TEAM EMOTIONAL INTELLIGENCE SURVEY

Ei World Survey Portal

User Guide

For all queries, please contact the Ei World Team:
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Ei World, 2021

Contents

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Team EI Survey Portal User Guide

Introduction

The increasing complexity of teamwork in the 21st Century means that teams are unlikely to achieve superior performance through chance alone, or even though the skill-set of an able team leader…*What matters for team's today is whether a team leader can facilitate the development of a team environment that supports constructive interactions, collaborative work processes and team effectiveness*.

Thank you for choosing to incorporate Team Emotional Intelligence theory, tools and survey into your professional work as a coach, consultant or learning and development professional.

This user guide is for qualified users of the Team Ei Survey Webinar Accreditation, and will assist you with all stages of conducting the Team Ei Survey on your chosen team.

The Team Ei Survey is the copyright of Professor Vanessa Druskat & Dr. Steven Wolff of GEI Partners, co-creators of the theory and concept of Team Emotional Intelligence. The Team Ei Survey portal is the copyright of Ei World Partners.

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Process Overview

1. Contact Ei World (info@eiworld.org) and advise that you will be carrying out a survey on a team and the level of debrief that you require (see latest price list document for options)
    a. If this is your *first* survey on the new portal, you will be provided with your username (your email address) and password to access the portal
2. You will receive a payment request from Ei World (usually from abaugh@eiworld.org).
3. Your debrief will be booked at a convenient time according to your scheduling – contact Ei World to arrange this
4. The portal can be accessed from: http://www.eiworldsurveys.net/users/sign_in

Helpful Resources

You may find the following video resources useful and these may be freely shared:

1. Video designed to be shared with team members who are about to complete a Team Ei Survey Participating in a Team Emotional Intelligence Survey …. A short guide for team members
2. 'Breaking the Code on Team Effectiveness'
3. Benefits of the Team EI Survey
4. Advice to change agents using the Team EI Survey
5. Experiences of our training
6. 'The Team Ei Survey – Creating High-Performing Teams'

The following video resource is for your personal reference and ongoing learning:

- Context Setting for Team EI Survey – This was recorded during our March 2017 Accreditation program – it is a refresher of the 'Context Setting' part of the slide deck from the Accreditation training, to refresh your knowledge of Team EI and Team EI Survey. This video was from a Zoom recording and has deliberately not been edited for wider use. This is a self-study tool, and is not for public broadcast

IMPORTANT: Whitelisting the Domain (Survey Recipients and Qualified User)

In order to ensure that you and your survey recipients receive the survey without issue, you will need to add the domain IP (192.254.126.79) to the email whitelist as well as whitelisting the sender address support@assessmenthub.net

The following instructions may be helpful in this respect if this is not carried out by a global IT department::

Outlook 2010 / Outlook 2013

1. Open Microsoft Outlook 2010 / 2013
2. In the home tab, click the Junk drop down menu
3. Then click **Junk Email Options**
4. Navigate to the **Safe Recipients** tab
5. Click the **Add** button
6. **Type in the email address** or **domain** you want to whitelist, then click okay
7. You need to add the domain IP (**192.254.126.79**) to the whitelist as well as whitelist the sender address **support@assessmenthub.net**

User Guide

This User Guide provides step-by-step instructions on how to administer the Team Emotional Intelligence Survey. The Contents Guide on Page 1 is hyperlinked so you can skip to the area you require.

Alternatively, if this is your first survey and you are starting from the beginning, the Overview below, that is provided in details over the following pages, is designed to take you through all the steps to administer a survey.

Overview - Steps to Administer a Survey:

1. Setting up a New Project
2. Viewing the Project Setup Checklist
3. Setting up the Email Templates
4. Creating Teams, 2 options:
    a. Adding Team Members Individually
    b. Adding Team Members Collectively Using a Spreadsheet
5. Creating a Campaign (Campaign is another way of setting up a survey. Within this area you specify the Team Name and Deadline Date)
6. Launching a Survey
    a. Automatic Survey Launch Emails
    b. Manual Survey Launch Emails

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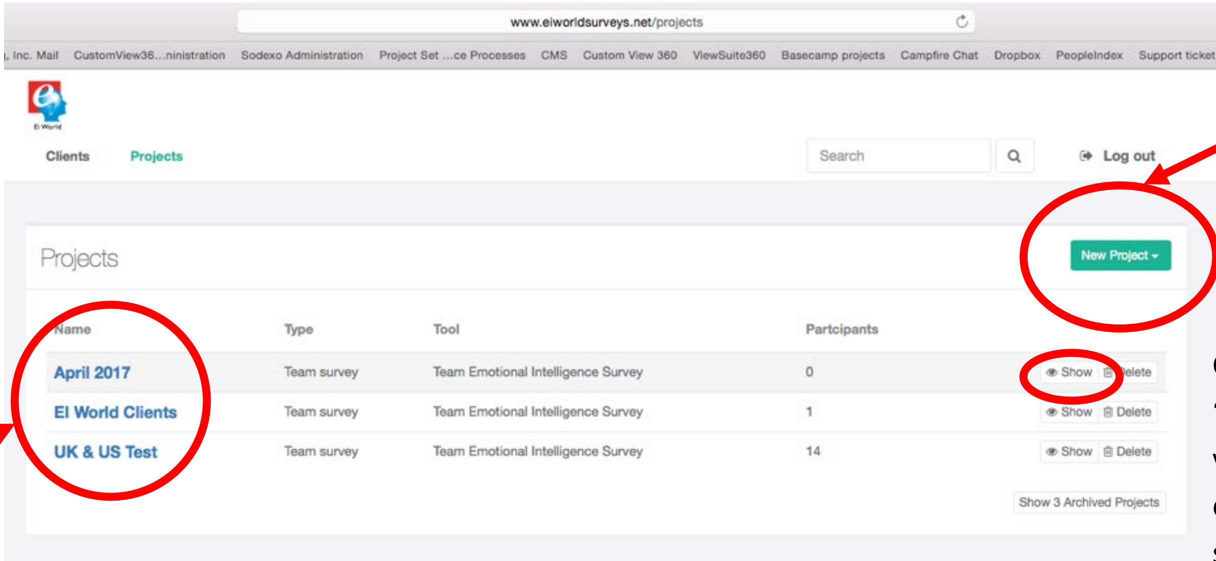
Setting up a New Project

The home screen for the Administration System shows your current projects. A project is the highest level of the team survey and within the project you define the email templates, team members and the campaign (survey) deadline. To create a new project:

- Click the 'New Project' button, top right

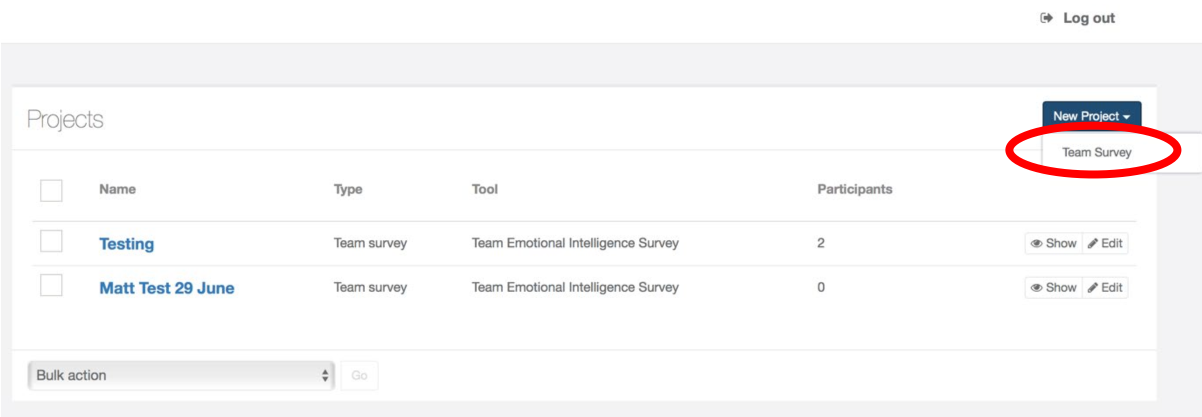


Click 'new project' to add a new project

Click 'show' to view the details of a specific

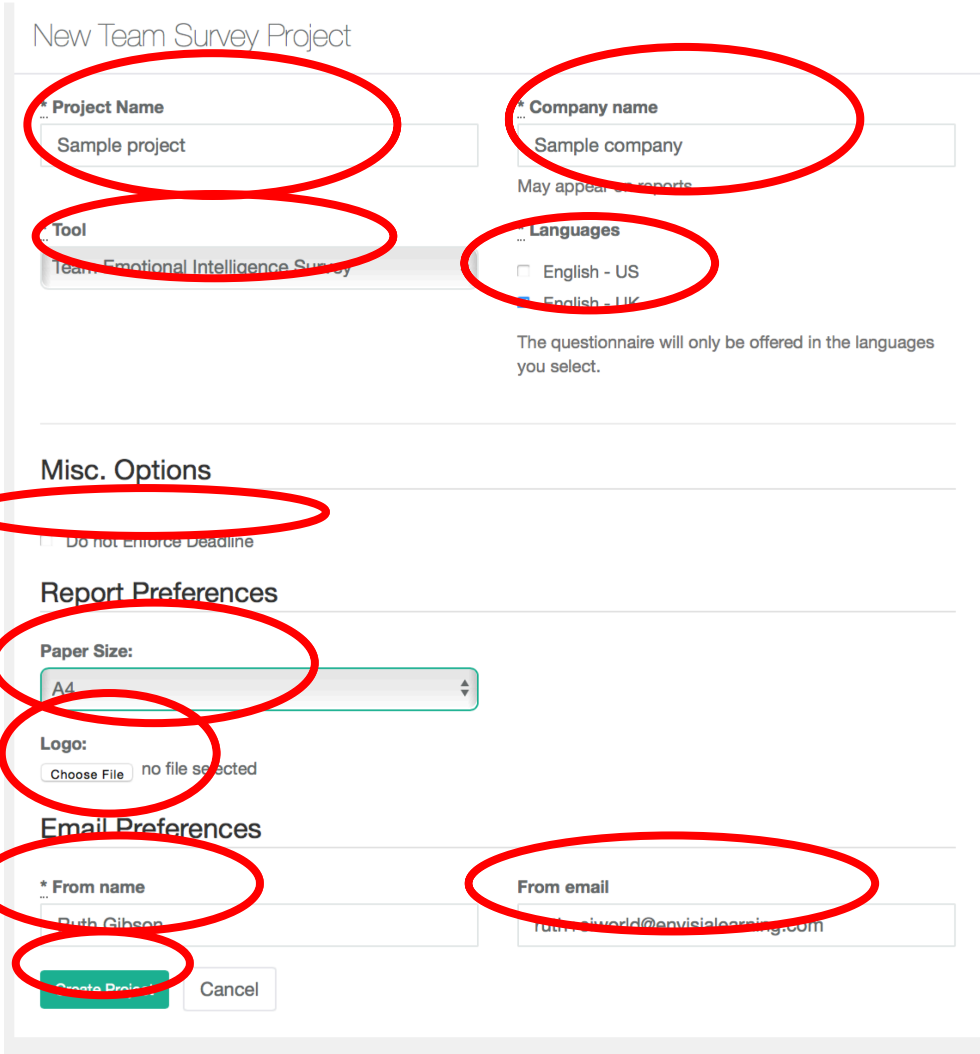
Current Project

- Click 'Team Survey' from the drop-down menu



- From the 'New Team Survey Project' screen, define the following:
  - Project Name (for example your client's name and a way to specify the project)
  - Company Name (either your client's name or your company name – note this does not appear on any reports)
  - The tool you require (either the 'Team Emotional Intelligence Survey' or the 'HE Team Emotional Intelligence Survey')

- The language you would like the project to be in – you can select multiple languages if you wish to generate the questions and report in different languages for different participants
- Do not enforce deadline – tick this box. When ticked, team members will still be able to complete the questionnaire after the deadline has passed (you will be shown how to set the deadline later in this document)
- Paper size – select from the dropdown list A4 (for UK) / Letter (for US)
- Logo – click on 'Choose File' and select the logo from its saved location on your computer. This will then add the logo to the project and it will appear on the Team Performance Essentials Report. You may wish to use your own logo or your client's logo
- From name - The name you would like emails to appear as coming from (it can be a company name or an individual's name)
- From email - The email address you would like the emails to appear as coming from. Please note that all emails sent to participants are shown as being sent from this email name and address. It is possible to change this at any point within the project settings

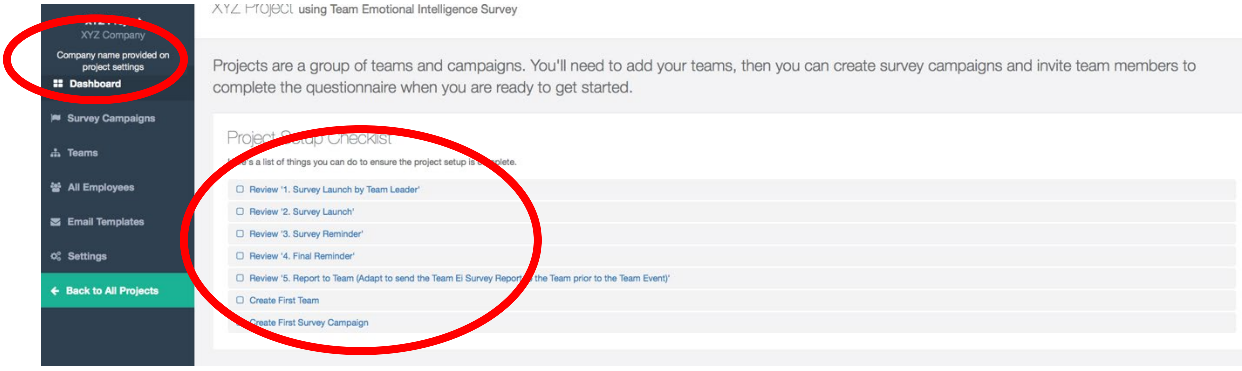


- Click the 'create project' button. The Project Setup Checklist will then be displayed

2. Viewing the Project Setup Checklist

The Project Setup Checklist provides a visual guide of all items that you need to check/create before you can launch the team survey. This includes the email text, the team members and the campaign (survey) itself

The project checklist is automatically generated once you have completed the set up for a new project (stage 1 above). It can also be viewed by clicking on the 'Dashboard' on the left-hand menu



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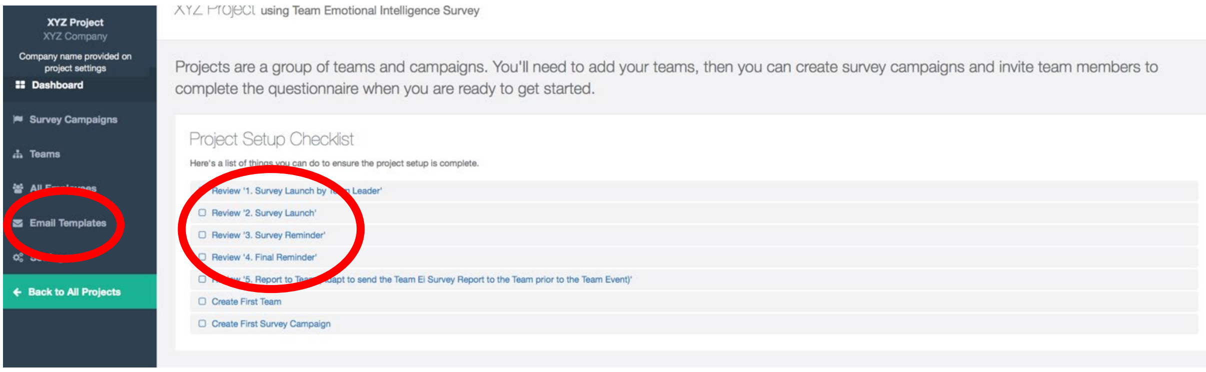
3. Setting up the Email Templates

