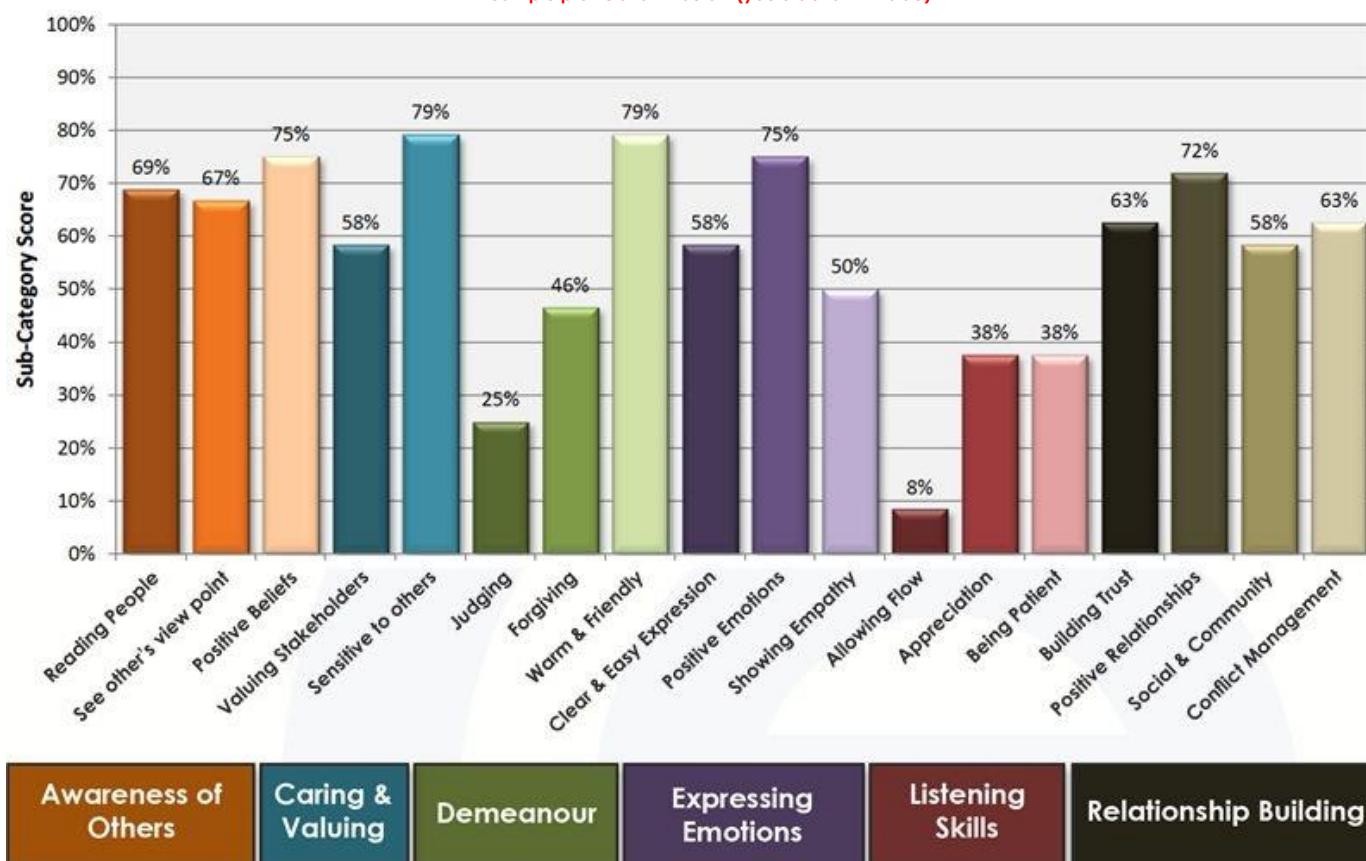


Advanced Relationship Test™ 'A.R.T.'™ Scores, analysis & report

This is a confidential 'A.R.T.'™ profile prepared by
Philip Gimmack of EQworks

Sample profile shown below (yours is shown inside)



The 'A.R.T.' is a comprehensive relationship strengths tool that can uncover empathic awareness and related social capabilities. It measures social emotional intelligence.

