

# MSCEIT™

**Mayer-Salovey-Caruso Emotional Intelligence Test™**

## **Resource Report**

*David R. Caruso, portions adapted with permission from Mayer, Salovey, & Caruso (2002)  
Personal Summary Report. Toronto, ON: MHS.*

<b>Name:</b>	<b>Jane</b>
<b>Age:</b>	<b>54</b>
<b>Gender:</b>	<b>Female</b>
<b>Norm Option:</b>	<b>Expert</b>
<b>Duration:</b>	<b>83 minutes 11 seconds</b>



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## The MSCEIT™ Resource Report contains the following:

- What is Emotional Intelligence?
- About the MSCEIT™
- MSCEIT™ Performance Flowchart
- The Skills the MSCEIT™ Measures
- MSCEIT™ Summary
- How does the MSCEIT™ Work?
- Your MSCEIT™ Results
  - Your Overall MSCEIT™ Score
  - Your MSCEIT™ Ability Scores
  - Your MSCEIT™ Task Scores
- Conclusions and Suggestions

## What is Emotional Intelligence?

### Defining Emotional Intelligence

Emotional intelligence is the ability to perceive emotions, to access and generate emotions to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions to promote emotional and intellectual growth (Mayer & Salovey, 1997).

The MSCEIT™ measures four related abilities:

*Perceiving Emotions*—the ability to correctly identify how people are feeling.

*Using Emotions to Facilitate Thought*—the ability to create emotions and to integrate your feelings into the way you think.

*Understanding Emotions*—the ability to understand the causes of emotions.

*Managing Emotions*—the ability to create effective strategies that use your emotions to help you achieve a goal, rather than having your emotions negatively affect you.

## 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 the MSCEIT™ Measures**

Emotional intelligence is the ability to perceive emotions, to access and generate emotions to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions to promote emotional and intellectual growth (Mayer & Salovey, 1997).

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

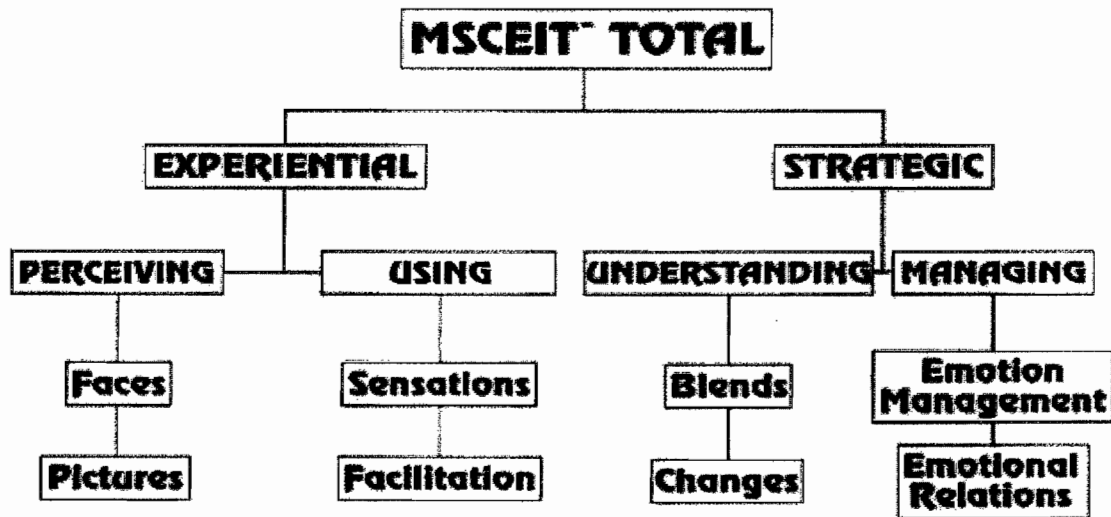
The MSCEIT™ assessment is an ability-based measure of emotional intelligence. This means that you can get a low score on the MSCEIT™, but through hard work and effort you can behave in an emotionally-intelligent manner. Conversely, you can get a high score on the MSCEIT™ but not utilize the emotional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

## 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.



## 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

The MSCEIT yields several test scores.