The Email templates include specific templates for each stage of the Team Ei Survey process. They can be adapted and personalised as you see fit. The templates included are:

a. 'Review 1. Survey Launch by Team Leader' – this template can be used to send a survey launch email from the team leader to the team. Care: this email will come from the system and will show as coming from the name and email address defined at the start of the project set up. You may wish the team leader to continue to launch the project from their own email address
b. 'Review 2. Survey Launch' – this template sends the survey links to the team members
c. 'Review 3. Survey Reminder' – this template is the first reminder that a team member will receive – we recommend that this is sent three days before the deadline
d. 'Review 4. Final Reminder' – this template is the final reminder that a team member will receive – we recommend that this is sent on the day of the deadline
e. 'Review 5. Report to Team' – this email template is used to send the Team Ei Survey Report to the Team prior to the Team Event

Access the email templates by either:

- Clicking on 'Email Templates' in the left-hand menu; or
- Clicking on one of the review options in the Project Setup Checklist:



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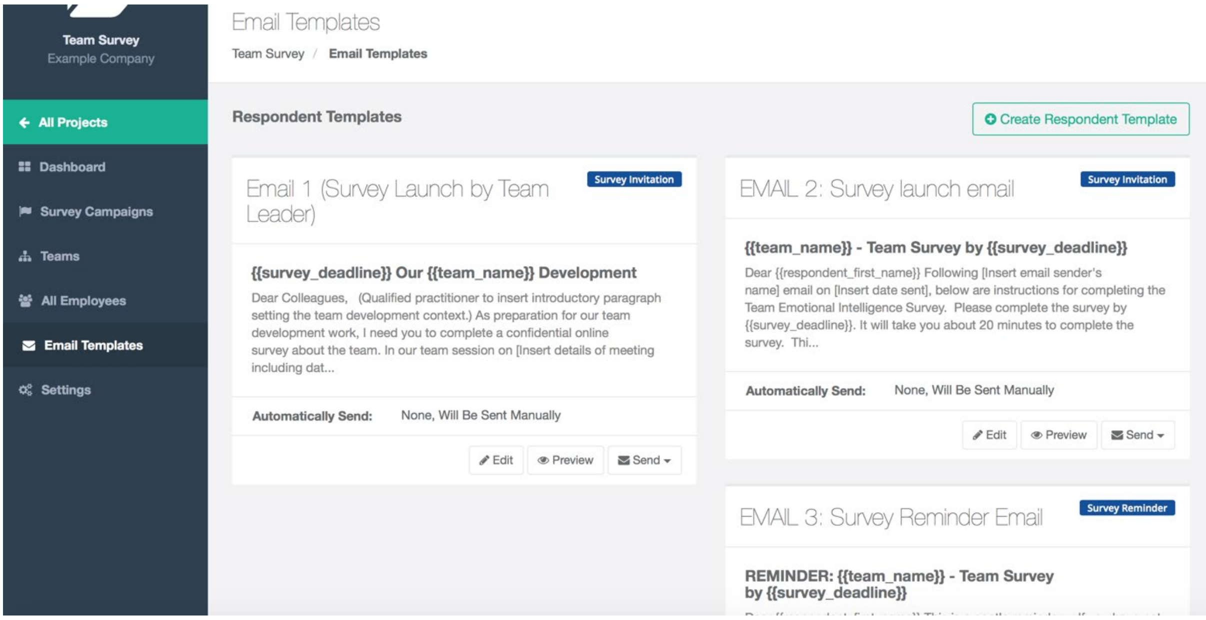
Clicking on 'Email Templates' in the left-hand menu will bring you to the following screen:



We recommend that you sequentially work through each email, editing according to your specific needs.

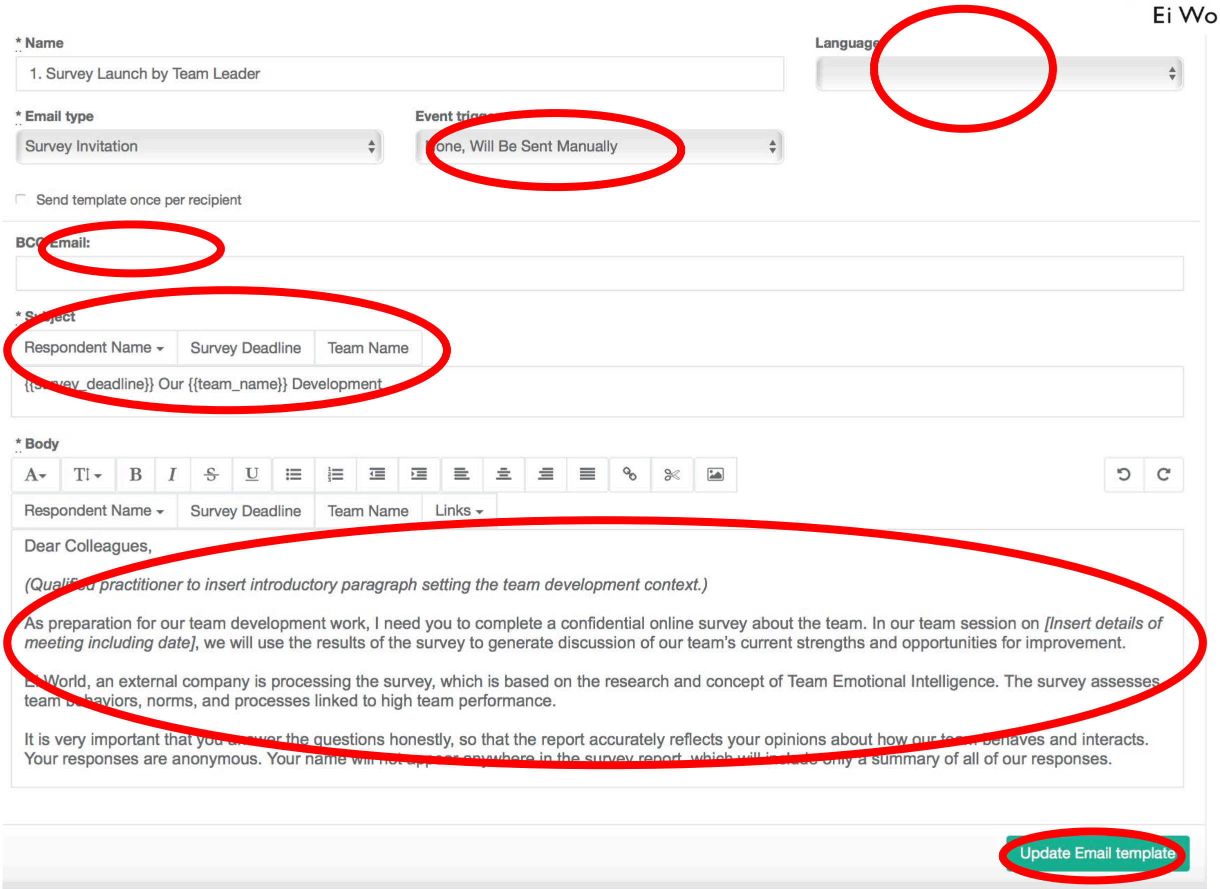
Click 'Edit' on the email that you wish to review.

You can edit all section of the Email Review Screen. Attention should be given to:

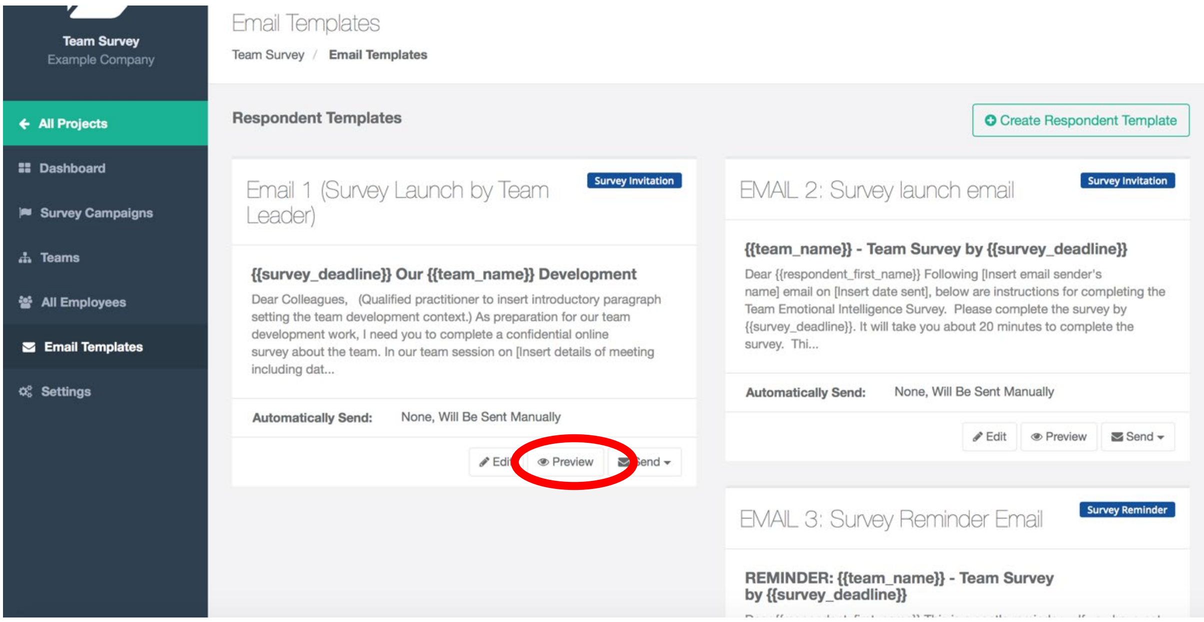
- Survey name - A personal name to help you remember the purpose of the email
- Language – currently the survey is available in US and UK English spelling. Contact us for any additional language requirements that you may have
- Event trigger – this determines whether the email will be sent manually or automatically by the system according to the timing you have specified. **We recommend that all emails are sent automatically according to the deadline of the survey** (this date is input later in the process when creating the campaign) as this means you only program the survey system once. Other options are manually send the emails or send them automatically as soon as a team member has been created
- "Send template once per recipient" tick box – generally **do NOT tick this box.** ONLY tick this box if you would only want to send the invitation once as, if this box is ticked and someone requests the invitation to be resent, you will not be able to use this template

- BCC email – this allows you to include an email address to receive all emails that the system sends. You may wish to include your own email address here so that you have an additional copy of the emails and can verify that they have been sent out
- Subject – this contains tokens to represent the team name and deadline date (these tokens are defined later in the process when creating the campaign). The subject can be edited to suit your requirements
- Body – this can be fully edited to suit your requirements, and also contains certain tokens, where the system will pull through the relevant details. You will need to edit *[Insert name of survey lead]* and *[Insert name of Qualified Practitioner]* as these are not tokens. To include a token, place your cursor in the correct position in your text and click on the token of choice. The various tokens available to include are:

First Name	{{respondent_first_name}}
Last Name	{{respondent_last_name}}
Full Name	{{respondent_full_name}}
Survey Deadline	{{survey_deadline}}
Team Name	{{team_name}}
Survey URL Link	{{survey_url}}
Customisable Survey Link You may customise the text between the{{begin_survey_link}} and {{end_survey_link}}	{{begin_survey_link}}Click Here to Complete the Survey {{end_survey_link}}



- Once changes have been made click 'Update Email Template'
- To preview the email template, from the main 'Email Templates' screen, click the 'Preview' button under the email template you want to view



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- You will then be able to view what the email will look like:

SUBJECT:

July 17, 2017 Our Marketing Development

Dear Colleagues,

(Qualified practitioner to insert introductory paragraph setting the team development context.)

As preparation for our team development work, I need you to complete a confidential online survey about the team. In our team session on *[Insert details of meeting including date]*, we will use the results of the survey to generate discussion of our team's current strengths and opportunities for improvement.

Ei World, an external company is processing the survey, which is based on the research and concept of Team Emotional Intelligence. The survey assesses team behaviors, norms, and processes linked to high team performance.

It is very important that you answer the questions honestly, so that the report accurately reflects your opinions about how our team behaves and interacts. Your responses are anonymous. Your name will not appear anywhere in the survey report, which will include only a summary of all of our responses.

I am writing now to ask you to complete the on-line "Team Emotional Intelligence Survey" when it arrives in your in-box. It will arrive on *[Agreed launch date]* from [*Name of Qualified Practitioner]* You will be asked to finish the survey by July 17, 2017. We must achieve a 100% response rate by the deadline.

Actions needed:

- Repeat the process outlined above and review all other emails

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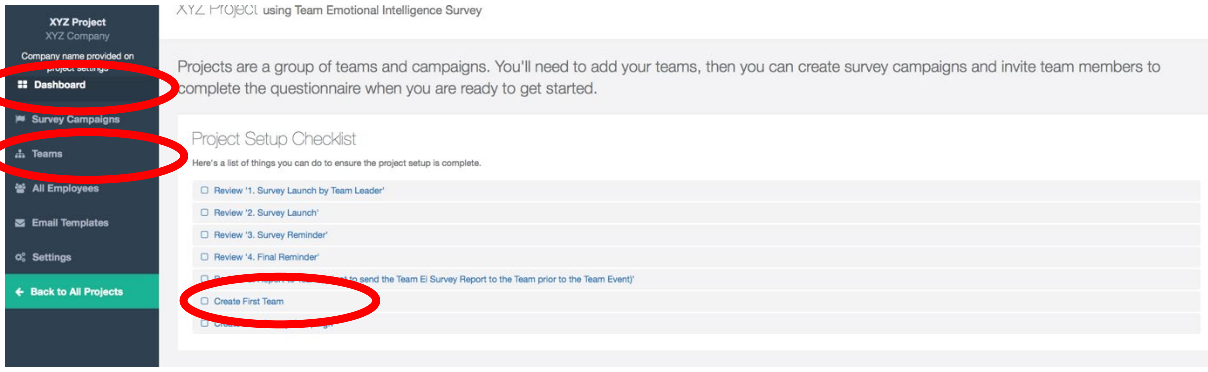
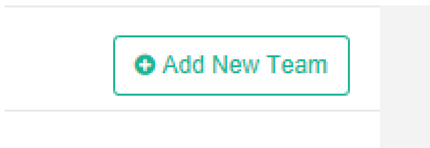
4. Creating Teams

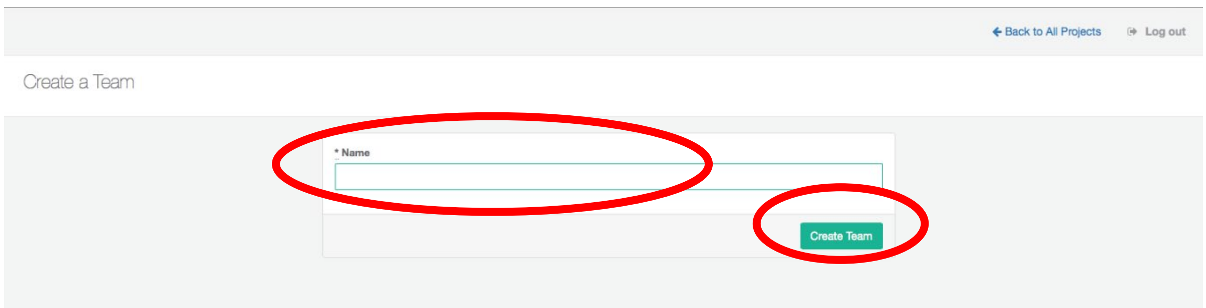
- Access the Teams section by either:
  - Clicking on 'Teams' in the left-hand menu; or
  - Accessing the Project Setup Checklist by clicking on 'Dashboard' in the left-hand menu, then 'Create First Team'



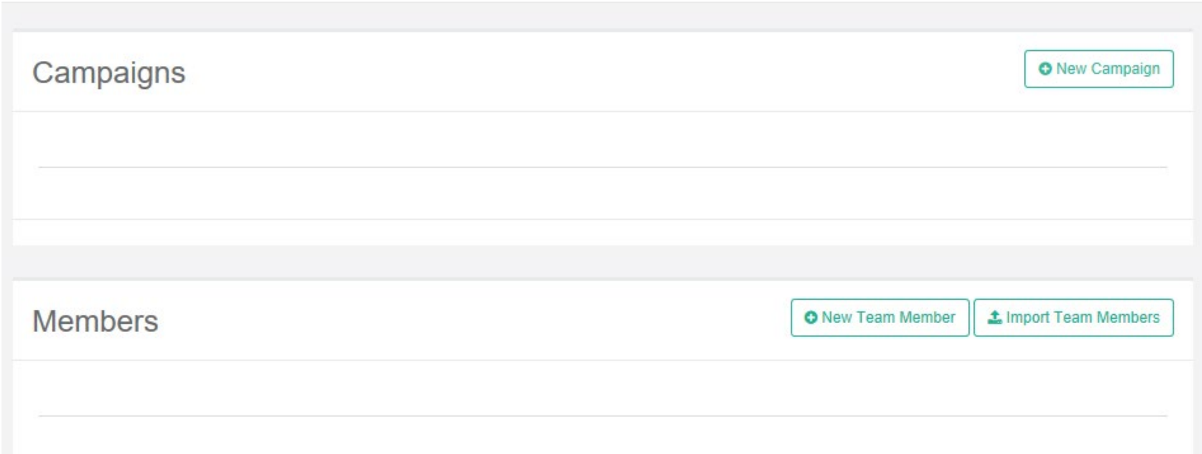
- If you use the Teams link in the left-hand menu, you will then need to click '+Add New Team' (top right-hand side box) to move on to the next screen to start adding your team.