Developed to address the growing needs of organisations and people, particularly in tough times, it crystallises where your relationship and empathy-building potential lies. For best results use your A.R.T.™ profile and programme in conjunction with certified EQworks' A.R.T.™ coaching. The A.R.T.™ model and profile are exclusively designed, owned and trademarked to EQworks.co.uk.

Introduction To The A.R.T.™ model

What is the 'A.R.T. of Empathy' Profile?

Welcome to the Advanced Relationship Test (A.R.T.) of Empathy Profile, the powerful developmental tool for recognising, building and monitoring our abilities to create and maintain empowering relationships. It uncovers key insights into six aspects of empathic relationship-building with their detailed sub-aspects. As empathy is at the heart of rewarding relationships and communication skills, improving it affects all our relationships from leading and managing others to friendships and parenting. This is not a test in the traditional sense. There are no right or wrong answers; no good or bad. In fact a high score may sometimes be as problematic as a low one. It's the balance of aspects that matters and the awareness it brings to you.



A.R.T.™ (of Empathy) Model

The A.R.T.™ of Empathy Wheel™, above, represents the six aspects in relation to which we are scored. To build rewarding relationships we must be aware of and exhibit reasonable abilities in all six areas. These six aspects build upon one another moving clockwise around the wheel from 'Awareness of Others' to 'Relationship Building'. Awareness is the key to empathy - how we perceive and read others. Next, our 'Caring & Valuing' provides both our insights to empathy and our motivation and focus to engage and serve others. 'Demeanour' is the way we present ourselves to others. It's how others see, hear and feel about us. Together with 'Listening Skills' and 'Expressing Emotions' these form the ways we interact and engage with people. Putting caring thoughts, words and deeds into action is reflected by our ability to do all these. Listening empathically does two things. It helps the speaker feel valued and encourages them to share and trust more and it facilitates our taking in critical information.

The sixth piece of the relationship puzzle is the overall strength of our learnt relationship skills such as for trust-building and managing conflict effectively. This is the comprehensive A.R.T.™ of Empathy model.

How does the A.R.T.™ fit in with other Emotional Intelligence models?

There are several models of emotional intelligence (EQ). They all prescribe to very similar fundamental concepts and practices at their core. EQ means being aware of emotions and managing them effectively for our greater good. EQ is powerful as it's proven to improve both performance and fulfilment far more than technical or other training skills. EQ covers both personal & social elements. We developed the A.R.T.™ because it focuses much more on relationships than other EQ models and tests. It monitors and builds skills strongly aligned to many competency models. The A.R.T.™ builds the skills that matter most for better relationships like no other tool.

How the A.R.T. works best

Confidentiality

All individual A.R.T. data is held securely in our database and in the strictest confidence. The A.R.T. coach™ is the only person other than the test candidate who will see scores and profile. Even as part of a team or organisational programme we will secure your explicit permission to share personal data and results.

Getting the most from your A.R.T. Profile™

Profile results are based on individual answers. Any errors or particular moods can affect the outcome. We use a robust system of controls, Validation Checks, to look at answers which helps us identify issues around each assessment and gives added contextual information. We compare individual results with those of the wider population. It's important to remember that The A.R.T. Profile™ is most effective when it starts a conversation. It is not a label. Everyone has a unique profile composed of areas of strength and areas to be developed – this is normal. The profile is used to ask questions about life and work and to provide a stimulus for seeing our potential more clearly and enabling positive changes. We often see those with low scores improve significantly and sometimes quickly with the right support, attitude and practice.

Write it down

If you're serious about developing yourself – this is our first and most significant tip: Write down key situations in your life and work, from the perspective of how **you feel** about them, using expressive emotional language. This can be an essential part of this work. It helps you set goals, reflect on your needs and actions and helps monitor your progress. Do this every day – don't simply think about things. This can make the single biggest difference to achieving your development goals. Use a dedicated notepad regularly and exclusively for your development work and you'll notice the difference.