## Ability Scores

- Perceiving (Identifying) Emotions
- Using Emotions
- Understanding Emotions
- Managing Emotions

## Specific Task Scores

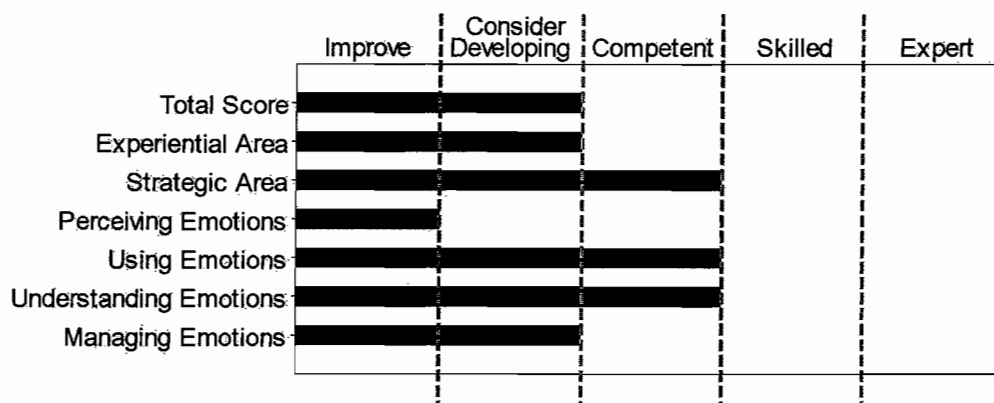
Each of these four abilities is measured in two different ways by the MSCEIT. These sub-sections of the MSCEIT are called tasks. There are eight such tasks:

- Perceiving Emotions—Faces and Pictures
- Using Emotions—Facilitation and Sensations
- Understanding Emotions—Changes and Blends
- Managing Emotions—Emotion Management and Emotional Relationships

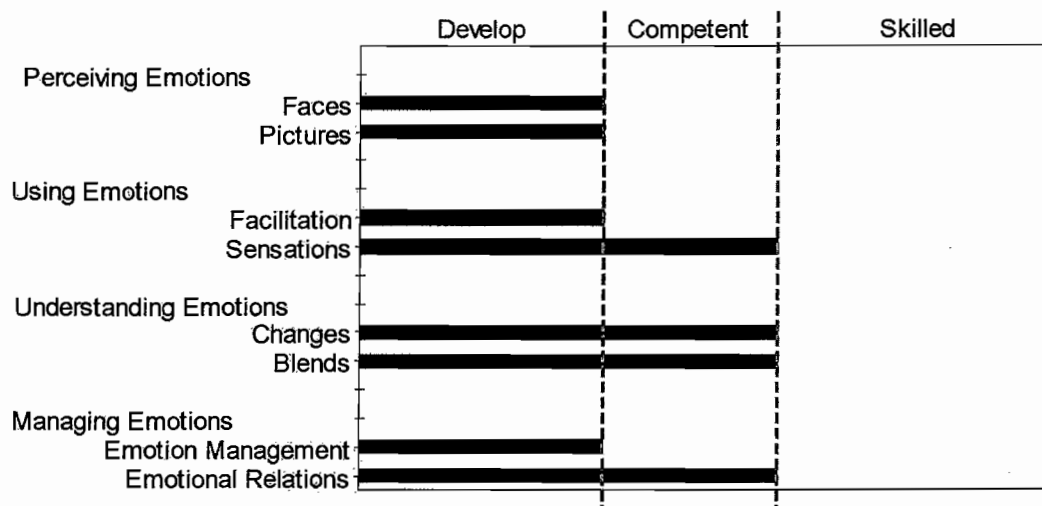
## MSCEIT™ Summary

Your overall MSCEIT™ score is a summary of your results. The Experiential Area Score represents your Perceiving and Using Emotion scores, and your Strategic Area Score represents your Understanding and Managing Emotion scores.

Here is a graph that summarizes your Total, Area, and Ability results. For development purposes, it is most helpful to focus on your four specific emotional ability scores: Perceiving, Using, Understanding, and Managing emotions.



Each of these four abilities is measured in two different ways. Let's take a look at these more specific, task scores.



## Your MSCEIT™ Results

Your total MSCEIT™ score was in the *Consider Developing* range. This score indicates that you *may* want to consider the accuracy of your emotional perceptions and the effectiveness of your emotion-based decisions.

But, 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 this model and as measured by the MSCEIT.