- To create the team, provide a name, e.g. "EI World Operations Team". **This name is for your reference when viewing and locating teams you have created in the admin system and will not appear on the final report**
- Click 'Create Team'



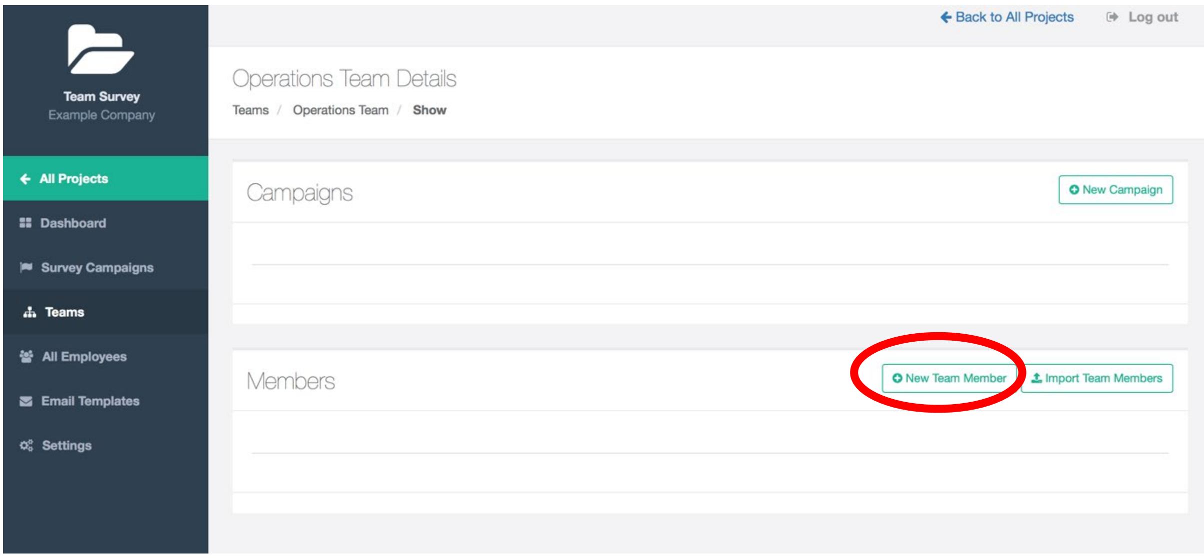
- You will see the following screen, from where you can add Team Members and also set up the Campaign (survey):



- To add Team Members you can either:
  a. Add team members individually; or
  b. Upload a spreadsheet containing all Team Members

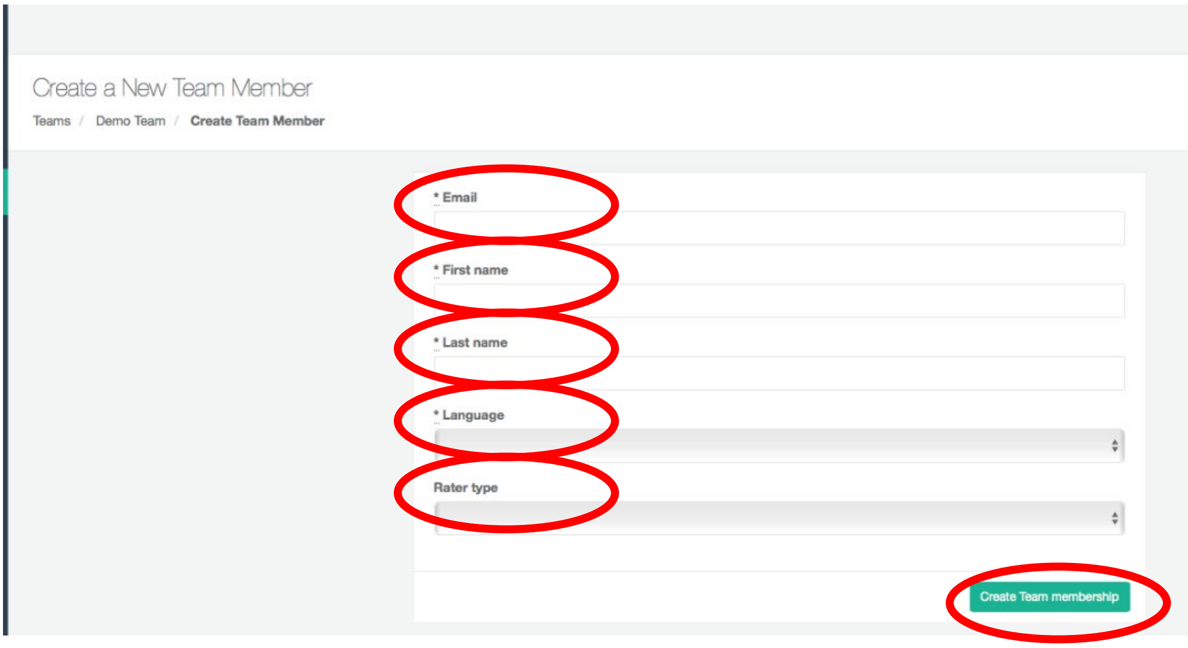
a. Adding Team Members Individually

- Click '+ New Team Member'



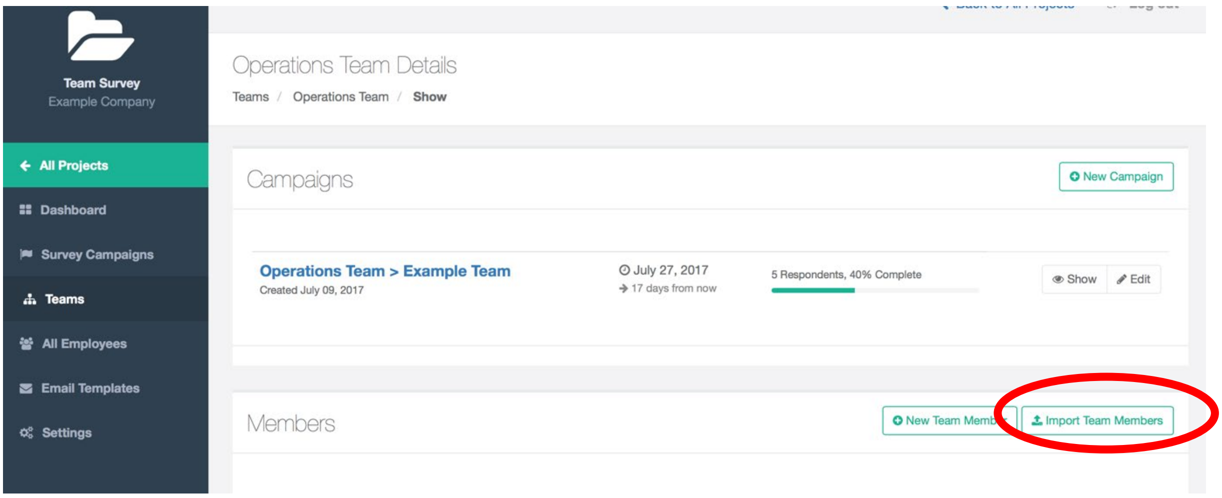
- Complete the fields for each Team Member (see screenshot below)
  - Email
  - First name
  - Last name

  - Language
  - Rater type – this will always be "Team Member" (no other option available)
- Click 'Create Team Membership'
- Repeat these steps for each Team Member until you have added all of them

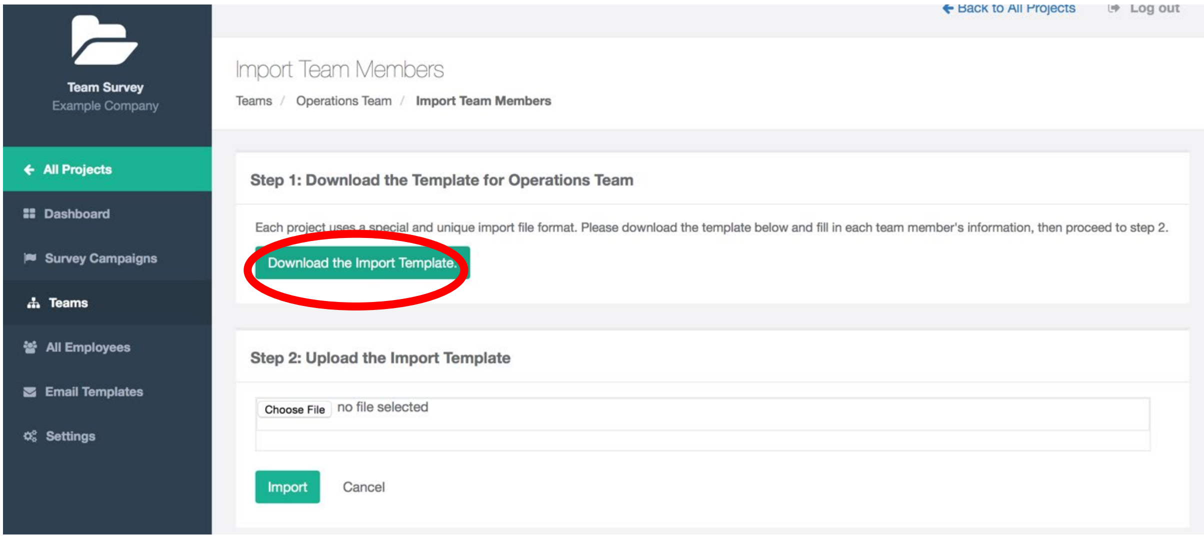


b. Adding Team Members Collectively Using a Spreadsheet

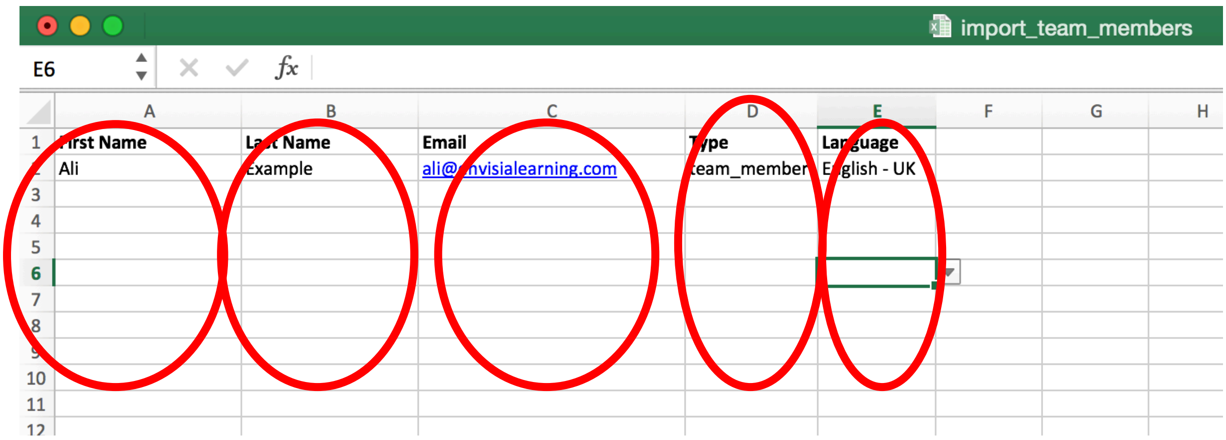
- Click 'Import Team Members'



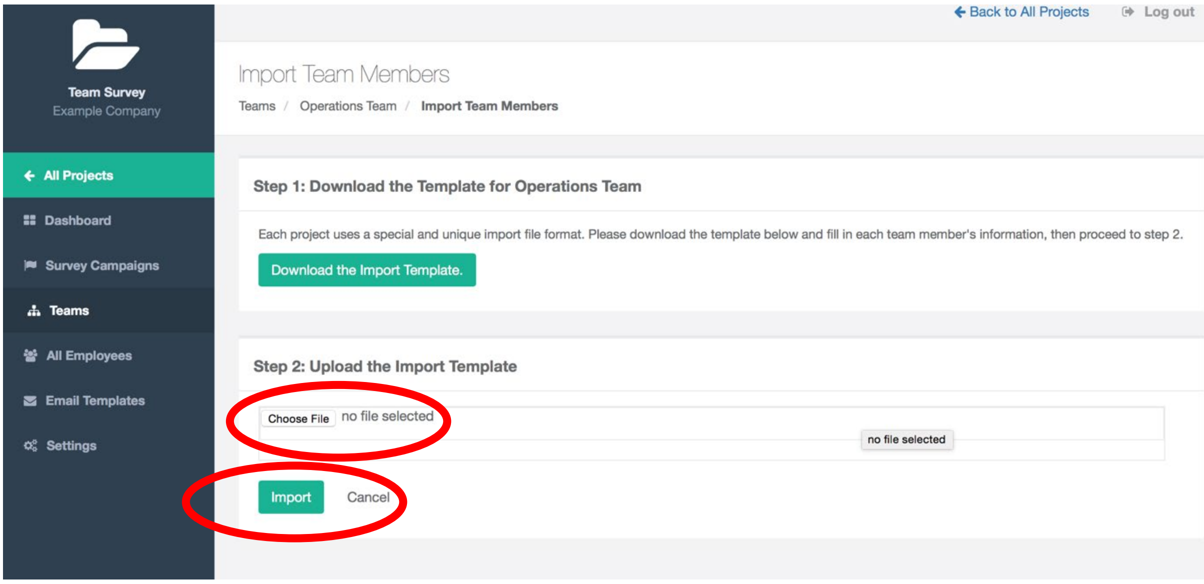
- Click 'Download the Import Template'



