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2024



# PRODUCTS AND SERVICES

**psysoft**  
realising **your** potential



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# ▶ ABOUT US

*We help you to unlock your people's potential  
with high quality psychometric assessments  
and workplace solutions.*

Psysoft is an occupational psychology consultancy helping clients to recruit, retain and develop talented people. Using our expertise in the field, we provide services to clients throughout the UK, and beyond, to support their recruitment and people development projects. We specialise in psychometric testing and assessments, emotional intelligence tools, such as the EQ-i 2.0 & EQ 360, and delivering BPS-verified Test User: Occupational, Ability & Personality psychometric training courses.

# ▶ WORKING WITH PSYSOFT

Our aim is to equip you with the tools you need to improve performance and wellbeing in the workplace.

We achieve this by committing to 5 key values:

## 01 People First

We recognise that helping people is at the heart of what we do. Both internally, and when working with our clients, we want to develop every person's unique talents in the workplace.

## 04 Innovation

We encourage creativity, and embrace new ideas and ways of working, to continually improve our products and services.

## 02 Customer Focused

We are committed to providing excellent customer service by prioritising our clients' needs, offering complimentary support, and treating them with kindness and respect.

## 05 Integrity

We hold ourselves accountable for our actions and foster a culture of honesty and transparency, openly admitting to any mistakes.

## 03 Excellence

We aim for the highest professional standards possible in all areas of the business, from the quality of our products to our knowledge and expertise.



# We believe in the power of psychometric assessments

By using our products and services, we can help you to:



## Develop emotional intelligence

Use the EQ-i 2.0 & EQ 360 and MSCEIT assessments, and our range of compatible products to develop people's emotional intelligence in the workplace.



## Enhance coaching conversations

Using psychometric assessments increases an individual's self-awareness and helps you to provide rich feedback, centred around their strengths and potential areas for development.



## Become certified in psychometric assessments

Our psychometric training courses enable you to administer, interpret and provide feedback on the assessments you want to use.



## Recruit talented individuals

Our psychometric testing service can be used to predict performance and provide an insight into a candidate's suitability for a role.



## Build teams

Improve your team's functioning by using psychometric assessments to identify the group's strengths, any sources of conflict and how they work together effectively.

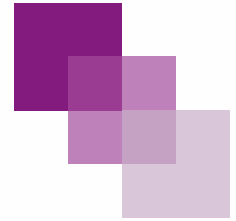


# ▶ EMOTIONAL INTELLIGENCE

## | Challenges in the workplace

Every day, we face a variety of challenges in the workplace, such as meeting deadlines, making decisions and completing tasks under pressure.

Businesses are facing high turnover and absences due to problems caused by a lack of self-confidence, poor communication, interpersonal conflicts, and anxiety.



## | How does emotional intelligence fit into this?

Emotional intelligence refers to a specific form of intelligence which is centred around using emotional information in a meaningful way.

According to emotional intelligence experts Peter Salovey and John Mayer, emotional intelligence is defined as:

“

*The ability to monitor one's own and others' feelings and emotions, to discriminate among them, and to use this information to guide one's thinking and actions*

”

By developing emotional intelligence, you will recognise and understand your emotions, learn how to manage them effectively, and use emotional information to inform your behaviour in an effective way.

Individuals with **high emotional intelligence** are more likely to:

- ✓ Perform better in their roles
- ✓ Have increased wellbeing and resilience
- ✓ Be transformational leaders
- ✓ Engage with team members and develop meaningful peer relationships
- ✓ Successfully navigate organisational change
- ✓ Make decisions in emotionally charged situations
- ✓ Communicate with others effectively