You might be good at staying open to, processing, and utilizing *certain* emotions, but not all emotions. That is, maybe you do a great job with certain emotions (such as happiness) but find it hard to stay open to other feelings (such as sadness).

## How To Interpret Your MSCEIT™ Results

Your scores are the result of comparing your test answers to those of emotion experts.

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).

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 ability as well as many other factors. 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.

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.

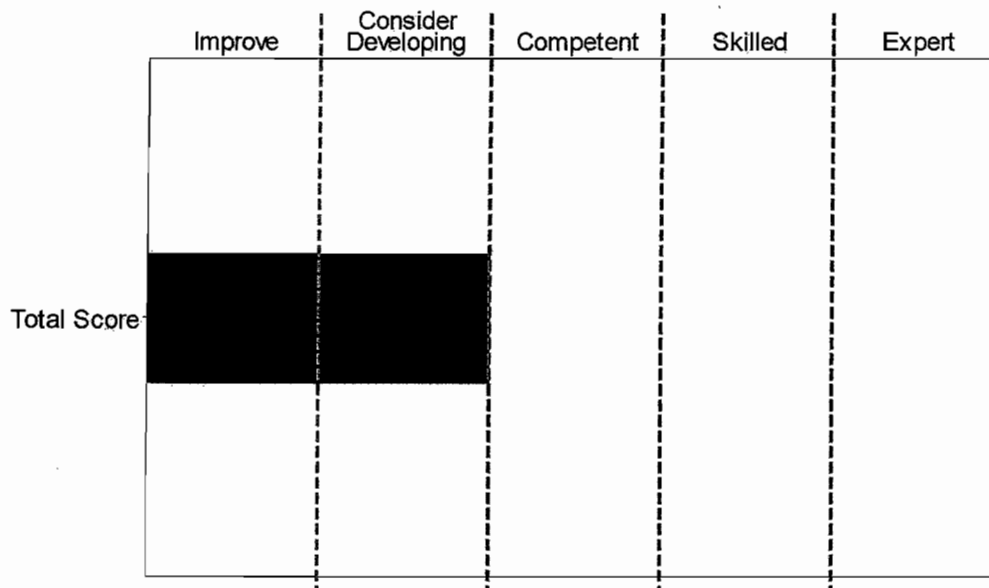
## The MSCEIT™ Questions

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.

## Your Overall MSCEIT™ Score

The MSCEIT score is a summary of your results. Here is how you scored on the MSCEIT.



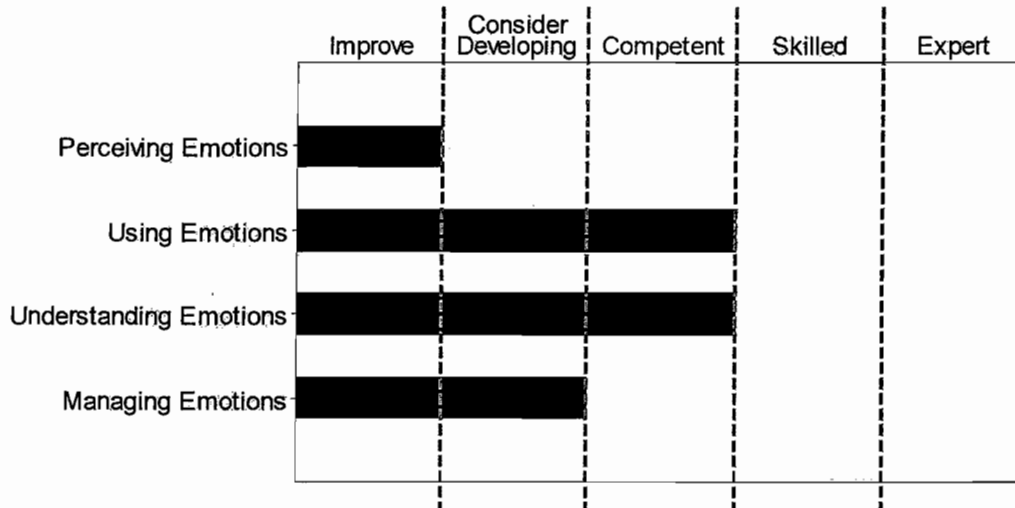
Your total score was in the *Consider Developing* range. This score indicates that you may want to consider the accuracy of your emotional perceptions. Your understanding of emotion is often, but not always, accurate.

