



MSCEIT[®] 2

Mayer-Salovey-Caruso Emotional Intelligence Test™

Second Edition

Individual Report

Client Version

Sample Report

January 8, 2025

Welcome to the **MSCEIT[®] 2**

Thank you for completing the
Mayer-Salovey-Caruso Emotional
Intelligence Test Second Edition (MSCEIT 2).

The MSCEIT 2 is an ability-based assessment of emotional intelligence (EI). This assessment was developed with over 30 years of research by the authors of the original MSCEIT (Dr. Mayer, Dr. Salovey, and Dr. Caruso), in collaboration with experts at Multi-Health Systems, Inc. (MHS, Inc.). Using an abilities approach to conceptualizing EI, the MSCEIT 2 tests your knowledge and skills in various emotional intelligence domains by asking you to solve problems related to emotions.

This report will help you improve your awareness and understanding of emotional intelligence and your use of EI skills. You can use the tools and strategies found in this report to support you in your goals. For areas of strength, this report can help you better understand how to enhance and use your skills even more effectively.

What is the MSCEIT[®] 2 Model?

The MSCEIT 2 assesses your ability to be smart with and about emotions in four domains. Each MSCEIT 2 domain is measured using different types of questions.



The four MSCEIT 2 domains are as follows:

1	Perceiving Emotions The skills needed to perceive and accurately identify emotions in people and their environments. Question Types: Faces Contextual Pictures Videos
2	Connecting Emotions The skills needed to feel and use emotions to assist thought and connect with others through empathy. Question Types: Sensations Emotion Dimensions Facilitation Changing Contexts
3	Understanding Emotions The skills needed to understand emotional information, including the meaning, causes, and changes in emotions. Question Types: Changes Blends Progressions
4	Managing Emotions The skills needed to be open to your own emotions and those of other people, and the ability to reflectively manage emotions to make optimal decisions. Question Types: Emotion Scenarios Picture Panels



What is Emotional Intelligence (EI)?

Before we jump into looking at your MSCEIT[®] 2 scores, let's briefly talk about the research behind the MSCEIT 2.

The MSCEIT 2 is based on an ability model of emotional intelligence (EI), which describes EI as the ability to both reason using emotions and reason about those emotions. When people talk about intelligence, you may have heard people talk about concepts such as mathematical intelligence or musical intelligence when referring to people's skills with math or with music and rhythm. Similarly, the MSCEIT 2 approach considers EI to be another type of intelligence, one that focuses on the cognitive skills needed to detect, use, and think about emotions.

Linking your emotional and thinking processes is important because emotions contain data—valuable information about you, your relationships, and the world around you. By combining feeling with thinking, the MSCEIT 2 proposes that we can use EI to increase our effectiveness in our personal, home, school, and work lives.

Responses to MSCEIT 2 assessment items can be considered correct (full points assigned), partially correct (partial points assigned), or incorrect (no points assigned). The number of points assigned to each response option was determined by an international panel of emotion experts. Your scores are calculated based on the number of correct and partially correct responses that you selected across the various parts of the assessment.

Your MSCEIT 2 results will help you understand how you scored relative to a large, representative sample of people. The average score on the MSCEIT 2 is 100. To help interpret your Total EI and domain scores, they are presented in this report using the following score ranges:

- **Develop** (<70). You may have some difficulty in this area; it could be helpful to develop your skills and knowledge.
- **Consider Developing** (70-89). This is not yet an area of strength for you; enhancing this skill area could help with various parts of your daily life.
- **Proficient** (90-109). You have demonstrated sufficient skill in this area to be able to perform it with success; although not an area of concern, there is still room for improvement.
- **Skilled** (110-129). This is an area of strength for you; consider ways you can consistently and frequently apply these skills in your daily life.
- **Expert** (130+). This is a highly developed skill for you and is a considerable strength; think about ways you can further leverage these skills in yourself and others.



Understanding Your Results

Scores on the MSCEIT 2 are based on emotion theory and scientific research.

