

EIQ: Emotional Intelligence 4 Quadrant Evaluation

Report prepared for
Sample Report

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The EIQ assessment focuses on basic factors associated with emotional social skills. As such, it relates to self-communications and interactions in various social contexts.



Emotional Intelligence Inventory

"Emotional intelligence counts more than IQ or expertise for determining who excels at a job -- any job. For outstanding leadership, it counts for almost everything."

~Daniel Goleman

"In leadership positions, 85% of the competencies for success lie in the EI domain, rather than in technical or intellectual abilities. "

~Daniel Goleman

"People typically attribute the lion's share of their success personally and professionally to their mental intelligence, or IQ. Research in psychology and human performance over the last twenty years indicates that mental intelligence does contribute to success BUT the far more significant intelligence that accounts for personal and professional success is emotional intelligence!"

~Michael Rock

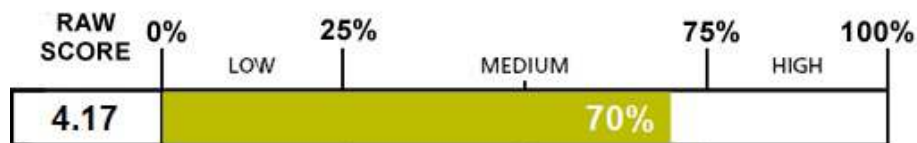
Emotional intelligence is the ability to perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth (Mayer & Salovey 1997).

Emotional Intelligence is a way of recognizing, understanding, and choosing how we think, feel, and act. It shapes our interactions with others and our understanding of ourselves. It defines how and what we learn; it allows us to set priorities; it determines the majority of our daily actions. Research suggests it is responsible for as much as 80% of the "success" in our lives.

Research indicates that emotional intelligence can be seen as measurable differences directly associated with personal and professional success. Some of these areas include:

- Communication
- Decision-making
- Leadership
- Sales
- Teamwork
- Productivity/performance
- Relationship satisfaction
- Customer Service
- Conflict Management
- Overall effectiveness

Your Overall EIQ Score





Work Benefits

EQ is based on an internal loop. It begins with awareness of emotions and temperament. It continues on through understanding and moves towards discipline and management. After the initial personal cycle, it connects to the emotions of others. Emotional intelligence recognizes feelings and responds in an appropriate, focused way. These abilities heighten personal performance, empower relationships, and direct teamwork in a more results oriented manner.