Using an A.R.T. Programme™

We recommend using these results and analysis as part of an approved A.R.T. Coaching Programme™ for three reasons.

1. Coaching is widely accepted as one of the most powerful ways to maximise personal development and life/work performance.
2. Creating and regularly following a structured development plan is proven to bring greater results than working without one.
3. Your A.R.T. results are only part of the story. What they mean to you and getting the most from it is best explained and facilitated by A.R.T. experts. We'll know exactly how to make it work best for you.

How you answered

Noticing how you answered the A.R.T.™ questions and how you compare to others reveals important information about you. Yours are comparative scores to help you understand with 50% as the average (norm).

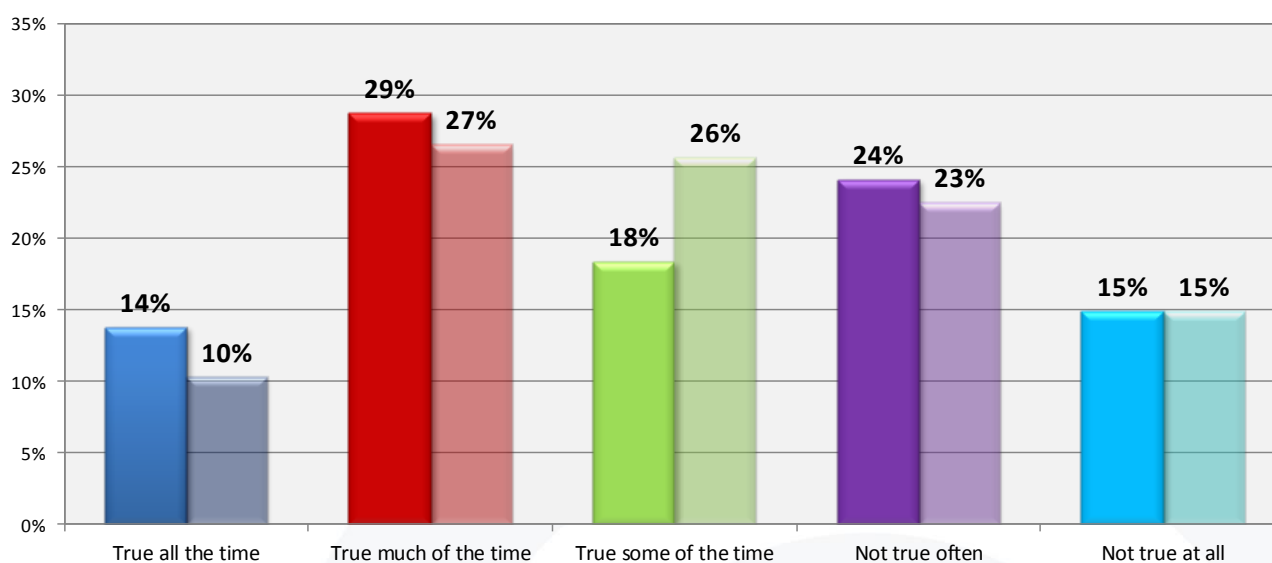
Validity Checks

Validation checks help ensure test results are appropriate for analysis compared with the population as a whole and can alert us to unusual answering styles. They also give us important information about how you took the assessment. We check for things like speed of completion, consistency of answers, overly positive or negative responses. Your overall answering choices are shown below. Sometimes we ask people to take the assessment again to clarify results.