# ▶ THE EQ-i 2.0 MODEL

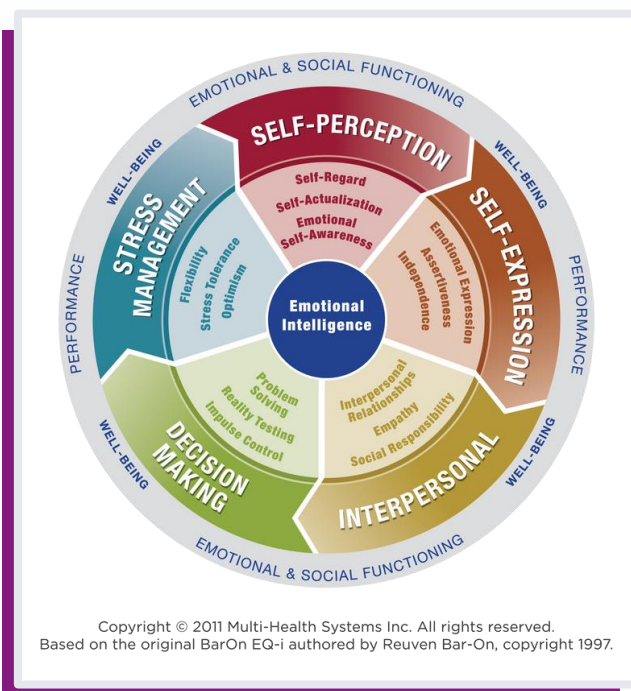


**EQ-i** 2.0®  
 assess. predict. perform.

One of the leading models of emotional intelligence is the **EQ-i 2.0** (Emotional Quotient Inventory 2.0) model. According to this trait-based model, emotional intelligence is defined as a set of emotional and social skills that collectively establish how well we:

- Perceive and express ourselves
- Develop and maintain social relationships
- Cope with challenges
- Use emotional information in an effective and meaningful way.

The model is made up of 5 composite scales and 15 subscales, which provide an overall snapshot of a person's social and emotional functioning.



**Self-Perception** addresses the inner self  
*How do I perceive myself?*

**Self-Expression** addresses the outward expression of your internal perception and thoughts  
*How do I express my emotions?*

**Interpersonal Relationships** addresses how often you develop and maintain relationships through compassion and trust  
*How do I connect with others?*

**Decision Making** addresses how you make decisions when emotions are involved  
*How do emotions impact my decisions?*

**Stress Management** addresses how you cope with stress and unpredictable circumstances  
*How do I cope with stressful situations?*

# ► EQ-i 2.0 & EQ 360

Use the EQ-i 2.0 & EQ 360 assessments to help recruit and develop emotionally intelligent individuals.

The EQ-i 2.0 is a professional and reliable measure of emotional intelligence, based on the EQ-i 2.0 model. The assessment measures how frequently an individual engages in different behaviours in the workplace to assess their current level of emotional intelligence.



**EQ-i** 2.0®  
 assess. predict. perform.

The EQ 360 assessment provides a more in-depth analysis by gathering information about an individual's emotional intelligence from their work colleagues, manager and direct reports, resulting in a more complete 360-degree profile.

### By **measuring emotional intelligence**

using the EQ-i 2.0 & EQ 360 you can:

- ✓ Increase self-awareness by highlighting the impact of emotions in the workplace
- ✓ Identify and provide strategies for areas of development
- ✓ Support leadership development and coaching
- ✓ Enhance wellbeing and resilience, using the Wellbeing Indicator
- ✓ Recruit emotionally intelligent individuals
- ✓ Build effective teams

### Key Features

- Self-report
- Online format
- Available in over 10 languages
- Multiple report options available (Workplace, Leadership, EQ 360, EQ 360 Leadership, Group), with detailed information regarding clients' results
- Can be used across all levels of employment in a variety of contexts including recruitment, development, succession planning and change management.

# ▶ EQ-i 2.0 & EQ 360 CERTIFICATION

*Become certified in the world's leading  
emotional intelligence assessment*

We are one of Europe's leading EQ-i 2.0 certification training providers, focused on delivering the highest quality training so that you leave the course with the confidence to use the EQ-i 2.0 & EQ 360 effectively.

Through online modules and live interactive training sessions, you will gain a better understanding of emotional intelligence, the EQ-i 2.0 model and how to make the most of the available reports.

## Upon successful completion of the course, you will:

Be qualified in a  
scientifically validated  
emotional intelligence  
assessment



Access ongoing complimentary  
support from our experienced  
consultants to help you use and  
interpret the assessment



Have the resources to  
recruit, develop and  
identify emotionally  
intelligent individuals



Receive International Coach  
Federation (ICF) CCE credits:  
9.25 Core Competencies, 6.75  
Resource Development



# ▶ EQ-i 2.0 & EQ 360 COMPATIBLE PRODUCTS

*Enhance your emotional intelligence offering*

## EQ Extra



EQ Extra is a series of bite-sized, animated videos exploring each area of emotional intelligence, including what it means, why it's important and how it can be developed.