Work Benefits

- | | |
|---|--|
| <ul style="list-style-type: none">• Enhanced Employer/Employee Relations• Improved Performance/Productivity• Higher Attention to Task/Focus• Greater Motivation and Satisfaction• Improved Confidence and Self-Efficacy• Better Problem Solving and Creativity• Enhanced Leadership, Influence and Team Performance• Collaboration and Synergy• Improved Work Climate and Culture• Better Interpersonal Connection and Effectiveness• Greater Initiative and Commitment | <ul style="list-style-type: none">• Reduced Stress• Lower Levels of Bias and Mistrust• 70% Reduction in Absenteeism (3 years)• Up to 94% Decrease in Turnover• Decreased Burnout• Minimized Negative Emotions• Decreased Negatives Due to Stress• Fewer Aggression and Hostility Issues• Less Safety-Related Violations• Fewer On-the-Job Accidents• Lower Workers Compensation• Fewer Disengaged Workers• Less Turnover |
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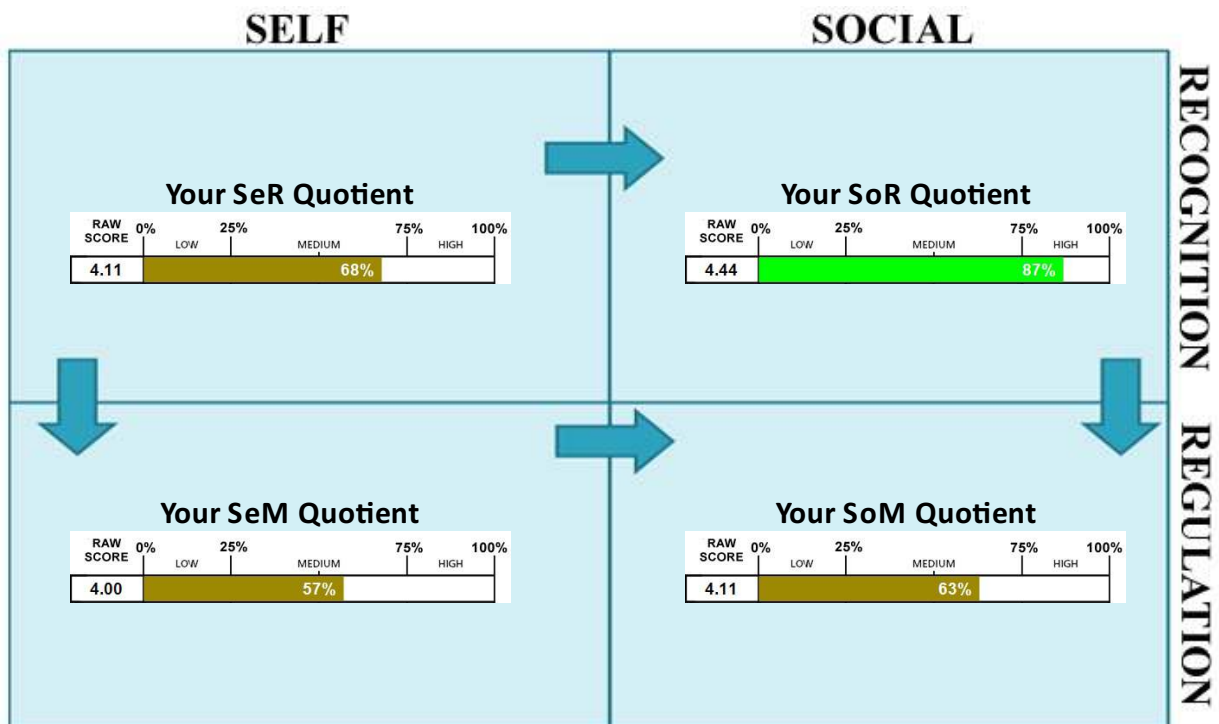
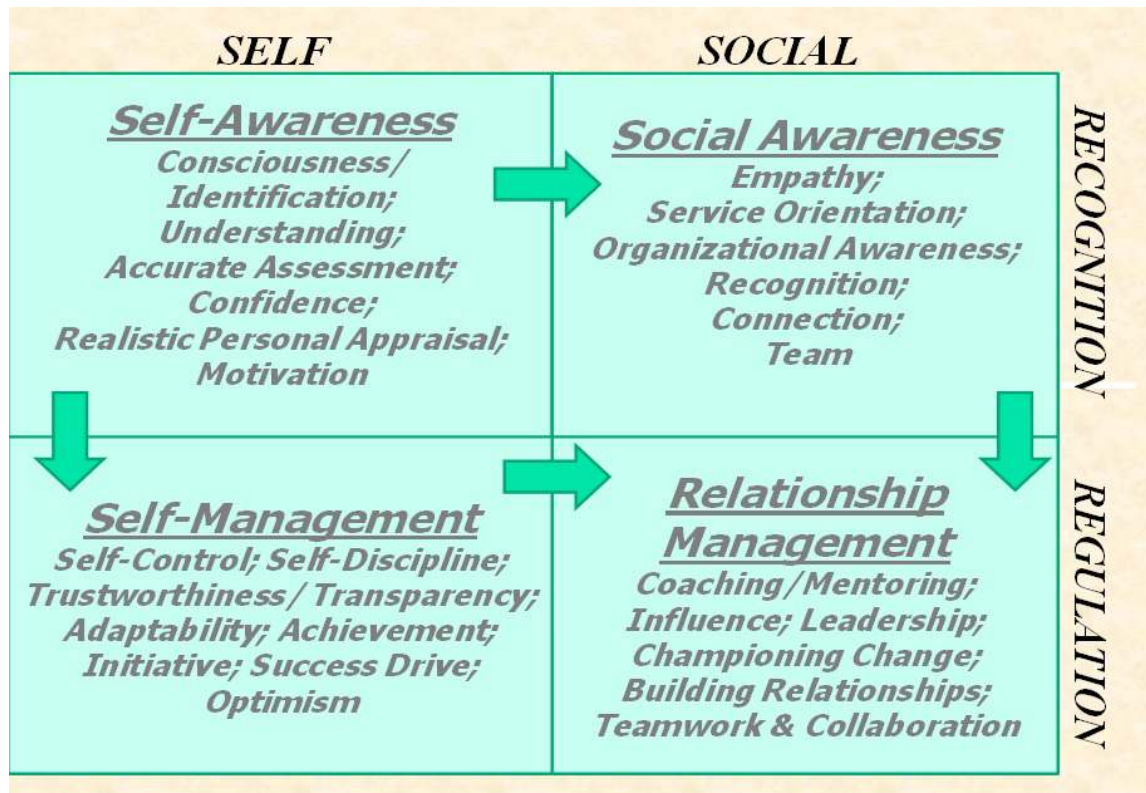
The Emotional Intelligence Index reviews four (4) basic areas. Within each competency, there is an overall score. The Index is predicated on the abilities to recognize, understand and manage emotions (intrapersonal communication); and the ability to recognize, empathize, and relate to others (interpersonal communication). The Emotional Intelligence Index evaluates several aspects of your emotional intelligence and suggests ways to improve it.

