Individual Report

MSCEIT₂®
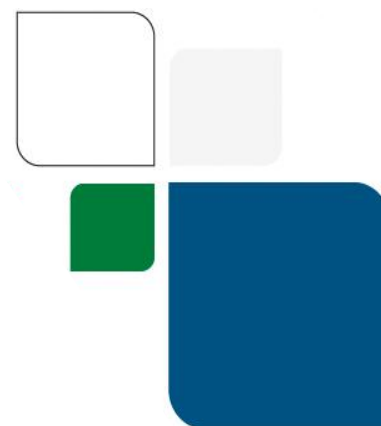
Mayer-Salovey-Caruso Emotional Intelligence Test
Second Edition

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April 2025

Report adapted by Sue Langley

SAMPLE

Welcome to the

MSCEIT₂®

Thank you for completing the Mayer-Salovey-Caruso Emotional Intelligence Test Second Edition (MSCEIT®2).

The MSCEIT®2 is an ability-based assessment of emotional intelligence (EI). This assessment was developed with over 30 years of research by the authors of the original MSCEIT (Dr. John D. Mayer, Dr. Peter Salovey, and Dr. David Caruso), in collaboration with experts at Multi-Health Systems, Inc. (MHS, Inc.). Using an abilities approach to conceptualising EI, the MSCEIT®2 tests your knowledge and skills in various emotional intelligence domains by asking you to solve problems related to emotions.

This report will help you improve your awareness and understanding of emotional intelligence and your use of EI skills. You can use the tools and strategies found in this report to support you in your goals. For areas of strength, this report can help you better understand how to enhance and use your skills even more effectively.

The Langley Group is here to support you, so please contact us for ongoing assistance and tools or programmes that may help with your ongoing growth and development.

Disclaimer:

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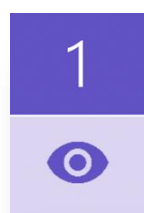
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What is the MSCEIT®2 Model?

The MSCEIT®2 assesses your ability to be smart with and about emotions in four domains. Each MSCEIT®2 domain is measured using different types of questions.

The four MSCEIT®2 domains are as follows:

1 ⊙ Perceiving Emotions

The skills needed to perceive and accurately identify emotions in people and their environments

Question Types: Faces | Contextual Pictures | Videos

2 🔗 Connecting Emotions

The skills needed to feel and use emotions to assist thought and connect with others through empathy

Question Types: Sensations | Emotion Dimensions | Facilitation | Changing Contexts
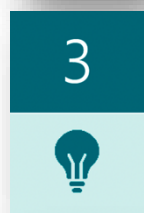
3 💡 Understanding Emotions

The skills needed to understand emotional information, including the meaning, causes and changes in emotions

Question Types: Changes | Blends | Progressions

4 ⚖ Managing Emotions

The skills needed to be open to your own emotions and those people, and the ability to reflectively manage emotions to make optimal decisions

Question Types: Emotion Scenarios | Picture Panels

A Closer Look at the Four Domains

Perceiving Emotions

What is Perceiving Emotions? Everyone experiences and relates to feelings and emotions, whether you notice them or not. Even the environment has its own emotional context which impacts our emotions. Emotions contain valuable information about you, your relationships and the world around you. The ability to perceive emotions starts with being aware of these emotions and emotional clues, then accurately identifying what they mean.

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

Connecting Emotions

What is Connecting Emotions? Our emotions influence how you think and how we act. If you feel sad, you may view the world and react one way; if you feel happy, you may interpret the same events differently. People in a negative emotional state tend to focus more on details and problems. Those in a more positive emotional state tend to be better at generating ideas and finding solutions. Connecting emotions is the ability to link emotions and cognition - knowing which emotions suit which situations and accessing the most appropriate emotion.

How is this ability used? If you are able to connect emotions to cognition you may be able to use emotions more effectively in different situations and to shift your own or others' emotions to get to a more effective outcome more quickly.

Understanding Emotions

What is Understanding Emotions? Understanding emotions is about emotional complexity and understanding what causes emotions. This is the ability to recognise why you have certain emotions; looking at your emotional triggers, some of which may have been embedded many years before – such as your values and beliefs. This ability answers questions such as: Why am I feeling happy? How will John feel if I don't tell him? What will Lee do if I email rather than call? How will Joe feel when I announce these changes?

How is this ability used? This ability helps us have insight and understanding into why you or others feel or act as their do. We can use our understanding of emotions to predict responses.

Managing Emotions

What is Managing Emotions? Emotions contain information, so ignoring this information means that we can end up making a poor decision. We need to stay open to our feelings and emotions, learn from them, and integrate them when making decisions, reacting or taking action. Sometimes it may be best to disengage from an emotion and return to it later in order to manage it effectively. Managing emotions is about having a range of strategies to draw on in order to react and respond effectively.

How is this ability used? By effectively managing your emotions you will be more successful, as a leader, team member and individual. Imagine being more resilient personally: imagine having fewer outbursts; imagine being able to communicate more effectively with people.

What is Emotional Intelligence (EI)?

Before we jump into looking at your MSCEIT®2 scores, let's briefly talk about the research behind the MSCEIT®2.

The MSCEIT®2 is based on an ability model of emotional intelligence (EI), which describes EI as the ability to both reason using emotions and reason about those emotions. When people talk about intelligence, you may have heard people talk about concepts such as mathematical intelligence or musical intelligence when referring to people's skills with math or with music and rhythm. Similarly, the MSCEIT®2 approach considers EI to be another type of intelligence, one that focuses on the cognitive skills needed to detect, use, and think about emotions.

Linking your emotional and thinking processes is important because emotions contain data—valuable information about you, your relationships, and the world around you. By combining feeling with thinking, the MSCEIT®2 proposes that we can use EI to increase our effectiveness in our personal, home, school, and work lives.

Iceberg analogy

An iceberg sits with its mass 90% beneath the surface of the water. People are similar with behaviour above the surface and all the things that drive behaviour beneath the surface.

The elements beneath the surface could include personality, purpose, values, beliefs, motivation, self confidence, emotional intelligence, IQ, skills and past experiences as well as external influences, such as other people and the environment.

Emotional intelligence is one of these elements – as a whole person you are more than just your emotional intelligence scores.