Overview of Scores

Develop (<70) | Consider Developing (70-89) | Proficient (90-109) | Skilled (110-129) | Expert (130+)

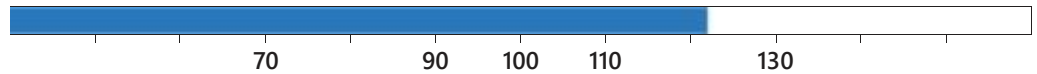
Total EI



122

Score

Skilled



Overall sense of your ability to reason with emotions and about emotion-related information.

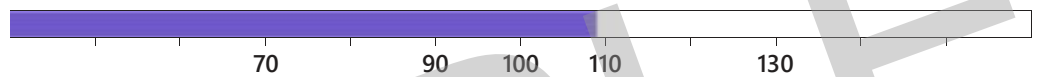
Perceiving Emotions



109

Score

Proficient



The skills needed to perceive and accurately identify emotions in people and their environments.

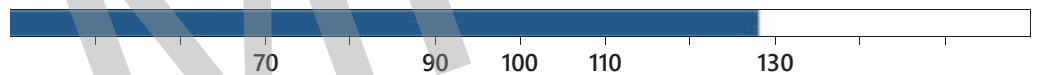
Connecting Emotions



128

Score

Skilled



The skills needed to feel and use emotions to assist thought and connect with others through empathy.

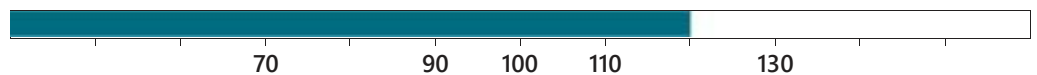
Understanding Emotions



120

Score

Skilled



The skills needed to understand emotional information, including the meaning, causes, and changes in emotions.

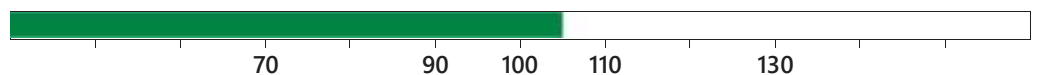
Managing Emotions



105

Score

Proficient



The skills needed to be open to your own emotions and those of other people, and the ability to reflectively manage emotions to make optimal decisions.

Total EI

Emotions can provide insight into how you and others are doing. When necessary, emotions can help you cope with the difficulty of making a sudden change or strategic shift. High levels of EI can be helpful when you want to

- enhance work performance,
- develop cooperation and trust,
- gain support for an idea, and
- resolve conflict.

Your Total EI Score

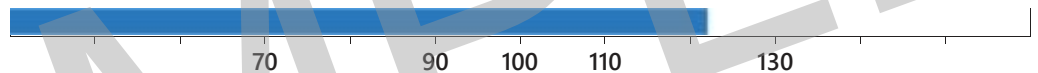
Develop (<70) | Consider Developing (70-89) | Proficient (90-109) | Skilled (110-129) | Expert (130+)



122

Score

Skilled



Overall sense of your ability to reason with emotions and about emotion-related information.

You scored in the **Skilled** range for **Total EI**. This suggests that you are very aware of emotions in yourself and others, and that your ability to perceive, connect, understand, and/or manage emotions is quite accurate.

In the next section of the report, a thorough analysis of your MSCEIT®2 domain scores is provided to help you identify instances where you can further leverage your EI skills. As you move through the report, think about how you currently display these skills in your day-to-day life. Consider if there are opportunities for you to use these skills even more or to help those around you become more aware of their own use of EI.



Perceiving Emotions

The Perceiving Emotions domain assesses an individual's skill at noticing and correctly identifying emotions. This is the most basic emotional intelligence skill. In the workplace, people often have to understand how others feel, especially when they want to influence behavior, resolve conflict, give feedback, and work in teams. People who identify emotions well will notice another person's feelings by looking at their face, listening to their tone, or observing the context. This is a valuable skill to have because the more you understand emotions in a situation, the more appropriately you can respond.



Your Perceiving Emotions Score

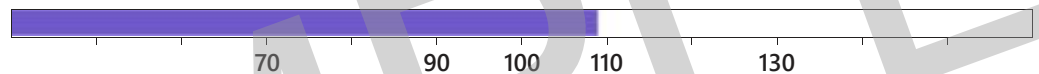
Develop (<70) | Consider Developing (70-89) | **Proficient (90-109)** | Skilled (110-129) | Expert (130+)



109

Score

Proficient



The skills needed to perceive and accurately identify emotions in people and their environments.