- A template spreadsheet will download
- Complete:
  - First Name
  - Last Name
  - Email
  - * Type (team_member - selected from the dropdown)
  - * Language (selected from the dropdown)
  - * If all Team Members are the same type and using the same language, you can copy and paste from the first row for all other Team Members



- Save the file to your computer – we recommend that you rename this file with the Team Name and Date
- Upload this file to the survey system:
    - Select 'Choose File' and select the spreadsheet you have saved
    - Click 'Import' to upload the participants into the survey system

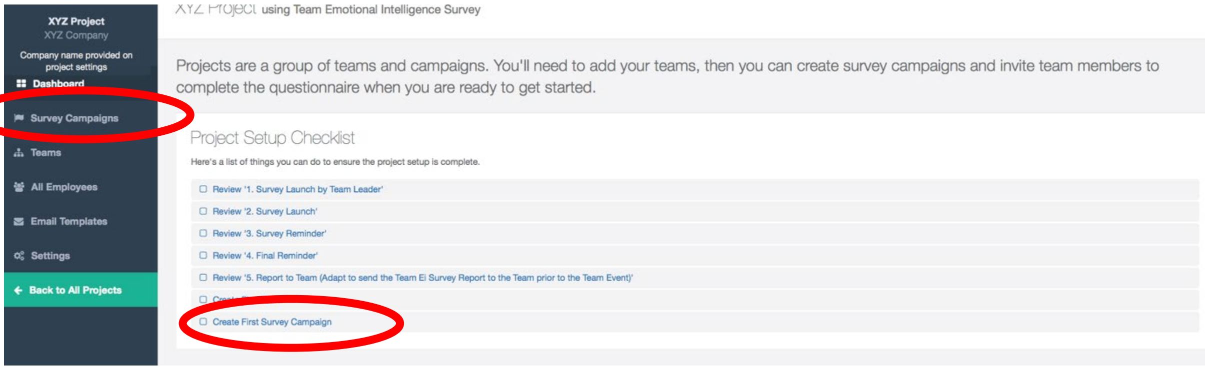


- The participants from the spreadsheet are then uploaded into the survey system

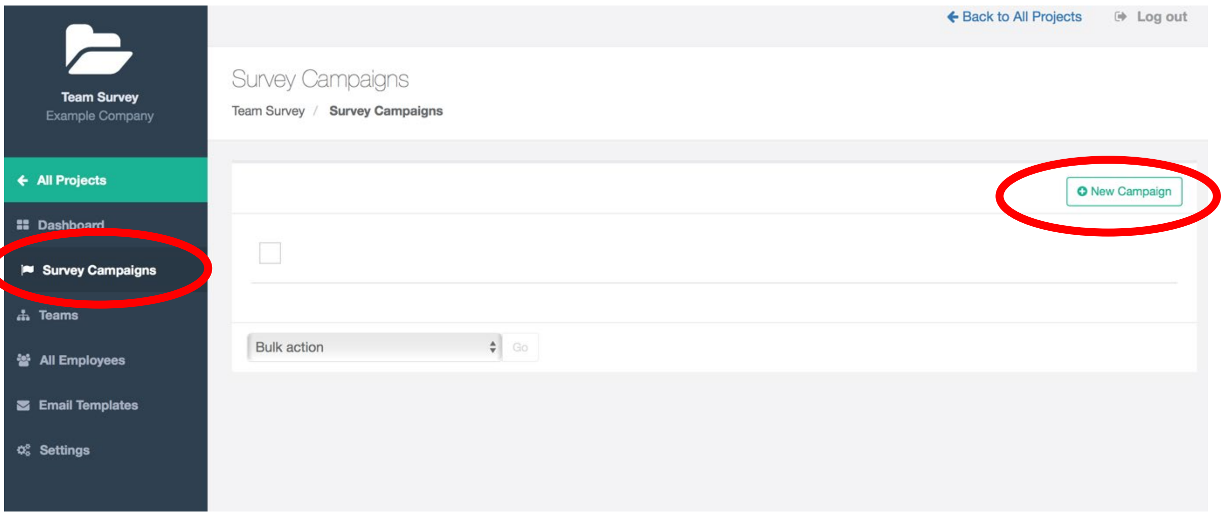
5. Creating a Campaign

The Campaign section sets up the survey and specifies the Team Nameand the time zone for the survey. The information specified here defines the name used for the team in the Team Performance Essentials Report, the new name for the Team Ei Survey Report.

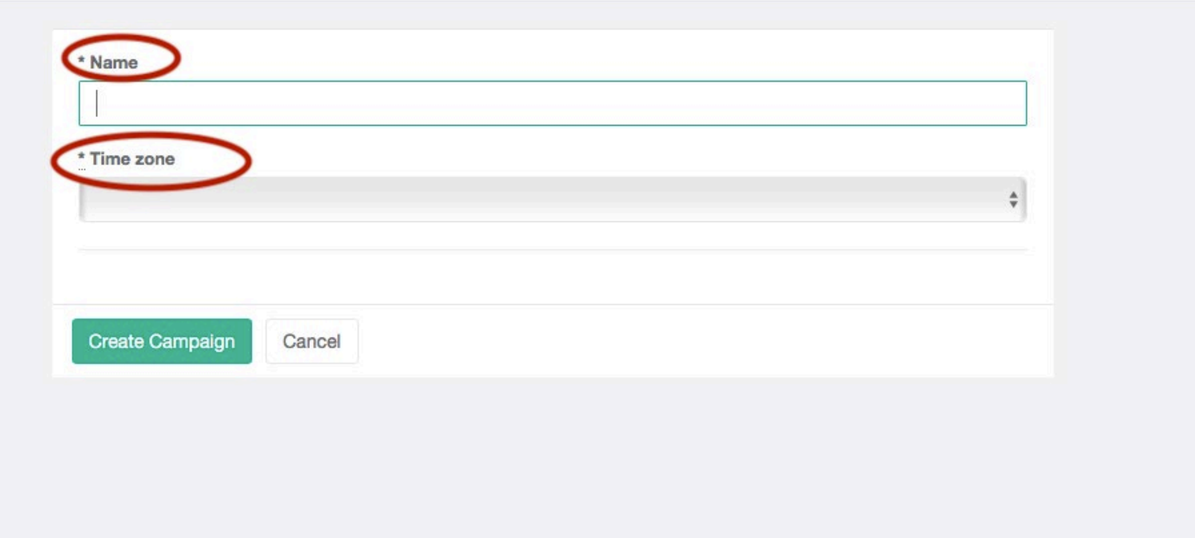
- Access the Campaign section by either:
    - Clicking on the Project Setup Check list (from the Dashboard); or
    - Clicking on the left-hand menu 'Survey Campaigns'



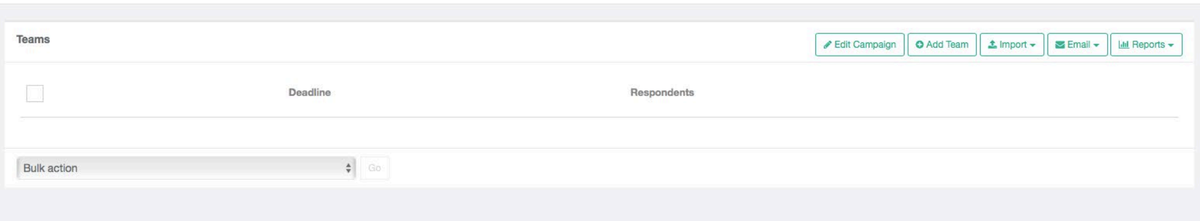
- Create your Survey Campaign by clicking on the '+ New Campaign' button



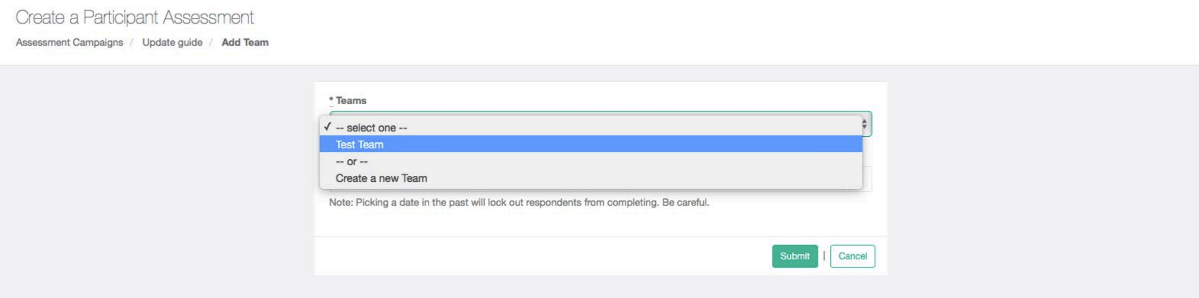
- Complete the following fields:
  - Name – **this name will be displayed on the first page of the report and must reflect the Team Name**. This data will also be pulled through to the emails sent to the participants
  - Time zone – select the time zone for your project
- Click the 'Create Campaign' button



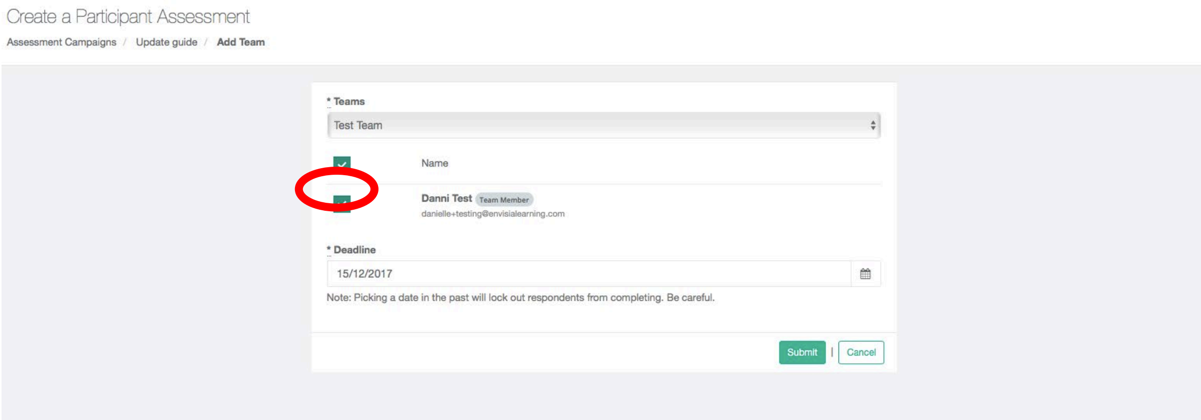
- On clicking 'Create Campaign' you will return to the team page:



Here you will need to add all the teams that you would like to include in the campaign (this may just be one, or if you are conducting multiple surveys, you can select all teams(. To do so, click "Add Team" and select the team you would like to add or create a new team.



- Select the team members that you would like to add into the campaign by clicking on the top check box if you wish to select all members (this is the usual circumstance) and select the **deadline date for the survey to close**. This data will be pulled through to the emails sent to the participants.



- On clicking 'Submit' you will see the list of respondents in the team for the campaign.
- Access the Campaign section again by either:
  - Clicking on the Project Setup Check list (from the Dashboard); or
  - Clicking on the left-hand menu 'Survey Campaigns'

Repeat the above steps until you have all of the teams required in the campaign.

6. Launching A Survey

Once you have completed the above steps your survey is ready for launch. There are two methods, depending on whether you have set up automatically-triggered emails or manually sent emails.

a. Automatic Survey Launch Emails

We recommend that you set all reminder emails to automatically be sent according to the deadline date (i.e. Email 2 (Survey Invitation) – 7 days prior to deadline date / Email 3 (Reminder 1) – 3 days prior to deadline date / Email 4 (Final Reminder) – 0 days prior to deadline date).

If you have chosen this method all emails will be sent automatically by the system on the specified dates and no further action is required to launch the survey.

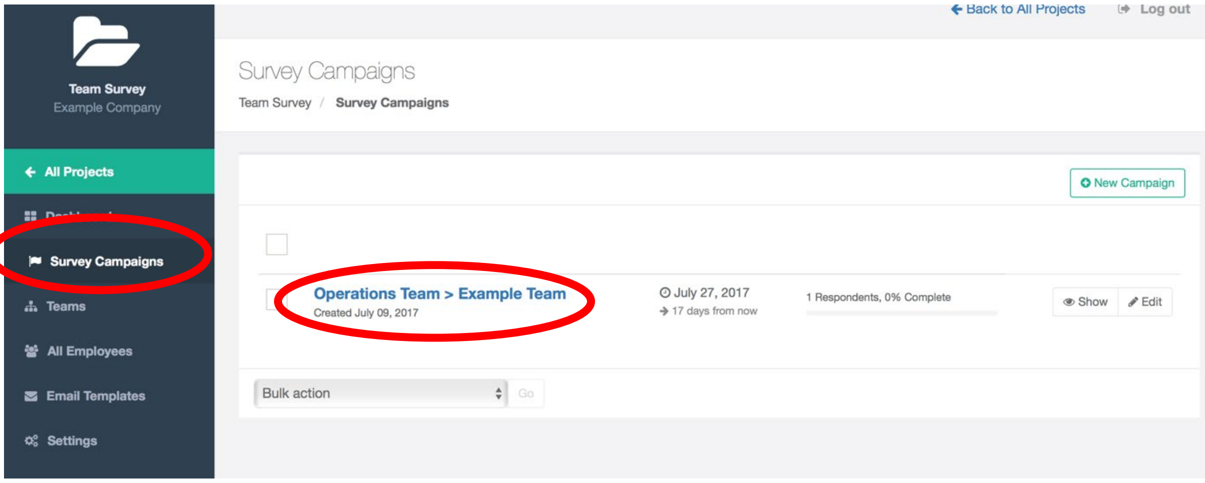
b. Manual Survey Launch Emails

If you have chosen to manually launch any of the emails, you will need to enter the survey system on the date of your choice and manually send the particular email that you wish to send to the team members on that occasion.

If you have set all your templates to manual, you will need to repeat this process each time you wish to send an email to the team.