Research indicates that emotional intelligence can be learned and is directly associated both with professional and personal success. This assessment serves to:

- Heighten awareness of the various areas of emotional intelligence
- Indicate relative strengths and weaknesses
- Provide a framework for personal and professional improvement



EIQ Quadrant





Emotional Intelligence EIQ Scores - SeR

SeR (Self-Recognition) Quotient:

The self-recognition quotient reflects intrapersonal communication. It indicates self-awareness and understanding. Factors in this area include self-understanding, personal acceptance and the overall understanding of personal psychology. Self-awareness is foundational to social awareness and self-management.

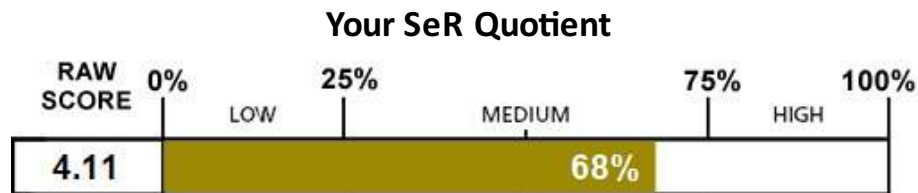
Factors included:

- Personality Style
- Learning Styles
- Mental attitudes and states
- Comfort and discomfort
- Strengths and weaknesses
- Biofeedback
- Self-acceptance
- Self-esteem
- Temperament
- Tension/stress levels
- Spirituality
- Conscience

A percentile score lower than 25% shows a strong opportunity to develop greater self-awareness and reduce inner tensions.

A percentile score between 25% and 75% indicates a general understanding of self and transitions in thought/emotion.

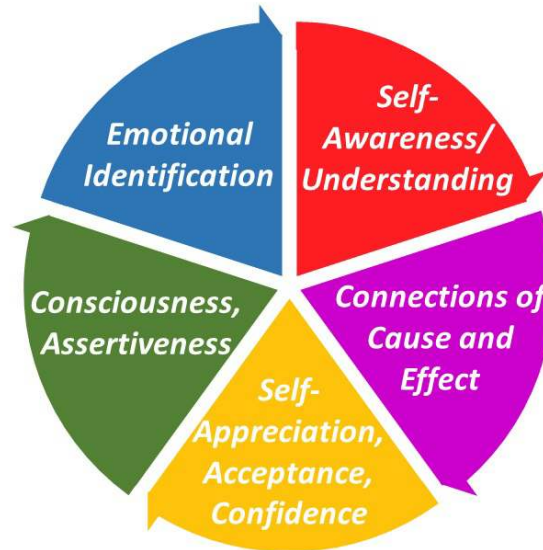
A percentile score greater than 75% shows a high level of self-awareness and esteem. This indicates someone who understands well who they are.





Emotional Intelligence EIQ Scores - SeR

SeR: Self-Recognition/Awareness



Self-Awareness/Understanding: a conscious, deliberate reflection on personal identity, image, feelings, motives, desires and how these are associated with perceptions of self in the context of various situations. Empathy and understanding of self. Knowing why emotions occur.

Connections of Cause and Effect: recognition of the impact and consequence of behaviors on feelings and moods; separating external and internal factors effecting emotions. Knowing how feelings relate to performance.

Self-Appreciation, Acceptance and Confidence: development of self-esteem; personal worth and value; and coming to grips with personal attributes. Recognizing personal strengths, weaknesses, and limitations. Operating with realistic self-assurance.

