

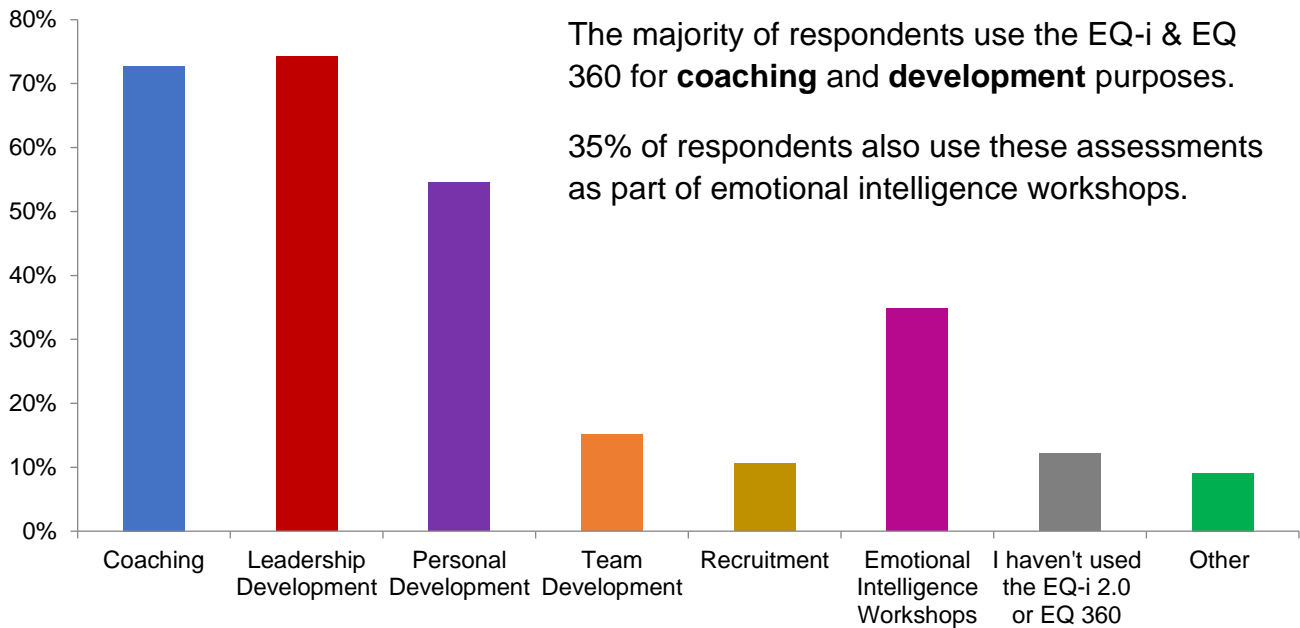
**EQ-i 2.0 and EQ 360 Feedback Survey  
Summary Report**

**May 2020**



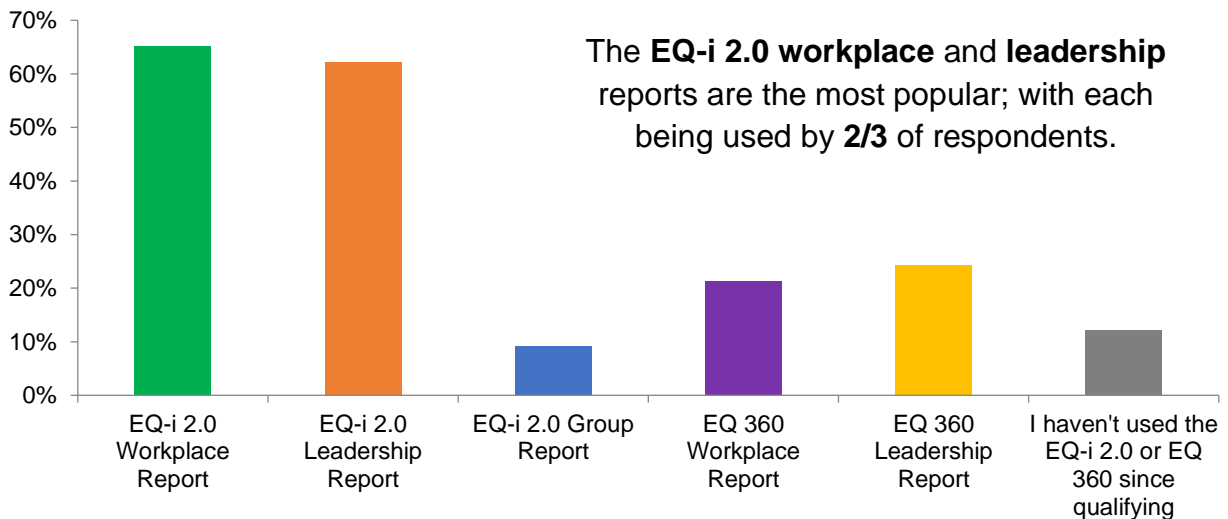
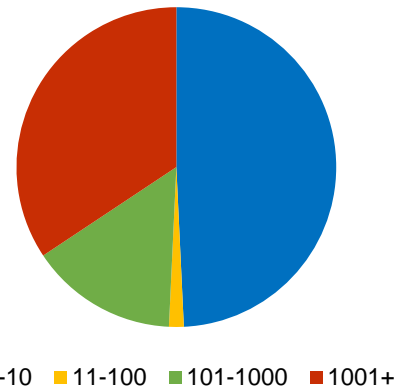
In May 2020 Psysoft conducted a customer survey to capture feedback from their EQ-i 2.0 and EQ 360 clients.