Scan this QR and use the code 'eqextra24' to access a free EQ Extra preview.

EQ Extra is ideal for anyone looking to develop emotional intelligence in their organisations or with their clients, and can be used to:

- ✓ Provide practical strategies to develop people's emotional intelligence
- ✓ Encourage individual reflection and goal setting, with development plans accompanying each video
- ✓ Gain an insight into emotional intelligence in a short space of time
- ✓ Help people learn more about the areas of emotional intelligence that are most relevant to them
- ✓ Support individual development after a group feedback session or workshop
- ✓ Introduce the concept of emotional intelligence to all levels in an organisation

## Emotionally Effective Leader Workshop



**Emotionally Effective**  
Leader Workshop

The Emotionally Effective Leader Workshop provides you with all the resources you need to deliver an engaging workshop on the topic of effective leadership and development.

This one-day workshop focuses on the link between emotional intelligence and transformational leadership to help participants develop their leadership skills.

### Key Features

- Facilitator Kit, including facilitator guide, slide deck and sample workbook
- Suitable for leaders within an organisation
- Includes group activities and individual reflective exercises

# Feedback Toolkit



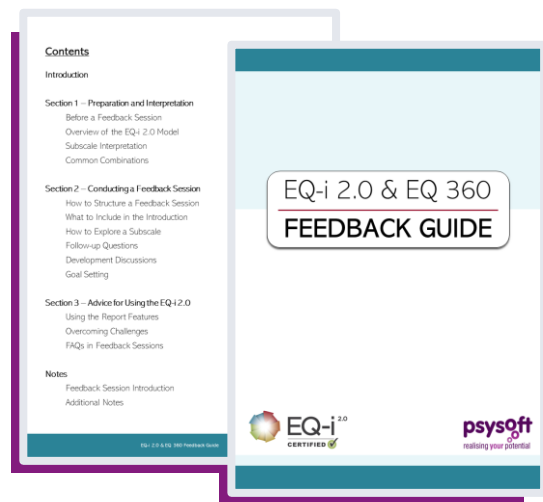
The Feedback Toolkit is designed to provide you with additional support as you deliver your EQ-i 2.0 & EQ 360 feedback sessions. The Feedback Toolkit offers extra information and resources to help you interpret reports, facilitate feedback sessions, and overcome common challenges.

The Feedback Toolkit is ideal for EQ-i 2.0 & EQ 360 qualified practitioners who want to:

- ✓ Build their confidence
- ✓ Deliver skilful feedback sessions
- ✓ Practice with an expert consultant
- ✓ Reduce their feedback preparation time
- ✓ Receive extra support after the EQ-i 2.0 & EQ 360 certification

## Key Features

- EQ-i 2.0 & EQ 360 Feedback Guide (can be purchased separately)
- Feedback practice session with a consultant
- Subscale cards
- EQ-i 2.0 report tokens
- Digital templates



# Managing Emotions Workshop

## Managing Emotions Workshop

The Managing Emotions Workshop is a set of fully customisable materials designed to help you facilitate your own emotional intelligence workshop.

Using group exercises and discussions, this workshop aims to help people increase their self-awareness and gain an understanding of emotional intelligence, its role in helping manage emotions and how it can be developed.

## Key Features

- Customisable workbook and slide deck that can be tailored to your needs
- Comprehensive facilitator guide
- Complimentary train the trainer session
- Optional leadership exercises
- Suitable for all levels within an organisation

# ▶ THE MSCEIT MODEL



The **Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT)** is a reliable ability-based measure of emotional intelligence.



Using a variety of interesting and creative tasks, the MSCEIT measures four emotional intelligence abilities:

- 1. Perceiving emotions:** the ability to perceive emotions in yourself and others
- 2. Using emotions:** the ability to use emotions to effectively facilitate thoughts and communicate feelings
- 3. Understanding emotions:** the ability to understand emotional information
- 4. Managing emotions:** the ability to be open to feelings whilst simultaneously being able to modulate them in oneself and others

This objective, performance-based measure of emotional intelligence can be used in a variety of settings and is ideal for situations such as recruitment, where individuals may try to create a false positive impression.