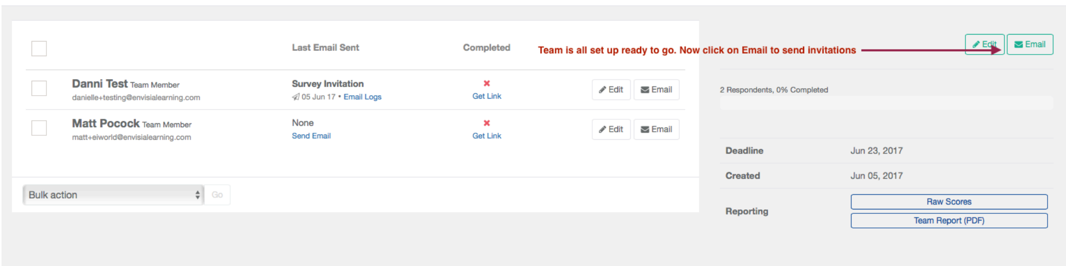
The same process to send emails applies for all types of email and you can send emails to all team members at once (for example, the invitation or reminder email) or to individual participants. You will need to:

- Access your project by clicking on the 'Survey Campaigns' button on the left-hand menu, and then clicking on the name of the campaign that you want to send emails to



i. Sending Emails to All Team Members at Once (Used for Invitations)

- Either:
  - Click 'Email' (top right); or



  - Select all of the participants by selecting the tick box at the top of the participant list, and then click 'Bulk Action', select 'Send Emails' from the dropdown list and click 'Go'

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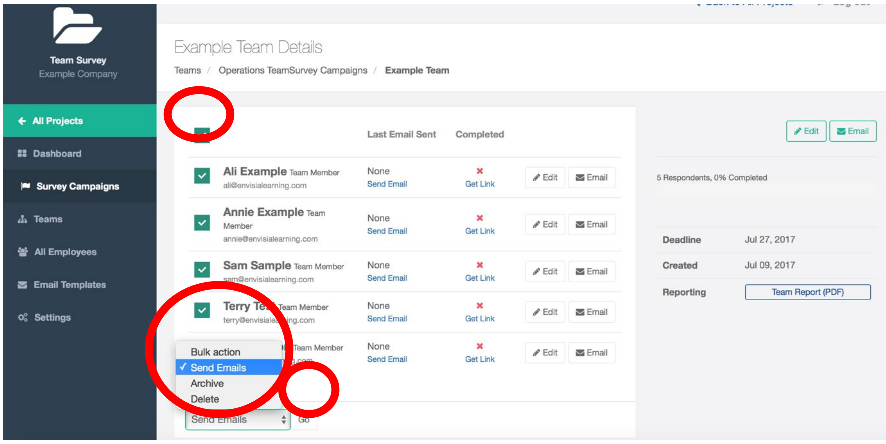
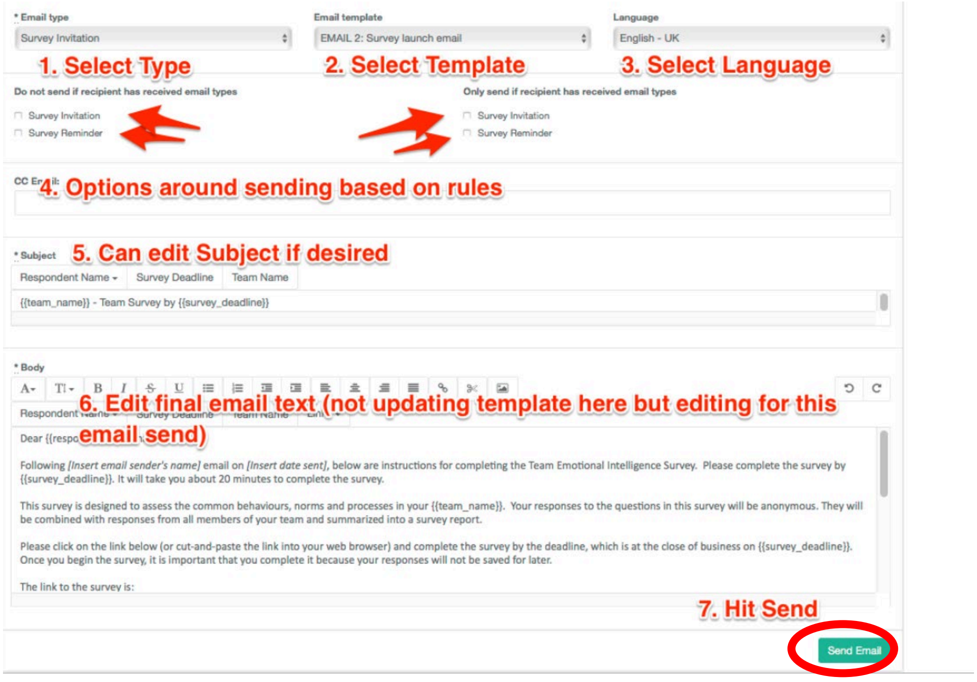
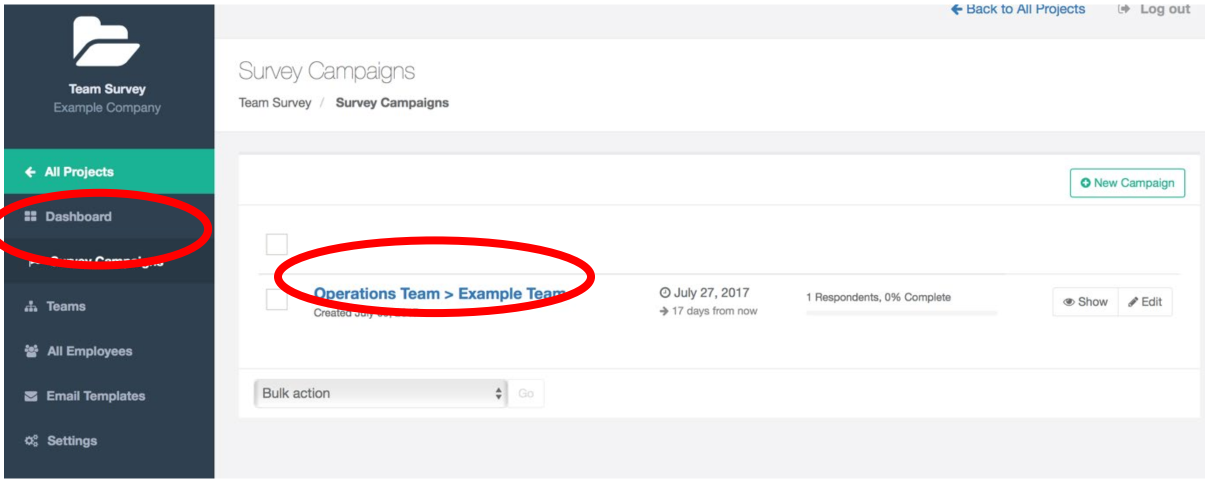


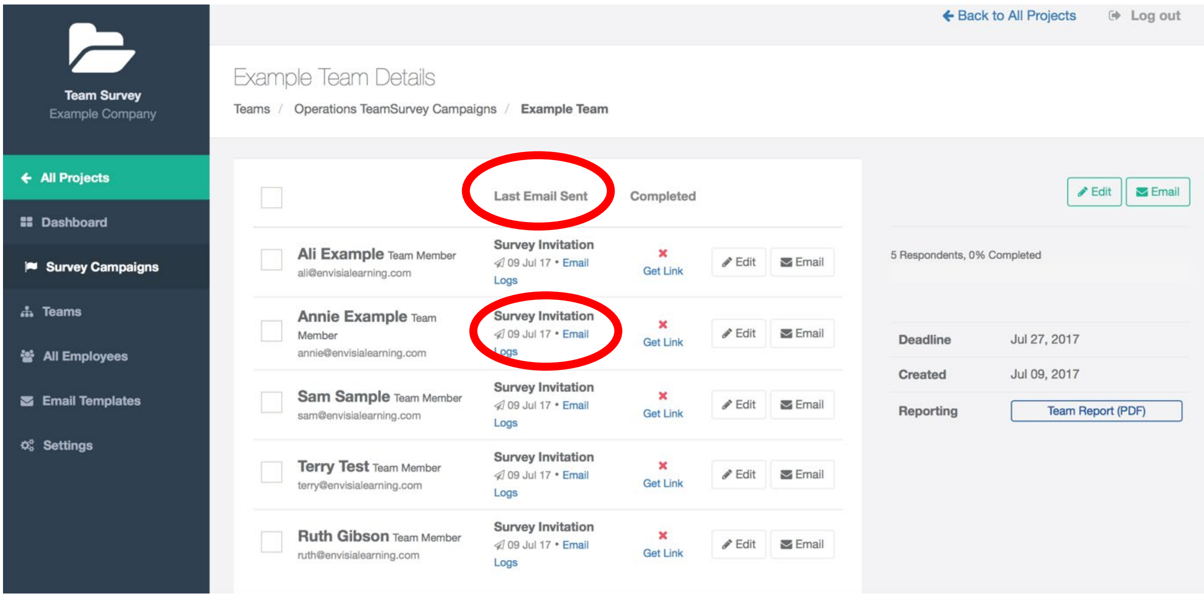
- Complete the Email Send Options Screen:



- The emails will be placed in a queue, to be processed by our mail servicer, as soon as you hit the 'Send' button. Note: Sometimes there is a slight delay in the mail server as it can stagger the sending to avoid emails being seen as spam, and it can take a minute or two for email logs to show
- You can check the emails have been sent by:
  - Accessing your project by clicking on the 'Survey Campaigns' button on the left-hand menu, and then clicking on the name of the campaign

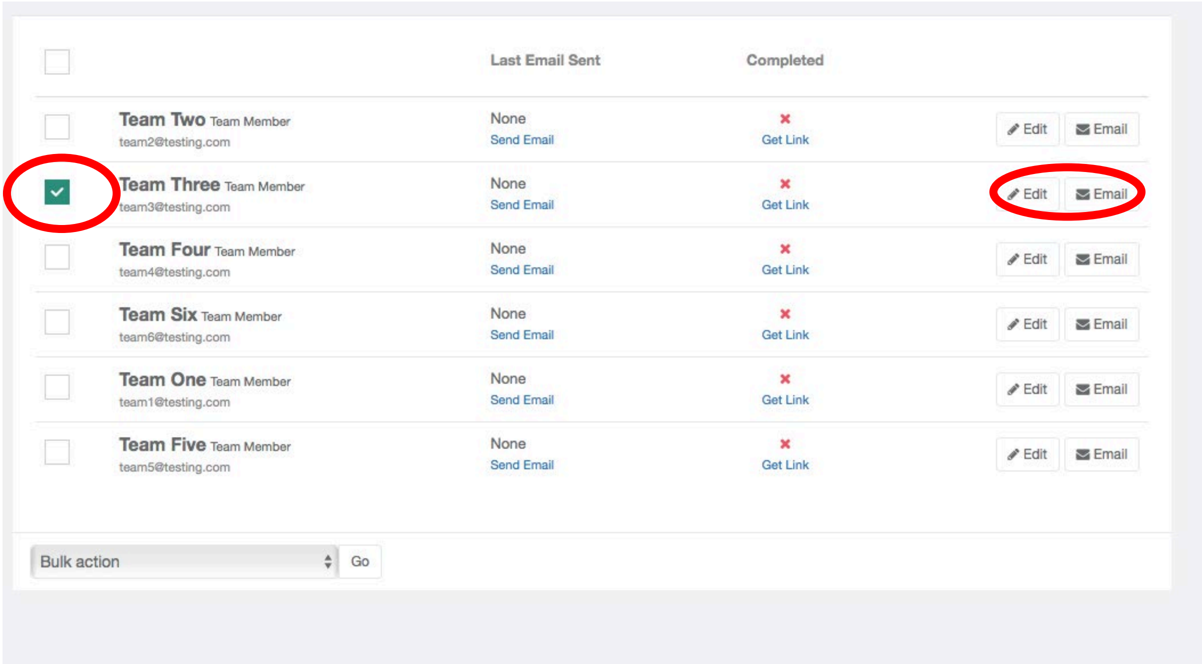


- Viewing the 'Last Email Sent' information – for each Team Member this will show the Name of the Email sent and the Date it was sent

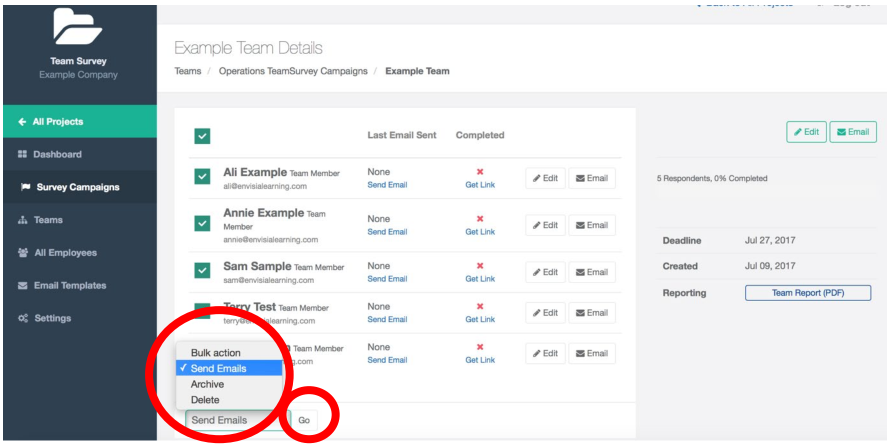


ii. Sending Emails to Individual Team Members (Used to send a specific person their Invitation Email again and Reminders)

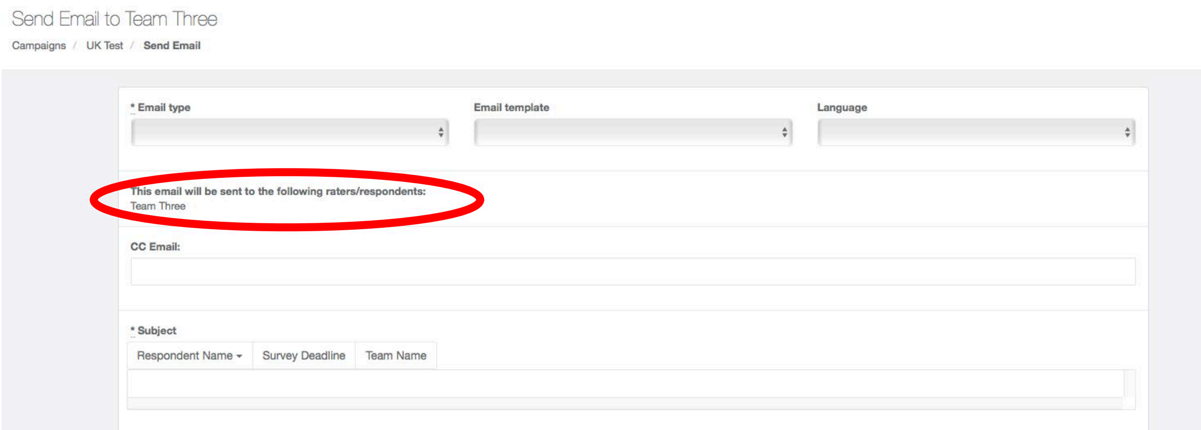
- Either:
    - Tick the specific team member's name and click the email button on that row; or



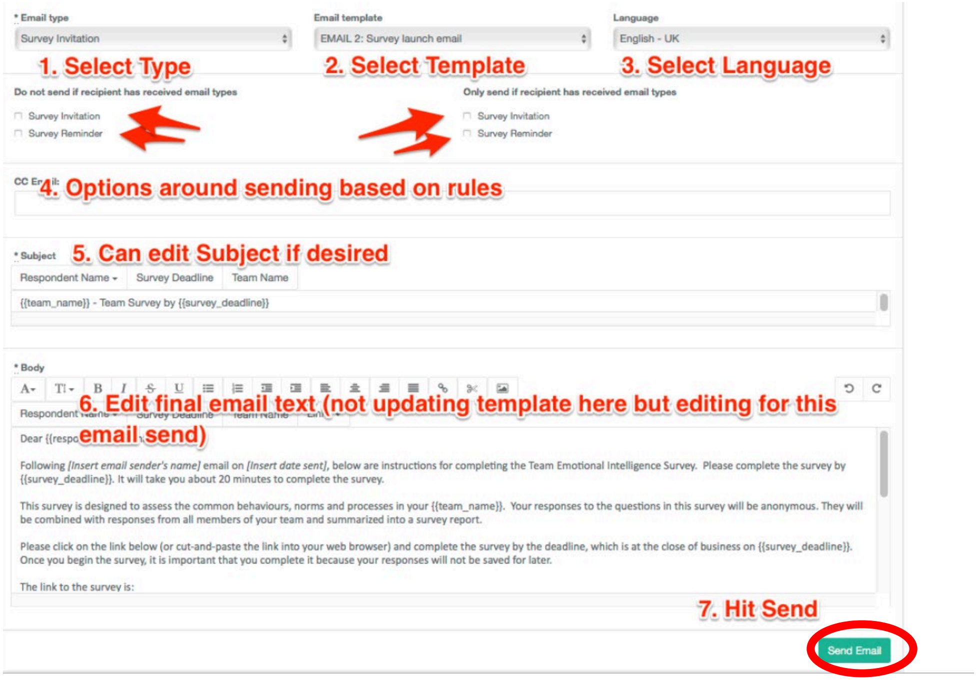
- ○ Tick a few team members at a time, and then click 'Bulk Action', select 'Send Emails' from the dropdown list and click 'Go'