This summary report highlights some of the key findings.



**77%**  
of respondents attended our classroom certification course.

Almost **50%** work in organisations with 10 or fewer employees while **34%** have over 1000 employees in their organisation.



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# 92%

agreed or strongly agreed that they would recommend the EQ-i 2.0 & EQ 360.

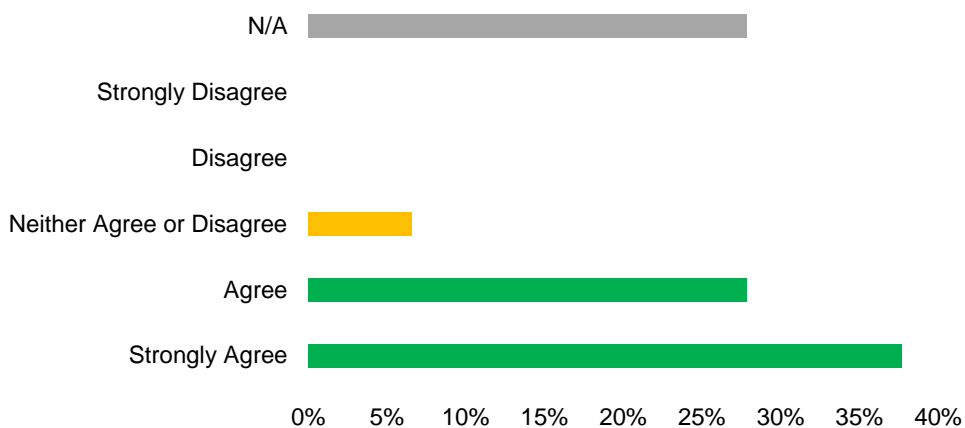
# 97%

agreed or strongly agreed that the EQ-i 2.0 is a useful tool.

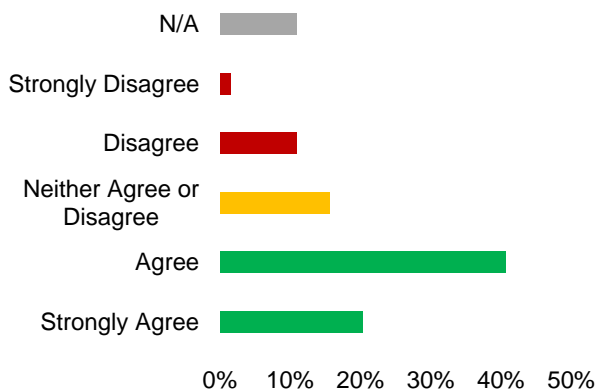
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More than **2/3** of respondents **agreed or strongly agreed** with the following statements:

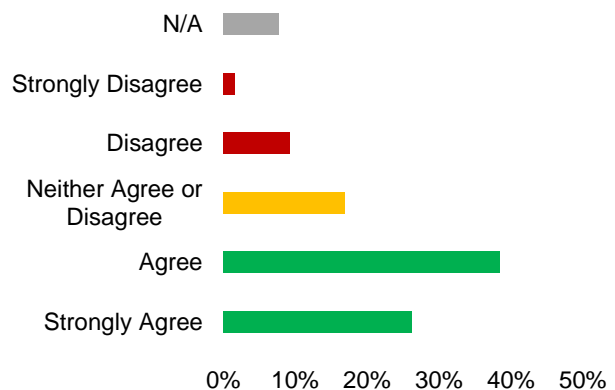
### The EQ 360 is a useful tool.