## Key Features

- Self-report
- Online format
- Untimed, ability-based assessment
- Multiple report options available (Personal Summary, Resource, and Management)
- Can be used in many contexts such as recruitment and development

# ▶ MSCEIT CERTIFICATION

*Enhance your emotional intelligence expertise with a unique, ability-based assessment tool*

Our comprehensive online MSCEIT training includes a selection of online modules, followed by a feedback session on your report with a consultant, and a live, two-day course delivered through a combination of practical exercises and discussions.

## Upon successful completion of the course, you will:

Gain a qualification in an internationally renowned ability-based emotional intelligence assessment



Have the confidence and knowledge to administer and deliver feedback based on an individual's results



Access multiple report options to use with your clients



Receive on-going support and resources to help you use the tool



Accredited by the International Coach Federation (ICF) to provide CCE credits: 9 Core Competency Credits, and 6.25 Resource Development Credits



# ▶ PSYCENTRE

*Improve your recruitment process with Psycentre*

## Psycentre

PSYCHOMETRIC TESTING

Using psychometric tests in your recruitment process can help you to predict performance and gain an insight into your candidates' suitability for the job role.

We provide a convenient and efficient psychometric testing service through Psycentre to help you recruit and select the most talented candidates.



## We simplify the psychometric testing process with 3 easy-to-follow steps:

### 01 Choose your assessments

Choose from our range of psychometric assessments and recruitment packages. If you're not sure which assessments are most suitable, we provide expert advice to ensure you are only using the tests you need.

### 02 Assess your candidates

We manage the testing process and administer the assessments to candidates on your behalf. Once you send us the candidate details, we take care of the rest.

### 03 Receive the results

Once your candidates have completed the assessments, you will receive their results. We offer additional services such as job-fit reports and debrief sessions to help you understand the results in relation to the role.



## Use Psycentre to:



### Save time, money and resources

We manage the entire process and only charge you for the assessments you use.



### Receive free, expert consultation

We provide free, expert guidance to help you identify the most suitable assessments for the role.



### Access a wide range of psychometric tests

We offer a broad range of assessments from the UK's leading test publishers, including tests of personality, motivation, emotional intelligence and cognitive ability, all available to purchase directly from us in one convenient location.



### Provide a professional candidate experience

We are always on hand to support candidates through the assessment process and ensure a seamless experience for all involved.

## Recruitment Packages

We offer a range of recruitment test packages for job roles. These include:



Alternatively, you can choose your own combination of assessments to use in your recruitment process.

## Job Fit Reports

Our consultants will review your candidates' results and evaluate their fit to the role. We provide a summary of the assessments taken, along with strengths, potential concerns, and interview questions for each of the candidates.

We also provide a competency mapping service, where we will map the chosen assessments to your own, or Psysoft's, competency framework and highlight each candidate's likely performance in relation to each competency.

## Debrief Session

We help you to fully understand your candidates' results with a debrief session. This will give you the confidence to use their results in an interview and probe more deeply into areas of potential concern.

# ▶ BPS TEST USER

*Become qualified in psychometric testing*

The BPS Test User: Occupational, Ability and Personality training is a combination of independent and online learning ideal for anyone looking to develop their knowledge in psychometric testing and administer assessments.

Verified by the **British Psychological Society (BPS)**, this course is nationally recognised and aligned with the standards of competence defined by the **European Federation of Psychologists' Associations (EFPA)**.



## By completing this qualification, you will:

Improve your understanding of psychometric testing and personality theory



Develop the knowledge and practical skills necessary to conduct psychometric tests fairly and effectively



Increase your credibility as a psychometric test user



Gain access to a wide range of ability and psychometric tests



Become eligible to join the BPS Register of Qualifications in Test Use (RQTU) and apply for the EFPA European Test User Certificate



# BPS Test User: Occupational, Ability (TUA)

The BPS Test User: Occupational, Ability training course will qualify you in the fundamentals of ability tests and test administration through a mixture of e-learning, online exercises, and a practice testing and feedback session.

## Topics include:

- An Introduction to Psychometric Testing
- Reliability and Validity
- Best Practice and Fair Selection
- Test Administration and Feedback.

# BPS Test User: Occupational, Ability & Personality (TUA & TUP)

The BPS Test User: Occupational, Ability & Personality training course will qualify you in both ability and personality test use. This course consists of a combination of e-learning, online exercises, and a 2-day live training course to certify you in the HUCAMA Factors assessments.

