

SEI

Six Seconds Emotional Intelligence Assessment

www.6seconds.org/tools/sei

CONTENTS

INTRODUCTION	4
SAMPLE SEI-AV RESULT	5
FULL SEI REPORTS.....	6
SEI DATA SHEET	7
SEI ADMINISTRATION	8
SEI AND SUCCESS	9
REGRESSION MODELS	12
APPLICABILITY	14
SIX SECONDS MODEL	16
THE SEI SCALES.....	18
1. ENHANCE EMOTIONAL LITERACY (EEL).....	18
2. RECOGNIZE PATTERNS (RP).....	18
3. APPLY CONSEQUENTIAL THINKING (ACT)	18
4. NAVIGATE EMOTIONS (NE).....	18
5. ENGAGE INTRINSIC MOTIVATION (EIM)	19
6. EXERCISE OPTIMISM (EO)	19
7. INCREASE EMPATHY (IE).....	19
8. PURSUE NOBLE GOALS (PNG)	19
EXAMPLE ITEMS	20
FACTORIAL ANALYSIS	21
CORRELATION ANALYSIS: CRONBACH'S COEFFICIENT ALPHA	21
INTER-SCALE CORRELATION	22
INTERPRETING SEI SCORES	23
OVERVIEW	23
PERFORMANCE ZONES.....	24
CORRECTION & RELIABILITY SCALES.....	25
ANSWER STYLE INDEX (AS).....	25
RELIABILITY OF THE SEI SCORES.....	26
POSITIVE IMPRESSION (PI)	27
CONSISTENCY ANSWERS (CA)	28
COMPLETION TIME (CT).....	29
MOOD DETECTION	29
NORM GROUP DEMOGRAPHICS	31
SEI RESEARCH	31
ABOUT SIX SECONDS	32



INTRODUCTION

The Six Seconds Emotional Intelligence Assessments (SEI™) are effective measures that help people develop and apply emotional intelligence professionally and personally. The tools are used for a broad range of training, coaching, hiring, and development needs. The Six Seconds model is easy to understand and to use in training and development. The only tool measuring the Six Seconds model of emotional intelligence, the SEI focuses on eight key skills for leadership and life and puts these key competencies into the context of important life and work outcomes.

The SEI was developed internationally (in conjunction with Six Seconds' offices world-wide); The SEI Assessment (Six Seconds Emotional Intelligence Assessment - Adult Version) was developed for giving a feedback on emotional intelligence and on how your brain works. The SEI was published on May 2005 by Six Seconds, the biggest emotional intelligence network in the world.

There are now over 75,000 people in the SEI norm group, and the tool is well validated and widely used in business, government, nonprofit, and education – including organizations such as HSBC, the US Navy, Amazon, Microsoft, BMW, the UN, and Rotana.

Summary: The SEI measures eight fundamentals of EQ (including emotional literacy, emotional management, and empathy) – plus four critical success outcomes (such as Effectiveness and Relationships).

Structure and Scoring: The SEI is composed of 77 randomly ordered items answered through a 5-point Likert scale, plus an optional mood question. The SEI scoring uses 28 different normative scales including hidden indices to increase objectivity and accuracy (ie, consistency index, positive impression index, time of compilation index and answer style index). The SEI algorithm includes weighted items derived from statistical analysis plus feedback from a panel of EQ experts; the result is a very accurate, meaningful picture. A paper version of the questionnaire is also available (for offline administration).

Validity: SEI is scientifically validated through Factorial Analysis and multiple statistical analyses revealing high reliability, including Cronbach Alphas between 0.68 and 0.81. The statistical specifics of the SEI Assessment tool are monitored year by year to optimize the accuracy of the measure.

Norms: The database includes more than 75 thousand people from more than 50 countries; it is one of the most frequently used EQ tools in the world. SEI is available in various languages, to check the languages (and reports) available, click here: <http://6sec.org/seivs>



There are three versions of SEI:

SEI-AV: self-assessment measuring emotional intelligence competencies and related performance outcomes, as well as Brain Style and Talents for performance.

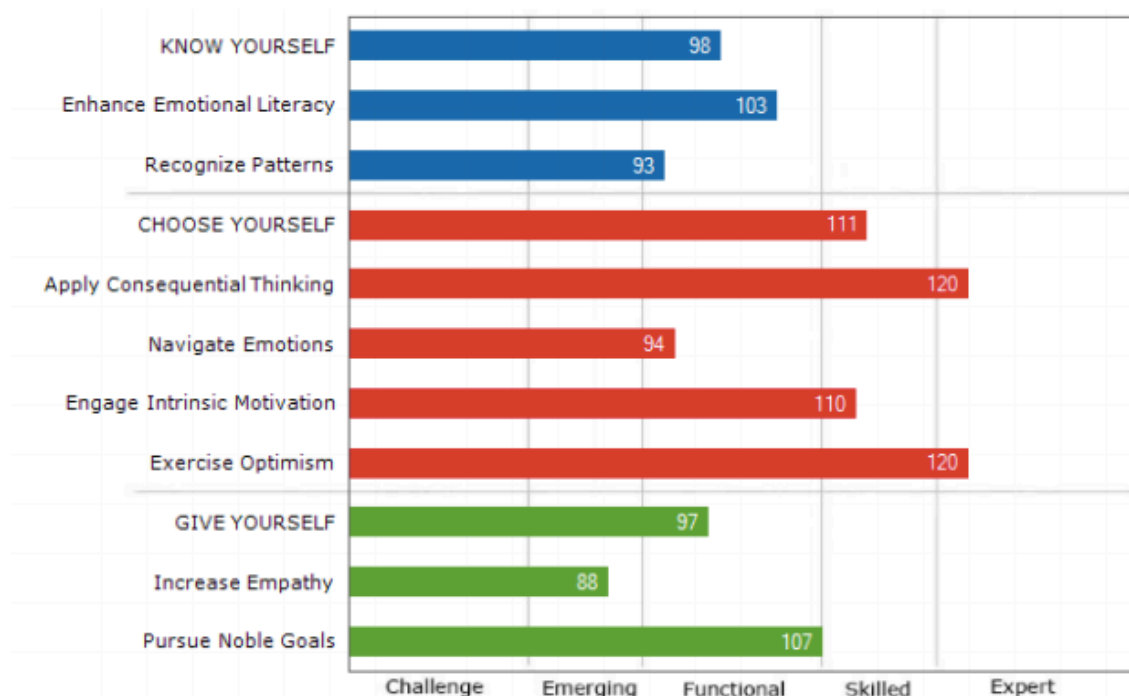
SEI360: flexible multi-rater tool that provides feedback about how an individual is using his/her emotional intelligence skills. A certified SEI Assessor can customize the SEI360 to an unlimited number of raters and rating groups providing the test-taker with a comparison of her/his perspective with feedback from others.

SEI-YV: The SEI Youth Version provides a full emotional intelligence assessment for youth ages 7-18, and, like the regular SEI, puts that feedback in the context of important work/school/life outcomes.

This Technical Manual focuses on the first, known as SEI-AV or simply SEI.

SAMPLE SEI-AV RESULT

The SEI-AV (Adult Version) results are presented in a detailed report setting the context and outlining the meaning and opportunity in the results. A summary graph includes scores on the three “Pursuits” and each competency such as this:



FULL SEI REPORTS

There are several different SEI reports available for different uses. Please request a sample report from www.6seconds.org/contact

SR: The Strengths Report summarizes the test-takers' top three emotional intelligence strengths providing feedback on how to apply and use these strengths. The SR is suited to situations when no debrief is possible, introductory audiences, audiences in particularly challenging circumstances, or for strengths-based coaching.

