and professional success. IQ will get you in the door, but it is your EQ, your ability to connect with others and manage the emotions of yourself and others, that will determine how successful you are in life. When we look at the truly extraordinary people who inspire and make a difference you will see that they do this by connecting with people at a personal and emotional level. What differentiated them was not their IQ but their EQ – their emotional intelligence. No matter how many degrees or other on-paper qualifications a person has, if he or she doesn't have certain emotional qualities, he or she is unlikely to succeed.



# CERTIFICATION PROGRAM OVERVIEW

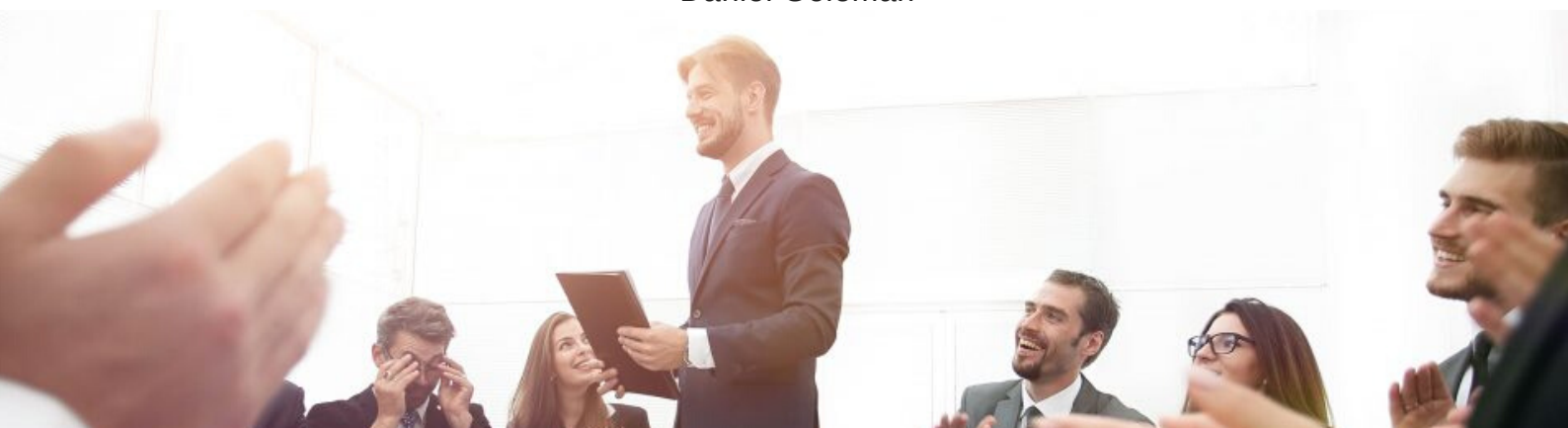
The EQ-i 2.0® / EQ 360® Certification Program will prepare you to administer, interpret and provide feedback on both the EQ-i 2.0 and EQ 360 results. This program will be fast paced, interactive and loaded with skill development activities. This certification program, licenced by Multi-Health Systems Inc., will include detailed information and instruction on the administration, scoring, interpretation, development, norming, reliability and validity of the EQ-i 2.0. It will provide you with the information you will need to make educated and informed decisions regarding your employees or clients and to form the basis of sound emotional intelligence skills development program and coaching programs. This certification program will help you to become licensed and certified to deliver emotional intelligence assessments for individuals and teams. This is for professionals who work in the areas of executive coaching, recruitment, organizational development, employee development, management training, leadership and executive development, education, career development, consulting and Human Resources. The EQ-i is the world's first & most scientifically validated Emotional Intelligence (EI) assessment test. Created by Dr. Reuven Bar-On, the pioneer in EI testing who coined the word 'Emotional Quotient', EQ-i has been in use since 1997. Today, there are millions of users of EQ-i across the globe. Thousands of EQ-i certified professionals are using the assessment for coaching, selection, retention, training, leadership development, succession planning, counselling and talent management globally.

## About EQ-I 2.0

The EQ-i 2.0 is one of the most scientifically validated Emotional Intelligence instruments in the global market today. The EQ-i 2.0 is more than just an assessment; it's an all-encompassing experience that will help certified professionals become the emotional intelligence authority in the eyes of their internal and external clients. This instrument measures the interaction between a person and his or her environment, then presents results in both numerical and graphical form. The power of this instrument is in how the five Composite Scales and fifteen Subscales allow an EI Specialist to predict with amazing accuracy what behaviors a person is most likely to exhibit and to pinpoint the motivations behind the behavior. The EQ-i 2.0 model shows how five Composite Scales and fifteen Subscales interact to predict behaviors. The circular nature of the model is a visual representation of how each area of Emotional Intelligence influences the next (See EQ-i Model in Next Page).