You scored in the **Proficient** range for **Perceiving Emotions**. This score suggests the following:

- Your awareness and interpretation of your emotions and the emotions of others is generally accurate.
- You should follow your instincts of how people feel.
- Depending on the importance of a situation, you may need to confirm your initial perception of emotions by asking detailed questions and adjusting your understanding of the situation.

Strategies to Improve and Leverage Your Accuracy at Perceiving Emotions

Because you are proficient in this area, your emotional recognition and perception skills are usually accurate. To enhance your skills even more, make sure you pay attention to the words that people say and compare that to the emotional cues that are expressed through body language, body position and posture, facial expressions, and voice rhythm and tone. Specific strategies are provided below to help you further develop your EI skills in this domain.

Mood Checking.

You can increase your awareness of emotions by using a mood meter. A mood meter is a graph that people can use to chart what they are feeling; it typically consists of four quadrants and charts the degree of pleasantness that one feels on the horizontal axis and the degree of energy that one feels on the vertical axis. At regular intervals throughout the day, record your levels of pleasantness and energy on your mood meter of choice, and write down what just happened that led to those recorded levels. If you perform this activity over time, you may be able to notice the reasons or patterns of behavior that lead you to feel certain emotions.

Practicing Communication Skills.

Work with your coach or a partner to practice different tones, volumes, and speeds of speech and discuss how a person's vocal delivery conveys information about their emotional state. For example, try speaking loudly, quickly, and in a harsh tone. Then try speaking quietly, slowly, and in a calm tone. Have the other person identify which emotional state you are expressing and discuss what aspects of *how* you communicated cued them into your emotional state.

Understanding Cultural Display Rules.

While there is debate about whether there are basic human emotions, there is little debate that "display rules," which are cultural norms that define how people should express their emotions in different situations, differ across cultures. When trying to assess people's emotions, be aware that what people express may not match how they feel. Additionally, keep in mind that culture can mean different things, whether it's the culture of a country, society, workplace, school, or family.

Clarifying.

Make a habit of asking questions in such a way that will lead others to provide more open and honest feedback. For example, try a question such as, "It seemed to me you may have been saddened by this news, but I'm not sure that I'm right. Can you tell me how you felt about this announcement?" Adding, "Based on my impression...." or "I may be wrong, but..." allows space for the other person to elaborate on what they thought or felt about the situation.



Connecting Emotions

The Connecting Emotions domain assesses an individual's skill at appropriately choosing which pleasant or unpleasant emotions help with different thinking tasks (such as reasoning, problem-solving, decision-making, and creative thinking) and generating emotions as needed to increase effectiveness.

Our emotions influence our thoughts and behaviors. They impact what we notice, how we view situations, solve problems, make decisions, and interact with others. For example, if you feel upbeat and pleasant, you will see things differently than if you feel down and unpleasant. When you know how emotions, physical feelings, and thinking are connected, you can use emotions or change them depending on your situation to get a better result.

Moreover, when you understand the feelings and physical sensations that come with emotions, you can be more successful at generating them when needed. This ability to generate emotions on demand can make you more empathetic, allowing you to establish strong emotional connections with others and see things from different perspectives.

Your Connecting Emotions Score

Develop (<70) | Consider Developing (70-89) | Proficient (90-109) | Skilled (110-129) | Expert (130+)



128

Score

Skilled

The skills needed to feel and use emotions to assist thought and connect with others through empathy.

You scored in the **Skilled** range for **Connecting Emotions**. This score suggests the following:

- You understand that your thoughts and emotions are linked and can leverage this understanding to help you be more effective.
- You have the potential to communicate with people on a deep and meaningful level because you can often connect with the feelings of others.
- You can generate different emotions in yourself and others as needed to help you complete tasks.
- You consider multiple points of view and can be flexible in your thinking, and this is demonstrated when you encourage others to engage in open-minded decision-making, planning, and idea generation.

Strategies to Improve and Leverage Your Effectiveness at Connecting Emotions

You certainly know how emotions influence thinking, and you appreciate the value of this approach. Because this is an area of strength for you, try to leverage it whenever possible. Specific strategies are provided below to help you further develop your EI skills in this domain.