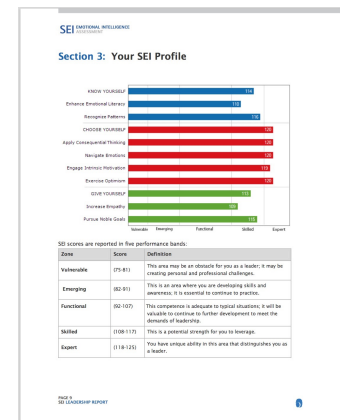
DR: The Development Report provides reporting on the full Six Seconds Model including interpretations and considerations of the effects of each scale. The DR includes strategies for developing or leveraging EQ competencies. It is suitable for general audiences when a debrief is provided.

LR: The Leadership Report provides an executive summary followed by a full profile of the full model including interpretations of each score in the context of an organizational leadership position. The LR provides general information on increasing EQ competence and a “snapshot” of leadership performance tied to each score on each competency. It is intended for those in a leadership/management role who are also receiving a debrief from a qualified SEI Assessor.

LDG: The Leader's Development Guide is a dynamic workbook created based on SEI scores. It reviews SEI results and guides the test-taker to work through his results in the context of important work and life goals to identify key areas to leverage and strengthen. Then it provides specific development strategies geared to the score level for each area. The LDG is intended as a “part two” follow-up to the LR.

GR: The Group Report provides histograms and summaries of scores from individuals within a group. It is usually used to prepare for development programs or for coaching a team leader.

CGR: The Comparison Group Report shows histograms and statistical summaries of multiple groups. It is usually used to show pre- and post-intervention comparisons, or to compare two or more teams.



SEI Profiles & Additional Versions

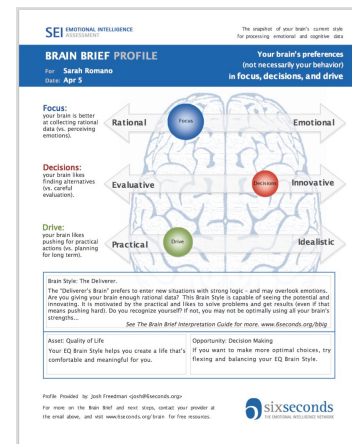
In addition to the full reports, the SEI system can also produce brief “Profiles” – for more information see www.6seconds.org/brain for details, including a separate technical manual.

BBP: Brain Brief Profile is a 1-page snapshot of how the individual’s brain prefers to process emotional and cognitive data.

BTP: Brain Talent Profile is a 1-page synthesis of the individuals top scores on key “competencies for the future,” including interpersonal, problem-solving, and decision-making related capabilities.

BDP: In one page, The Brain Discovery Profile offers the client an overall picture about Brain Style plus highest and lowest scoring Brain Talents + Outcomes.

DASHBOARD: 1-page summary of a group showing the link from EQ & Brain Style to Talents and then to Performance.

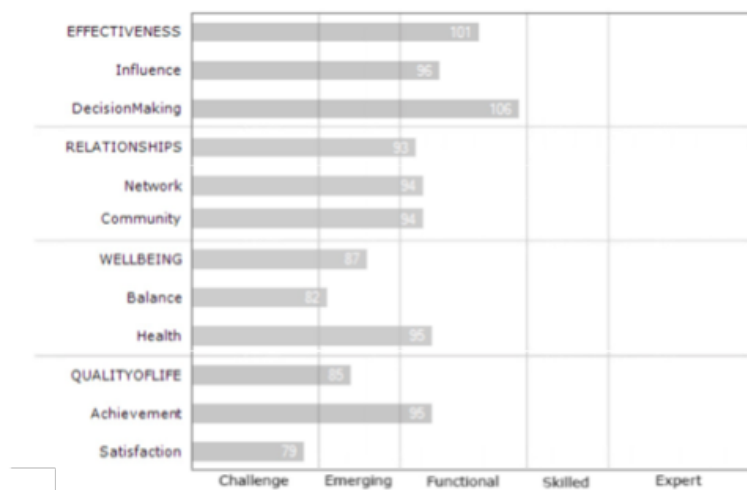


SEI DATA SHEET

Administration of the SEI creates a data page for use by the SEI Assessor/administrator.

The data sheet is not intended for the test taker; it includes a graphical summary of the profile, numerical scores about EQ Competencies and the outcome model composed by 4 success factors + 8 Pulses, and scores on the SEI’s correction and reliability scales.

The graphic to the right shows the success factors and “pulse points” (see below).



SEI ADMINISTRATION

All the SEI tools are administered through Six Seconds' "Tools Intranet," a highly flexible tool for accredited users. The Tools Intranet is configured through projects; the EQ Assessor defines:

Display of questionnaire (long form, segments, or 1 item at a time)

Questionnaire language

Norm group

Report(s) and Profile(s) to be generated.

Automatic delivery of reports (ie, email to assessor, to test taker, to both...or none)

The SEI results are immediately available to the EQ Assessor and can be downloaded from the Intranet at any time.

The screenshot displays the 'Questionnaire settings' interface. At the top, there are two dropdown menus: 'Items language' set to 'English (UK)' and 'Items per page' set to 'Multi pages'. Below this is a 'Report' section with a 'Report language' dropdown menu currently showing 'English (US)'. A list of other languages is visible in the dropdown: Arabic, Australian, Chinese, English (UK), French, German, Indonesian, Italian, Japanese, Lithuanian, Macedonian, Portuguese, Spanish (Colombia), and Spanish (Spain). Below the language selection is a table for configuring reports and profiles.

Report type	Assessor	Test taker	Send to coach
Strengths (Credits: 10)	☐	☐	☐
Development (Credits: 30)	☐	☐	☐
Leadership (Credits: 30)	☐	☐	☒
Development Guide (Credits: 20)	☐	☐	☐
Brain Talent Profile (Credits: 10)	☐	☐	☐
Brain Brief Profile (Credits: 8)	☐	☐	☐
Brain Discovery Profile (Credits: 12)	☐	☐	☐

The system is available on several devices. Technical requirements:

Respondents can take the assessment on: PC, Mac, Smartphone, Tablet

Operating System: Windows XP or newer (PC), Mac OSX Tiger or newer (Mac)

Supported browsers: Internet Explorer 9.x, Mozilla Firefox 4.x or newer, Safari 5.1 or newer, Chrome

Other compatible operating systems: IOS 4.3 or newer, Android 4 or newer with Default Browser or Google Chrome

EQ Assessors can manage projects on: PC, Mac, Tablet

Operating systems: Windows XP or newer (PC), Mac OSX Tiger or newer (Mac)

Supported browsers: Internet Explorer 9.x, Mozilla Firefox 4.x or newer, Safari 5.1 or newer, Google Chrome Other compatible OS: IOS 4.3 or newer, Android 4 or newer with Default Browser or Google Chrome

SEI AND SUCCESS

The SEI frames emotional intelligence in the context of important life and work outcomes. In other words, it measures emotional intelligence as applied to a practical purpose. SEI is linked to four key outcomes, each with two sub-factors, or “Pulse Points” explained on the following pages:

