Emotional Intelligence
Distinct from cognitive intelligence or IQ, Emotional Intelligence refers to our ability to grow intellectually and emotionally by perceiving, reasoning with, understanding, and regulating emotions. A large and growing body of independent scientific research has identified it as the single most important determinant of superior functioning; Emotionally intelligent people succeed because they are better able to read and deal with social complexity. As confirmed by independent academic research, one-quarter to nearly one-half of all observed success can be attributed to Emotional Intelligence.

Outstanding validity and reliability
Developed by researchers at Yale University and the University of New Hampshire, the MSCEIT™ stands out as a rigorously scientific measure. A large body of independent, peer-reviewed scientific literature has confirmed its validity and reliability. Studies have borne out that its parts and as a whole the test actually measures Emotional Intelligence (and not some other mental capacity). They have also shown its internal consistency, its robust reliability, and its high degree of predictive certainty. Visit www.mhs.com/ei for a full literature list. The MSCEIT™ assessment must be supervised by qualified professionals. MHS mandates certification of our clients to ensure correct administration and interpretation.

Better performance
The outstanding scientific evidence behind the MSCEIT™ indicates it can help organisations make effective workforce selection and development decisions. It differentiates high-performing individuals and organizations, improves customer satisfaction and loyalty, and yields valuable insights in educational, clinical and research settings.

Globally available
The MSCEIT™ is available in multiple languages and dialects, including Chinese, Dutch, French, German, Hebrew, Norwegian, Russian, and Spanish.

Nondiscriminatory
The MSCEIT™ doesn’t discriminate on the basis of race, gender, or age, meaning that results can be used without fear of bias. Results for each test are compared to a large normative sample that carefully represents the population’s demographics. Ongoing research at MHS continues to build cultural norms in communities around the globe.

How do you determine who will succeed in a given role? How do you identify the true drivers of high performance? The Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT™) from MHS offers unique predictive and developmental insights. The MSCEIT™ is a powerful, scientifically validated tool for taking a direct, unmediated measure of a capacity essential to success—Emotional Intelligence.

Better performance
Assessing Emotional Intelligence using the MSCEIT™ can make a decisive contribution to effective workforce selection and development. For business, it delivers better performing individuals and organizations, significant cost savings, and a clear competitive advantage. Widely applicable, it can also yield valuable insights in educational, clinical and research settings.

Get a feel for success
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MSCEIT™ authors
John D. Mayer is a Professor of Psychology at the University of New Hampshire and a pioneer in Emotional Intelligence research with over 70 publications in the field.

Peter Salovey is Chris Argyris Professor of Psychology, Professor of Epidemiology & Public Health and Dean of the Graduate School of Arts and Sciences at Yale University. He is a leading authority on the psychological consequences of mood and emotion.

David R. Caruso, formerly a post-doctoral fellow in developmental psychology at Yale, works with executives and leaders from major corporations in the areas of assessment and executive development.

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THE ASSESSMENT

The MSCEIT™ is the world’s leading ability-based measure of Emotional Intelligence. Assessing Emotional Intelligence skills daily, it consists of 141 questions requiring participants to perform a variety of tasks challenging five key areas of Emotional Intelligence:

- Identifying emotions in pictures and in faces
- Relating emotions to sensation and to thinking
- Analyzing complex emotions and chains of emotions
- Incorporating into decision making your own emotions and the emotions of others
- Predicting how someone will react emotionally
- Creating feelings that can help solve problems, communicate a vision, or lead people
- Enhancing decision making by integrating thought and emotion

Skills tested include the ability to identify emotions expressed by a face or in a design; to create feelings that can help solve problems, communicate a vision, or lead people; to predict how someone will react emotionally; and to enhance decision making by integrating thought and emotion. Such skills play a crucial role in just about every key organizational function, from leadership and team-building to negotiation and planning.

THE RESULTS

Assessment results are presented in a comprehensive Personal Summary Report providing graphical representations of 15 separate Emotional Intelligence scores and a detailed explanation of score meanings. These scores assemble a complete picture of the participant’s Emotional Intelligence at levels from the most general to the most particular. They measure:

- Overall Emotional Intelligence
- Each of the 2 general areas of Emotional Intelligence—experiential and strategic
- Each of the 8 specific Emotional Intelligence tasks: identifying emotions in pictures and in faces, relating emotions to sensation and to thinking, analyzing complex emotions and chains of emotions, and incorporating into decision making your own emotions and the emotions of others
- A scatter score—indicating fluctuation among the participant’s task scores
- A positive-negative bias score—indicating the participant’s tendency to respond negatively or positively to emotional stimuli

For organizations:
- It provides a direct, objective measure of actual Emotional Intelligence functioning
- It renders employee recruitment and selection more efficient and reliable
- It increases the efficiency of leadership development and other types of training
- It helps improve group processes

For individuals:
- It provides valuable self-awareness in a range of functionally critical areas
- It presents current levels of performance in perspective
- It provides a practical guide to improvement

Objective scoring:
- The MSCEIT™ is objectively scored using a dual expert and consensus method. Correct answers have been determined by both expert judgement and the consensus judgement of numerous test takers.

Participation is easy:
- Participants complete the assessment in under 45 minutes, either online or with pen and paper. Scoring and report generation take only seconds.

Two supplemental scores are also provided:
- A scatter score—indicating fluctuation among the participant’s task scores
- A positive-negative bias score—indicating the participant’s tendency to respond negatively or positively to emotional stimuli

Individual scores are analyzed against normative samples based on extensive MSCEIT™ use at numerous research sites located around the world.

THE MAJOR BENEFITS

With the MSCEIT™ from MHS, what was once considered that intangible determinant of success—beyond IQ, beyond experience, beyond personality—can today be accurately measured. As a result, unprecedented predictability is now available in such key HR areas as hiring, promotion, alignment, and succession planning. And since Emotional Intelligence is much more elastic than IQ, improving individual performance by strengthening Emotional Intelligence skills has never been more within reach.

The benefits of the MSCEIT™ are clear:

- It provides a direct, objective measure of actual Emotional Intelligence functioning
- It renders employee recruitment and selection more efficient and reliable
- It increases the efficiency of leadership development and other types of training
- It helps improve group processes

For coaches and consultants:
- It enables evaluation of clients’ Emotional Intelligence at a deeper level
- It assists coaching by identifying important needs early on
- It helps identify root causes of problems or blocks

- It provides a practical guide to improvement

- It places current levels of performance in perspective
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- It promotes self-awareness in a range of functionally critical areas
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For organizations
• Provides a clear, objective measure of actual Emotional Intelligence functioning
• Reduces employee turnover and selects more efficient and reliable candidates
• Increases the efficiency of leadership development and other team training
• Helps improve group processes

For coaches and consultants
• Enables evaluation of clients’ Emotional Intelligence as a deeper level of assessment by identifying important needs early on
• Helps identify root causes of problems and blocks

The ASSESSMENT
The MSCEIT™ is the world’s leading ability-based measure of Emotional Intelligence. Assessing Emotional Intelligence skills directly, it consists of 141 questions requiring participants to perform a variety of tasks challenging the primary branches of Emotional Intelligence.

Skills tested include the ability to identify emotions expressed by a face or in a design; to create feelings that can help solve problems, communicate a vision, or lead people; to predict how someone will react emotionally; and to enhance decision making by integrating thought and emotion. Such skills play a crucial role in just about every key organizational function, from leadership and team-building to negotiation and planning.

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For organizations:
- It provides a direct, objective measure of actual Emotional Intelligence functioning.
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