Consciousness, Assertiveness: intentional establishment of personal boundaries and appropriate limits; choosing a path that expresses self-worth through personal care and outward presentation (presence).

Emotional Identification: ability to identify and name personal feelings; vocabulary and definition of emotions allowing choices, responses and performance; effective reflection on intrapersonal information.



Emotional Intelligence EIQ Scores - SeR

Suggestions to improve your SeR (Self-Recognition) Quotient

13 Ways to Improve Self-Recognition:

1. Think before acting. Consider consequences and perform with deliberation.
2. Take time to learn, define, and understand a minimum of [100 different emotions](#).
3. Accept personal feelings as information without judgment or rejection.
4. Connect emotions and thoughts. Think about the causes and impacts of feelings.
5. Tune into the subconscious by recognizing the physical impacts of emotions.
6. Recognize both positive and negative emotions. Reinforce the positive and lessen the negative.
7. Determine personal strengths and weaknesses. Develop realistic self-acceptance and appreciation. Have positive self-assurance and strong confidence.
8. Find things to like about yourself. Establish self-awareness and esteem.
9. Take time to reflect and understand inner feelings. Support intrapersonal effectiveness through positive self-talk; self-affirmation; constructive visualization and/or journalizing.
10. Make active decisions to choose positive, constructive feelings. Have dreams and plans for self-actualization.
11. Establish the practice of relaxing, refreshing and renewing through meditation and reflection.
12. Develop habits of inner attention. Use physical and mental senses to have an active awareness of physical, mental and emotional sensations.
13. Get outside feedback and support. Let others offer information on the feelings they see displayed.

When Emotional Intelligence is Lacking Self-Recognition:

1. Ignores feelings and emotional patterns.
2. Nurture self-doubt.
3. Entertains negative self-talk and lack of visualization.
4. Neglects the consequences of feelings and thinking.
5. Tenaciously clings to tradition and the past while neglecting growth and self-improvement.
6. Is overly timid or aggressive.
7. Avoids self-understanding and reflection.
8. Develops negative patterns and habits (depression, anger, etc.).
9. Devalues self; self-depreciating, self-condescending.
10. Fails to recognize inner quality and worth.
11. Unable to name feelings.
12. Tentative and uncertain about self.
13. Avoids assessment and realistic evaluation.

Developmental Suggestions:

1. Accept emotions without judgment.
2. Self-monitor; take time to reflect and review.
3. Associate emotions with attitudes and consequences.
4. Accept advice without becoming defensive.
5. Develop greater mental security.
6. Analyze strengths and weaknesses fairly and with an eye toward growth.
7. Create realistic personal expectations.
8. Cultivate positiveness and optimism.
9. Connect with positive, supportive people.
10. Generate expectations of causes and consequences.



Emotional Intelligence EIQ Scores - SeR

SeR (Self-Recognition) Quotient Worksheet

How consistently conscious are you of your different emotions and feelings?

Can you name your different emotions? How many of them are you familiar with?

How do your emotions, moods and temperament affect your personal life and professional performance?

How can you become more conscious of your feelings and more aware of their impact?

Are you aware of the effects these feelings are having? Are their ways to choose positive emotions and minimize negative ones?



Emotional Intelligence EIQ Scores - SoR

SoR (Social-Recognition) Quotient:

The social-recognition scale reflects awareness and consideration of the feelings and responses of others. The ability to empathize and maintain sensitivity to the moods and emotions of others allows for superior intuition and connection.

Factors included:

- Empathy
- Understanding/compassion
- Sensitivity/thoughtfulness
- Appreciation
- Holistic communication
- Primary resonance and rapport
- Connection
- Relationships

A percentile score lower than 25% suggests that listening and communication skills could generate better interpersonal connections.

A percentile score between 25% and 75% indicates a general attentiveness and recognition of the emotional states of others.

A percentile score greater than 75% is generally indicative of superior listening and rapport building skills. Individuals with this heightened sensitivity tend to be sensitive to feelings, nonverbal signals and interpersonal dynamics. They recognize transitions and shifts. They readily 'read between the lines.'





Emotional Intelligence EQ Scores - SoR

SoR: Social-Recognition/Awareness



Empathy; Sensitivity; Appreciation: understanding others; accurately picking up emotional cues from communication (including words, tone and nonverbal signals); managing direct and indirect feedback effectively; being attentive, sensitive, aware and appreciative of the emotional signals of others.