Effectiveness - Capacity to generate results

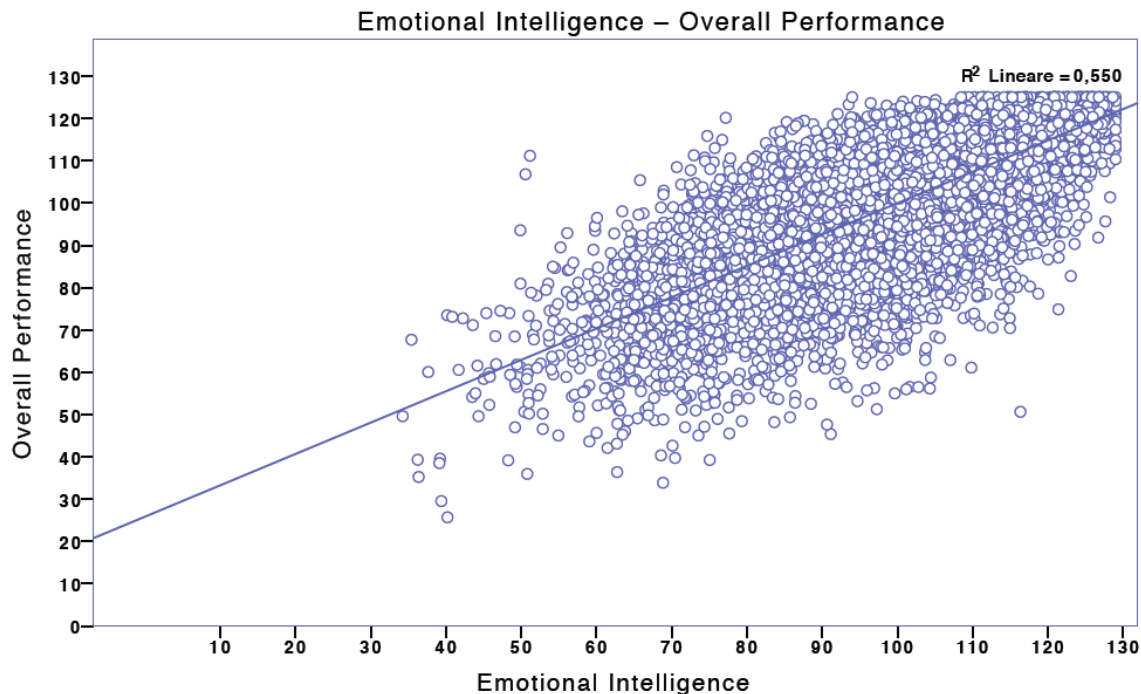
Relationships - Capacity to build and maintain networks

Wellbeing - Capacity to maintain optimal energy and functioning

Quality of Life - Capacity to maintain balance & satisfaction

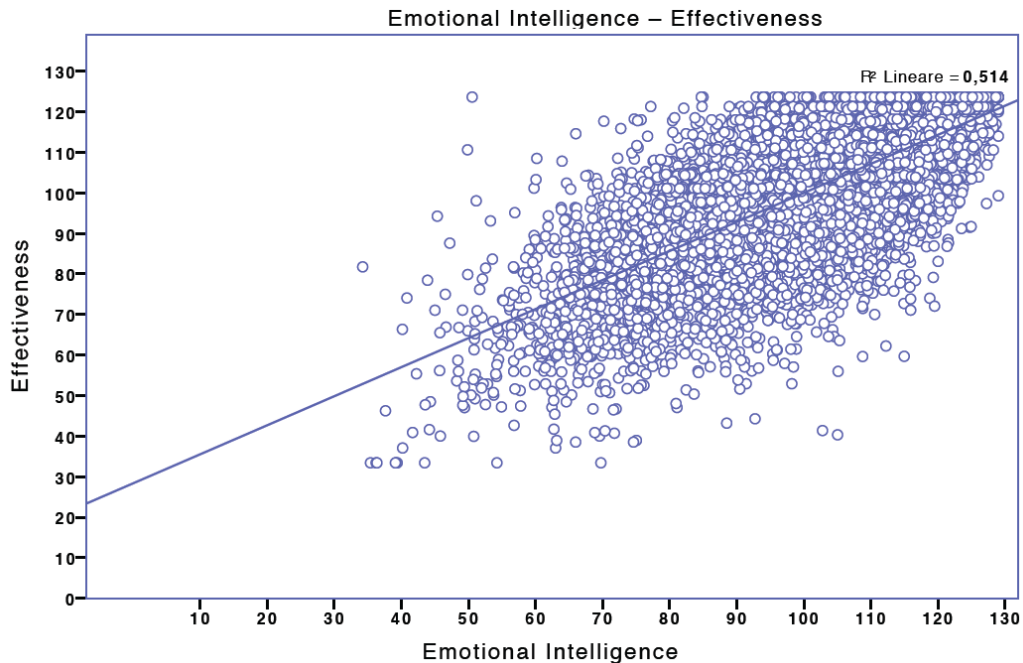
SEI research shows a strong and substantial relationship between scores on EQ and scores in these outcomes. This framework allows SEI Assessors to help clients see the value and significance of using emotional intelligence more effectively.

Stepwise regression analysis (forward selection procedure) revealed that the SEI has considerable predictive power: SEI predicts 55% of overall performance (where “performance” is a combination of the reported success factors). See the graph below:

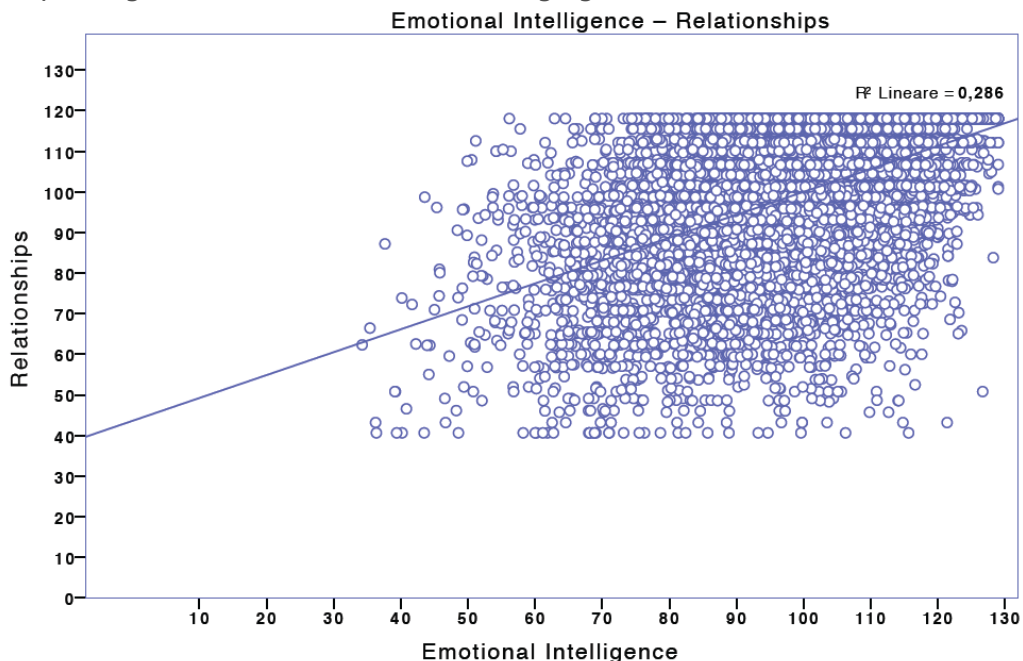


Likewise, each outcome can be independently correlated with EQ, as shown in the following graphs.