Becoming Aware of Sensations.

Become more aware of the link between emotions and body sensations. Any activity that uses your body will affect the way you feel. Depending on the mood you want to achieve, you can engage in a variety of activities (e.g., mindfulness exercises, listening to music, adjusting your body posture) to increase your awareness of how your body sensations may impact your mood. Try to alter your mood by engaging in a specific activity and discuss it with your coach or write about what you noticed and how the activity you did changed your mood.

Task Matching.

As your feelings change, check in with yourself to see if the task you are currently working on is still the most appropriate one. Think of some daily tasks that you do and ask yourself the following questions:

- What emotions do you typically feel when you do those tasks?
- Are these emotions helpful to the task?
- If not, what emotions would be more helpful?
- How can you generate a more helpful emotion before or during the task?

Generating Emotions.

Make a habit of vividly recalling situations where you felt particularly strong emotions. The best way to do this is to first focus on the context (e.g., where you were, what was the weather, who else was there, what you were wearing) and then remember the physical state or sensation that you experienced. Being able to easily recall these memories of highly emotional situations will help you to generate emotions and shift emotions more effectively when you need to.

Practicing Empathy.

Sometimes it is difficult to feel what other people feel, but it is important to feel empathy for those around us. One way you can develop your empathy is by trying to make yourself feel what someone else is feeling. To do this, practice generating certain emotions in yourself on demand so that the next time you encounter someone experiencing a strong emotion, you are better able to understand what they are experiencing and can better connect with them.



Understanding Emotions

The Understanding Emotions domain assesses an individual's knowledge of emotions. Understanding emotions can help you better understand people, predict how an idea will be perceived, foresee how others might respond to you, grasp the nuances of emotional situations, and communicate more effectively using advanced emotional words.

Importantly, emotions change depending on the situation, so being able to understand emotions can help you navigate the social situations you find yourself in. These skills are valuable because they can help you understand and gain insight into yourself and others—to figure out what motivates people, what annoys them, and what makes them feel better or worse.



Your Understanding Emotions Score

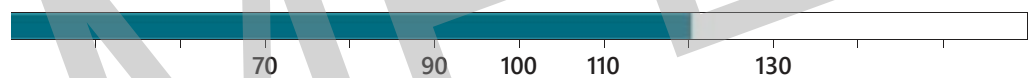
Develop (<70) | Consider Developing (70-89) | Proficient (90-109) | **Skilled (110-129)** | Expert (130+)



120

Score

Skilled



The skills needed to understand emotional information, including the meaning, causes, and changes in emotions.

You scored in the **Skilled** range for **Understanding Emotions**. This score suggests the following:

- You have a rich emotional vocabulary and an in-depth understanding of emotions. You can describe emotions and understand the nuances that differentiate similar emotions.
- You have a strong understanding of people's intentions and motivations, the causes of emotions, and how they may change over time.
- You may be seen by others as being emotionally aware and insightful because you are usually able to figure out what will happen next in terms of how people will feel.



Strategies to Improve and Leverage Your Effectiveness at Understanding Emotions

Your Understanding Emotions score indicates that you have good insight into people—this is a real strength for you. If you spend more time observing how people are feeling and stay open to these feelings (whether they are pleasant or not), you can become even more effective in your relationships with others. Specific strategies are provided below to help you further develop your EI skills in this domain.

Being Proactive, Not Reactive.

Be proactive about thinking through emotional “what-if” scenarios. This requires you to think ahead and imagine the impact a situation may have on your own and other people’s emotions. By thinking through these aspects on an emotional level before you communicate and interact with others, you are more likely to achieve better results because you are better prepared for scenarios where you encounter resistance or negative reactions from other people.

Following the Platinum Rule.

The Platinum Rule says that people should be treated the way they want to be treated. Take a moment to think of the people you rely on for your success. Now ask yourself—what impacts this person’s emotions? Do you know what makes them happy, sad, bored, excited, frustrated, proud, disgusted, and angry? To communicate and collaborate effectively with others, you need to know them well. Take the time to observe and ask questions and adjust your approach with them to meet their needs.

