

EQ-i 2.0 and EQ 360 Client Survey

Summary Report

2023-2024

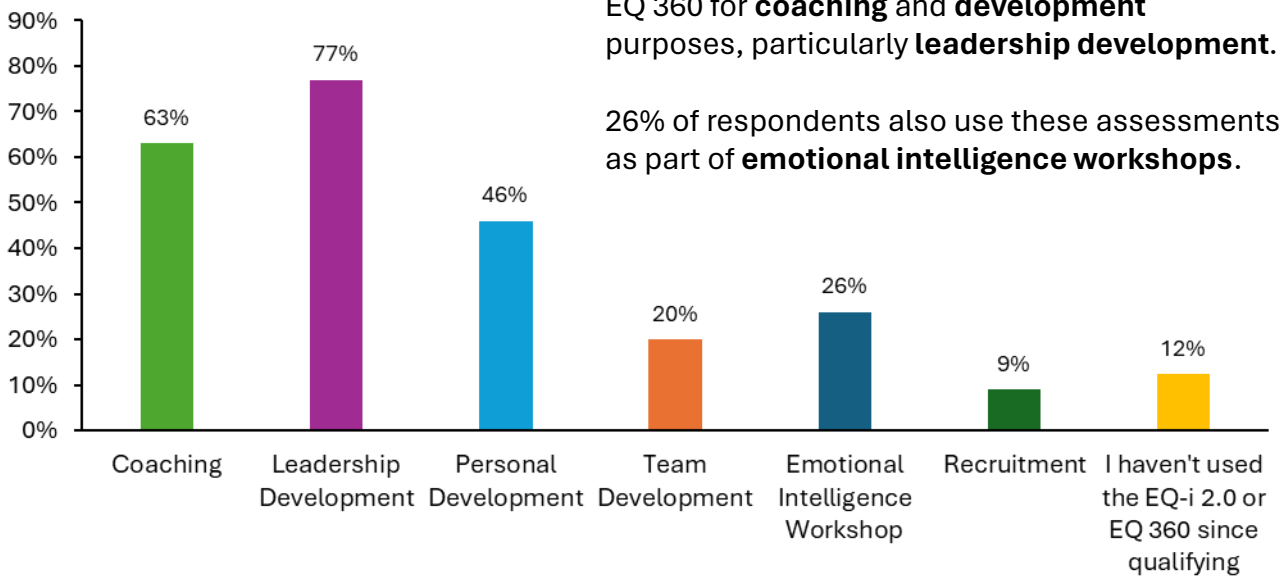
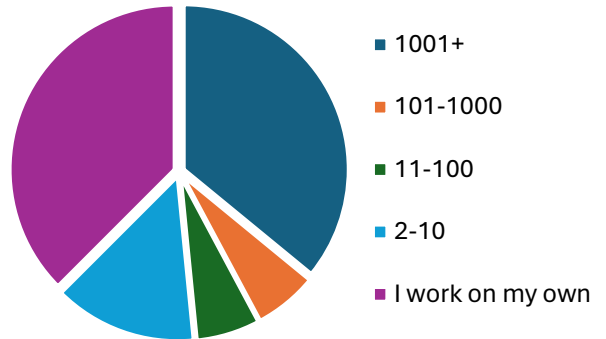
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From September 2023 to March 2024 Psysoft conducted a customer survey to capture feedback from their EQ-i 2.0 and EQ 360 clients.

This summary report highlights the key findings.

Over 50% of respondents work for organisations with 10 or less employees, with 38% working on their own.

36% of respondents have more than 1000 employees in their organisation.



The majority of respondents use the EQ-i 2.0 & EQ 360 for **coaching** and **development** purposes, particularly **leadership development**.

26% of respondents also use these assessments as part of **emotional intelligence workshops**.

91%

of respondents are either **likely** or **very likely** to recommend the EQ-i 2.0 & EQ 360 to others.