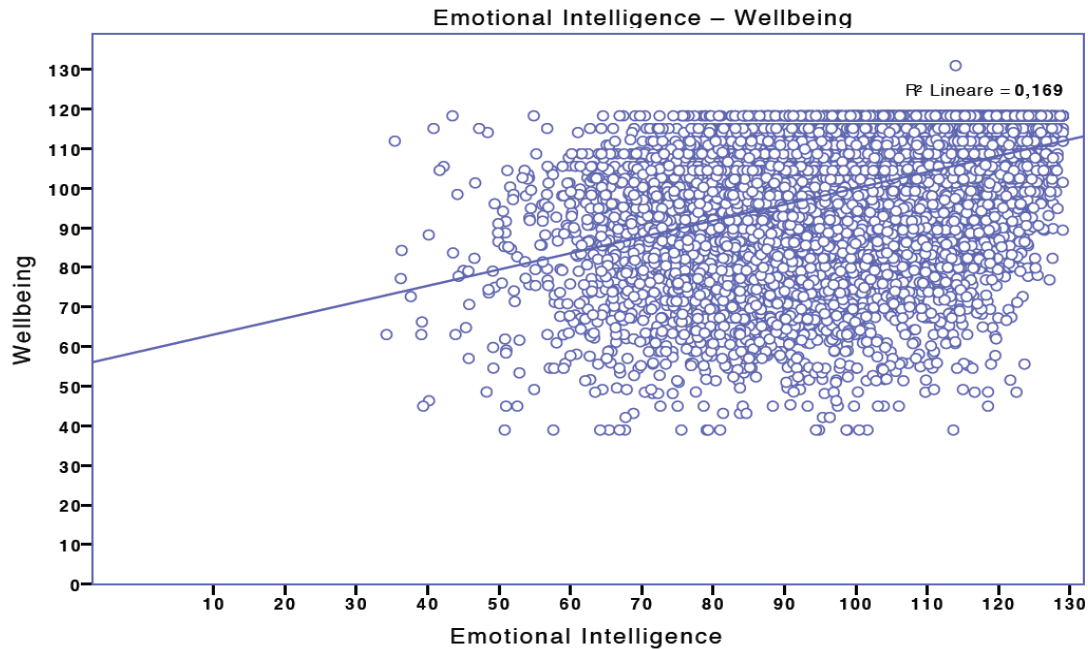
EQ and Effectiveness - EQ scores predict 51.4% of the variation of Effectiveness scores. This success factor is composed of two theoretical concepts ("Pulse Points"): Influence - Capacity to select the most effective option; Decision Making - Capacity to motivate and involve others.



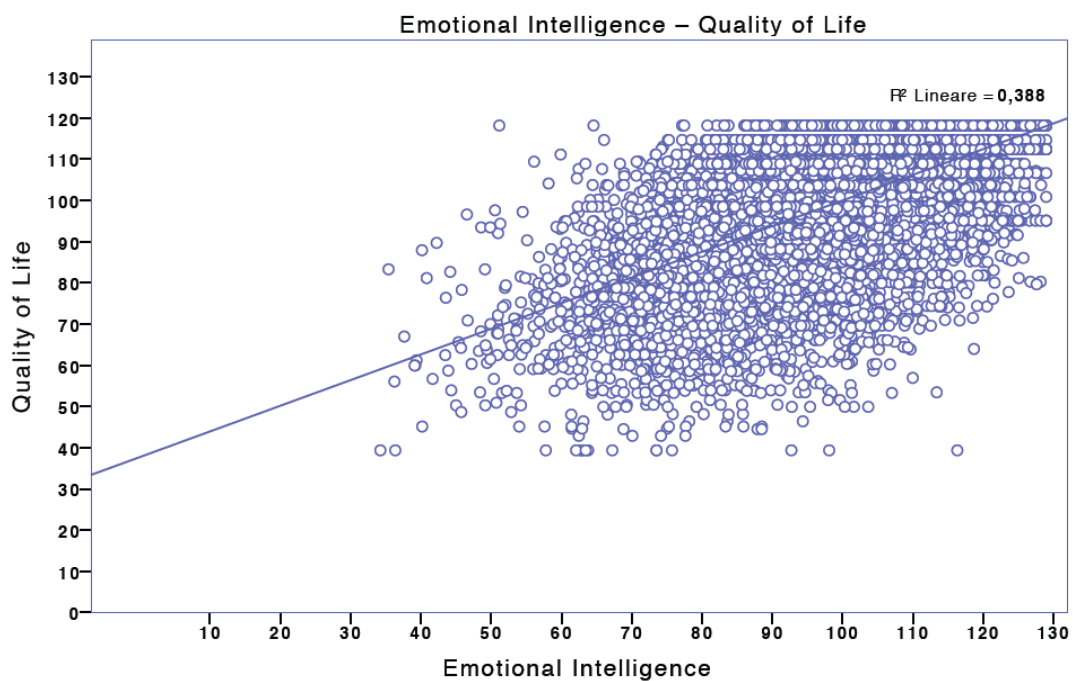
EQ and Relationships - EQ scores predict 28.6% of the variation of Relationship scores. This success factor is composed of two Pulse Points: Network - Capacity to build multiple relationships to create alliance and support; Community - Capacity to maintain mutually caring connections to increase belonging.



EQ and Wellbeing - EQ scores predict 16.9% of the variation in Wellbeing scores. This success factor includes two Pulse Points: Balance - Capacity to prioritize, manage stress and be fully present; Health - Capacity to maintain optimal physical energy and functioning.



EQ and Quality of Life - EQ scores predict 38.8% of the variation of Quality of Life scores. This success factor is composed of two Pulse Points: Achievement - Capacity to accomplish meaningful goals; Satisfaction - Capacity to feel appreciation about one's life and efforts.



REGRESSION MODELS

The statistical analysis linking EQ factors to Success factors reveals that specific emotional intelligence competencies are most closely linked to each outcome.

The column labeled “Partial” shows the relationship between the individual competency and the outcome factor, expressed in R^2 . These scores can be interpreted as the percentage of variation predicted — so R^2 of 0.229 in the first table means: 22.9% of the variation in Overall Success Factor is predicted by variation in scores on Exercise Optimism. This calculation is made evaluating the impact of the specific competence on the specific success factor (without the effect of the other competences). So, Exercise Optimism, alone, predicts 22.9% of the variation in Overall Performance (combination of the 4 success factors).

The column labeled “Sig” shows the statistical significance. This score should be <0.05 to be considered.

Overall Success: As you can see below, the 3 most powerful competences to predict Overall Success are: Exercise Optimism (22.9%), Engage Intrinsic Motivation (19.3%), Pursue Noble Goals (14.8%).

OVERALL	Partial	Sig.
Exercise Optimism	0.229381116	0.000
Engage Intrinsic Motivation	0.192575667	0.000
Pursue Noble Goal	0.148276774	0.000
Increase Empathy	0.108610248	0.000

Effectiveness: The 3 most powerful competences to predict the Effectiveness are: Exercise Optimism (34.7%), Pursue Noble Goals (11.9%), Apply Consequential Thinking (11.6%).

EFFECTIVENESS	Partial	Sig.
Exercise Optimism	0.346761663	0.000
Pursue Noble Goal	0.118552348	0.000
Apply Consequential Thinking	0.116349106	0.000
Engage Intrinsic Motivation	0.09863838	0.000
Enhance Emotional Literacy	0.097401433	0.000

Relationships: The 3 most powerful competences to predict Relationships are: Increase Empathy (12.3%), Engage Intrinsic Motivation (9.8%), Exercise Optimism (8.9%).