**Remember that all test scores are approximations of your actual ability. Next, let's take a closer look at your MSCEIT ability 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** was in the *Improve* range. You often may not read people accurately. Perhaps you don't attend to other's emotional expressions, or perhaps you do pay attention but misunderstand or over-analyze the signals.

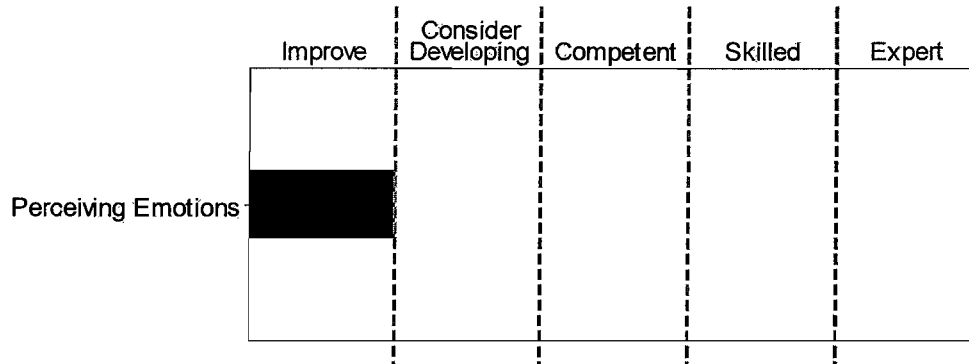
Your score for **Using Emotions** was in the *Competent* range. You can often feel for others, but you may also block out certain feelings, or have trouble having empathy for certain sorts of emotions or people.

Your score for **Understanding Emotions** was in the *Competent* range. You usually are able to understand why people feel the way they feel. You can describe feelings using emotional vocabulary.

Your score for **Managing Emotions** was in the *Consider Developing* range. You may not stay open to your feelings and instead over-rely on rational thought to make decisions.

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

## Perceiving Emotions



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

- You may not really know how people feel.
- You may not pay attention to others' facial expressions.
- You may resist ascribing overly negative (or positive) emotions to 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 wonder how people feel at times?

To enhance this area, your first step is to monitor your awareness of the emotional environment. Ask yourself whether you attend to emotions or whether you consider this source of information to be extraneous. You might need to simply become aware of the emotions around you. Remember that a great deal of emotion is communicated through facial expression.

Once you are paying attention, you'll need to process the information you are obtaining. You can look at how a person's expression changes. Note things such as whether the person is smiling a real smile, or whether they are forcing a smile (a forced smile can be noted by the lack of crow's feet around the eyes). In a social situation, you can also interpret tone of voice, gestures, and eye contact to better understand how the person feels.

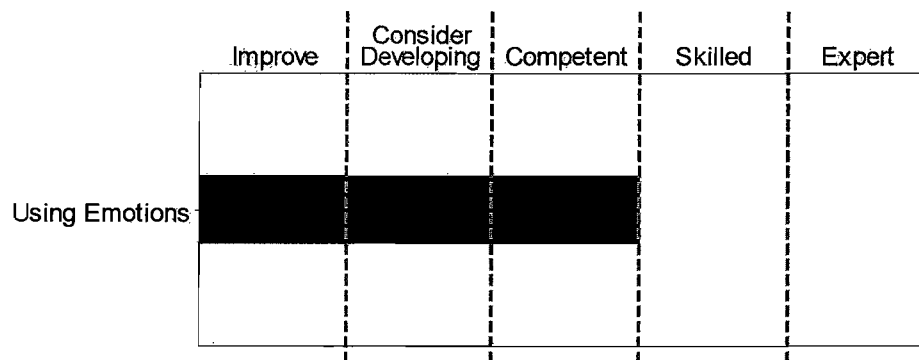
Finally, you might want to check your impressions with the other person when accuracy of this information is important. You can ask questions such as "Did you *really* agree with that presentation?"; "You seem satisfied with that outcome, is that correct?"; and so on.

### *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**



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?