Service; Compassion; Benevolence: operating with a sense of contribution; aiding, helping, coaching and developing others; giving; operating constructively to contribute to the emotional states and benefits of others; recognizing needs, wants and desires; relating to alternative thoughts, perceptions and perspectives.

Holistic Communication: the abilities to effectively send and receive information including emotional content; listening; engaging and connecting with others; sending and receiving verbal and nonverbal signals constructively.

Situational Perceptual Awareness: recognizing and processing dynamic, shifting emotional data; communicating attention, focus, awareness and connection; adapting to situational variables and changes; understanding which factors count, how much and responding with reasonable behavior.

Interpersonal Development: growing and nurturing constructive connections; setting the tone for long term depth and breadth in relationships; working with quality in personal and professional relations; having resonance and rapport.



Emotional Intelligence EIQ Scores - SoR

Suggestions to improve your SoR (Social-Recognition) Quotient

13 Ways to Improve Social-Recognition:

1. Be curious and interested in other people.
2. Avoid prejudice and self-centeredness. Actively listen without distraction or judgment.
3. Focus attention on others and what they are willing to share. Hear both verbal and nonverbal communication.
4. Be sensitive, appreciative, validating and respectful of others. Value both the person and the message they send.
5. Look for the best in others. See with positive regard. Recognize possibilities and potentials. Be excited.
6. Show support and encouragement. Display understanding through physical and verbal communication.
7. Have an inner fire to provide value to others. Develop a passion to connect, serve, and help others.
8. Demonstrate respect with words, tone and attention. Act with politeness, courtesy and etiquette.
9. Reflect on information to adjust communication and behaviors. Adapt to different personalities, situations and dynamics.
10. Offer constructive feedback, information and dialogue. Communicate positively.
11. Express feelings in an appropriate, effective way. Manage drama and presentation.
12. Test perceptions. Decode accurately, fairly, and effectively. Present feelings in sensitive, appropriate, useful, honest ways.
13. Empathize with others. Let them know and feel the connection.

When Emotional Intelligence is Lacking Social-Recognition:

1. Is oblivious to body language and other non-verbal signals.
2. Is too self-absorbed to notice others.
3. Does not have the time nor interest in quality listening.
4. Neglects feedback.
5. Is not well liked.
6. Alienates team members.
7. Is self-centered.
8. Fails to consider the sensitivities and needs of others.
9. Does not appreciate the problems and concerns of others.
10. Is not responsive to messages others send.
11. Focuses on what personal needs and desires instead of what others want.
12. Avoids being a team player or working on projects others initiate.
13. Doesn't conform to group norms and expectations.

Developmental Suggestions:

1. Set and monitor a specific course and path for each day.
2. Act with focus and intensity.
3. Define a clear path to desired goals.
4. Exercise discipline and self-control in both short and long term projects.
5. Take time to evaluate and critique personal performance.
6. Identify gaps in desired returns and improve plans to achieve better results.
7. Avoid fatigue and burnout.
8. Stick with a concrete, articulated agenda.
9. Remain accountable for your actions.



Emotional Intelligence EIQ Scores - SoR

SoR (Social-Recognition) Quotient Worksheet

How do others reveal their feelings?

How wide a variety of feelings are you aware of in others?

How do the emotions and moods of others affect your interaction with them?

How can you deepen connections, improve performance, and expand relationships?

What type of program can you improve awareness of other people's feelings?

How does awareness of others' feelings impact project success and teamwork?



Emotional Intelligence EIQ Scores - SeM

SeM (Self-Management) Quotient:

The self-management quotient indicates self-evaluation coupled with self-regulation. The awareness and discipline to control and harness feelings directly impacts the ability to achieve personal objectives and develop inner resolution. Satisfaction, happiness and contentment are results of self-management.

Factors include:

- Restraint
- Discipline
- Control
- Resolve
- Direction/purpose
- Emotional management
- Flexibility
- Enthusiasm/excitement

A percentile score lower than 25% shows an opportunity for developing more personal maturity and higher levels of self-control. These individuals tend to be impulsive and less able to direct their feelings.

A percentile score between 25% and 75% is average. While these individuals may experience some impulsiveness and rash action, they are generally intentional and on task with their feelings and performance.

A percentile score greater than 75% shows exceptional self-control and discipline. This score shows people who intuitively understand how to manage themselves. These individuals are highly poised and self-possessed. They are intentional, responsible and in command of themselves.