RELATIONSHIPS	Partial	Sig.
Increase Empathy	0.122941748	0.000
Engage Intrinsic Motivation	0.098479245	0.000
Exercise Optimism	0.08855283	0.000
Navigate Emotions	0.082018147	0.000

Wellbeing: The 3 most powerful competences to predict Wellbeing are: Increase Empathy (11.6%), Engage Intrinsic Motivation (9.5%), Navigate Emotions (7.8%).

WELLBEING	Partial	Sig.
Increase Empathy	0.116111982	0.000
Engage Intrinsic Motivation	0.094893002	0.000
Navigate Emotions	0.078463259	0.000

Quality of Life: The 3 most powerful competences to predict Quality of Life are: Engage Intrinsic Motivation (19.5%), Exercise Optimism (16,8%), Pursue Noble Goals (15.8%).

QUALITY OF LIFE	Partial	Sig.
Engage Intrinsic Motivation	0.195049336	0.000
Exercise Optimism	0.167548642	0.000
Pursue Noble Goal	0.158053199	0.000

APPLICABILITY

The SEI is effective for coaching, training, selection, and professional/personal growth. Focused on skills that can be developed and applied, the tool was built from the ground-up for practical implementation.

CORPORATE SETTINGS

The SEI questionnaire is versatile in corporate settings. First, the SEI can be used in the career development context with current staff, to engage employees in leadership development and evaluate ongoing functioning and well-being of employees at critical or arbitrary stages of employment. It may also be a tool to measure the impacts and effectiveness of organizational change and restructuring. The SEI also enables qualified professionals to create tailor-made training programs to improve the people skills of employees and company as a whole.

Furthermore, the SEI can be used as one of the measures in selection to identify emotionally intelligent/healthy and potentially successful candidates. Used with other sources of information, like interviews and results of other assessments, the SEI makes recruitment and selection become a more reliable and effective process. Specific factors have been shown to be directly related to success in specific jobs. For example, optimism is a very important predictor of success in selling insurance (Seligman 1993). In other jobs, success is related with specific factors like self awareness, empathy, navigate emotions (Goleman 1999, Salovey 2002, BarOn 2003).

EDUCATIONAL SETTINGS

The SEI can also be used in educational settings, such as high schools, technical schools, colleges, and universities. SEI can be used to identify areas of development and to create tailor-made programs. For example SEI supports psychologists and counselors to help students who are struggling to cope with scholastic demands that could lead to dropping out of school or other problematic behaviors. SEI has also been used in selection of students for particular programs.

The tool is highly effective for students involved in leadership and personal development programs. The SEI can also support career counseling. For instance, if students have difficulty in handling emotional pressure, becoming an air traffic controller may not be the best career choice. Further, if the SEI profile indicates that a respondent currently has poor interpersonal skills, counselors could advise the student to take a course or enroll in a training program in this area.



SPORT SETTING

The development of the studies and the application in sport settings is supported by the growing awareness that physical training must go together with mental training to achieve high performance. EQ Assessors are helping coaches pay increasing attention to the emotional aspect of their teams and athletes. The applications used in sport settings showed the necessity of matching the technical and physical preparation with a mind preparation, all this using the potentialities of emotions that support the athlete in understanding and managing effectively his own emotional states, improving concentration and his professional performance.

The SEI questionnaire finds a perfect application in supporting the preparation of athletes and (when matched with individual or group coaching) it represents a strategic, innovative and highly performing tool.

INDIVIDUAL FOCUS

The SEI reports are a valuable support to personal development. The feedback helps to increase the sphere of awareness of the emotional skills of those who intend to engage in a process of growth. The EQ Assessor supports the process, guides the reading of the competencies and helps people to create helpful insights. As individuals become more aware of their current skills, and receive support to develop these competencies, they become more effective in building positive relationships with family, friends, and community. They make healthier and more sustainable decisions to improve wellbeing and quality of life.

SIX SECONDS MODEL

The Six Seconds Emotional Assessment (SEI) is based on the Six Seconds Emotional Intelligence Model; a process framework designed to help people put EQ into action. The model consists of eight fundamental skills divided into three areas, or pursuits: Know Yourself, Choose Yourself, and Give Yourself.

Through research and experience, Six Seconds has found that by committing to these three pursuits, people are better able to develop and use their emotional intelligence to create more positive, healthy, and meaningful lives.

Know Yourself: Be more aware of emotions and reactions.

Choose Yourself: Be more intentional in responding.

Give Yourself: Be more purposeful as you move forward.

Many people first heard the term “emotional intelligence” in 1995 with the publication of Daniel Goleman’s best-selling book, *Emotional Intelligence: Why It Can Matter More Than IQ*. In that work, Goleman laid out a powerful argument that such factors as self-awareness, self-discipline, and empathy determine personal and professional success. He drew on the work of numerous leading scientists and authors who were working to define and measure the skills of emotional intelligence. In his 1995 book, Goleman wrote about Six Seconds’ methodology in the chapter on emotional intelligence in education. He described “Self-Science,” Six Seconds’ educational process, as “Self-Science is a pioneer, an early harbinger of an idea that is spreading to schools coast to coast.... A list of the contents of Self-Science is an almost point-for-point match with the ingredients of emotional intelligence.”

To help people put the theory of emotional intelligence into practice, Six Seconds developed a three-part model in 1997. The model considers the work of Peter Salovey, Ph.D. (one of Six Seconds’ advisory board members), and John Mayer, Ph.D. who first defined EQ as a scientific concept. It also builds on the model popularized by Daniel Goleman. Rather than “describing what is of emotional intelligence,” the Six Seconds Model focuses on how to use emotional intelligence.

The model’s purpose is to integrate leading thinking and research on this emerging science into a practical structure that promotes problem solving, decision-making, and creativity/invention. The ultimate goal is to assist people to be aware, intentional, and purposeful.



Within the three pursuits are eight competencies. The complete model is shown on the following table:

Pursuit	Competency	Definition
Know Yourself: Increasing self-awareness, recognizing patterns, and identifying feelings lets you understand what “makes you tick” and is a first step to growth. Notice what you do	EEL: Enhance Emotional Literacy	accurately identifying and interpreting both simple and compound feelings
	RP: Recognize Patterns	acknowledging frequently recurring reactions and behaviors
Choose Yourself: Intentionality. Building self-management and self-direction allows you to consciously redirect your thoughts, feelings, and actions (vs. reacting unconsciously). Do what you mean	ACT: Apply Consequential Thinking	evaluating the costs and benefits of your choices
	NE: Navigate Emotions	assessing, harnessing, and transforming emotions as a strategic resource
	EIM: Engage Intrinsic Motivation	gaining energy from personal values & commitments vs. being driven by external forces
	EO: Exercise Optimism	taking a proactive perspective of hope and possibility
Give Yourself: Purpose. Aligning your daily choices with your values, combined with compassion, allows you to increase your wisdom and achieve your vision. Do it for a reason	IE: Increase Empathy	recognizing and appropriately responding to others emotions
	PNG: Pursue Noble Goals	connecting your daily choices with your overarching sense of purpose

(Note the colors used in the model are significant: **Blue**=reflect. **Red**=pause. **Green**=go!)

THE SEI SCALES

The eight SEI scales match the eight skills in the Six Seconds Emotional Intelligence model listed below:

1. ENHANCE EMOTIONAL LITERACY (EEL)

Feelings are a complex, multi-layered aspect of every person. Self-awareness helps us identify and label our feelings and recognize the varying levels of intensity. It also helps us begin understand the origins of feelings and the resulting effects. Just as learning to write and read begins with literacy of letters and sounds, learning to interpret and manage feelings begins with emotional literacy.