- Check if you have the right person (or people) by checking the name(s) of who the emails is going to



- Complete the Email Send Options Screen:



- The emails will be placed in a queue, to be processed by our mail servicer, as soon as you hit the 'Send' button. Note: Sometimes there is a slight delay in the mail server as it can stagger the sending to avoid emails being seen as spam, and it can take a minute or two for email logs to show

This concludes the guide to setting up and administering the Team Emotional Intelligence Survey. If you have any questions that are not answered in this guide, please contact info@eiworld.org

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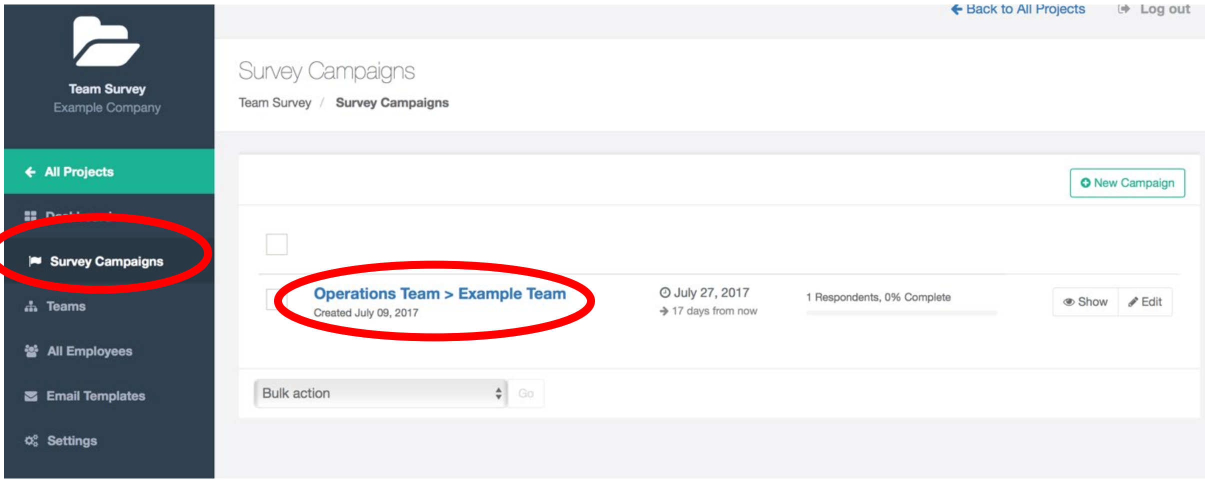
How To….

Debrief - Booking

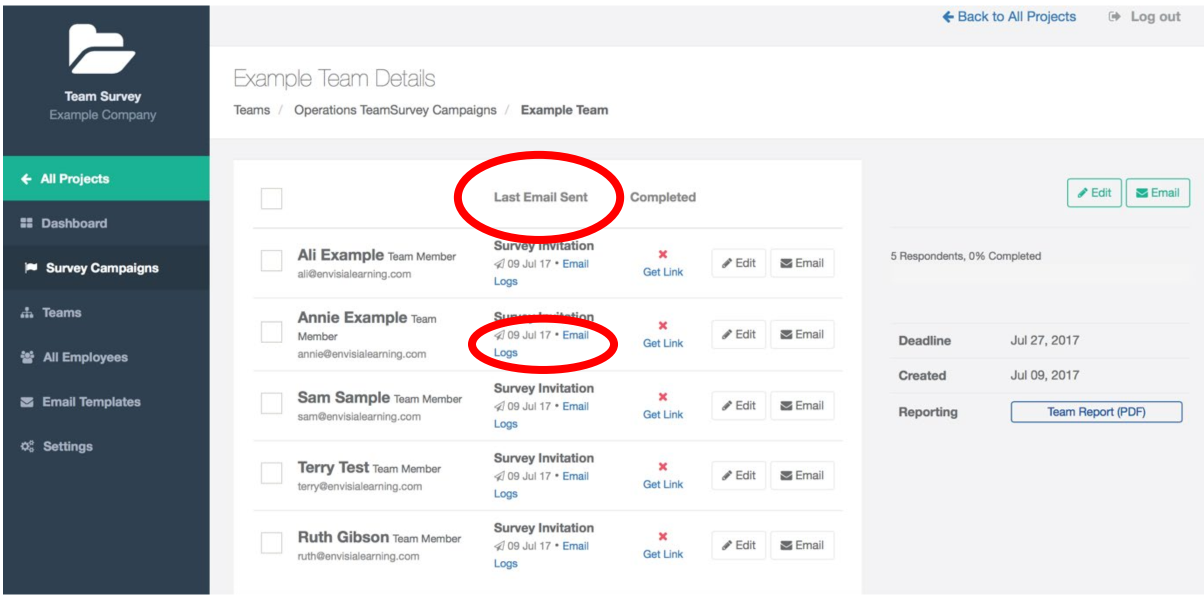
Reach out to Ei World (info@eiworld.org) to schedule your Team Ei Survey debrief.

Emails – Check if they have been Sent

- You can check the emails sent by:
  - Accessing your project by clicking on the 'Survey Campaigns' button on the left-hand menu, and then clicking on the name of the campaign



  - Viewing the 'Last Email Sent' information (Name of Email / Date it was sent)



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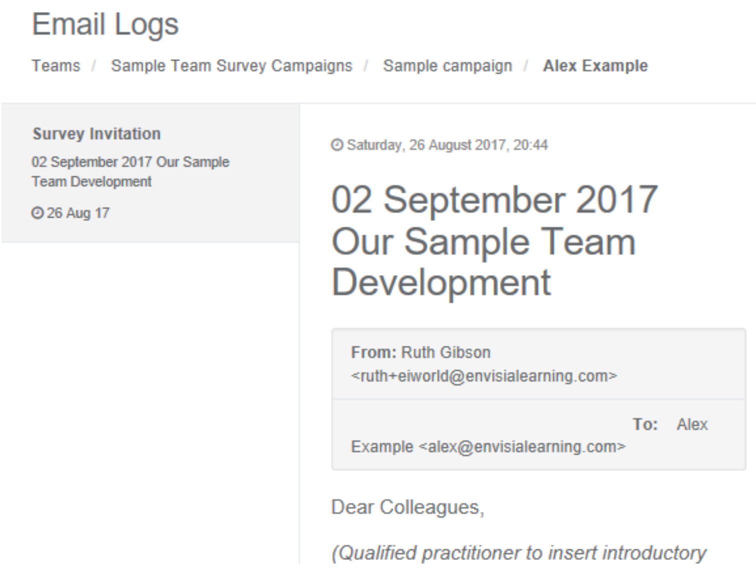
- Clicking on the Email Logs information for a particular team member to see the email that was sent



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Email 1 – Sending the Project Leader Email

Although there is a template within the survey system for the email from the Project Leaders advising the team members of the upcoming survey, we would recommend that the Project Leader sends this email out directly rather than the email being sent via the online system.

If you decide to send this email from the online system, it can be sent to the entire team or to a specific individual using the 'Manual Survey Launch Emails' process outlined above.

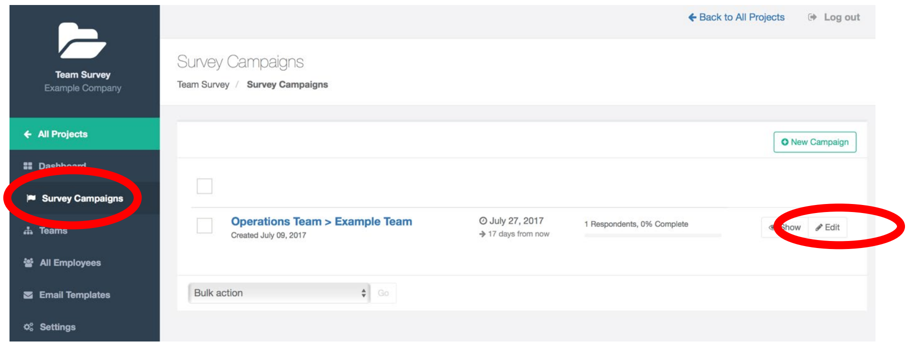
Help

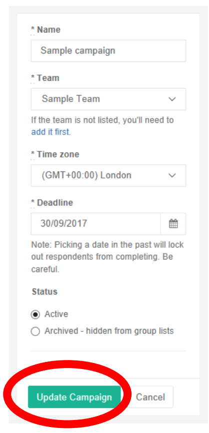
Reach out to Ei World (info@eiworld.org) for assistance with the Team Ei Survey Portal.

Survey Campaign – Editing Team Name or Deadline Date

If you need to edit the details of a campaign:

- Access the Campaign page via the 'Survey Campaigns' link on the left-hand menu
- Click the 'Edit' button
- Make the adjustments and then click the 'Update Campaign' button

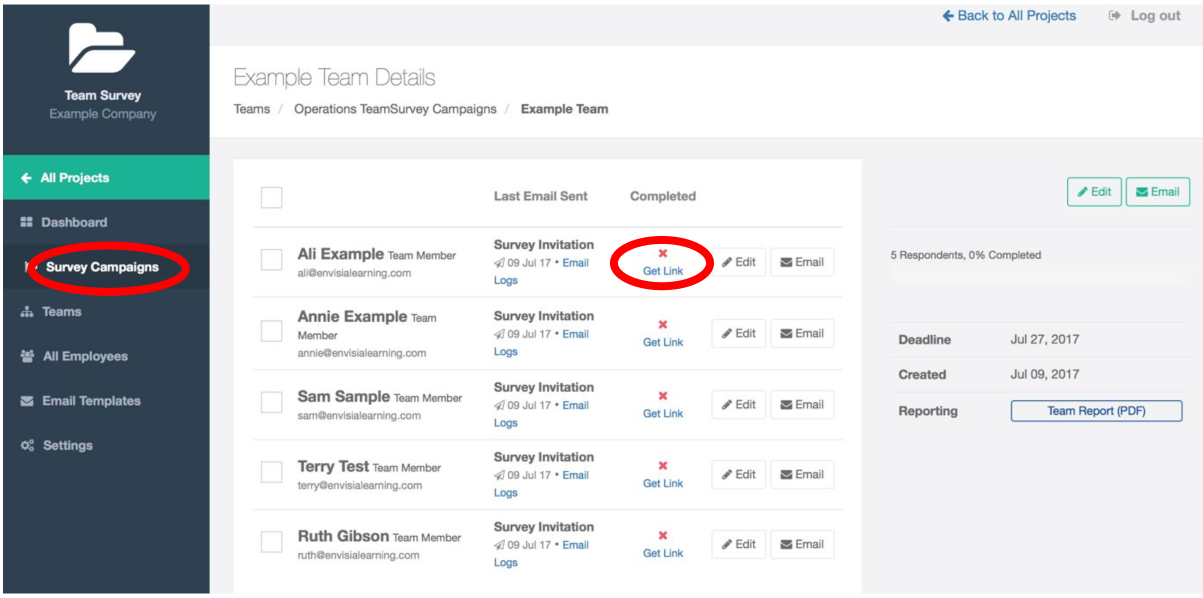


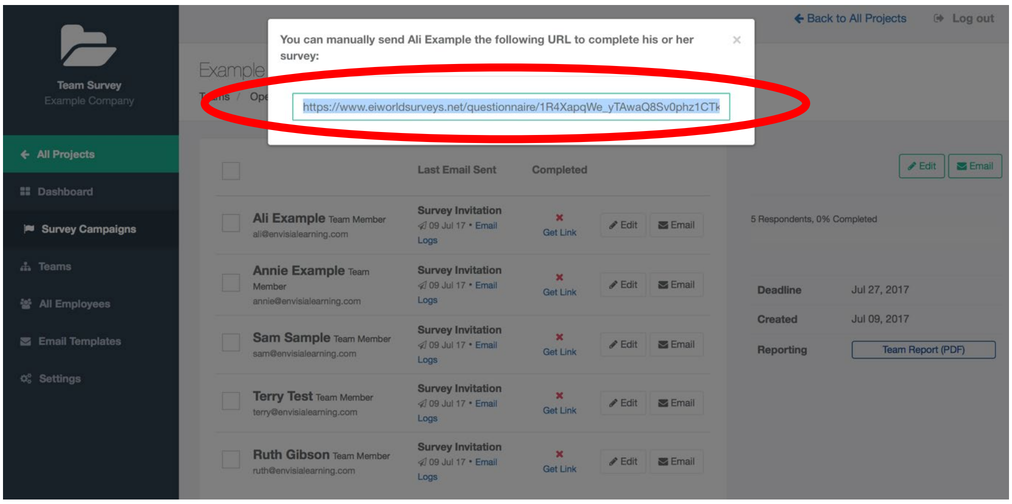


Survey Link - View for a Team Member

The 'Get Link' button can be used if you want to send a team member the link to their survey directly rather than through an email from the system

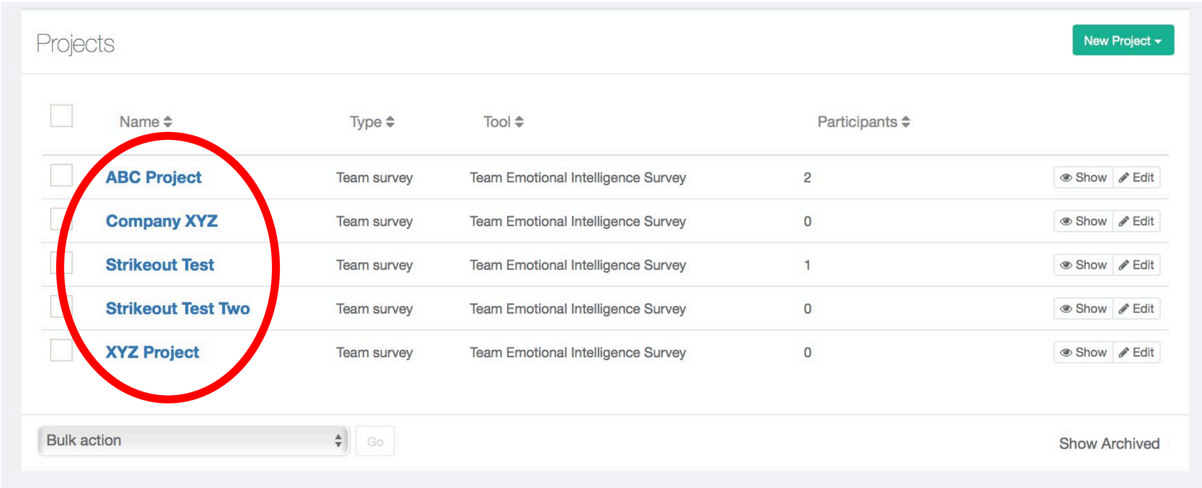
- Click on the 'Survey Campaigns' button on the left-hand side menu
- Click on the 'Get Link' button for the team member – the URL will display
- Copy and paste the URL into a new tab to check it is working as it should, then paste this into an email and send it directly to the team member
- CARE: Links are personalised to the specific team member and should only be sent to the team member that the link relates to



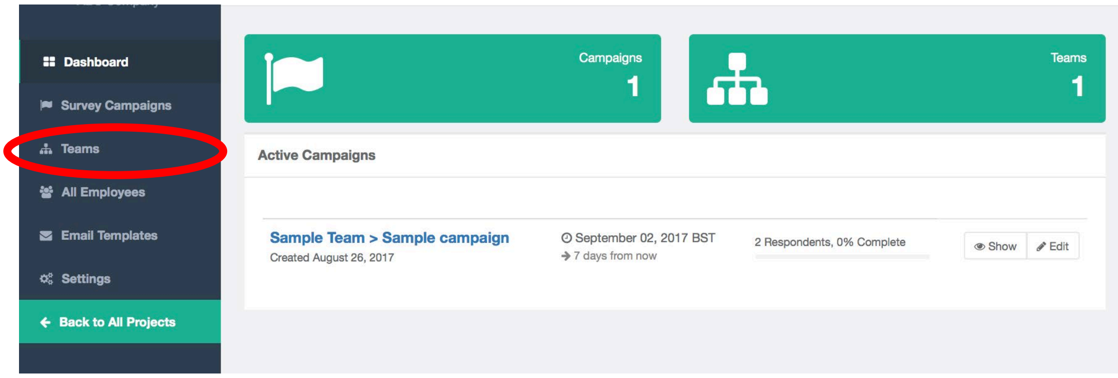


Team Member - Add After the Survey has Launched

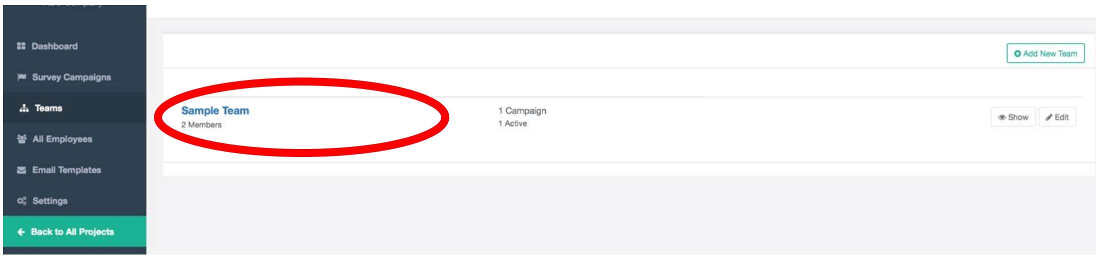
- Click on your project.