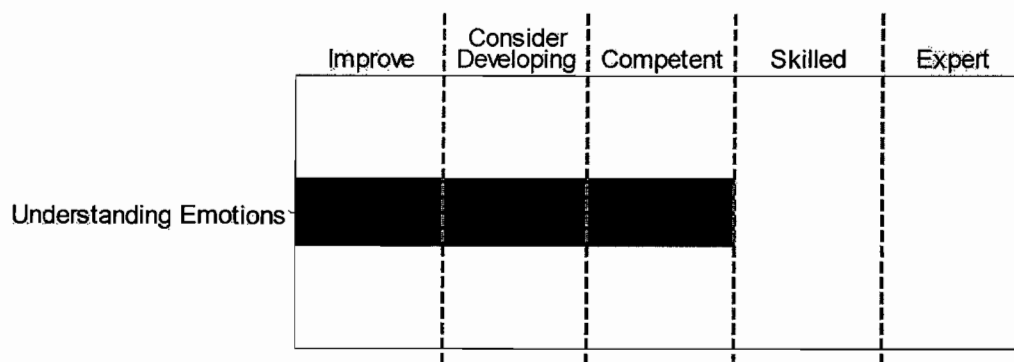
You may be able to encourage open-minded decision making, planning, and idea generation by considering multiple points of view. You can generate enthusiasm for a project, and energize, direct, and motivate a group, as well as yourself. To enhance these skills, consider the people and/or the feelings 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 endeavours. 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 *Competent* range. Some possible interpretations of your score include:

- You have a reasonably good emotional vocabulary.
- You have some knowledge of complex emotions.
- You can be emotionally aware and insightful.

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 usually on-target?
- Do you employ your emotional knowledge to help you figure people out?
- Do you describe emotions in a rich manner?
- Are you a good judge of others?

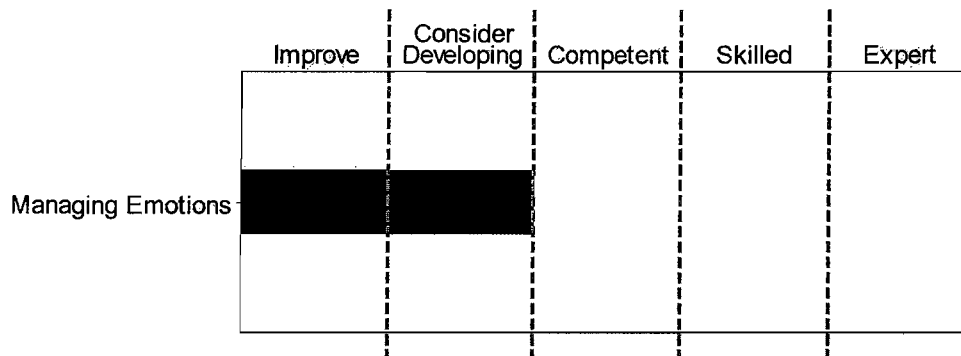
Your score on Understanding Emotions suggests that you have a good understanding of emotional transitions. You can also describe emotions and the differences between them. There are, however, probably some emotions that you struggle to understand, or to describe. You might want to attend more carefully to subtle differences between similar emotion words.

### 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 *Consider Developing* range. Some possible interpretations of your score include:

- You may be too logical at times, and do not trust your feelings.
- You know what works for you, but not for others.
- You can focus on the here-and-now concrete problem, but do not consider underlying (emotion-based) causes.

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

- Do you tend to emphasize only logical information?
- Do you ever use your feelings as a guide?
- Do you close yourself off to certain feelings?
- Are you uncomfortable thinking in psychological terms?

Emotions and feelings contain data and information about you and about the environment around you. Your score suggests that you often do not attend to this information. Perhaps you are a logical and rational person who greatly values the things you can see and touch, rather than the harder-to-define and measure things we call emotions.

There may be times when you close yourself off to certain feelings, since they might be uncomfortable for you; however, ignoring emotional information can result in decisions that are incomplete or inefficient. You may address a problem in a logical manner, but fail to understand and address the underlying causes of the problem.

### *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.

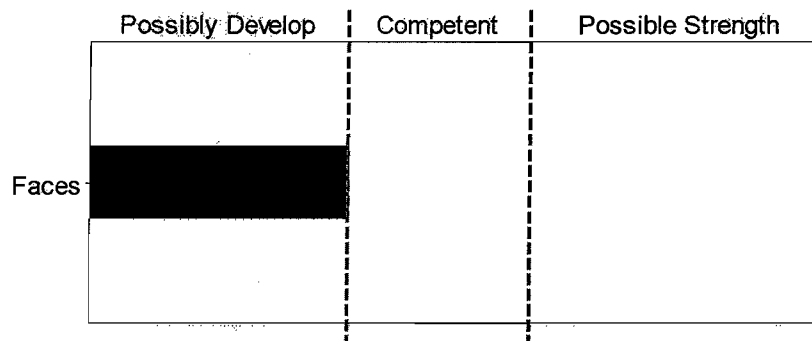
As task scores are subject to much more variability than the four ability scores, task scores will be reported using just *three* feedback levels. A *Possibly Develop* score indicates that you might evidence lower ability in this area than others (similar to the Develop and Consider Developing scores). 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).