### The MHS online portal is easy to use.



### The EQ-i 2.0 & EQ 360 reports are good value for money.



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Below are some of the main challenges faced by our clients:

- Difficulty **getting clients to use this tool** over other psychometric assessments
- Finding the **system** difficult to navigate compared to other platforms
- Using the tool with clients who lack **self-awareness**
- **Cost** of the reports
- Deciding **when to send** clients their copy of the report

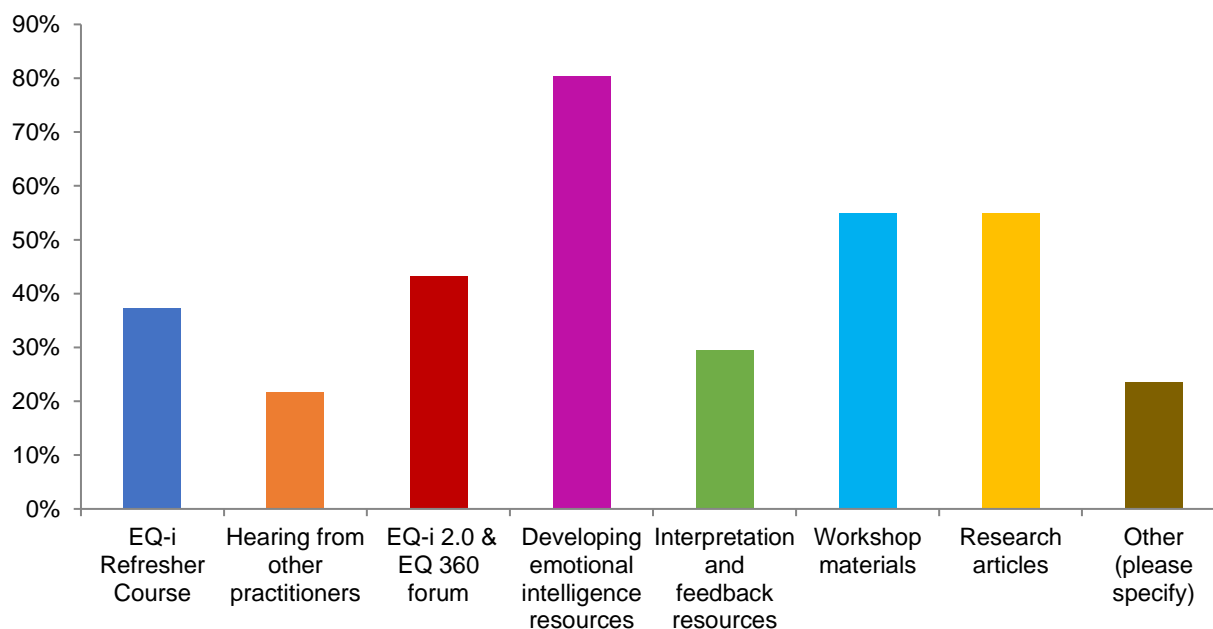
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Our clients suggested the following to help support their use of the EQ-i 2.0 & EQ 360:

- More **marketing materials** and resources to help ‘sell’ the assessments and gain buy in from clients
  - **Alternative questions** for feedback sessions (in addition to current bank of follow up questions)
  - **Job specific** support (eg. Sales)
  - Update/ more information on the **group report**
  - **General update** on the tool and system
- 

**80%** of respondents were interested in resources for **developing emotional intelligence**.

**55%** were also interested in **research articles** and **workshop materials** to support their use of the EQ-i 2.0 & EQ 360.



**Thank you for all of your comments.**

In response to your feedback, we will be designing and releasing online resources for developing each of the EQ-i 2.0 subscales. We will also provide you with additional marketing resources over the coming months.

Where necessary, we have contacted MHS and we will inform you of any updates or information that they provide.

Our future EQ-insights newsletters will also be focused on addressing some of the questions and comments raised by 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.**