Connecting With Others.

Getting to know what impacts people emotionally takes time and practice. Some people will tell you how they’re feeling and why they feel that way, while others will not. This will depend on their personality, culture, life experiences, and comfort level with sharing this information. To develop your understanding of others, they need to trust your intentions. Let them understand why you want to know them better—share that you want to be a better leader/colleague/friend and you want to know what is important to them.

Being an Emotional Guide.

Because you likely have good insight into predicting how others might feel about certain situations, you can use this skill set to guide others who might not be as knowledgeable. Advise those around you on how others may emotionally respond to situations. For example, if you are a leader, and a member of your team has to give feedback to someone else, encourage your team member to think through how the other person may respond and what the possible outcomes of the situation may be.



Managing Emotions

The Managing Emotions domain assesses an individual's skill at incorporating their feelings into their decision-making process when appropriate. People who can manage their own and other's emotions are more effective at achieving individual and group goals. The ability to successfully manage emotions involves the awareness, acceptance, and use of emotions in problem solving.

Some people think that the term "emotion management" means stopping or trying to reason through emotions; however, that is not the case. Skilled emotion management will neither make emotions feel smaller nor bigger, but rather, it focuses on addressing the emotion fully at the right time. Instead of acting on their emotions without thinking, individuals skilled at Managing Emotions will combine thinking and feeling to make the best possible decisions and take the most effective actions.

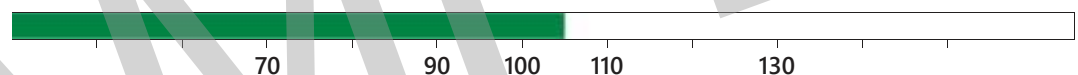
Your Managing Emotions Score

Develop (<70) | Consider Developing (70-89) | **Proficient (90-109)** | Skilled (110-129) | Expert (130+)



105
Score

Proficient



The skills needed to be open to your own emotions and those of other people, and the ability to reflectively manage emotions to make optimal decisions.

You scored in the **Proficient** range for **Managing Emotions**. This score suggests the following:

- You are open to emotions and are generally willing to process emotional information even if it may lead to some discomfort.
- Although you possess enough skill in this domain to competently manage emotions (your own and others') in a way that balances thinking and feeling, there may be times when you don't maintain that balance.
- It is also possible that you find yourself more comfortable or effective at managing certain emotions or situations than others.

Strategies to Improve and Leverage Your Effectiveness at Managing Emotions

Scoring in the Proficient range means you already possess enough Managing Emotions skills to perform your daily tasks well. You can further improve your management of emotions by learning more emotion management strategies or identifying the situations and contexts that you struggle with when it comes to managing your own or other people's emotions. Specific strategies are provided below to help you further develop your EI skills in this domain.

Choosing Your Time.

Consider appropriate times to engage or disengage with an emotion. There are times when feeling certain emotions are not useful to the current situation. For instance, feeling stressed, angry, or frustrated may not be helpful while in a meeting. Are you able to set aside or ignore that feeling during the meeting, and wait until the meeting has ended to address it? Managing emotions is not about stopping oneself from feeling an emotion; instead, it is about evaluating why an emotion is occurring, what is happening, and working out the best way to handle the emotion appropriately.

Managing the Mood or Situation.

Try generating a different mood (i.e., one that is more desirable or useful) before entering a situation. However, if you have trouble managing your emotions once you are in the middle of a situation, can you manage the situation to lessen the emotional impact? Sometimes it is easier to manage the situation rather than trying to manage your own or someone else's emotions. This may mean changing the situation, location, or timing of an event to get the best out of yourself and those involved.

Using Long-Term Strategies:

- **Calm your mind.** Using strategies such as breathing, stretching, standing up and walking, visualization, and relaxation techniques can help you manage unpleasant emotions. For example, with breathing exercises, taking deep breaths through your diaphragm releases carbon dioxide gas and takes in oxygen gas, which reduces stress and provides emotional relief by reducing your heart rate and blood pressure.
- **Exercise.** Exercise helps the body return to its normal balanced state by releasing chemicals and hormones. Sports, walks, yoga, and gym sessions (among other forms of physical activity) can be included in your daily routine for ongoing management of emotional stressors.
- **Nutrition.** Some foods found by research to have mood regulation and mood-boosting benefits include dark chocolate, coffee, fermented food, bananas, oats, berries, beans, and lentils.