Emotional Intelligence EIQ Scores - SeM

SeM: Self-Management



Self-Control; Discipline: effectively handling impulses; maintaining composure while experiencing stressful, trying emotions; managing preparation and performance; actively choosing paths; self-directing; the ability to emotionally persist to achieve strategic objectives.

Goal-directed Performance; Targeted Action: focus to achieve long term desired goals; emotional tenacity and persistence; drive to choose challenging objectives and assume acceptable risk; staying the course to completion; resilience in the face of obstacles and setbacks; seizing opportunities.

Integrity; Trustworthiness: the ability to work with conscience, ethics and integrity; operating with personal standards, principles and values; being dependable, reliable and authentic; keeping promises and assuming personal responsibility.

Motivation, Positive Psychology; Initiative: self-energizing; the ability to be mentally and emotionally engaged; attitude; passion; choosing cause and effect feelings; being responsible for personal success; acting and choosing feelings in accordance with positive emotions, optimism and constructive feelings; limiting negative emotions, patterns and spirals.

Creativity, Agility, Flexibility; Adaptability: coping with change, transition and development; adjusting to situations, relationships and feelings; handling curiosity and imagination to create, discover and explore opportunities; innovation for progress; cognitive and emotional shifts to augment and manage change; the abilities to problem solve and 'think outside the box.'



Emotional Intelligence EIQ Scores - SeM

Suggestions to improve your SeM (Self-Management) Quotient

13 Ways to Improve Self-Management:

1. Develop habits of self-control and personal discipline.
2. Accept responsibility for behavior, communication, performance and impact.
3. Create a sense of conscience, morality and integrity and act consistently with personal values and principles.
4. Determine personal boundaries and act assertively (rather than passively or aggressively).
5. Actively set goals and objectives. Support achievement with diligence, tenacity and the personal qualities necessary to succeed.
6. Self-motivate. Generate a passion, excitement, enthusiasm and energy to pursue objectives.
7. Be likeable. Cultivate eclectic interests, be nice, courteous and someone worth knowing.
8. Have a maturity and seriousness of purpose. Provide inner direction and drive for curiosity, creativity and imagination.
9. Manage stress, effort, time and impulsiveness. Take command of personal performance.
10. Plan. Have a sense of purpose, direction and focus.
11. Maintain balance. Be aware of objectives in diverse areas.
12. Keep healthy. Manage wellness, exercise, diet, sleep and nutrition.
13. Actively make and execute decisions. Think, feel and perform with the best information available. Avoid regret, anxiety and worry.

When Emotional Intelligence is Lacking Self-Management:

1. Is careless and undisciplined.
2. Lacks focus, planning and direction.
3. Fails to prepare.
4. Procrastinates.
5. Has a short temper (or other negative emotional pattern).
6. Is impulsive.
7. Suffers from undue stress, tension, regret, and/or worry.
8. Does not adhere to promises and commitments.
9. Fails to be responsible and accountable.
10. Does not take initiative.
11. Is rigid and unyielding in procedures.
12. Affirms/supports negative habits through negative self-talk.
13. Does not achieve targeted objectives.

Developmental Suggestions:

1. Actively look for opportunities to help others and promote their agendas.
2. Actively listen; pay attention.
3. Take in feedback and critique to improve your self-management.
4. Become more interested and enthusiastic about others.
5. Follow through on promises and commitments.
6. Create opportunities to connect .
7. Be positive and open when responding to new people and ideas.
8. Pay attention to both head and heart messages.



Emotional Intelligence EIQ Scores - SeM

SeM (Self-Management) Quotient Worksheet

How can you take command of the emotions you feel (or can you)?

What is your typical self-talk like? Can you improve on it?

3

What visions and dreams (images) inspire you?

Do you dwell on positives or negatives? How can you make this more positive and constructive?

Can you actively make choices to control emotions? Do you have internal responsibility?



Emotional Intelligence IQ Scores - SoM

SoM (Social/Relationship Management) Quotient:

Social/Relationship management includes interpersonal skills and focuses intelligence on generating results. This social intelligence fosters collaboration and connection to tap the power of synergy.

Factors include:

- Directing
- Encouragement
- Building friendships
- Supporting
- Social poise
- Warmth
- Team results
- Collaboration

A percentile score lower than 25% presents the opportunity to develop the skills to work better on teams and within groups. These people may tend to be reclusive and avoid others. They need better development in interaction skills.