**“Without Emotional Intelligence, a person can have the best training in the world, an incisive, analytical mind, and an endless supply of smart ideas, but still won’t make a great leader.”**

**- Daniel Goleman**





## LEARNING OBJECTIVES

**By the end of the certification program, learners will be able to:**

- Define emotional intelligence and its importance
- Describe the components of the EQ-i 2.0 and the EQ 360, including defining composite scales and subscales
- Understand the science behind the EQ-i 2.0 and EQ 360
- Describe best practices around administering and providing feedback on the EQ 360, and 360 tools in general
- Interpret an EQ-i 2.0 and EQ 360 assessment
- Administer the EQ-i 2.0 and EQ 360
- Follow a structured approach to preparing for a feedback session
- Demonstrate the ability to conduct an effective assessment debrief session
- Explain the benefits of EI to their client groups
- Describe how EI applies to different disciplines • Identify the ethics pertaining to the EQ-i 2.0 and EQ 360
- Identify resources available post-certification
- Assess which report type is appropriate for their client



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## PROGRAM HIGHLIGHTS

- Certification from Multi Health Systems Inc, USA
- Become a Certified Assessor to use EQ-i and EQ-360 Assessments
- Receive 9.25 Core Competencies CCEs, and 6.75 Resource Development CCEs from ICF
- Receive 14 Credits from American Psychology Association
- Enhance your Coaching & Training practices by incorporating EQ-i & EQ-360 for increasing Emotional Intelligence
- Get empanelled as a certified Assessor and receive business leads & opportunities.
- Get your own account to buy reports and receive reports for your clients.
- Receive access to lots of resources to enhance your Emotional Intelligence assessment practice.



## PROGRAM MODULES

### MODULE 1

#### Overview and Framework

Learners will be able to:

- Define EI • Articulate what EI is not • Explain the evolution and importance of EI • Demonstrate understanding of EQ-i2.0 framework • Demonstrate understanding of composite scales and subscales, including definitions of high and low

#### E- Learning Module

### MODULE 4

#### Interpretation and Giving Feedback

Learners will be able to:

- Interpret an assessment including identifying the response style indicators • Demonstrate the components of a best practice feedback debrief session • Develop questions to lead feedback debrief discussion • Understand the ethics of administering the EQ-i2.0 and EQ 360 • Practice foundational coaching skills, including effective questioning techniques

#### In-Class Online Session

### MODULE 7

#### EQ-I Applications

Learners will be able to:

- Apply the EQ-I in various areas like coaching, training etc
- Present a business case on emotional intelligence to the clients

#### In-Class Online Session

### MODULE 2

#### The Science Behind the EQ-i2.0: Psychometrics

Learners will be able to:

- Identify response style indicators for the EQ-i 2.0 • Explain validity and reliability as it pertains to the EQ-i 2.0 • Describe the mean and standard deviation • Understand the EQ-i2.0 norms

#### E- Learning Module

### MODULE 5

#### Gaining Buy-In

Learners will be able to:

- Interpret an assessment including identifying the response style indicators • Demonstrate the components of a best practice feedback debrief session • Develop questions to lead feedback debrief discussion • Understand the ethics of administering the EQ-i2.0 and EQ 360 • Practice foundational coaching skills, including effective questioning techniques

#### In-Class Online Session

### MODULE 8

#### Overview of 360° Assessments and the EQ 360

Learners will be able to:

- Describe what a 360° assessment is
- Articulate the benefits of a 360° assessment
- Describe the components of the EQ 360
- Follow a process for administering the EQ 360
- Identify response style indicators for the EQ 360 • Understand the EQ 360 norms

#### E- Learning Module

### MODULE 3

#### Elements of EQ-i2.0: Subscales in Action

Learners will be able to:

- Apply knowledge of subscale definitions to real examples • Explain how the subscales interact • Demonstrate what high and low looks like • Develop questions based on relationships between subscales • Demonstrate understanding of relationships between subscales at high level

#### In-Class Online Session

### MODULE 6

#### Planning and Administration

Learners will be able to:

- Describe the resources available to them post-certification (e.g. manual, customer service etc)
- Navigate the Portal • Distinguish between reports, choose the right one for their clients • Determine how to administer the EQ-i2.0 and EQ 360 with their clients • Determine where to go to get support

#### In-Class Online Session

### Exam

Learners will be able to:

- Embedded in elearning modules
- Multiple choice questions embedded in the elearning programs (not scored)
- Online after completion of program
- Online exam to be completed after in-class session, covering all modules

#### Online



## PROGRAM STRUCTURE

### Before the Workshop

- Complete EQ-I Online Assessment
- One-on-one session based on the EQ-i report
- 3 eLearning Modules to be completed by the participant before the online in-class sessions

### During the Workshop

- 16 hours of interactive learning delivered by an experienced facilitator either
- Build skills to use the EQ-i & EQ-360
- Learn how to apply the EQ-i
- Coaching practice using the EQ-i

### After the Workshop

- An exam to be completed by the participant after completion of all the sessions to receive the certification
- Certification after passing the exam
- Online account with MHS to buy and administer EQ-i/EQ-360
- Free access to the Resource Centre

## KEY TAKE AWAYS

- Certification on EQ-i 2.0 and EQ 360
- Personal EQ-i 2.0 Feedback Session and Report
- EQ-i 2.0 User's Handbook (accessible online)
- The EQ Edge by Dr. Steven Stein
- Access to articles & resources
- Free administration of the EQ-i 2.0

## PROGRAM CREDITS



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AMERICAN  
PSYCHOLOGICAL  
ASSOCIATION

Receive 14 Credits from American Psychological Association



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