Self vs. Other Management

Your responses to the Managing Emotions questions can also be used to help you understand how effective you are at managing emotions in yourself compared to managing emotions in others.

Your Emotion Self-Management Score

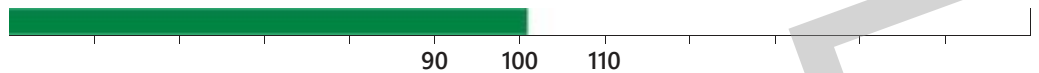
Develop (<90) | Proficient (90-109) | Skilled (≥110)



101

Score

Proficient



You scored in the **Proficient** range for **Emotion Self-Management**, which suggests that while you are usually open to feeling your emotions, there may be some emotions that you are not as open to. You are generally aware of the impact that your emotions may have on your thoughts and behaviors. When making decisions, you are often able to choose strategies that include this important emotion-based data.

Your Emotion Other-Management Score

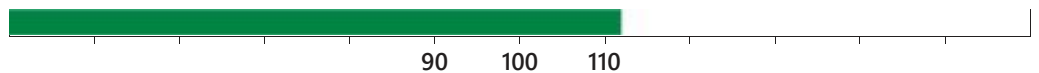
Develop (<90) | Proficient (90-109) | Skilled (≥110)



112

Score

Skilled



You scored in the **Skilled** range for **Emotion Other-Management**, which suggests that you consider other people's feelings when making decisions, and you also encourage others to be more open to feeling their own emotions. You are willing to help others process their feelings so that you can better interact with them. You consistently use your knowledge of other people's feelings to help you make the most effective decisions.

Comparing Self and Other Management

Your scores on **Emotion Self-Management** and **Emotion Other-Management** suggest that although you are effective at managing your own emotions, you excel at managing other people's emotions. You are usually able to make decisions for yourself that balance thinking and feeling, but when working and relating with others, you may find yourself placing the emotional well-being of others above your own.

Visual and Verbal EI

The MSCEIT[®] 2 is divided into the following two item types:

- **Verbal** items rely primarily on text to present the questions and answers.
- **Visual** items rely primarily on images and diagrams when presenting the question.

In the MSCEIT 2, solving emotional intelligence problems engages your skills with either verbal reasoning, visual reasoning, or both.

Your Visual EI Score

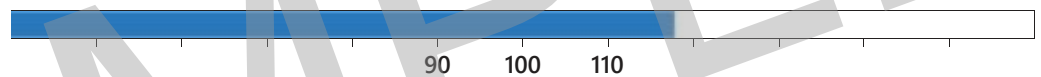


118

Score

Low (<90) | Mid-Range (90-109) | High (≥110)

High



Your skill at processing emotions mostly displayed through gestures, expressions, and images.

You scored **High** for the **Visual EI**, which suggests that you are often accurate when you process emotions using visual cues. You are getting accurate data about others by observing people and the situations around them. Because your perceptions of others are frequently accurate, you should feel confident in your initial impressions.

Your Verbal EI Score

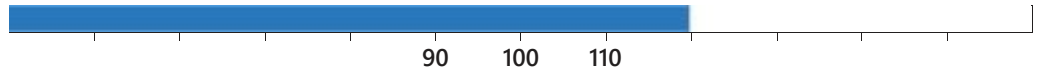
Low (<90) | Mid-Range (90-109) | High (≥110)



120

Score

High



Your skill at processing emotions mostly displayed through language such as written or spoken communications.

You scored **High** for **Verbal EI**. This score suggests you get accurate emotional data from what people say and from listening to stories. People who score in this range can effectively verbalize their feelings, notice nuanced emotional cues in what people are saying, and accurately interpret the emotional implications of people's responses to questions. Because your perceptions of others are frequently accurate, you should feel confident about your interpretation of these verbal cues.

Comparing Visual and Verbal EI

You scored similarly on **Visual** and **Verbal EI**. It may still be helpful and interesting for you to reflect on your scores for these two types of questions.