2. RECOGNIZE PATTERNS (RP)

Sometimes we assess new situations and respond carefully and thoughtfully, but frequently we “run on autopilot” reacting unconsciously based on habit. In part it’s because the human brain is wired to form and follow neural pathways. Chunking experiences into categories, the brain looks at new situations and assesses if they are somewhat like old situations – if so, it treats them as the same. These sets of ideas + feelings + actions form into patterns – they become our filters for how we interpret the world. Left unconscious, these patterns can inhibit optimal performance because we are reacting with a generalized response rather than one carefully tailored to the current situation. And when under stress or in crisis, it is even more difficult to act consciously; old habits become the fail-safe response. Learning to recognize patterns lets us be more conscious of our own reactions – which is the first step to changing them.

3. APPLY CONSEQUENTIAL THINKING (ACT)

This skill lets us examine the impact of our choices and to analyze the interaction between cause and effect. It is key to managing our impulses and acting intentionally (rather than reacting). Consequential Thinking employs both our emotional and cognitive intelligences. It’s a process of thinking about feeling, and feeling about thinking to identify optimal choices.

4. NAVIGATE EMOTIONS (NE)

People are often expected to control their emotions, to suppress feelings like anger, joy, or fear, and cut them off from the decision-making process. However, feelings provide insight, energy, and are the real basis for almost every decision. Feelings are like electricity; touch an outlet, and the voltage can shock you, but harness it appropriately and it is an amazing resource. Navigating Emotions is a non-cognitive skill that lets us

tap the energy and information and allows us to select the most productive response. It is a sophisticated way of managing feelings by harnessing the information and energy contained in emotion.

5. ENGAGE INTRINSIC MOTIVATION (EIM)

Intrinsic motivation is a drive that comes from within (such as a personal commitment) in contrast to extrinsic motivation that comes from another person or other outside source (such as status or money). While there is nothing wrong with seeking and earning an external reward, motivation will only last if it is also fueled by an inner energy. Emotions can reveal our inner motivations. They are essential to both tapping and developing them. The feelings we associate with particular values and commitments give them significance, which in turn gives us the strength to act.

6. EXERCISE OPTIMISM (EO)

Optimism allows us to see beyond the present and take ownership of the future. This skill blends thinking and feeling to shift our beliefs and attitudes to a more proactive stance. As we apply our emotional intelligence to look at success and failure, exercising optimism can inspire us to learn and grow from adversity while taking strength from success.

7. INCREASE EMPATHY (IE)

Empathy is the ability to recognize and appropriately respond to other people's emotions. Empathy is fundamentally an emotional (versus analytical) recognition and response. It is the basis for understanding others, forming enduring and trusting relationships, and ensuring we consider and care for other people.

8. PURSUE NOBLE GOALS (PNG)

Noble goals activate all of the other elements of EQ. Emotional intelligence gains relevance and power when it is in service of our deepest commitments. Just as our personal priorities shape our daily choices, our noble goals shape our long-term choices. A Noble Goal is a brief, inspiring statement of enduring purpose. It gives us a sense of direction, a 'north star' to calibrate our compass, and it helps us align our thoughts, feelings, and actions to maintain integrity. Pursuing a Noble Goal goes well beyond the scientific definition of emotional intelligence – not just emotional intelligence, but emotional wisdom. A Noble Goal is about putting your EQ into action for positive change.

EXAMPLE ITEMS

The following examples are provided to illustrate the conceptual meaning of the EQ and Success factors measured by the SEI:

EQ Competence	Example of item
EEL	I am conscious of my emotions even when they are not clear. I can explain the purpose of different feelings.
RP	I can describe my own behavior accurately. After something happens to upset me, I know what I usually think and do.
ACT	I am aware of what makes other people angry. Before I make a decision, I try to understand my emotions.
NE	It can easily face new situations. I can express my opinion even if others disagree with me.
EIM	When I want to achieve something, I can focus effectively. I have what it takes to reach my goals.
EO	I turn obstacles to my advantage. When I commit to a goal, I know I will be successful.
IE	I try not to embarrass people in front of others. I easily talk to people whose point of view is different from mine.
PNG	I have a long-term vision for my life. My sense of purpose helps me make the best decisions.

Success Factor	Pulse Label: Example of item
Effectiveness	Decision Making: My choices are effective. Influence: I inspire people.
Relationships	Network: I have a strong network. Community: I have strong, enduring friendships.
Wellbeing	Balance: I regularly sleep well. Health: I am in excellent health.
Quality of Life	Achievement: I am achieving what I've set out to accomplish. Satisfaction: I feel good about life.

FACTORIAL ANALYSIS

The SEI has undergone four validation analyses since 2005 to confirm structural and predicative validity of the SEI (shown above) and the reliability shown below.

CORRELATION ANALYSIS: CRONBACH'S COEFFICIENT ALPHA

One way to report on the reliability of a psychometric measure is to calculate the internal consistency of its underlying scales. Internal consistency refers to the extent to which items assigned to a scale are correlated to one another. Cronbach's coefficient alpha was used to calculate the internal consistency of the SEI factors. This statistic can range from -1.0 to +1.0 and indicates to what extent the items in a factor measure the same construct. An alpha with a positive value and greater than 0.6 is considered statistically reliable.

Scale	Items	Cronbach's Coefficient Alpha
Know Yourself:		
Enhance Emotional Literacy	7	.732
Recognize Patterns	7	.781
Choose Yourself:		
Apply Consequential Thinking	6	.681
Navigate Emotions	7	.778
Engage Intrinsic Motivation	6	.766
Exercise Optimism	7	.806
Give Yourself		
Increase Empathy	7	.634
Pursue Noble Goals	6	.791

INTER-SCALE CORRELATION

These Pearson Correlation Coefficients show how much each section and factor is related to each other section or factor. Scales should be related (as they are all part of the same construct) but they should not be **too** related or they are redundant. For the “macro areas” shown in the table, the correlations are in a desirable range, indicating the three parts of the model have a meaningful cohesion.

	Know	Choose	Give
Know Yourself	1		
Choose Yourself	0.654	1	
Give Yourself	0.645	0.732	1

This table shows the Pearson’s r for each scale with each other scale. These correlations provide insight to EQ Assessors to understand which scales are most closely related ($r > .5$) and which are only loosely related ($r < .25$):

	EEL	RP	ACT	NE	EIM	EO	IE	PNG
EEL	1							
RP	0.738	1						
ACT	0.522	0.431	1					
NE	0.317	0.351	0.094	1				
EIM	0.492	0.522	0.250	0.578	1			
EO	0.555	0.555	0.348	0.481	0.739	1		
IE	0.393	0.401	0.221	0.397	0.422	0.384	1	
PNG	0.595	0.606	0.372	0.432	0.717	0.713	0.399	1

Know: EEL – Enhance Emotional Literacy | RP – Recognize Patterns
Choose: ACT – Apply Consequential Thinking | NE – Navigate Emotions
 EIM – Engage Intrinsic Motivation | EO – Exercise Optimism
Give: IE – Increase Empathy | PNG – Pursue Noble Goals

INTERPRETING SEI SCORES

OVERVIEW

The SEI can be used in a variety of contexts and in each case must be used to present the tool and interpret the results to gain the most value from the process.