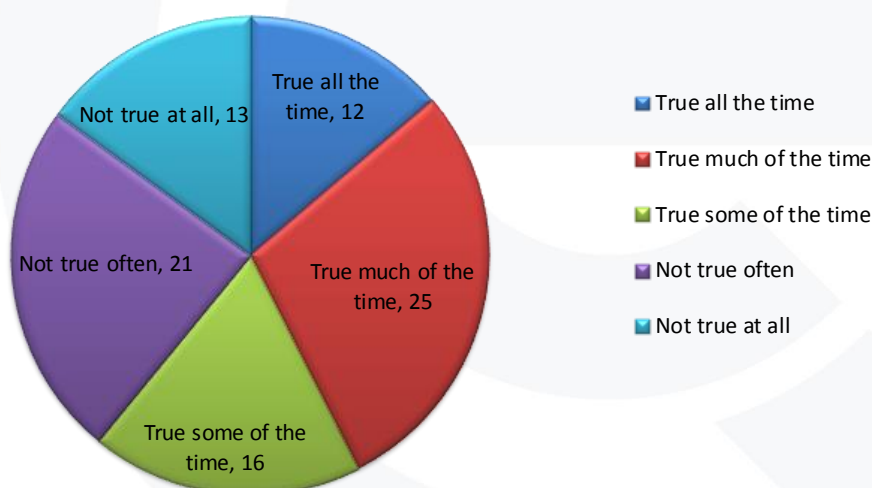
How the A.R.T. works best

Your Answering Style

Your response style (how you answered the questions) is shown as the left of each bar pair. The right bar is the average for everyone else. You have a very strong tendency away from answering 3, 'True Some of the time' and a slight tendency to answer 1, 'True all the time'. You seem to be more comfortable with definitive answers and slightly more so saying what is true for you rather than what is not. Ask yourself if the way you answered reflects anything specific about yourself or how you felt about the questionnaire that can help create greater awareness and lead to better relationships.



Your answering style viewed as a pie chart - showing number of answers



A.R.T.™ aspect descriptions

Awareness of Others – To be aware of other people's situations, needs and emotions	
Reading Others	To notice and take in sensory information about people and make sense of it
See Other's Viewpoint	To put yourself in someone else's shoes to see their perspective on a situation or life
Positive Beliefs	To believe people are good and have positive expectations of dealing with them
Caring & Valuing - To appreciate and support what's important to someone	
Sensitive to Others	To pick up on people's needs and feelings
Valuing Stakeholders	To be able to show people that you value them and their contribution
Demeanour - To project an open, warm and accepting way of being	
Warm & Friendly	To be easy, warm and friendly with others
Forgiving	To easily forgive people and not hold grudges
Non -Judging	To take people at face value without pre-judgement
Listening Skills - To listen fully to and attentively encourage positive interactions	
Allowing Flow	To allow conversations to flow, giving space and time enabling others to express themselves
Appreciation	To listen with them in mind, giving positive feedback and to encourage them to feel valued
Patience	To take, and show you have, time for people
Expressing Emotions - To clearly and positively express thoughts and feelings appropriately	
Clear & Easy Expression	To clearly and easily express our thoughts and feelings to others
Positive Emotions	To use and express positive emotions particularly in difficult circumstances
Showing Empathy	To show someone empathy and caring
Relationship Building - To have the skills and ability to build empowering relationships	
Building Trust	To trust and be trusted by others
Positive Relationships	To desire and have the ability to form strong meaningful bonds with people
Conflict Management	To positively manage other's (negative) feelings. To mitigate or avoid unnecessary conflict whilst pursuing your aims
Social & Community	To desire and be part of a supportive, collaborative group or society

