

Enhancing decisions, behaviour
and performance.





EI explained

Put simply, Emotional Intelligence (EI) is a set of skills which define how effectively you perceive, understand, reason with and manage your own - and others'- feelings. And one of the great benefits of EI is that everyone can actively enhance it within themselves with remarkable results.

Enhancing EI can dramatically improve decisions, behaviour, and performance at work - as our moods, feelings, and emotions influence us everyday. And since feelings underpin relationships and other important issues like job satisfaction, engagement and team morale, enhancing EI can produce a big effect on the bottom line.

While there are many psychological assessment tools available, research shows one of the strongest predictors of success is EI. Genos EI has been specifically designed for use in the workplace.

Our assessments are thoroughly researched and rigorously tested, achieving real-world results, time and again. And they're backed up by a comprehensive support platform to help you enhance workplace performance.

Hundreds of companies are already benefiting from Genos' EI expertise across Australia, New Zealand, the UK, Asia and the USA. Are you?

Who is Genos?

We are one of the world's leading creators and distributors of EI assessments and support products designed to enhance individual, team, and organisational EI. Established in 2002, we have certified a large international network of specialists who are using our products to deliver a measurable difference.

Genos EI was the first EI assessment instrument developed specifically for the workplace. It is supported by peer-reviewed research findings and tangible business case studies and publications – offering you the confidence of a real return on investment.

What and why Genos EI?

Unlike other EI assessments, which are typically 'ability' or 'trait' based measures, Genos EI assesses how often people display emotionally intelligent workplace behaviours – behaviours with a proven link to success. This is one of our unique differences, as an individual's outward behaviours have the greatest impact on their performance. Our Genos EI Assessment Scale is the most user-friendly, in-depth and interpretable indicator of EI at work.

Genos EI bridges the gap between workforce assessment and employee development, which means you can use it to improve organisational effectiveness and add significant value in areas such as leadership, productivity, change management, customer service, sales performance, team effectiveness, job satisfaction, employee engagement and retention.

What do we value?

Our commitment to helping others harness their potential through EI is reflected in our company values

consciousness

connection

contribution

compassion

creativity

courage

celebration



Harnessing EI with Genos

Genos EI measures the behaviours underpinning and supporting extraordinary interpersonal relationships, and our expanding suite of EI products and methodologies have applications in three distinct phases:

Phase One - Assess

Our ultimate goal is to successfully harness EI, whether it's for an individual or an entire organisation. The starting point in this process is uncovering the existing level of emotional intelligence among your current and/or potential staff. Our suite of self and multi-rater EI assessments provide significant insight into an individual's existing level of demonstrated, positive EI behaviours at work - an important benchmark in their EI developmental journey.

Phase Two – Develop

Once the assessment phase is complete, a debrief of an individual's unique assessment results provides greater understanding of their relevance and impact upon current work performance. Our EI Enhancement Program, delivered either as a one-on-one coaching experience or in small group workshops, has been specifically designed to measurably improve the level of positive EI behaviours demonstrated at work.

Phase Three - Apply

EI impacts every relationship and many aspects of your business. Our application workshops are designed to apply EI principles to improve leadership, team effectiveness, customer service, sales performance, and leading and dealing with change.



The Genos Model of Emotional Intelligence involves a set of seven skills that define how effectively people perceive, express, reason with, and manage emotions within themselves and others. Our workplace specific assessments measure how often a person demonstrates emotionally intelligent workplace behaviours aligned to these seven skills. The seven skills guide us to deal effectively with our own and others' emotions and enhance our **decisions, behaviour** and **performance** at work.

Emotional Self - Awareness

Perceiving and understanding your own emotions.
Improve it to understand how your feelings impact decisions, behaviour and performance.

Emotional Expression

Effectively expressing your own emotions.
Improve it to help colleagues understand you, and to build trust among staff.

Emotional Awareness of Others

Perceiving and understanding others' emotions.
Improve it to help you engage, respond to, motivate and connect with others.

Emotional Reasoning

Using emotional information in reasoning, decision-making.
Improve it to enhance decision-making and increase buy-in to the decisions you make.

Emotional Self-Management

Effectively managing your own emotions.
Improve it to boost job satisfaction, better cope with demanding workloads and enhance productivity and performance.

Emotional Management of Others

Influencing others' moods and emotions.
Improve it to reduce conflict, inspire productivity and performance and create a positive work environment.

Emotional Self-Control

Effectively controlling your strong emotions.
Improve it for wellbeing, to think clearly under stress and cope with challenging emotional situations.



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