Understanding Your Results

Scores on the **MSCEIT®2** are based on emotion theory and scientific research.

Responses to the MSCEIT®2 assessment items can be considered correct (full points assigned), partially correct (partial points assigned), or incorrect (no points assigned). The number of points assigned to each response option was determined by an international panel of emotion experts. Your scores are calculated based on the number of correct and partially correct responses that you selected across the various parts of the assessment.

Your MSCEIT®2 results will help you understand how you scored relative to a large, representative sample of people. The average score on the MSCEIT®2 is 100.
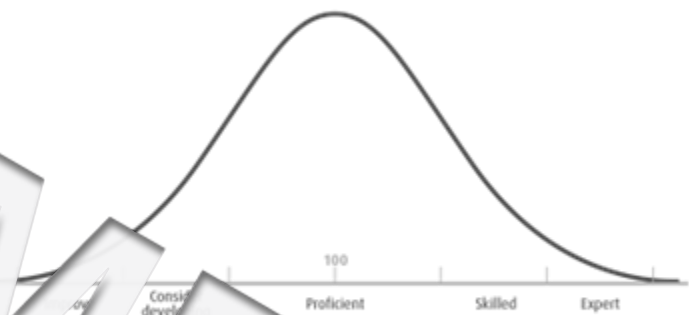
To help interpret your Total EI and domain scores, they are presented using the following score ranges:

- **Develop** (<70). You may have some difficulty in this area; it could be helpful to develop your skills and knowledge

- **Consider Developing** (70-89). This is not yet an area of strength for you; enhancing this skill area could help with various parts of your daily life

- **Proficient** (90-109). You have demonstrated sufficient skill in this area to be able to perform it with success; although not an area of concern, there is still room for improvement

- **Skilled** (110-129). This is an area of strength for you; consider ways you can consistently and frequently apply these skills in your daily life

- **Expert** (130+). This is a highly developed skill for you and is a considerable strength; think about ways you can further leverage these skills in yourself and others

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Overview of Scores

Develop (<70) | **Consider Developing** (70-89) | **Proficient** (90-109) | **Skilled** (110-129) | **Expert** (130+)

Total EI

106
Score

Proficient

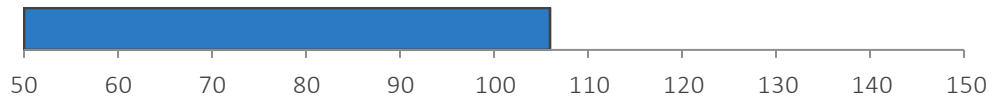| 50	60	70	80	90	100	110	120	130	140	150

Overall sense of your ability to reason with emotions and about emotion-related information.

Perceiving Emotions

116
Score

Skilled
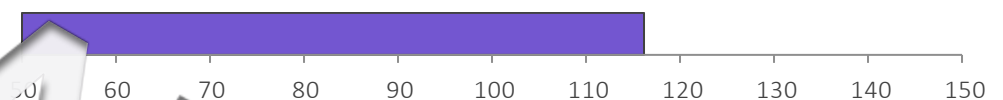
50	60	70	80	90	100	110	120	130	140	150

The skills needed to perceive and accurately identify emotions in people and their environments.

Connecting Emotions

87
Score

Consider Developing
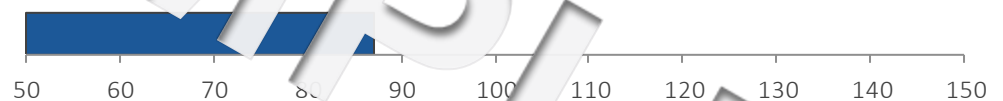
50	60	70	80	90	100	110	120	130	140	150

The skills needed to feel and use emotions to assist thought and connect with others through empathy.

Understanding Emotions

107
Score

Proficient
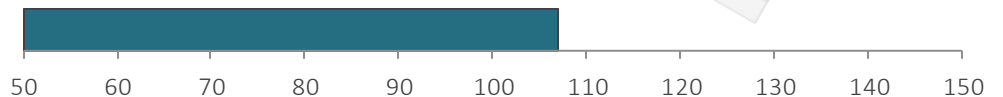
50	60	70	80	90	100	110	120	130	140	150

The skills needed to understand emotional information, including the meaning, causes and changes in emotions.

Managing Emotions

109
Score

Proficient
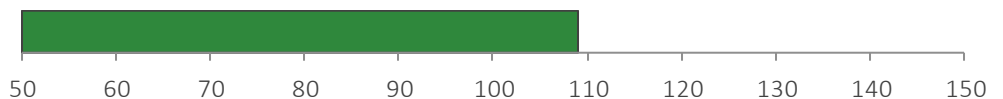
50	60	70	80	90	100	110	120	130	140	150

The skills needed to be open to your own emotions and those of other people, and the ability to reflectively manage emotions to make optimal decisions.

Total EI

Emotions can provide insight into how you and others are doing. When necessary, emotions can help you cope with the difficulty of making a sudden change or strategic shift. High levels of EI can be helpful when you want to:

- enhance work performance,
- develop cooperation and trust,
- gain support for an idea, and
- resolve conflict.

Your **Total EI** Score

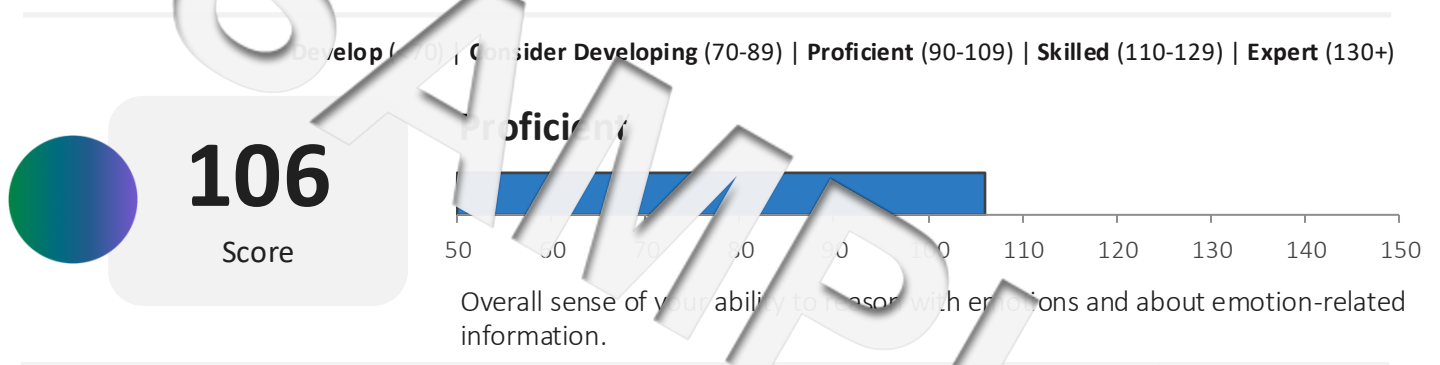**Develop** (<70) | **Consider Developing** (70-89) | **Proficient** (90-109) | **Skilled** (110-129) | **Expert** (130+)