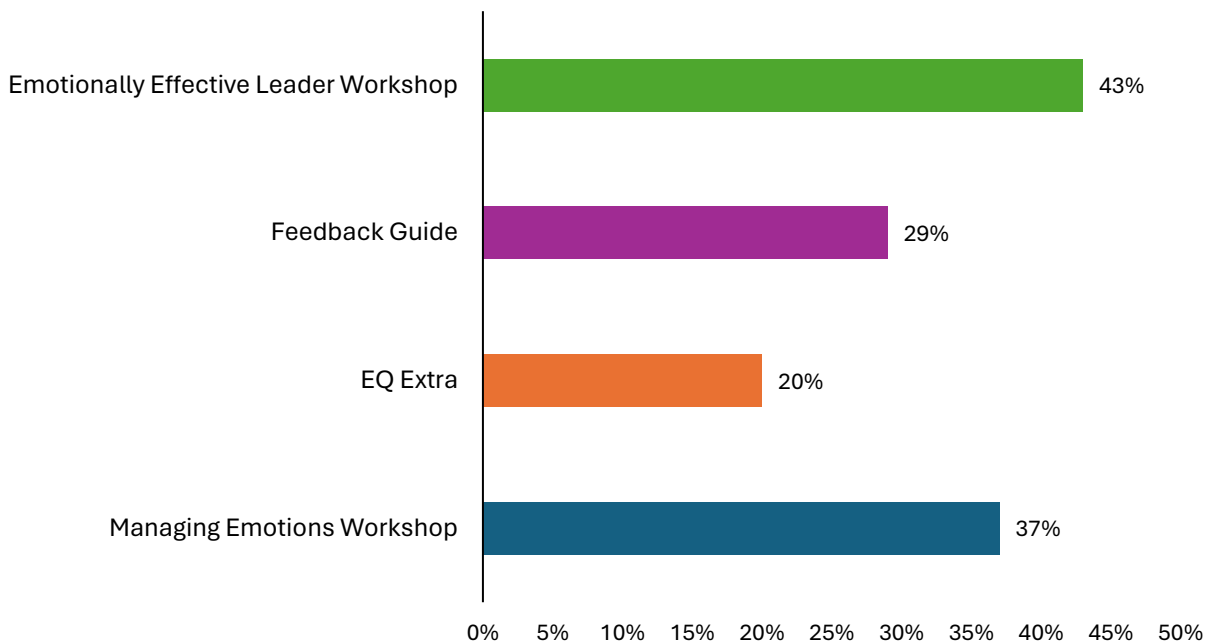
Below are some of the challenges faced by our clients:

- Managing preparation time and the complexity of the reports
- Preconceived perceptions of emotional intelligence
- Dealing with low scores
- Managing EQ 360 respondents

Other suggestions from our clients include:

- Support with using the EQ-i 2.0 in teams
- Introductory video which gives an overview of the EQ-i 2.0 to act as a reminder for those not using it as often
- Case studies to help with buy-in
- Cover letter/template that can be sent to EQ 360 raters to prepare them for completion

Out of our compatible EQ-i 2.0 & EQ 360 products, emotional intelligence workshops such as the '**Emotionally Effective Leader Workshop**' and the '**Managing Emotions Workshop**' had the most interest.



Here's what clients had to say about the EQ-i 2.0 assessment tool:

"The tool is robust and useful and used widely across our organisation"

"Great diagnostic that gives real insight and discovery. And more importantly, helps to support people on their journey to improve their EQ."

"The EQ-i 2.0 has been incredible for my business; it provided a clear framework and personalised roadmap to help my clients develop those skills."

"I find the reports extremely useful and helpful in developing people - both individually and in teams. The leadership report is particularly useful, and the administration is always quick and efficient from your end, thank you."

Here's what clients had to say about Psysoft's Services:

"The process for request, completion and reporting is all very efficient and professional. The team at Psysoft are always free to provide support and have taken a number of calls from me over the years for 1-2-1 support and advice. I also appreciate their regular virtual practitioner meet ups as a good reminder on how I get the most from the EQ-i experience for myself and my learners."

"Psysoft's team has always been very friendly and incredibly fast in replying to all my requests."

"The initial training received was superb and allows you the opportunity to put into practice the coaching skills immediately. The post-training support is also highly responsive."

"I find Psysoft very helpful and efficient, quick to respond to any questions I have."

"The service provided by Psysoft has always been excellent."

"Your service is always exemplary."

Thank you for all your comments.

Our future EQ-insights newsletters and webinars will also be focused on addressing some of the challenges raised in this survey.

We are always happy to provide support to our clients so please do contact us if you have any further comments, questions, or suggestions.