### 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

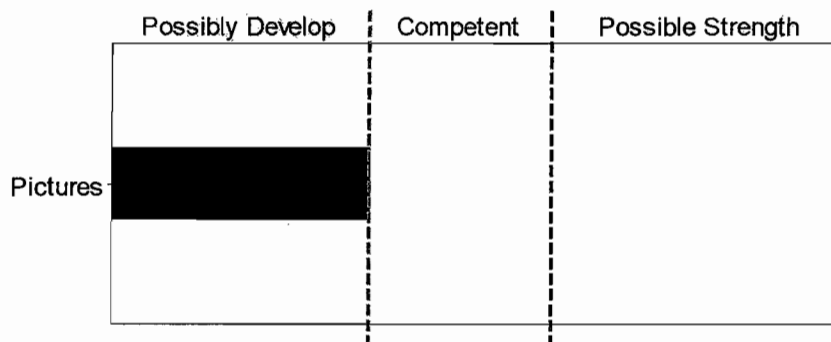
You scored in the *Possibly Develop* range on this task. You might not attend to emotions. Perhaps you filter certain emotions out of your awareness. Another possibility is that you might have thought about whether it was *possible* for the person in the photo to feel a certain way; we were really asking you how *likely* it is that the person was feeling a certain way. Did you construct scenarios where it was possible for each emotion to occur? 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.

**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*



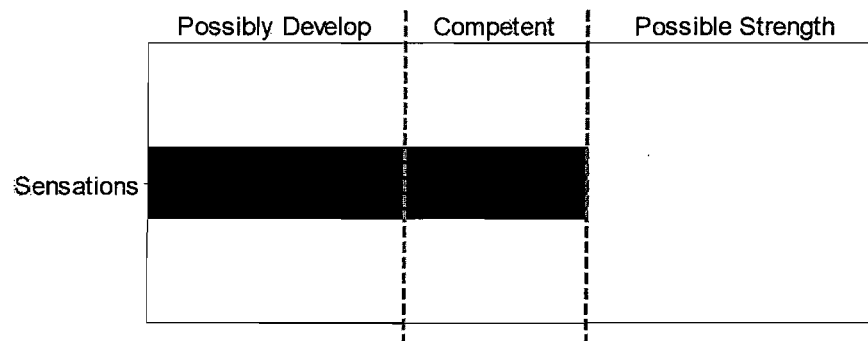
#### *What Your Score Suggests*

You scored in the *Possibly Develop* range on this task. It's likely that you found this task odd or difficult. However, many people realize that music is a powerful method of emotional expression. Designs, or visual art, also communicate emotion, and you may not realize that emotions can be expressed through color, texture, or design elements. Did you respond to these pictures in an idiosyncratic manner? Did a scene remind you of an event in your own life, but one that other people would not relate to? Did you feel unable to commit yourself and feel uncomfortable trying to read emotion in these designs and pictures?

## Using Emotions 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.

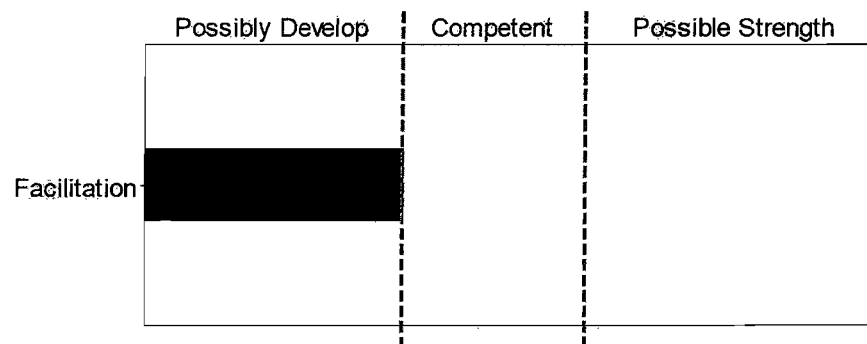
*Basis for Task:* Published research suggests that this task is related to the ability to feel what others feel. That's because primary emotions are accompanied by a set of physiological changes and reactions. Anger, for example, has a very different set of physiological changes associated with it than 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 *Competent* range on this task. You can feel what others feel, although you may be better at relating to others when they are in a certain sort of mood as opposed to other moods. Consider whether you are more, or less, comfortable with certain situations or emotions.