106
Score

Proficient

50   60   70   80   90   100   110   120   130   140   150

Overall sense of your ability to reason with emotions and about emotion-related information.

You scored in the **Proficient** range for **Total EI**. This suggests that you are aware of emotions in yourself and others, and that your ability to perceive, connect, understand, and / or manage emotions is usually accurate.

In the next section of the report, a thorough analysis of your MSCEIT® 2 domain scores is provided to help you identify instances where you could misjudge the situation, helping you to focus on specific areas for development. As you move through the report think about how you currently display these EI skills in your day-to-day life and if there are opportunities for you to use these skills even more.

You completed the test in 20 minutes 59 seconds.

Note: Scores on the MSCEIT®2 only reflect your current level of skill. Through hard work and effort, you can learn behaviours and strategies to support your lower-scoring domain(s).

Supplemental Scores

Scatter Score

This indicates the level of consistency across the questions throughout the test. For instance, a low scatter, of 85 or less, indicates performance is highly consistent across the test. A high scatter score, of 115 or more, indicates performance varies across domains.

Low Scatter (<90) | **Average Scatter** (90-109) | **Elevated Scatter** (>110)

10 Score

Your results show you have an **Average Scatter** score, which means your score across the four domains showed a typical amount of variability.

Perceived MSCEIT®2 Performance

You were asked to rate your self-perceived performance on the MSCEIT®2. You indicated you thought you did **Average**. It may be useful to consider how your self-rated performance and your actual performance. Were there specific sections you found particularly challenging or confusing? Were there any areas that surprised you? What can you do with the information you have received?

Positive-Negative Bias Score

This score provides information for a conversation and is based on how we perceive pictorial stimuli, i.e. faces, pictures (anything we can see) and if we ascribe a positive or negative emotional bias. The impact of having a bias one way could mean you may miss the early signals of someone displaying emotions towards the opposite end of your bias. For example, if you have a positive bias, you may see someone who is bored as content or vice versa for a negative bias. What could be the impact of that at work? How does your perception of someone's emotion impact the way you approach them? The more accurate you are the more appropriate your response will be.

Negative Response Bias (<90) | **No Response Bias** (90-109) | **Positive Response Bias** (>110)
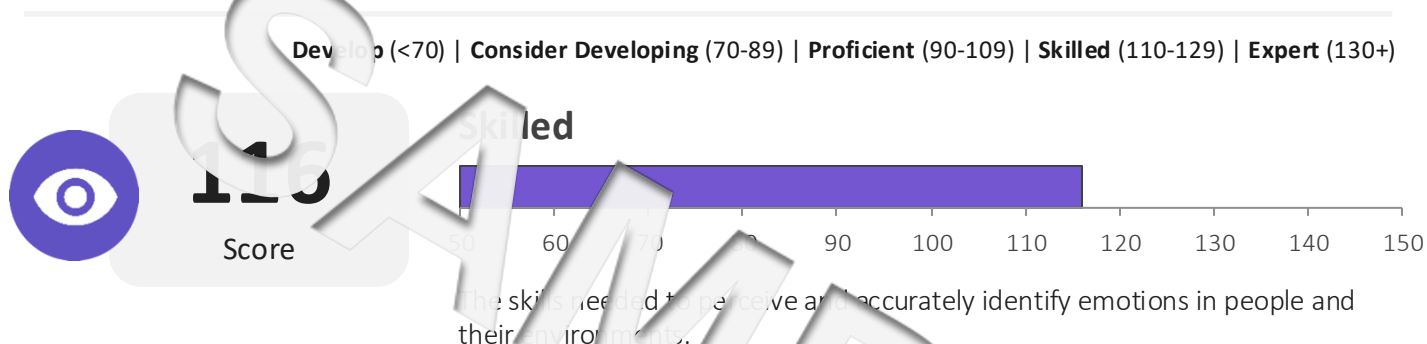
99 Score

When responding to the Faces questions, some people endorse more unpleasant emotions or more pleasant emotions than actually exist. Your score was in the **No Response Bias** range, meaning there is no evidence of such an emotion response bias.

Perceiving Emotions

The Perceiving Emotions domain assesses an individual's skill at noticing and correctly identifying emotions. This is the most basic emotional intelligence skill. In the workplace, people often have to understand how others feel, especially when they want to influence behaviour, resolve conflict, give feedback, and work in teams. People who identify emotions well will notice another person's feelings by looking at their face, listening to their tone, or observing the context. This is a valuable skill to have because the more you understand emotions in a situation, the more appropriately you can respond.

Your Perceiving Emotions Score

Develop (<70) | **Consider Developing** (70-89) | **Proficient** (90-109) | **Skilled** (110-129) | **Expert** (130+)

Skilled

116
Score

The skills needed to perceive and accurately identify emotions in people and their environments.

You scored in the **Skilled** range for **Perceiving Emotions**. This suggests the following:

- Your awareness and interpretation of your emotions and the emotions of others is very accurate
- You notice most of the emotional cues in the environment around you
- You should be confident in your emotional understanding of a situation and be willing to act based on this knowledge

Information about **Perceiving** Emotions

The Perceiving Emotions domain looks at a person's accuracy in perceiving emotions in themselves, others, and the environment. This domain is assessed using three types of questions.