A percentile score between 25% and 75% displays average team and interpersonal skills. These individuals are usually good team players.

A percentile score greater than 75% shows poise and self-confidence. These individuals build strong relationships and teams. They tend to gravitate to leadership and coaching. Others often look to them for direction.





Emotional Intelligence EIQ Scores - SoM

SoM: Social/Relationship Management



Developing Relationships; Getting Along with Others: cultivating, nurturing and maintaining long term personal and professional relationships; having quality connections and friendships.

Leadership and Influence: operating with warmth, likability, presence, charisma, and approachability; paying attention and focusing on results; being involved, engaging, passionate and powerful; showing deliberate persuasion; delivering solutions and success to others and to groups; partnering for targeted outcomes.

Change Catalyst and Response: recognizing the need for change and championing action; develop interpersonal skills and abilities; initiating growth and progress on individual, team and organizational levels; facilitating maturity and success. Focusing on eustress and positive outcomes.

Negotiation and Conflict Management: bargains with abundance thinking for mutual gains; copes with conflict through positive proactive and reactive techniques; effectively deals with difficult people and situations; creates unity, balance and gain.

Teamwork and Collaboration: builds bonds; transforms groups into teams; fosters unified, engaged effort; generates collaboration, cooperation, participation and high quality results; nurtures spirit de corps and the ability to develop synergy. Interpersonal emotional effectiveness.



Emotional Intelligence EIQ Scores - SoM

Suggestions to improve your SoM (Social/Relationship Management) Quotient

13 Ways to Improve Social/Relationship Management:

1. Involve and engage others to collaborate on mutual agendas and common visions.
2. Apply influence to promote projects and ideas that can yield benefits and create abundance.
3. Resolve conflict judiciously through attention, focus, problem solving and seeking double wins.
4. Promote change management, learning and continuous learning to optimize effective and generate high value returns. Apply coaching and mentoring to develop and expand potential.
5. Involve others through teamwork. Generate synergy through cooperation, participation and utilization.
6. Exercise dynamic, adaptable leadership to invite initiative, engagement, creativity and the best everyone has to offer both individually and collectively.
7. Establish support structures that create both intrinsic and extrinsic rewards. Celebrate achievement at all levels. Encourage effort.
8. Create environments and situations that promote reasonable risk taking. Allow failure and mistakes to be learning experiences rather than disasters.
9. Build loyalty, commitment, identity and quality relationships through positive, contagious emotions.
10. Demonstrate change and adaptation based on listening and active connection to others.
11. Get along with difficult people in tough situations through positive interaction, empathy, dialogue, negotiation and emotional connection.
12. Actively expand a network where benefits and common gains can be created.
13. Use resonance and rapport to generate strong bonds and feelings of deep connection. Exercise availability and adaptability towards others.

When Emotional Intelligence is Lacking Social/Relationship Management:

1. Fails to be an effective team player.
2. Unable to coach and relate to collaborative efforts.
3. Tends to be overly contentious and unable to come to peaceful resolution.
4. Overly directive and inattentive to the ideas of others.
5. Neglectful of the possibilities and returns of synergy.
6. Unable to provide effective leadership.
7. Fails to persuade and influence others on points of view.
8. Unable to make friends of sustain long-term quality relationships.
9. Permits conflicts fester and costs escalate.
10. Avoids personal development and learning.
11. Does not improve methods or processes.
12. Limited influence and impact in group projects.
13. Confused on how others leverage networks.

Developmental Suggestions:

1. Take an active interest in others and their agendas.
2. Develop persuasion and rapport.
3. Be assertive, engaged, enthusiastic and involved with others.
4. Maintain poise and calmness.
5. Look for positive, constructive answers that help everyone improve.
6. Seek out opportunities to work and collaborate with others .
7. Reach out and be available to others.
8. Enjoy listening to the ambitions of others and offer praise.
9. Develop quality relationships and friendships.



Emotional Intelligence EIQ Scores - SoM

SoM (Social/Relationship Management) Quotient Worksheet

How do the actions and feelings of others affect your emotions?