**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 judgement. 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 *Possibly Develop* range on this task. You may not believe that how you feel has any impact on how you think and what you think about. Your ideas of what works may apply uniquely to you, and not to people in general. It might be helpful if you become aware of how you, and others, feel, and gauge how these feelings influence decisions and judgements.

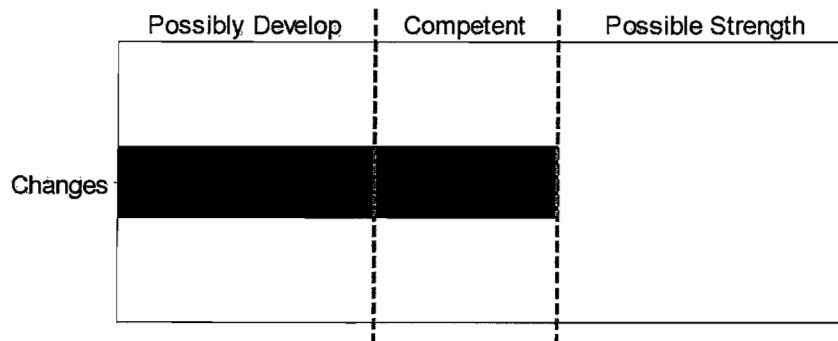


## Understanding Emotions Tasks

**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*

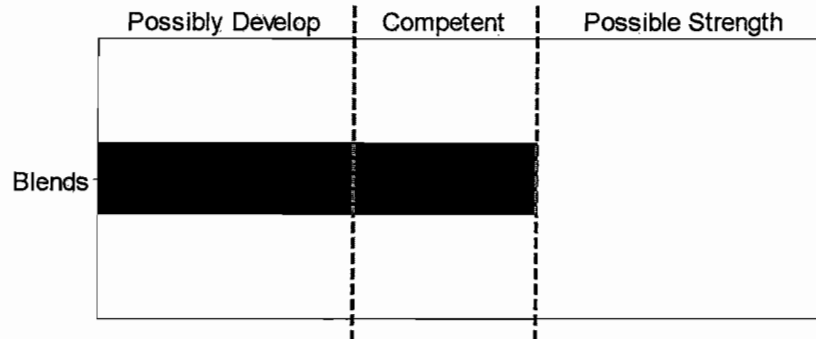


### *What Your Score Suggests*

You scored in the *Competent* range on this task. It looks like you have a good enough understanding of emotions and their causes. You probably have some insight into people and can figure out how feelings progress and change. There may be certain emotions that you find difficult to predict.

**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.

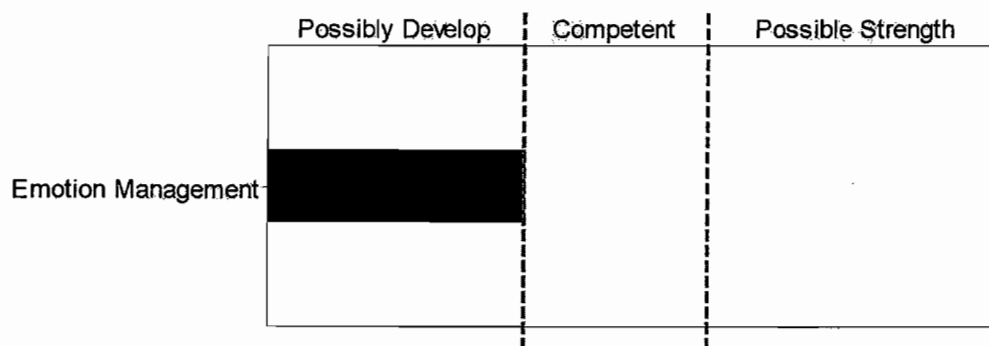
*Your Blends Task Score**What Your Score Suggests*

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.