The Faces and Video questions combine to measure your ability to accurately identity how people feel based on their facial expressions. The Contextual Picture questions measure your ability to consider non-facial cues such as those presented in their external surroundings or through body language.

Performance on Question types

	Percent Correct	Low Range	Mid-Range	High Range
Faces	81%			✓
Videos	65%		✓	
Contextual Pictures	50%	✓		

Note: The Perceiving Emotions domain score is the most precise. This information allows you to dig deeper into your skills.

Reflection Questions

- Your scores suggest you are very accurate in your perceptions of how people feel. How often do you share your emotional insights with others? What strategies or methods, if any, do you use to share those insights?
- Have there been times when you didn't fully use your skills at perceiving emotions? What challenges or situations made it difficult?
- Your initial impressions of how someone feels is likely very accurate. How do you use that information?
- Think of a situation where you noticed that someone's expressed emotions didn't match their true feelings? What facial cues led you to this realisation?
- How successful have you been interpreting people's emotions from their body language or gestures?

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Strategies to Improve and Leverage your Accuracy at Perceiving Emotions

Emotional recognition and perception is an area of strength for you. Continue to consistently pay attention to multiple emotional cues to help you differentiate between the nuances and intensities of emotions. Consider whether there are more ways or areas in your life where you can further leverage these skills. Specific strategies are provided below to help you further develop your EI skills in this domain

Using Environmental Cues

If you are able, consider different ways that you can alter a room or seating arrangement to create an environment that communicates an emotional message. Think about how the furniture is arranged, the amount of space between each person, the colours and textures in the room, the amount of light, and whether there is natural light in the room. If you are engaging in a group activity, is there enough space for people to gather or move freely about the room? Will the addition of specific scents or sounds/music help to create the emotional tone that you are striving for?

Asking, "How are you?"

While you should find your own questions, try the ones below as a start.

- How has your day been so far?
- Tell me what's going on?
- What are your thoughts about _____?
- You seem to be thinking about something; do you want to share your thoughts?
- You seem ____. Is that right?

Lastly, remember that how you ask matters. Ask in a tone that invites an honest response.

Understanding Cultural Display Rules

While there is debate about whether there are basic human emotions, there is little debate that "display rules," which are cultural norms that define how people should express their emotions in different situations, differ across cultures. When trying to assess people's emotions, be aware that what people express may not match how they feel. Additionally, keep in mind that culture can mean different things, whether it's the culture of a country, society, workplace, school, or family.

Identifying Mismatches

Social interactions can be enhanced when you can accurately identify others' emotions. Be confident in your insights and don't hesitate to act on them by sharing your observations or questioning instances when you see emotional mismatches (e.g., people are voicing agreement, although their body language suggests the opposite). Be the emotion leader in the room that helps steer everyone towards a shared understanding of the emotional situation.
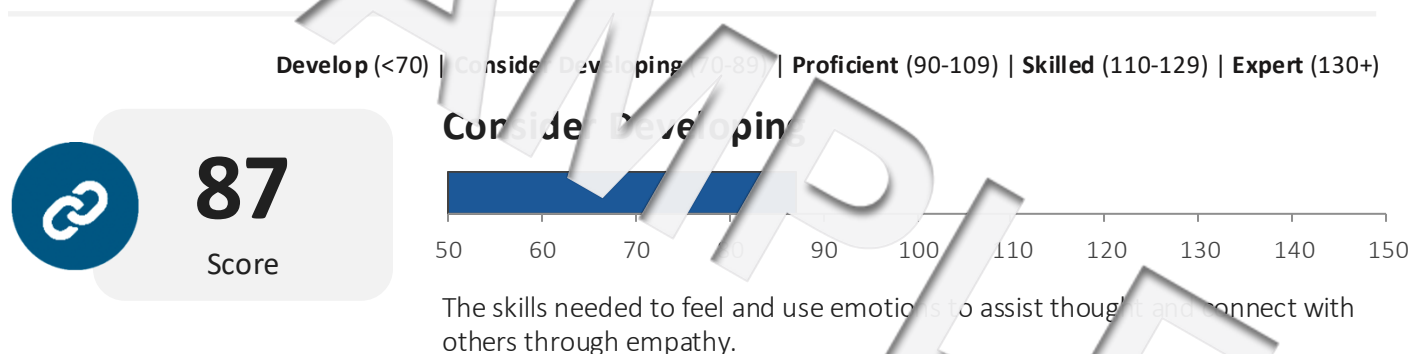
Connecting Emotions

The Connecting Emotions domain assesses an individual's skill at appropriately choosing which pleasant or unpleasant emotions help with different thinking tasks (such as reasoning, problem-solving, decision-making, and creative thinking) and generating emotions as needed to increase effectiveness.

Our emotions influence our thoughts and behaviours. They impact what we notice, how we view situations, solve problems, make decisions, and interact with others. For example, if you feel upbeat and pleasant, you will see things differently than if you feel down and unpleasant. When you know how emotions, physical feelings, and thinking are connected, you can use emotions or change them depending on your situation to get a better result.

Moreover, when you understand the feelings and physical sensations that come with emotions, you can be more successful at generating them when needed. This ability to generate emotions on demand can make you more empathetic, allowing you to establish strong emotional connections with others and see things from different perspectives.

Your Connecting Emotions Score

Develop (<70) | **Consider Developing** (70-89) | **Proficient** (90-109) | **Skilled** (110-129) | **Expert** (130+)

87

Score

Consider Developing

50   60   70   80   90   100   110   120   130   140   150

The skills needed to feel and use emotions to assist thought and connect with others through empathy.

You scored in the **Consider Developing** range for **Connecting Emotions**. This score suggests the following:

- You may be fairly logical, preferring to set emotions aside and use a rational and fact-based approach to problem-solving
- You may, in some situations, prefer structure and certainty instead of being flexible or open-minded. This can make it challenging for you to switch points of view and feelings, and you can sometimes find it difficult to relate to other people's perspectives
- It is possible that while you may sometimes feel what other people feel, there may be other times when you are not accurately reflecting the feelings of others

Information about **Connecting** Emotions

The Connecting Emotions domain provides information on how well you can connect physical feelings to different emotions and how they connect different emotions to different types of thinking and problem-solving. This domain is assessed using four types of questions.