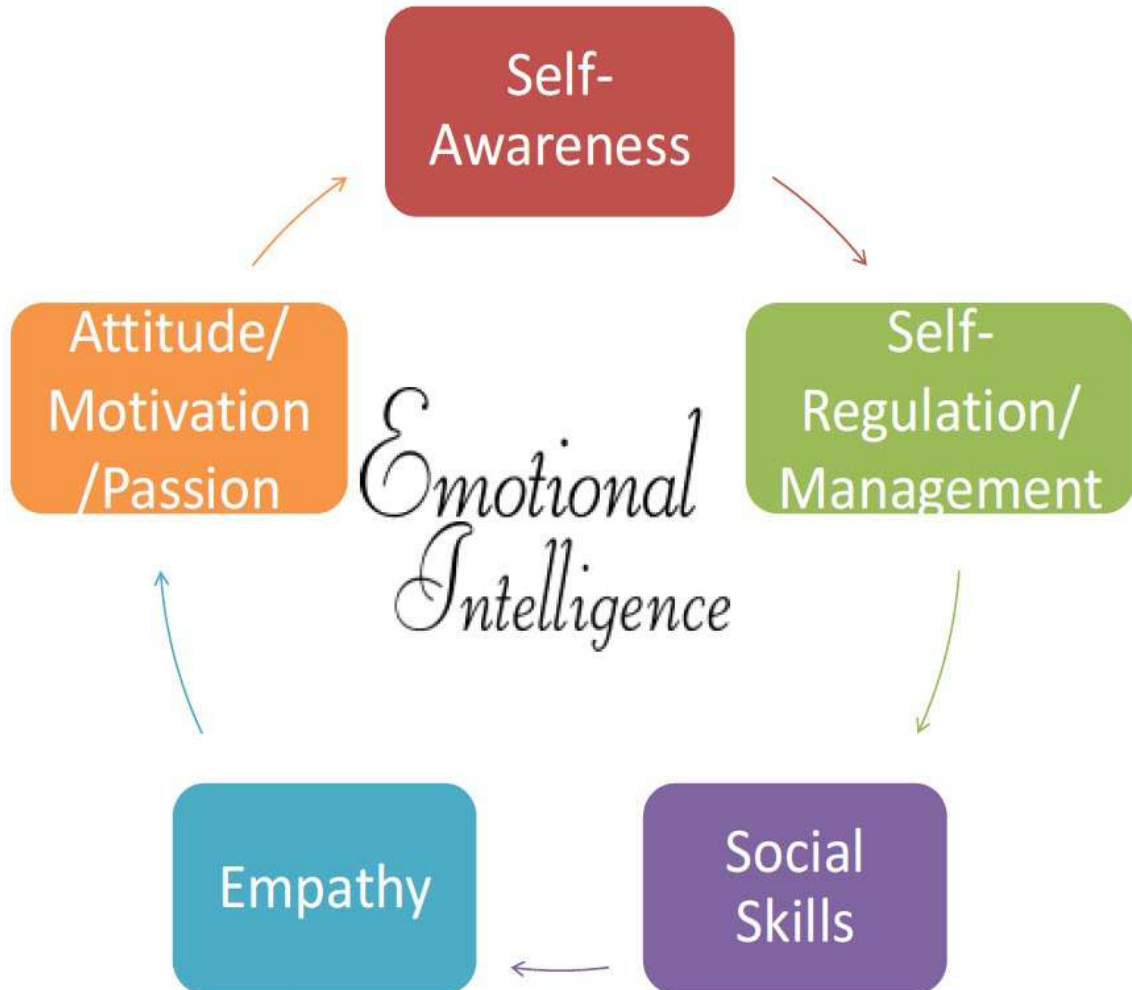
How can you read the feelings of others accurately?

How do you adapt based on empathizing with others?

How do you separate responses from reactions? Can you choose to be more proactive?



Emotional Intelligence Circle





So Now What?

Emotional Intelligence creates the ability to relate positively and constructively in both personal and professional settings. It is the awareness of feelings; the ability to define them; the recognition of their causes; and the controlling of these emotions to elicit optimal effectiveness.

Emotional intelligence can be learned and improved. Effective training and coaching create enhanced performance at all levels. Individual, team and organizational performance all improve with development and enhancement of your emotional intelligence. By implementing a coherent growth plan throughout an organization, significant improvements can be made. This growth is measurable and sustainable. The EIQ system produces the organizational climate and culture of peak performance and long-term success. Use this report as a reference tool to open up a meaningful dialogue with others to improve all your relationships.

Disclaimer

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