In the introduction to the questionnaire, the person taking the SEI could be advised to focus on one particular sector such as family life or work. Consequently the feedback and development plan can be adjusted to apply to the particular sector that the person chooses. This personalizes the experience and helps people to apply their learning in a specific arena. That said, many aspects of a person's profile, such as self-awareness, would be expected to remain stable in different settings at a given point in time.

Other important points to clarify when introducing SEI are that there are no "correct" answers and that the tool is not the only source of evaluation of emotional intelligence. The SEI measures personal perceptions and impressions, which may very well change with training and other life experiences. As a person's emotional intelligence grows and develops, the SEI scores would be expected to reflect these changes. The SEI profile is best described as a "snapshot" of the moment when the test-taker completed the questionnaire.

It is essential to identify who will receive the SEI results and how results will be used. In some settings a written release should be obtained if SEI results will be shared with a third party or will become part of an individual's record.

Remember that feedback is an opportunity for the client to think about her/himself. Since SEI frames EQ in the context of important outcomes, Assessors can use the outcomes to help clients consider why using and developing EQ would be valuable (ie., strengthen Effectiveness, Relationships, Quality of Life, Wellbeing). Everyone can improve his/her emotional intelligence (as defined in our model) and each can choose what aspects of the profile s/he would like to work on. Sometimes people may decide to work on their strengths rather than their weaker points. What is unique in this approach is the motivation created when EQ is connected to the practical, real-world goals that are important for each person.



PERFORMANCE ZONES

Scores on the SEI are reported in five categories:

- Challenge (65-81): This area may be an obstacle for you to meet your goals; it may be creating personal and professional challenges for you.
Around 10% of people scores in this area
- Emerging (82-91): This is an area where you are showing some development of skills and awareness, and it may be helpful to continue to develop.
Around 20% of people scores in this area
- Functional (92-107): In most situations your skills are serving you well in this area; you may wish to develop here.
Around 40% of people scores in this area
- Skilled (108-117): This is probably a valuable strength for you to leverage.
Around 20% of people scores in this area
- Expert (118-135): You appear to have unique ability in this area.
Around 10% of people scores in this area

For additional information on interpretation, consult the publication, ***Guide for Certified SEI EQ Assessors*** (available at no charge to certified SEI EQ Assessors).



CORRECTION & RELIABILITY SCALES

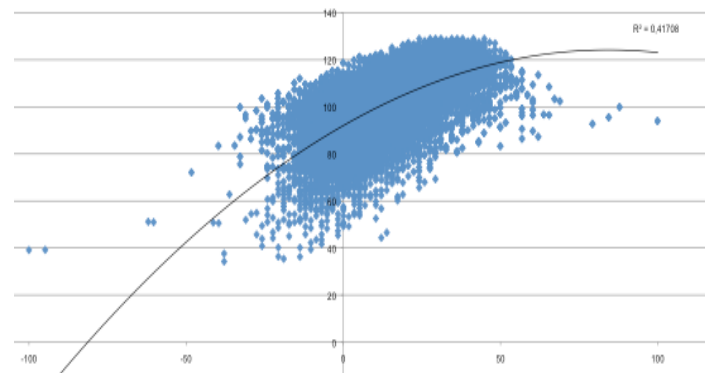
There are common psychometric issues in self-assessment questionnaires: Personal bias, answer style, and inconsistency. Steps have been taken to insulate the SEI scores from these obscuring influences:

- Personal bias: the SEI has been tested to consider the effects of these biases by utilizing a “positive impression” scale. To a very large extent, the SEI functions effectively without correction. However, the Positive Impression factor is reported on the data sheet to provide useful insight to a SEI Assessor interpreting SEI results.
- Answer style: Another common psychometric issue is that different people assign a Likert scale (e.g., 1-5) with different meanings. Some rarely use extremes, others “always leave room for improvement.” To compensate for these differences, the SEI includes an Answer Style index.
- Inconsistency: some test takers are inconsistent in their answers which can reveal a lack of understanding or a lack of focus. These can reduce the value of the results. The SEI includes a test of consistency that also evaluates completion time.

These three indices are explained in more detail below.

ANSWER STYLE INDEX (AS)

There is a well known issue with Likert Scales, some people use a more “modest” approach (e.g., rarely using a 5/5) while others rarely use the middle (e.g., 3/5).¹ To compensate, this index adjusts the scores based on the frequency of answers rated 1 or 5 (ie, more extreme answers). Answer Style is calculated through a complex algorithm that examines the test-taker’s use of the Likert Scale and the frequency of using 1s, 2s, 3s, etc. compared to the normative sample. The graph to the right shows the distribution of Answer Style



¹ Greenleaf, Eric A. 'Measuring Extreme Response Style'. Public Opinion Quarterly 56.3 (1992): 328.

versus uncorrected EQ scores, revealing a biasing effect of Answer Style — which is corrected by this index.

DISCUSSION ABOUT ANSWER STYLE

There are many influences on how people take a self-report tool — how they are feeling that day, etc. One is “Answer Style.” Some people approach a five-point Likert scale with more positive self-statements, where others are more modest – some use primarily positive ratings, some use primarily negative ratings, some rarely use extremes, etc. In addition, there appears to be a cultural bias to Answer Style.² We’ve accounted for this known psychometric issue and adjusted the scoring to remove this obscuring influence.

The AS checks for the style of answering — someone who gives a lot of 5s and/or 1s, will get a high AS. The calculation for AS is complex; the EQ scores are adjusted slightly differently based on the mean answer style for each language/country, but the range for the international sample is from - 4% to + 6%. To check the corrections country by country, click the following link: <http://6sec.org/seivs> and look at the worksheet named “Answer Style Correction.”

From an interpretation point of view, practitioners can, generally, accept this correction as-is. The purpose is to improve the accuracy of the SEI, but this data also provide valuable perspective on the client and the context in which s/he may be using EQ.

RELIABILITY OF THE SEI SCORES

The reliability of the SEI questionnaire is further tested through 3 indicators:

1. Positive Impression Index
2. Consistency Index (including two tests for random answering and density of answers)
3. Completion Time

INDICATORS	RESULT	DATA
Completion Time	●	6:11
Consistency	●	HIGH
Positive Impression	●	AVERAGE
Overall Reliability	●	AVERAGE
Answer Style	0%	

● In Normal Range | ● Out of Norm | ✗ Possibly Invalid

These are described on the following pages.

These three tests are used to create an overall score called the “Overall Reliability Index.” This score shows on the Data Sheet as Red (possibly invalid), Yellow (out of norm), or Green (in normal range). This test provides important insight about the reliability of the results.

² Harzing, A.-W. 'Response Styles In Cross-National Survey Research: A 26-Country Study'. International Journal of Cross Cultural Management 6.2 (2006): 243-266.



The overall reliability index will be:

RED if there is at least one indicator (above) that scores in the Red zone

GREEN if two or more of the indicators are Green and none are Red

YELLOW if two or more indicators are Yellow and none are Red

If the Overall Reliability Index is Red, it means that the results may not be valid because one or more of the validity indicators is far outside the normal range. In this case, we recommend that the EQ Assessor speak with the test taker and request s/he repeat the assessment.

In this rare case, even if the project is set to deliver the assessment directly to the test taker, the project system will block the report delivery and the SEI Assessor will be notified by email:

Dear SEI Assessor,

You've received an error on Report for Client: [Test_Taker_Name_Surname]
<[Test_Taker_Email]>

Project: [Project_Name]

The SEI resulted "unreliable" This means that the profile could be invalid (see below).

The Report was calculated and is available for you to download from quest.6seconds.it -- but not sent to test taker. Note that your account was not charged for this assessment -- so you have the freedom to re-administer the questionnaire.