The Sensations and Emotion Dimension question types measure your ability to identify how warm or cold (i.e. pleasant or unpleasant) an emotion feels or whether an emotion is low or high energy. The more you possess this skill, the more you will be able to connect with and empathise with others.

Performance on the Facilitation and Changing Context questions can be used to help you understand the extent to which you can capitalise on how different emotions can be helpful for different kinds of problem-solving. For example, if someone is in a joyful state, they can use that emotion to inspire a team.

Performance on Question types

	Percent Correct	Low Range	Mid-Range	High Range
Sensations	38%			
Emotion Dimensions	50%			
Facilitation	63%			✓
Changing Contexts	0%	✓		

Note: The Connecting Emotions domain score is the most precise. This information allows you to dig deeper into your skills.

Reflection Questions

- Do you work on tasks even when you or others aren't in the mood? How can you use certain emotions can help you solve a problem or perform a task?
- Think of a time when you ignored a bad feeling about a decision?
- Which emotions do you experience intensely? Describe the physical sensations associated with these emotions?
- How successful are you at connecting people's emotions to how those emotions impact their problem-solving or completion of different tasks like detailed work, error checking, or idea generation?
- What are some instances where you have persevered on a task even if your mood has changed and may no longer be helpful?

Strategies to Improve and Leverage your Effectiveness at Connecting Emotions

Although you scored lower in this area compared to other people, you can improve your Connecting Emotions skills by paying more attention to your feelings and by considering the impact that they have on your thoughts and behaviours. Reflect on the value and insight given by feelings—even the unpleasant ones. Specific strategies are provided below to help you further develop your EI skills in this domain.

Learning About Sensations

Working with a coach, talk about what kind of bodily sensations you associate with different emotions. Are there certain emotions that you can easily associate with bodily sensations (e.g., "When I feel angry, I feel my heart rate and my body temperature rise")? Are there certain emotions that are more difficult for you to associate with bodily sensations? If so, work with your coach to further explore the sensations that are typically associated with the emotions that you are having a harder time linking bodily sensations to. The next time you experience one of these emotions, make an effort to focus on the sensations that are happening within your body.

Scanning for Sensations

Think about a time when you experienced anger, happiness, sadness, fear, disgust, or surprise. Close your eyes and mentally scan your body, starting with your head and moving down your body, directing your attention to each body part. What changes do you notice in your body while thinking about the emotion you've chosen? Is there tension or relaxation in your muscles, a fluttering sensation in your chest, difficulty in breathing, weakness, heat, cold, and so on? How intense is the sensation in that moment? Describe these sensation experiences in as much detail as you can.

Valuing Emotions

Start to consider how your emotions impact your thoughts throughout the day and take note of times when the emotion you bring into a situation may be impacting how well you can complete a task (e.g., what is the best mood to be in when you are completing a task that requires a lot of concentration versus a task that requires you to be innovative?). Reflect on the value and insight of emotions—even the unpleasant ones.

Practicing Empathy

Sometimes it is difficult to feel what other people feel, it is important to feel empathy for those around us. One way you can develop your empathy is by trying to make yourself feel what someone else is feeling. To do this, practice generating certain emotions in yourself on demand so that the next time you encounter someone experiencing a strong emotion, you are better able to understand what they are experiencing and can better connect with them.
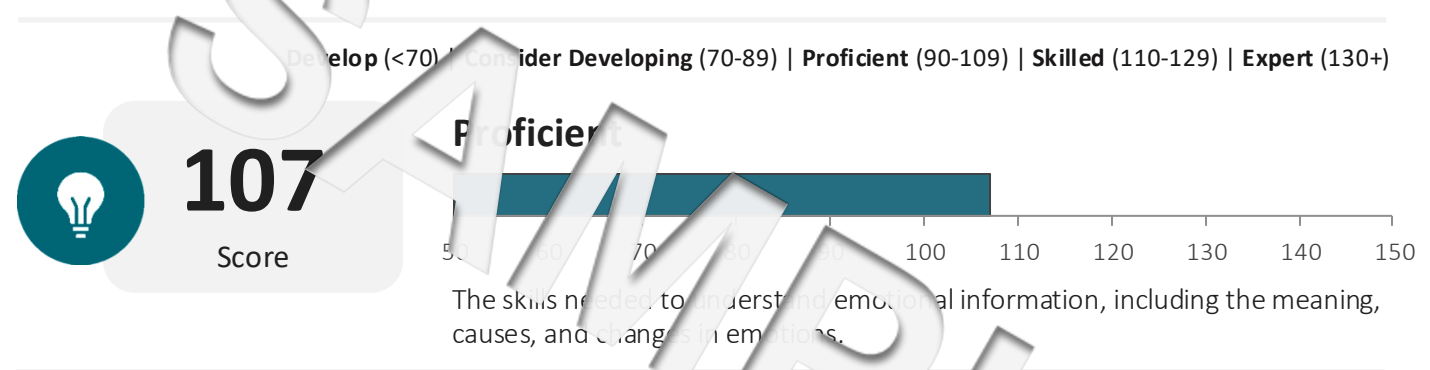
Understanding Emotions

The Understanding Emotions domain assesses an individual's knowledge of emotions. Understanding emotions can help you better understand people, predict how an idea will be perceived, foresee how others might respond to you, grasp the nuances of emotional situations, and communicate more effectively using advanced emotional words.

Importantly, emotions change depending on the situation, so being able to understand emotions can help you navigate the social situations you find yourself in. These skills are valuable because they can help you understand and gain insight into yourself and others—to figure out what motivates people, what annoys them, and what makes them feel better or worse.

Your Understanding Emotions Score

Develop (<70) | Consider Developing (70-89) | **Proficient** (90-109) | **Skilled** (110-129) | **Expert** (130+)

107
Score

Proficient

50   60   70   80   90   100   110   120   130   140   150

The skills needed to understand emotional information, including the meaning, causes, and changes in emotions.

You scored in the **Proficient** range for **Understanding Emotions**. This score suggests the following:

- You have a good understanding of emotions, what causes them, and how they may change over time. You likely have enough insight into people that you can figure out how they will react to various situations
- There may be some emotions that you find difficult to predict. Occasionally, you may find people's intentions and motivations to be unclear, which can interfere with your ability to plan effectively
- Your emotional vocabulary is well-developed. Generally, you can describe emotions, although there may be times when you struggle with describing the subtle differences between similar emotion words

Information about **Understanding** Emotions

The Understanding Emotions domain provides insight into how you use your knowledge of emotions to understand why people feel the way they do and to predict how their emotions may change. This domain is assessed using three types of questions.