We specialise in providing high quality BPS Test User training, so completing the course with Psysoft means that you will also receive:

## Ongoing support

During and after the course, an experienced Psysoft consultant will be on hand to answer any questions or queries.

## HUCAMA Factors Accreditation

This course certifies you to use 3 different assessment tools in one accreditation, allowing you to measure ability, personality & competency.

## Online course access

We provide free access to our online 'Interviewing and Assessing Candidates' course for 6 months.

# ▶ PSYCHOMETRIC ASSESSMENTS

## HUCAMA Factors



*Predict and develop performance in the workplace*

HUCAMA Factors is a suite of assessments building on years of personality, ability and competency research. This comprehensive solution includes 3 assessments that can be used to predict and develop job performance at all levels in the workplace:



**HUCAMA Ability Factors:** a collection of cognitive ability tests which assess how an individual processes information to predict their cognitive performance in a role.

**HUCAMA Personality Factors:** an in-depth personality assessment, used to identify people's personality preferences in the workplace.

**HUCAMA Competency Factors:** a 360-degree assessment, measuring an individual's performance in relation to 8 competency factors.

Use HUCAMA Factors to:

- ✓ Improve recruitment decisions, by predicting people's potential
- ✓ Identify people's strengths and development areas
- ✓ Gain insight into the performance of individuals and teams in the workplace
- ✓ Generate multiple reports from just one assessment
- ✓ Assess different levels and job roles within an organisation

## HUCAMA Factors Accreditation



Become qualified in the HUCAMA Factors assessment suite by attending our 2-day HUCAMA Factors Accreditation workshop. This course provides you with the expertise and knowledge to confidently use HUCAMA Factors in your organisation or with your clients.

# Hardiness Resilience Gauge



*Build more resilient leaders and teams*

The Hardiness Resilience Gauge (HRG) is a comprehensive tool used to assess an individual's level of resilience and their capacity to navigate stress effectively.

The HRG can be used in a variety of contexts, and is ideal for people in high stress occupations, such as doctors, paramedics, and other emergency services.

Use the HRG to:

- ✓ Develop people's resilience and self-awareness
- ✓ Protect employees from the negative effects of stress
- ✓ Build resilient teams

## Sales Aptitude Profile



*Increase sales effectiveness*

The Sales Aptitude Profile (Sales AP) is a tool for individuals, coaches, or organisations looking to recruit or develop effective sales professionals.

Backed by extensive research, the Sales AP measures people against 8 competencies shown to be critical for success in sales roles.

Use the Sales AP to:

- ✓ Improve hiring decisions
- ✓ Develop existing employees
- ✓ Boost sales

## Customer Service Aptitude Profile



*Improve customer service*

The Customer Service Aptitude Profile (CS AP) measures the key competencies needed for success in customer service roles.

The assessment can be used in both hiring and development contexts to ensure your team is equipped to deliver exceptional customer service to your clients.

Use the CS AP to:

- ✓ Develop existing customer service professionals
- ✓ Make effective hiring decisions
- ✓ Improve customer satisfaction

# Change Style Indicator & Change Navigator



*Improve change effectiveness*

The Change Style Indicator (CSI) is designed to measure an individual's preferred style in approaching and addressing change.

The Change Navigator (CN) can be used in team workshops or individual coaching sessions to help people to understand their emotional reactions to change and how to respond effectively.

These tools are ideal for any organisation experiencing change.

Use the CSI & CN to:

- ✓ Understand preferred styles of change
- ✓ Facilitate effective change leadership
- ✓ Appreciate team diversity

## Influence Style Indicator



*Leverage impact*

The Influence Style Indicator (ISI) measures an individual's preferred style for influencing others in the workplace.

This assessment offers an insight into the strengths and challenges of different influencing styles and enhances your ability to influence others.

Use the ISI to:

- ✓ Tailor your approach for maximum impact
- ✓ Build effective influence strategies

## Decision Style Profile



*Make better decisions*

The Decision Style Profile (DSP) assesses the extent to which leaders choose the most effective decision-making styles and consider the different decision factors in business scenarios.

The tool is ideal for people looking to enhance their leadership decisions.

Use the DSP to:

- ✓ Empower leaders to elevate their decision making
- ✓ Analyse a team's decision-making tendencies and potential pitfalls

## Discovery Leadership Profile



*Grow leadership capacity*

The Discovery Leadership Profile (DLP) is a comprehensive 360-degree assessment which provides leaders with valuable insights into their strengths and potential areas for development in relation to 10 key leadership competencies.