* Explanation *

The SEI includes a Reliability Index including several tests such as consistency and time for completion. This helps ensure the test-taker is paying attention, understanding the questionnaire, and maintaining focus. If there are too many items that are out of the normal range, the system identifies this as an "unreliable" profile and this email is generated. (See the Technical Manual for more detail on this feature.)

We suggest you encourage your client to re-take the questionnaire. (Alternately, you may choose to download the report and email it to the test-taker.)

POSITIVE IMPRESSION (PI)

Positive impression is derived from a scale of six items that are included in the questionnaire. The PI scale is designed to measure the inclination to have an exaggerated view (representing either a negative or positive bias). The score on these six items is compared to the normative score, and the amount of difference between the



PI score and the mean score determines one of the following labels in the data sheet: very low, low, average, high, or very high positive impression.

DISCUSSION ABOUT POSITIVE IMPRESSION

The Positive Impression (“PI”) scale asks questions such as, “I never have bad days.” Answers to these questions create a sort of “rose colored glasses meter.” Someone with a “high” PI is wearing “rose colored glasses.” For someone with a “very high” PI the glasses are quite intense. The assessor can use this information to understand how this person falls in a continuum from a very negative self-impression (under-evaluation) to a very positive self-impression (over-evaluation). Someone who scores “very low,” for example, could have unrealistically negative view of her/himself and maybe s/he using gloomy glasses!

Very high PI can be an indicator that the test-taker is attempting to manipulate the test results (though it could also signify very high confidence, or a blissful disregard to challenges). Very low PI can be an indicator of low self-esteem.

This consideration is the reason why the positive impression feedback is included in the Overall Reliability Index. In case of very high PI, a red light will appear in the data sheet. In case of Very Low, Low or High, a yellow light appears in the data sheet. In case of Average, green light.

CONSISTENCY ANSWERS (CA)

The consistency index evaluates the frequency of answer choices that the test-taker uses in the 5-point Likert Scale (e.g, “I Agree,” “I Disagree”). This evaluation is based on the elaboration of two indicators:

1. DENSITY INDICATOR - how often does the person use option 1, 2, 3, 4, or 5? Their frequency is compared to the international standard. If one or more options is significantly over-used, the system identifies a potential problem.
2. RANDOM INDICATOR - this test compares way the test taker answers every item with the international standard. If they follow a random pattern in answering, the system detects a potential problem. To increase accuracy, this indicator is also linked to completion time to make the final random feedback more accurate.

These indicators are summarized in a single CA index, reported in the Data sheet through 3 lights:

Red Light - Low Consistency (problems in one or both indicators)

Yellow Light - Moderate Consistency (potential problem in the random index)

Green Light - High Consistency (both indicators in a normal range)



DISCUSSION ABOUT CONSISTENCY ANSWERS

Consistency can be a sign of focused attention while taking the SEI. In the case of a “Red Light,” the SEI Assessor should assess the individual situation. We suggest asking the test-taker, “What was it like for you to take the SEI?” The answers might reveal:

- The situation was chaotic or distracting. Recommendation: Set aside 20 minutes of quiet time to retake the SEI.
- The test-taker did not understand the questionnaire. Recommendation: Check if the questionnaire should be administered in another language, or if the test-taker should have someone assisting her/him while re-taking.
- The test-taker has a tendency to be inconsistent. Recommendation: The SEI may be accurate as-is.

COMPLETION TIME (CT)

As in the other SEI indices, the individual test-taker’s behavior is compared to a large international sample; typically individuals take around eight minutes to complete the SEI. If completion time is unusually fast or slow, it’s a signal of a potential issue. The completion time index is calculated based on main questionnaire, starting after the personal data page, and ending before the final, optional, mood question.

If the completion time is:

Extremely short: Red Light

Short: Yellow Light

Average: Green Light

Long: Yellow Light

MOOD DETECTION

SEI 4.0 (launched August 2015) includes a final optional question. This question helps the EQ Assessor have a better sense of the test-taker’s current situation. In addition, Six Seconds uses this data for research about the relation between EQ competences and mood.



The mood model starts by asking the test taker to choose one of eight basic emotions.³ Next, the test-taker is asked to clarify the intensity level of their mood via one of three options (for each of the eight):

Basic Emotion	Low Intensity	Medium Intensity	High Intensity
Anger	Annoyed	Mad	Enraged
Anticipation	Interested	Eager	Vigilant
Joy	Serene	Happy	Delighted
Trust	Accepting	Safe	Admiring
Fear	Uneasy	Worried	Terrified
Surprise	Distracted	Puzzled	Amazed
Sadness	Pensive	Unhappy	Grieving
Disgust	Bored	Disturbed	Loathing

This final question is optional.

³ Plutchik, R. (2001). The nature of emotions. *American Scientist*, 89, 344–350.



NORM GROUP DEMOGRAPHICS

The first SEI norms were established with a sample of 700 respondents in 2005, primarily from North America and Europe. The next validation was based on an international sample size of 24,760 completed in January 2010 yielding an extensive and diverse norm base. The norm base is continuously updated and, as of 2015, includes over 75,000 individuals from over 50 countries. There is an international norm as well as separate norms for each language (see page 4 for the current list of languages). These multiple norms assist with more accurate assessment in different regions and languages.

To develop a meaningful global sample, we analyzed the SEI norm base of 75,000+ assessments using a random sampling protocol to create a dataset balanced among global regions, by gender, and by age. This analysis is used to produce the “State of the Heart” analysis, applying the science of “big data” to observe trends in emotional intelligence around the globe.

To learn more about this global sample and the current trends in emotional intelligence — and the SEI norm group — visit www.6seconds.org and search for “State of the Heart.”

SEI RESEARCH

SEI has been used in numerous case studies and in academic research. Studies range from correlating EQ with life success for retired professional football players, to assessing the effects of parental EQ on children, to the business value of EQ at FedEx. Here are some useful links:

Case studies: <http://www.6seconds.org/tag/case-study/>

General EQ research: <http://www.6seconds.org/tag/research/>

Academic studies using SEI: <http://www.6seconds.org/education/research/research-and-practice-library/>

Additional SEI studies: <http://www.6seconds.org/tools/sei/research/>

Guidelines and application to apply for a grant to use SEI in your research: <http://www.6seconds.org/tools/grants/>

Additional information on the SEI tools, see www.6seconds.org/sei

ABOUT SIX SECONDS

SEI is published by Six Seconds, The Emotional Intelligence Network

Six Seconds is a global nonprofit network supporting people to create positive change – everywhere, all the time. Our vision is a billion people practicing the skills of emotional intelligence worldwide.

Founded in 1997, Six Seconds is the first and largest organization 100% dedicated to the development of emotional intelligence. We teach the skills of emotional intelligence to enable individuals, teams, organizations, families, schools and communities to flourish. Six Seconds provides certification courses to train coaches, educators, and leaders in the use of Six Seconds’ original, evidence-based tools. These include individual and organizational assessments, case studies, and publications.

We have offices and representatives in over 25 countries, and our network includes 50,000 people worldwide. Our clients include large entities such as HSBC, FedEx, the US Navy, Emaar, Lenovo, as well as schools and community organizations, and individuals around the globe. From schools where children love to learn, to corporations where people thrive, to programs rebuilding lives, Six Seconds’ solutions are life-changing – and empower people to take ownership of a positive future.

Find out more at www.6seconds.org



SEI

Six Seconds Emotional Intelligence Assessment

www.6seconds.org/tools/sei