The Changes and Progressions questions combine to measure your understanding of how emotions develop and can change based on events. The Blends questions measure your ability to understand and voice the many and sometimes conflicting nuances of more complex emotions.

Performance on Question types

	Percent Correct	Low Range	Mid-Range	High Range
Changes	57%		✓	
Progressions	80%			✓
Blends	36%		✓	

Note: The Understanding Emotions domain score is the most precise. This information allows you to dig deeper into your skills.

Reflection Questions

- Can you tell me about a time when you described to someone your understanding of their feelings and the person found your views to be insightful?
- Can you recall a time when you predicted people's emotional reactions, also known as "emotional what-if" scenarios?
- How accurate are your predictions in "emotional what-if" scenarios? Have there been instances where the outcomes surprised you?
- What words do you frequently use to express your emotions? Can you think of any alternatives or synonyms for these words?
- Do you make full use of your extensive emotional vocabulary? Do you help explain or clarify what other people are feeling?

Strategies to Improve and Leverage your Effectiveness at Understanding Emotions

Scoring in the Proficient range means you already possess enough Understanding Emotions skills to perform your daily tasks well. You can improve your understanding of emotions by identifying the situations and contexts that you struggle with when it comes to understanding or describing emotions. Specific strategies are provided below to help you further develop your EI skills in this domain.

Being Proactive, Not Reactive

Be proactive about thinking through emotional "what-if" scenarios. This requires you to think ahead and imagine the impact a situation may have on your own and other people's emotions. By thinking through these aspects on an emotional level before you communicate and interact with others, you are more likely to achieve better results because you are better prepared for scenarios where you encounter resistance or negative reactions from other people.

Following the Platinum Rule

The Platinum Rule says that people should be treated the way they want to be treated. Take a moment to think of the people you rely on for your success. Now, ask yourself—what impacts this person's emotions? Do you know what makes them happy, sad, bored, excited, frustrated, proud, disgusted, and angry? To communicate and collaborate effectively with others, you need to know them well. Take the time to observe and ask questions and adjust your approach with them to meet their needs.

Determining Emotional Causes

Take note of situations that trigger emotional responses in you. Take some time to reflect on your purpose in life, your values, your goals, your motivations, your emotional causes, and your personality traits. All of these will help you to understand why you behave the way you do. You should work towards more easily identifying why you feel the way you do in a situation and how those feelings may change as the situation changes.

Strengthening Emotional Vocabulary

Although you already have a well-developed emotional vocabulary, you may find it beneficial to work on this a bit more. Consider different types of emotions and how strong they are when choosing words to describe how you're feeling (e.g., rage vs. anger vs. annoyance). Make an effort to expand your emotional vocabulary. Choose an emotion family (i.e. a group of similar, related emotions) to focus on and think about how using the variations of emotions within that group can allow you to express yourself more accurately to others.
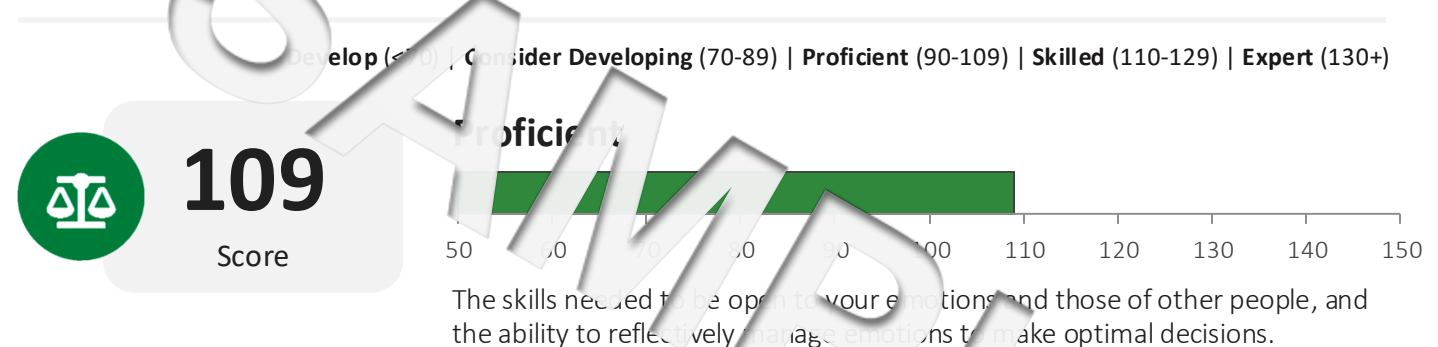
Managing Emotions

The Managing Emotions domain assesses an individual's skill at incorporating their feelings into their decision-making process when appropriate. People who can manage their own and other's emotions are more effective at achieving individual and group goals. The ability to successfully manage emotions involves the awareness, acceptance, and use of emotions in problem solving.

Some people think that the term "emotion management" means stopping or trying to reason through emotions; that is not the case. Skilled emotion management will neither make emotions feel smaller nor bigger, rather, it focuses on addressing the emotion fully at the right time. Instead of acting on their emotions without thinking, individuals skilled at Managing Emotions will combine thinking and feeling to make the best possible decisions and take the most effective actions.

Your Managing Emotions Score

Develop (<70) | Consider Developing (70-89) | **Proficient** (90-109) | **Skilled** (110-129) | **Expert** (130+)

109
Score

Proficient

50   60   70   80   90   100   110   120   130   140   150

The skills needed to be open to your emotions and those of other people, and the ability to reflectively manage emotions to make optimal decisions.