Use the DLP to:

- ✓ Improve leadership effectiveness
- ✓ Gain feedback from colleagues

## Entrepreneurial Edge



*Strive for entrepreneurial success*

The Entrepreneurial Edge is an assessment tool designed to measure the competencies needed for entrepreneurial success.

Whether you're an intrapreneur innovating within an organisation, or an entrepreneur building your own company, this tool empowers you to unlock your full entrepreneurial potential at every stage of the journey.

## Pearman Personality Integrator



*Understand your personality type*

Building on Jungian theory, the Pearman Personality Integrator provides a measure of personality in your natural state (what is most comfortable) and in your everyday environment (what is most often demonstrated).

This assessment can be used across a variety of contexts such as coaching, team building or leadership development.

Use the Pearman Personality Integrator to:

- ✓ Measure personality type
- ✓ Explore mental agility and the ability to cope with situations outside an individual's comfort zone using the FlexIndex
- ✓ Increase self-awareness, develop leaders, and build teams

# ▶ DEVELOPMENT SERVICES

## *Develop your clients and employees*

Start using psychometric assessments in development to:

- ✓ Highlight an individual's strengths and potential development areas
- ✓ Increase self-awareness
- ✓ Gain insight into a team's functioning
- ✓ Identify organisational training needs
- ✓ Receive 360-degree feedback from others

Our services are here to support you as you integrate psychometric assessments into your development processes.

## | Feedback and Coaching

We offer feedback and coaching sessions to explore you and your colleagues' psychometric assessment results and to help develop important skills, such as emotional intelligence, in the workplace.

Our feedback sessions help you to:



Learn about the psychometric assessment and what it measures



Understand your assessment results and apply the scores to your current role



Identify potential development strategies and set development goals



Choose from our wide range of psychometric assessments that are suitable for development contexts and arrange to receive feedback from one of our qualified consultants.



# Workshops

We design and deliver bespoke workshops on a range of topics, such as emotional intelligence, wellbeing, and resilience. These workshops are tailored to suit your needs and can be used in conjunction with a number of our psychometric assessments.

Our workshops help you to:



## **Build teams**

Our workshops include group discussions so that everyone learns from one another, and our assessments help teams to understand how to work well together.

## **Save time**

We create the workshop materials on your behalf. We can also facilitate the sessions or provide the materials for you to run the workshop internally.

## **Integrate psychometric testing**

We seamlessly integrate psychometric testing, by using the workshops to explore the assessment and its relevance to the group.

# The Wellbeing Workshop



## *Develop workplace wellbeing*

Employee wellbeing is essential in the workplace, with higher levels of wellbeing associated with improved job satisfaction, productivity and performance.

The Wellbeing Workshop is a set of materials designed to promote workplace wellbeing and help you to facilitate a workshop on the 5 pillars of wellbeing, what they mean and how they can be leveraged within the workplace.

Benefits of the Wellbeing Workshop:

- ✓ Develops wellbeing in your workplace
- ✓ Explores development strategies at both an individual and organisational level
- ✓ Fully customisable materials
- ✓ Suitable for all levels in an organisation
- ✓ Complimentary train-the-trainer session
- ✓ Can be delivered virtually or face-to-face

# ▶ ONLINE COURSES

*Learn more about psychometric testing and assessments*

## Key Online Course Features:

- ✓ A collection of engaging online modules
- ✓ Downloadable course notes
- ✓ Accessible anytime 24/7
- ✓ Users have access via our Psysoft platform

## An Introduction to Psychometric Testing

Learn about psychometric tests and how they can be used in the workplace with this introductory online course.

This collection of engaging online modules is ideal for anyone preparing to introduce psychometric tests into their organisation or wanting to build a basic understanding of psychometric testing in the workplace.

### Topics include:

- Psychometrics
- Reliability and validity
- Scoring
- Best practice

## Interviewing and Assessing Candidates


Elevate your recruitment process with our Interviewing and Assessing Candidates online course. This course provides you with the knowledge required to develop skills in assessment centre design and competency-based interviewing.

This course is perfect for people interested in conducting assessment centres or wanting to learn more about effective interviewing techniques.

### Topics include:

- Assessment principles & selection
- The ORCE method
- Competency-based interviewing





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