Results at a Glance

Your ART of Empathy™ score = 39%

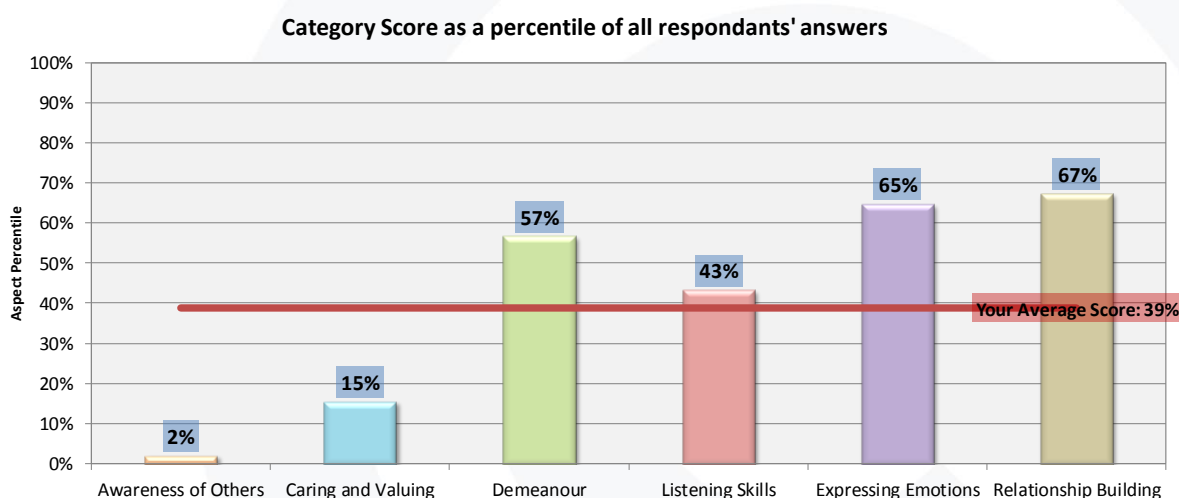
Your overall score above was created by comparing your answers to middle ranking UK managers averaging in their 30's and 40's. You scored a little below average as a 50% score represents mid-range in this group. We now need to look at the aspect detail for the in-depth insights into your Relationship-Building skills that will help you understand and develop further. It's important to look at the variability of strengths particularly within each aspect as well as the differences across all aspects. By focussing on less strong sub-aspects, the whole aspect may be significantly re-enforced. By working on these you'll start to notice improvements to areas you may well have been holding yourself back for some time. Remember no matter your scores it's the balance of your scores that matter and how you use them. Also note that scores vary with mood and what is going on in your life and work at the time of taking the assessment. Note that scores may be dramatically improved over time.

Overall A.R.T. Quotient	39%
Awareness of Others	2%
Caring and Valuing	15%
Demeanour	57%
Listening Skills	43%
Expressing Emotions	65%
Relationship Building	67%

Six Aspects of Empathy

Looking at your summary charts (above and below), you have fairly varied summary scores with three above the norm and two below. Your expressive ability is strongest. You also have strong relationship skills so you know what good looks like most of the time. It's your ability to be aware of and connect

through valuing people that holds the key to your development. Let's look at the detail of these areas to understand more about 'your story' and how to build the skills that matter most to you.