You scored in the **Proficient** range for **Managing Emotions**. This score suggests the following:

- You are open to emotions and are generally willing to process emotional information even if it may lead to some discomfort
- Although you possess enough skill in this domain to competently manage emotions (your own and others') in a way that balances thinking and feeling, there may be times when you don't maintain that balance
- It is also possible that you find yourself more comfortable or effective at managing certain emotions or situations than others

⚖ **Self vs Other** Management

Your responses to the Managing Emotions questions can also be used to help you understand how effective you are at managing emotions in yourself compared to managing emotions in others.
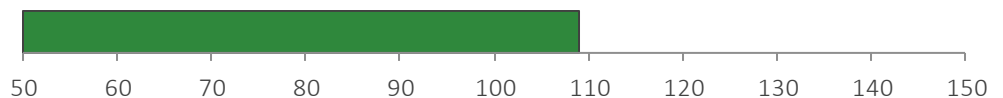
Your Emotion Self-Management Score

Develop (<90) | **Proficient** (90-109) | **Skilled** (>110)

⚖ **105**
Score

Proficient

50   60   70   80   90   100   110   120   130   140   150

You scored in the **Proficient** range for **Emotion Self-Management**, which suggests that wile you are usually open to feeling your emotions, there may be some emotions that you are not as open to. You hare generally aware of the impact that your emotions may have on your thoughts and behaviours. When making decisions, you are often able to choose strategies that include this important emotion-based data.

Your Emotion Other-Management Score

Develop (<90) | **Proficient** (90-109) | **Skilled** (>110)

⚖ **112**
Score

Skilled

50   60   70   80   90   100   110   120   130   140   150

You scored in the **Skilled** range or **Emotion Other-Management**, which suggested you consider other people's feelings when making decisions and you also encourage others to be more open to feeling their own emotions. You are willing to help others process their feelings so you can better interact with them. You consistently use your knowledge of others people's feelings to help you make the most effective decisions.

Comparing Self and Other Management

Your scores on **Emotion Self-Management** and **Emotion Other-Management** suggest you are relatively more skilled at managing other people's emotions than managing your own emotions. Because you are already skilled at both managing your own and other people's emotions future development in this domain will likely only consist of minor improvements to further refine your skills. Consider if there are additional opportunities for you to further leverage your skills in this area.

Information about **Managing** Emotions

The Managing Emotions domain looks at your ability to effectively use emotional strategies to manage your own and other people's emotions when working towards the achievement of desired outcomes. It assesses your openness to emotions in problem-solving and your awareness that effective emotion management depends on using a range of strategies. This domain is assessed using two types of questions.

The Emotion Scenarios questions measure your ability to process emotion-laden situations using verbal narratives. The Picture Panels questions measure your ability to process emotion-laden situations using visual stories or drawings. Additionally, your performance on these two types of Managing Emotions questions can be used to shed additional light on your ability to manage emotions in yourself and others.

Performance on Question types

	Percent Correct	Low Range	Mid-Range	High Range
Emotion Scenarios	68%		✓	
Picture Panels	91%		✓	

Note. Even though this information is provided about your performance across the different question types within this domain, the Managing Emotions domain score is the most precise and is the one that you should be framing most of your conversation around.

Reflection Questions

- Is your decision-making process effective? What aspects are successful and what could be improved?
- Which emotions are easier for you to incorporate into decision-making? Which emotions may be disrupting your thought processes?
- What coping strategies do you use in stressful situations? Have you used these strategies to help others?
- What types of emotional situations do you handle well? Conversely, what situations or contexts do you find yourself struggling with a bit?
- Can you recall a stressful situation that you successfully resolved? What strategies did you use? Can you also recall a stressful situation where the outcome wasn't ideal? What did you try that didn't work as expected?

Strategies to Improve and Leverage your Effectiveness at Managing Emotions

Scoring in the Proficient range means you already possess enough Managing Emotions skills to perform your daily tasks well. You can further improve your management of emotions by learning more emotion management strategies or identifying the situations and contexts that you struggle with when it comes to managing your own or other people's emotions. Specific strategies are provided below to help you further develop your EI skills in this domain.

Choosing Your Time

Consider appropriate times to engage or disengage with an emotion. There are times when feeling certain emotions are not useful to the current situation. For instance, feeling stressed, angry, or frustrated may not be helpful while in a meeting. Are you able to set aside or ignore that feeling during the meeting, and wait until the meeting has ended to address it? Managing emotions is not about stopping oneself from feeling an emotion; instead, it is about evaluating why an emotion is occurring, what is happening, and working out the best way to handle the emotion appropriately.

Managing the Mood or Situation

Try generating a different mood (i.e. one that is more desirable or useful) before entering a situation. If you have trouble managing your emotions once you are in the middle of a situation, can you manage the situation to lessen the emotional impact? Sometimes it is easier to manage the situation rather than trying to manage your own or someone else's emotions. This may mean changing the situation, location, or timing of an event to get the best out of yourself and those involved.

Using Long-Term Strategies

Calm your mind. Using strategies such as breathing, stretching, standing up and walking, visualisation, and relaxation techniques can help you manage unpleasant emotions. For example, with breathing exercises, taking deep breaths through your diaphragm releases carbon dioxide gas and takes in oxygen gas, which reduces stress and provides emotional relief by reducing your heart rate and blood pressure

Exercise. Exercise helps the body return to its normal balanced state by releasing chemicals and hormones. Sports, walks, yoga, and gym sessions (among other forms of physical activity) can be included in your daily routine for ongoing management of emotional stressors

Nutrition. Some foods found by research to have mood regulation and mood-boosting benefits include dark chocolate, coffee, fermented food, bananas, oats, berries, beans, and lentils

Visual and Verbal EI

The MSCEIT®2 is divided into the following two item types:

- **Visual** items rely primarily on images and diagrams when presenting the question
- **Verbal** items rely primarily on text to present the questions and answers

In the MSCEIT®2, solving emotional intelligence problems engages your skills with either verbal reasoning, visual reasoning, or both.