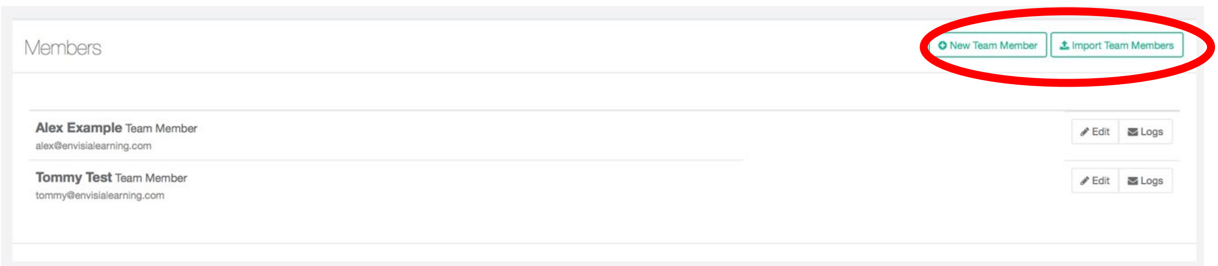
- Click 'Teams' in the left-hand menu



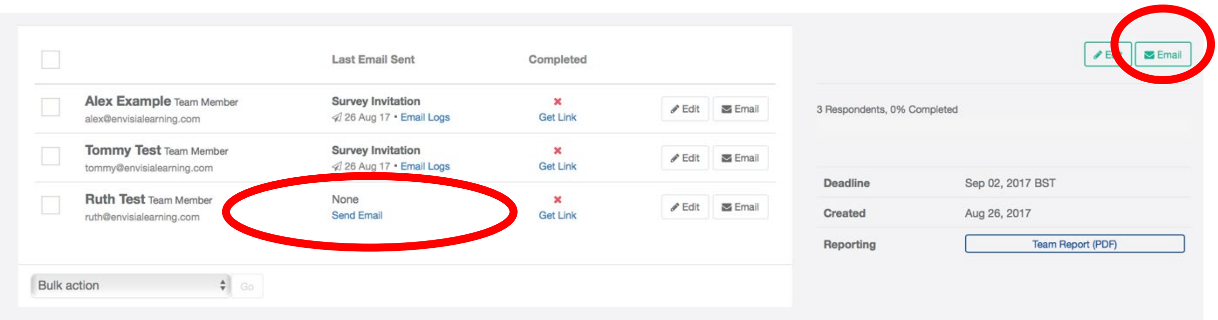
- Click on the team



- Click 'New Team Member' or 'Import Team Members' depending on whether you want to add the team members manually one by one, or multiple team members by uploading a spreadsheet



- Follow the instructions provided in 4. Create Teams to upload the team members
- Once the additional team member(s) have been added, they will need to be sent the survey invitation containing the survey links manually:
    - Click on the 'Survey Campaigns' button in the left-hand menu
    - Identify the team member(s) who have not had an email sent to them (Last Email Sent information = None)

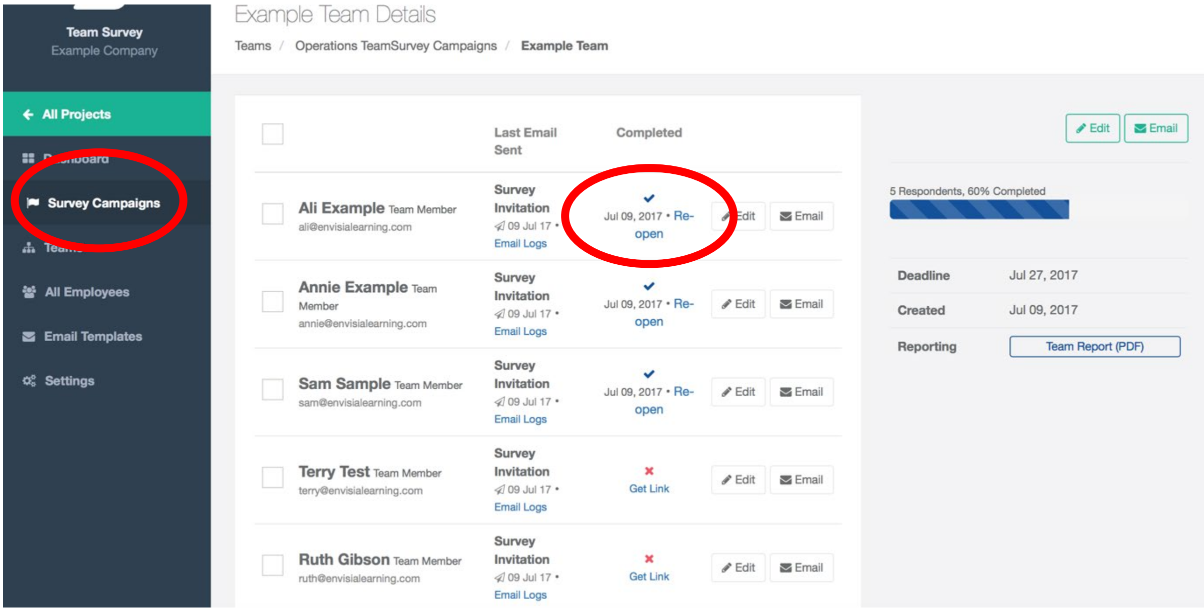


- Click 'Send Email' on the row with their name
- Follow instructions in 6.b.ii. Sending Emails to Individual Team Members

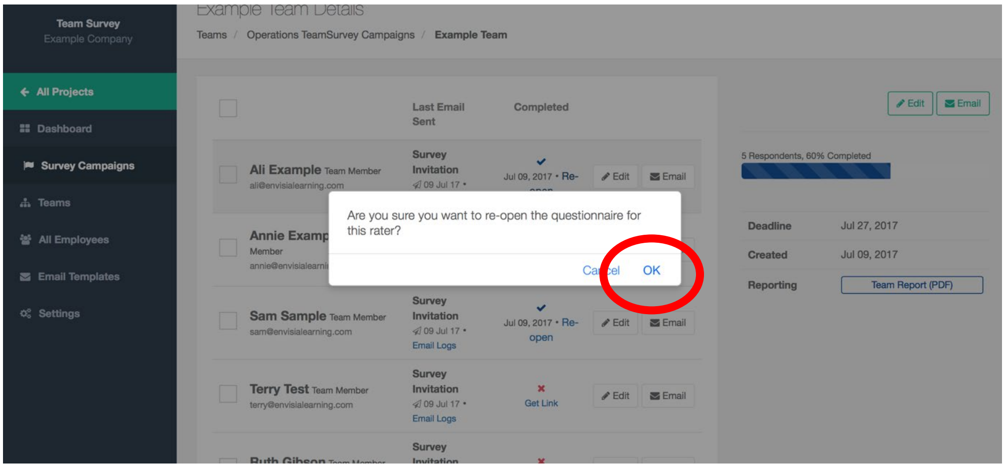
Team Member – Allow to Amend Their Response

If a participant contacts you and asks to change their responses on the questionnaire, or would like to look over their responses again, you can re-open their link:

- Click on the 'Survey Campaigns' button on the left-hand side menu
- Click on the 'Re-open' button for the team member



- A message will appear asking 'Are you sure you want to re-open the questionnaire for this rater?
- Click 'OK'
- Re-send Email Invitation or Get the Link and send it to the team member



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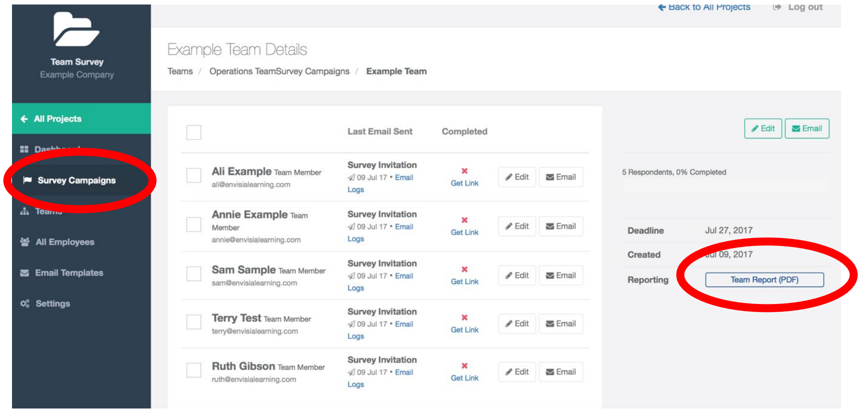
Team Name - Choose What to Call The Team

Include the word 'Team' at the end of your team name to ensure that this appears in the report.

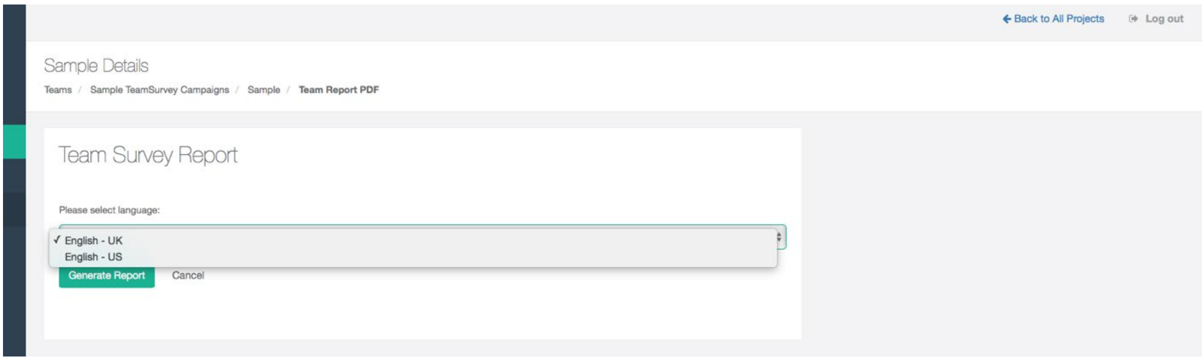
Team Performance Essentials Report - Generate

The report can be generated as many times as you want during the survey:

- Click 'Survey Campaigns' from the left-hand menu
- Click on the name of the survey campaign you are working with
- Click "Team Report (PDF)" to generate the Team Performance Essentials Report



- If the project has more than one language, select the language preference from the drop-down menu, prior to clicking 'Generate Report'. Repeat this step to download the report in all available languages



- Save the report by selecting 'File', 'Save As' on your computer

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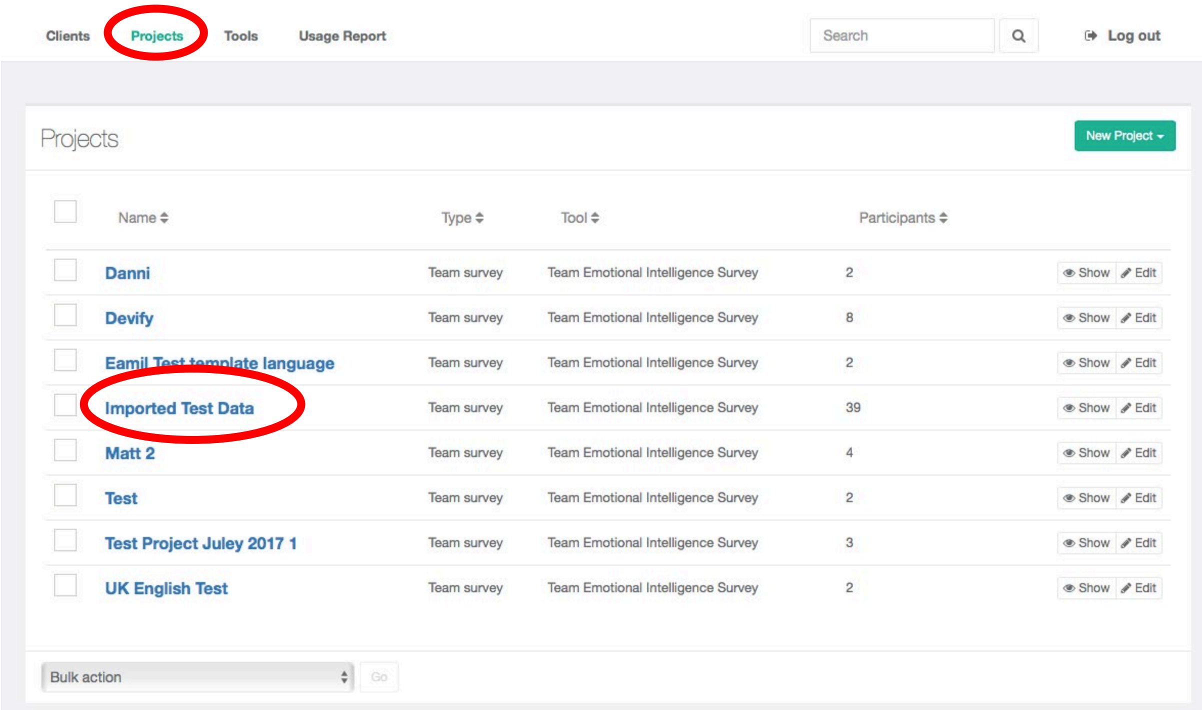
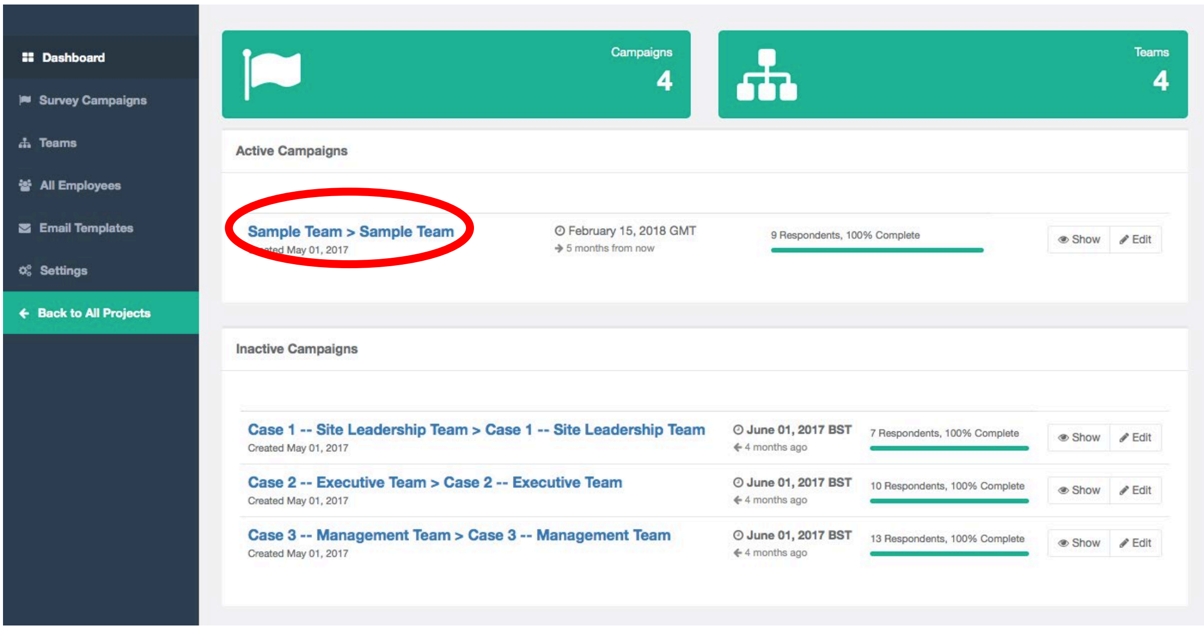
Team Performance Essentials Report - Send to Team Members