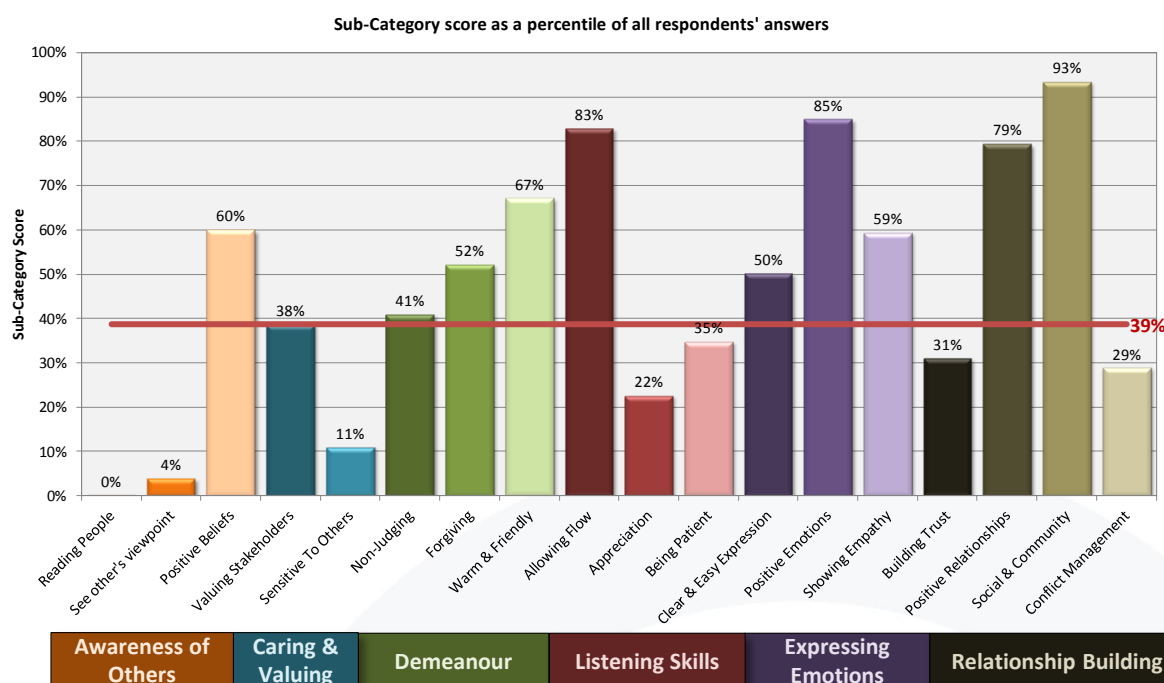


Balancing you're A.R.T.™

Up to 40%	Distinct development opportunities exist to make profound changes to how you engage with people
41%- 59%	You have mixed abilities. Look at sub aspects for where to focus your development
60% - 75%	You have fair all round abilities. Sub aspects will hold the key to building true strengths
75% - 85%	You have strong abilities. Use these to leverage other areas that may require development
Over 85%	These are your key strengths. Be aware of how to leverage them & also where they may even be too strong

Results in Detail

A.R.T.™ of Empathy - It's your detailed relationship sub-aspects that can bring profound awareness and so improvements to your relationships. Spend some time looking at and reflecting on each of these. Your average score is the red horizontal line. Your peers average at 50%. Go through each summary aspect in turn and compare each sub-aspect within it to understand how these may be further balanced and so strengthened.