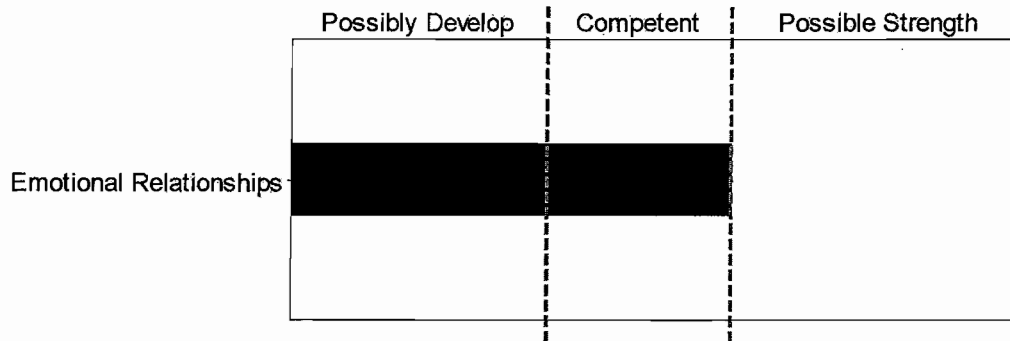
*Your Emotion Management Task Score**What Your Score Suggests*

You scored in the *Possibly Develop* range on this task. Perhaps you know what works well for you, but not what works for people in general. It appears that you don't always attend to emotional information. You may not stay open to emotions, and may therefore be missing some critical information about a situation. Your decisions may reflect this lack of information.

**Emotional Relationship Task:** Emotional Relationships 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 Relationships 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.

## 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.

### Read People More Accurately

You might not "read" people accurately. There are a few things you can consider to help you to get a better read on others. The first strategy is to be aware of emotions in yourself and in others; however, awareness alone doesn't guarantee the accuracy of an emotional read. So when you are speaking with others, note that people express emotions in direct and indirect ways. Facial expressions provide a lot of important clues to how a person feels. It's important, then, to observe changes in expressions carefully, as many people try to hide or cover up their true feelings. You can also try to determine whether the expression matches the tone of voice and the words being used. In many situations, people send inconsistent verbal and visual messages, especially when they are uncomfortable about directly expressing a feeling. An example would be an employee who, when asked by the boss to work over the weekend, says, "no problem" while tightening his or her lips and frowning ever so slightly. When making sense of such discrepancies, the key is not to get caught up in the words, but to be aware of the tone of voice, body posture, facial expressions, and other emotional clues.

It's also possible to read too much into such signals, or to over-analyze a situation. A second strategy is to check your impression with the other person. This is a good strategy to use when the stakes are high. If it's really critical that you have an accurate understanding of how a person feels, then you can either confirm your impressions with that person, or you can consult someone whose emotional reading skills are highly developed. It is important not to assume automatically that the emotion displayed on the face, or inconsistency between the face and tone of voice, are always the most accurate emotional barometer. When in doubt, check your read on the situation. Lastly, you should simply get more information—whether it is context, background, or simply listening to the person's story before making an emotional judgment.

### 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.

### 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.

## Thank You

We are excited about the MSCEIT™ assessment 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™!



David R. Caruso



John (Jack) D. Mayer



Peter Salovey

## References

Mayer, J.D., & Salovey, P. (1997). What is emotional intelligence? In P. Salovey & D. Sluyter (Eds.), *Emotional development and emotional intelligence: Educational implications* (pp. 3-31). New York: Basic Books.

**For the Test Administrator Only**

Please remove this page before giving the report to the client.

**Norm Option:** Expert Consensus

Scoring Type: None

**Name:**

Age: 54

Gender: Female

<b>MSCEIT Component</b>	<b>Standard Score</b>
<b>MSCEIT Total</b>	80
<b>MSCEIT Area</b>	
Experiential Area	72
Strategic Area	98
<b>MSCEIT Ability</b>	
Perceiving Emotions	63
Using Emotions	96
Understanding Emotions	107
Managing Emotions	89
<b>MSCEIT Task</b>	
Faces	80
Pictures	58
Sensations	108
Facilitation	85
Changes	105
Blends	107
Emotion Management	81
Emotional Relations	97
<b>Supplementary Scales</b>	
Positive-Negative Bias Score	86
Scatter Score	119