



# Inspiring small shifts in attitude to make a BIG difference in performance

## The differences from most psychometrics

The online tools I use have been developed in the UK by the authors of Applied Emotional Intelligence, and are distinguished in three important ways from the characteristic use of psychometric measures.

### 1. Diagnosis

These are all diagnostic measures, rather than assessment measures, and designed to be so. That is to say, they have been designed to gather the maximum amount of information about the respondent, in order to help them change what they want to change, rather than to rate the respondent consistently on some specified criteria.

### 2. Feedback

One of the ways the measures differ from most psychometrics is that we feed back to people how they scored on each individual item, and encourage people to refer to these individual item scores whenever they are surprised or intrigued by their overall average score, to help them understand precisely how they work.

### 3. Development

## The Medical Model

Good diagnosis enables selection of the appropriate treatment, and this relates to another respect in which the measures differ from most psychometrics. The application of most psychometrics appears to be based on a medical model, which is:

(2) Selection of treatment

By doctor

(3) Application of treatment Often by doctor

(4) Therapeutic consequences In patient

The psychometric analogue is:

(1) Diagnosis

By test

(2) Selection of treatment

By professional

By d

- (3) Application of treatment by professional
- (4) Therapeutic consequences subject

### The Empowerment Model

These are obviously authority-based, top-down procedures, and as such are unlikely to promote emotional intelligence, which is based on respect for self and others. We prefer an empowerment model:

- (1) Increase in self knowledge

In coachee

- (2) Selection of change plan by coachee
- (3) Implementation of change plan by coachee
- (4) Chosen change achieved by coachee.

The role of the professional thus becomes facilitator of the individual, who remains in charge.

**Perhaps you might like to have a look at the measures that I use and recommend? You'll find them under the 'Measures' tab sub menus.**