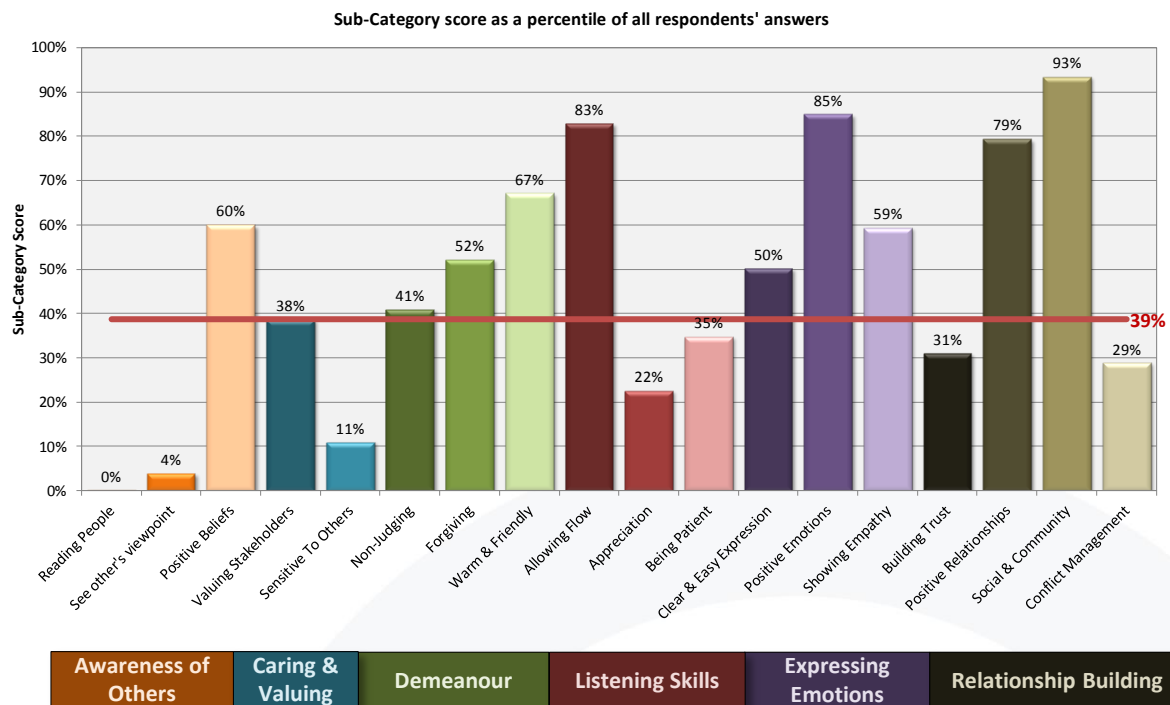
Your Winning Formula

Please remember these scores are guides only to start a dialogue for awareness and improved self-management. They do not define you and can change and grow. Overview:

Bob you are a bright, communicative person with an ability to be warm and expressive. You are generally very satisfied with your relationships. You are strongly able to have positive conversations through your mobilising of positive energy, warmth and words. At work however you find this more difficult than in your personal life (Valuing Stakeholders much lower than Positive Emotions) and could do with developing more occasions and ways of giving positive feedback at work. You do not feel you are argumentative and your ability to control impulses seems to allow you to listen carefully and allow people to speak freely. These are a powerful combination of qualities. Although you are holding back significantly as your Appreciation and Patience are much lower so your higher Allowing Flow seems to be achieved through stopping and controlling rather than through strong active listening skills. You still find some relationships and interactions quite difficult or are not as productive in building collaborations as you would like. Awareness is the basis for understanding and building relationships of value. It is awareness of others that holds the key to your relationship development. You are probably not receiving and fully understanding the signals people are giving out, perhaps finding it hard to fully interpret people's reactions and moods? People give off both conscious and unconscious signals through body language, facial expressions and vocal speed and intonation. The information contained here is the greater part of communication, so it's vital to understand for good communication and relationships. As a result of you missing this information or potentially misreading people you find it difficult to put yourself in their shoes or be as sensitive to their needs or values. Your lower scores for positive beliefs about people, sensitivity to others and to a lesser extent non-judging indicate you have strong ideas and beliefs about how people 'should' and 'should not' act. These manifest as expectations and assumptions. They take you away from seeing the person in front of you and detract from valuing them fully and seeing the potential in your relationship with them. Being a little more open and understanding of our beliefs makes us easier to be with, easier to trust and less critical. Together with your difficulty in reading people your overall lower awareness seems to be holding you back. The good news is greater awareness can be developed and often quite rapidly which both you and others will notice.

Results in Detail

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Your Winning Formula

Please remember these scores are guides only to start a dialogue for awareness and improved self-management. They do not define you and can change and grow. Overview continued:

Using stakeholder mapping techniques and looking at what people value (what's important to them) will significantly help you grow your charismatic and political capital – two things you stated as goals. This will also help you to care more about what people say and do because you'll better understand how these interactions are affecting your relationships. You'll also become more patient as it's often the negative beliefs we hold about people that sets us un-communicated expectations which leads to disappointment. **Top Tip:** You may be holding yourself back from relationships without realising. A good check and way to counter this is to ask yourself what is the quality of the trust between you and how can you build trust further with them?

Key development areas:

- 1) Focus on awareness-building - clarify what you value in others.
 - 1) See things from the value perspective to connect to other's beliefs and needs
 - 2) Let us guide you through our facial reading and body language tools to increase your awareness of this universal emotional language
- 2) Build overall awareness - develop greater awareness of emotional words, intonation, phrasing and what they mean and emotional journaling.
- 3) Understand your affect on others – how you make people 'feel' (watch them when you interact with them).
- 4) Examine (limiting)beliefs to see if they truly serve you and understand how they affect others.
- 5) Learn the language of connection – smoothing the edges, being aware of rapport skills, judgements and criticality.
- 6) Learn the key elements of, and practice, Active Listening techniques