Visual EI Score

Low (<90) | **Mid-Range** (90-109) | **High** (>110)

Mid-Range

107
Score

50 60 70 80 90 100 110 120 130 140 150
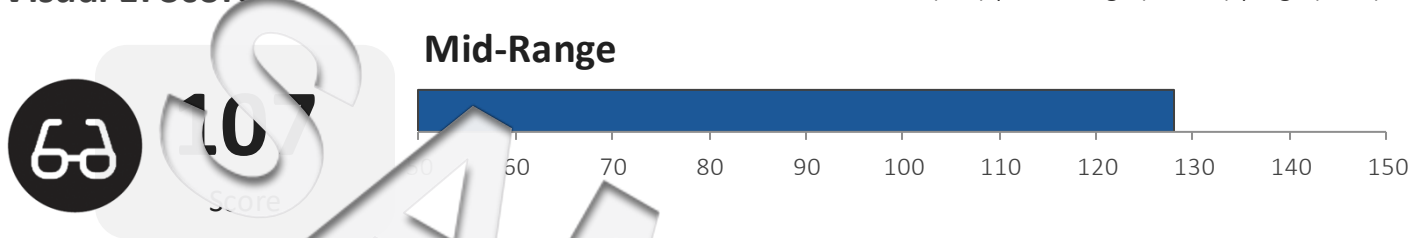
You scored in the **Mid-Range** for **Visual EI**, which suggests that you are generally accurate when you process emotions using visual cues. To improve your accuracy, consider what other cues you can focus on when you are watching others or the environment around you.

Verbal EI Score

Low (<90) | **Mid-Range** (90-109) | **High** (>110)

Mid-Range

107
Score

50 60 70 80 90 100 110 120 130 140 150
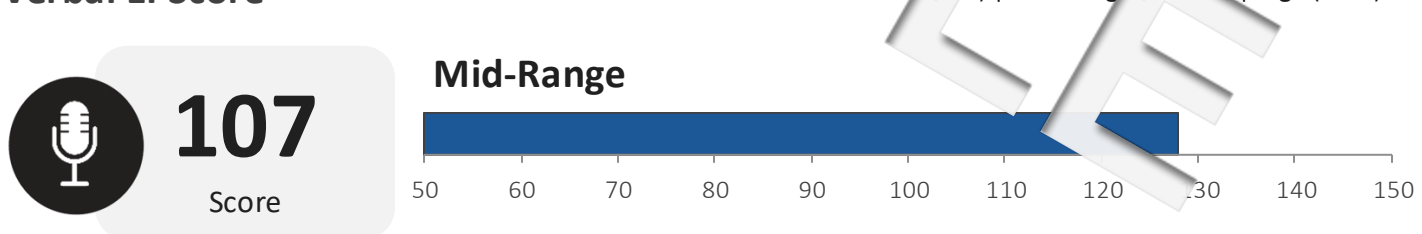
You scored in the **Mid-Range** for **Verbal EI**. People who score in this range are generally accurate when processing emotions that are expressed verbally. This score suggests that you generally get accurate emotional data from what people say or from listening to stories. Because your perceptions of others are generally, though not always, accurate, it may be helpful for you to confirm your emotional perceptions in very important situations.

Comparing Visual and Verbal EI

You scored similarly on **Visual** and **Verbal EI**. It may still be helpful and interesting for you to reflect on your scores for these two types of questions.

Processing Pleasant and Unpleasant Emotions

This score indicates your skill at accurately responding to assessment items involving pleasant emotions. 'Pleasant' emotions are often called 'positive' emotions as opposed to 'negative' emotions. Please note, this does not mean 'good' or 'bad.'

Processing Pleasant Emotions Score

Develop (<90) | **Proficient** (90-109) | **Skilled** (>110)

136
Score

Your ability to accurately process assessment items involving pleasant emotions was in the **Skilled** range, which suggests you are quite accurate when responding to assessment items that featured more pleasant emotions and emotion scenarios.

Processing Unpleasant Emotions Score

Develop (<90) | **Proficient** (90-109) | **Skilled** (>110)

126
Score

Your ability to accurately process assessment items involving unpleasant emotions was in the **Skilled** range, which suggests you are quite accurate when responding to assessment items that featured more pleasant emotions and emotion scenarios.

Comparing Processing Pleasant and Unpleasant Emotion Scores

You process pleasant emotions more accurately than unpleasant emotions. Why might this be and how may you focus more on processing negative emotions. Keep in mind that MSCEIT®2 measures ability, not personal preference or choice.

Domain Comparisons

Your scores will often vary across the domains, small variations are typical and rarely indicate meaningfully different levels of ability with one domain versus another. A large gap (i.e., 10 points or more) between domain scores can provide useful insights. It's important to note that these differences show varying skill levels, not personal preferences.

Perceiving Emotions 116	>	Connecting Emotions 87

Your Perceiving Emotions score is meaningfully higher than your Connecting Emotions score. This suggests that you are more skilled at perceiving emotions in yourself and other people than you are at putting the emotions that you perceive to use.

Because you scored in the lower ranges for Connecting Emotions, you may not be using information about the emotions you perceived to impact how you or others think, behave, or make decisions. Consider how your and others' emotions impact thinking and behaviour and how you could use this information more intentionally to guide tasks and choices.

Perceiving Emotions 116		Understanding Emotions 107

Your Perceiving Emotions score is not meaningfully different from your Understanding Emotions score, suggesting that you have a similar level of skill in these two domains.

Perceiving Emotions 116	=	Managing Emotions 109

Your Perceiving Emotions score is not meaningfully different from your Managing Emotions score, suggesting that you have a similar level of skill in these two domains.

Domain Comparisons

Connecting Emotions		Understanding Emotions
87	<	**107**

Your Connecting Emotions score is meaningfully lower than your Understanding Emotions score. This suggests that you are more skilled at gathering information about emotions through conversation or analysis of a situation than you are at feeling emotions and having an emotional connection with others.

Connecting Emotions		Managing Emotions
87	<	**109**

Your Connecting Emotions score is meaningfully lower than you Managing Emotions score. This suggests that you are more skilled at using strategies to manage emotional situations than you are at feeling and experiencing your emotions or using the emotions yourselves to impact the way you or others think, behave, or make decisions.

Understanding Emotions		Managing Emotions
107		**109**

Your Understanding Emotions score is not meaningfully different from your Managing Emotions score, suggesting that you have similar levels of skill in these two domains.

Your MSCEIT®2 Results

Emotional intelligence can be defined and measured as intelligence, or as a set of abilities. The MSCEIT®2 assessment provides you with an estimate of these emotional skills. Assessments like the MSCEIT®2 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 you that can be just as important as emotional intelligence.

Domains	Reflections	Actions
Perceiving emotions		
Connecting emotions		
Understanding emotions		
Managing emotions		

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