- From the 'Projects' tab, click the project that you are working with



- Select the Campaign that you want to send the team members the report



- Select all the team members that you want to receive the report, or click the tick button at the top of the list of names to choose all

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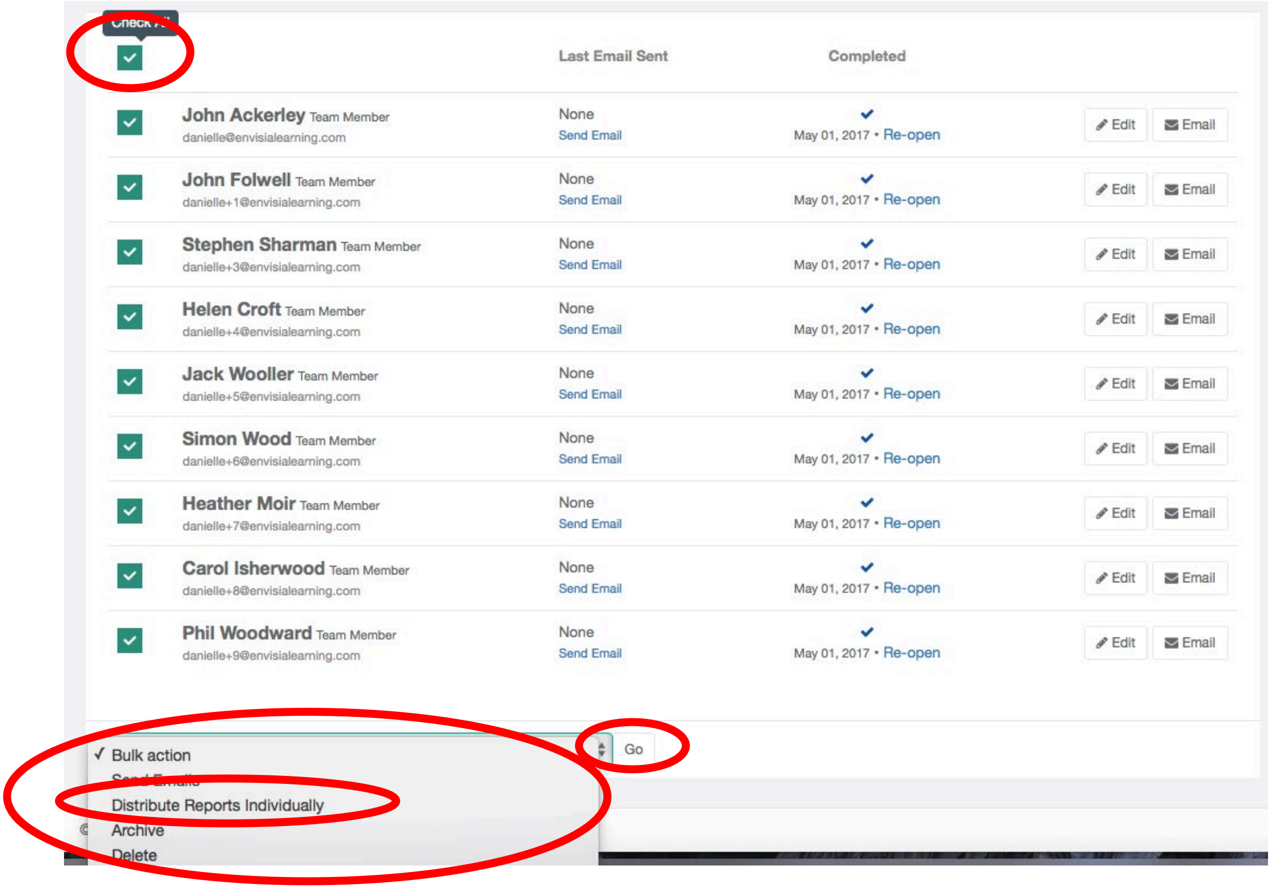
- Click 'Bulk Action' and then click 'Distribute Reports Individually' and 'go'



- Complete the fields:
  - Email type: 'Report recipient – respondent report'
  - Email template: 'Report'
  - Language – select from dropdown menu
  - Check the list of respondents includes everyone you want to send the report to
  - BCC email (optional) – include the email of anyone who you also want to receive the report
  - Subject – Edit the subject line and include tags (respondent name and team name) if you would like these to be included
  - Body – Edit text for the email text if needed
- Click 'Send Email' and the reports will be sent to each team member

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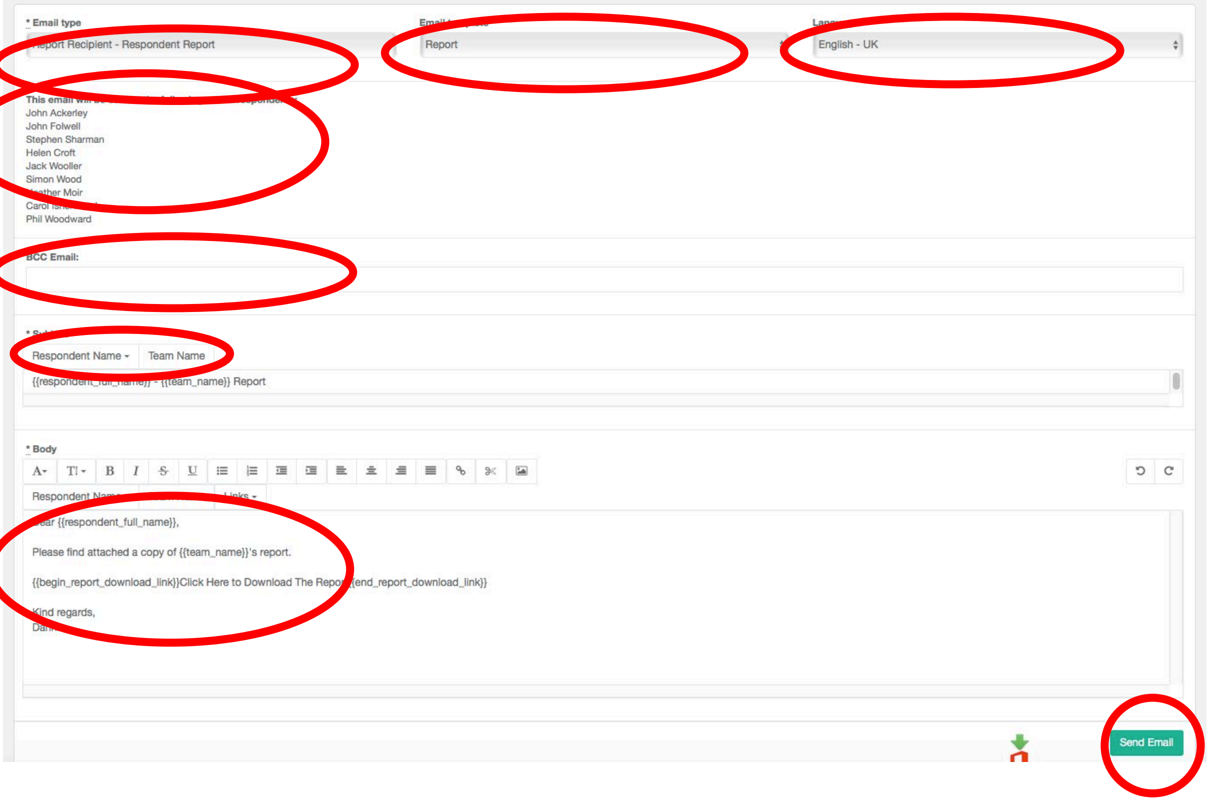
* Email type
Report Recipient - Respondent Report
Report
English - UK
John Ackerley
John Folwell
Stephen Sharman
Helen Croft
Jack Wooller
Simon Wood
Phil Woodward
BCC Email:
Respondent Name
Team Name
* Body
Please find attached a copy of {{team_name}}'s report.
Kind regards,
Send Email

Background to the Team Ei Survey Accreditation and Ei World Survey Portal for Administration of Team Ei Surveys

The Team Ei Survey Accreditation and Ei World Survey Portal represents a collaboration between Ei World and GEI Partners.

GEI Partners is a partnership of researchers and consultants bringing our clients tools and techniques proven to create high-performing teams. Our specialism is assessing and developing Team Emotional Intelligence (GEI), a concept developed and introduced by our partners. GEI Partners is working in collaboration with Ei World to offer the Team Ei Survey Accreditation and Ei World Survey Portal.

Founded in 1999, **Ei World** is a recognized leader in the field, and one of the longest established providers of Emotional Intelligence accreditations in the world. We have used Emotional Intelligence tools in a variety of programs which support strategy execution / change programs, leadership development, organizational transformation, talent management, team effectiveness and executive coaching. We have delivered work in 37 countries. We serve public and private sector organizations with consultation, assessments and strategies that make a marked difference to the success of their people. We deliver customized solutions flexibly to suit our clients' requirements. We supply a full range of Emotional Intelligence products, tools and programs. We work closely with renowned test publishers, expert academics and licensed providers of proprietary technology.

As a recognized leader in the field of Emotional Intelligence, our strengths are:

- Emotional intelligence expertise in the design and development of organizational programs.
- Applied research and evidence-based practice.
- Depth and quality of deliverables relating to research, training and coaching interventions.
- Strong values expressed and lived.
- An international network of specialists, associates and clients wishing to embark on leadership development based on emotional intelligence.
- Approved to deliver Team Ei accreditation by GEI Partners for in-house programs and small group training programs.

We pride ourselves on implementing programs which have impact and add value to our clients. Our projects produce long-term sustainable behavioral change and learning and we have a track record of assisting clients.

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Ei World Partners Team:

Vanessa Druskat, Ph.D.

Co-Author - Concept of Team Emotional Intelligence, survey, tools and training

Vanessa is a world expert on team emotional intelligence. Together with Steven Wolff, she co-authored a Harvard Business Review article on Team Emotional Intelligence, which brought the topic of Team Emotional Intelligence to wider attention. She is also the co-creator of the concept of Team Emotional Intelligence and the co-author of the Team Emotional Intelligence Survey.

Vanessa is Associate Professor of Organizational Behavior and Management at the Peter T. Paul College of Business & Economics at the University of New Hampshire. Prior to joining the faculty of the Whittemore School, she spent eight years on the faculty of the Department of Organizational Behavior at Case Western Reserve University.

Vanessa’s award-winning research examines how teams and leaders effectively manage complex interpersonal and coordination challenges in cross-functional, cross-cultural and self-managing work environments – which inevitably involves the application of emotional intelligence.

Vanessa's research has appeared in prestigious journals, such as the Academy of Management Journal, Harvard Business Review, Human Relations, the Journal of Applied Psychology, Leadership Quarterly, Sloan Management Review, and Small Group Research. She was the lead editor of the book Linking Emotional Intelligence and Performance at Work (Lawrence Erlbaum, 2006).

Professor Druskat is an engaging speaker who conducts seminars around the world on the topics of emotional intelligence and work team effectiveness for leaders and teams in a wide variety of public and private organizations ranging from global companies to local educational establishments. She is a member of the Ei Consortium. Vanessa is based in Durham, New Hampshire, MA. She has collaborated with Ei World since 2011.

Steven B. Wolff, Ph.D.

Co-Author - Concept of Team Emotional Intelligence, survey, tools and training

Dr Steven B. Wolff is a world expert on team emotional intelligence. Together with Vanessa Druskat, he has developed a theory of team emotional intelligence that extends the theory of individual emotional intelligence to the team level.

His research has demonstrated the important role that team emotional intelligence plays in the effectiveness of high-performing teams.

He has also conducted research in the areas of team effectiveness; managing performance in self-managed teams; team leadership; organizational leadership; C-Suite competencies; peer feedback; organizational learning; and partnerships between business and public schools. Steven also has extensive experience and expertise in survey design and psychometric analysis.

He is principal at GEI Partners, a consulting firm that brings together leading academics and practitioners to help organizations improve their bottom line through breakthrough innovation and agility by creating engaged leaders and world-class collaboration throughout the organization. Prior to GEI Partners, Steven worked at HayGroup where he conducted research and analysis related to various aspects of leadership and organizational effectiveness including emotional intelligence, organizational climate, and leadership.

Steven brings a strongly integrative approach, combining practitioner, academic, and technical experience. He has over ten years of experience teaching organizational behavior, leadership, managing teams, and human resource courses and over 15 years' experience in the high-tech industry as an engineer and manager.

Steven holds degrees in electrical engineering, an MBA and a DBA in organizational behavior.

He is a member of the Ei Consortium and has been collaborating with Ei World since 2011.

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Geetu Bharwaney, D.Sc.

Geetu Bharwaney is Managing Director of Ei World and is an experienced practitioner working globally in the application of Emotional Intelligence and Emotional Resilience, since 1999. She has 26 years' experience of behavior change, leadership development and talent management. She was nominated for an award of Coach of the Year by the European Coaching and Mentoring Council (2015) and received a Doctorate in Science (DSc) in 2016 for her unique contribution to the application of Emotional Intelligence.

An experienced coach and program designer, Geetu has specialized in emotion-based research, development and evaluation since 1999. She has built large-scale programs based on emotion-based frameworks, tools and methodologies and has proven measurable results from her work with a wide cross section of client groups. This has covered a vast array of technical, non-technical, professional and executive roles across multiple sectors in 37 different countries.

Geetu leads projects involving leadership development, executive coaching, team collaboration and performance in a cross-cultural context. She is a trusted advisor to many CEOs and senior leaders who want to transform the way they are operating through the application of Emotional Resilience and Emotional Intelligence. She has a keen interest in both individual and team aspects of emotional intelligence.

Geetu is Author of Emotional Resilience: Know How to be Agile, Adaptable and Perform At Your Best (Pearson Education, 2015). She has published numerous papers and chapters on emotional intelligence, including papers on Trait Emotional Intelligence (for the EMCC, 2013) and EQ and the Bottom Line (2011).

She was awarded an Honorary Doctorate of Science (July 2016) from Aston University (D.Sc. honoris causa), and her Masters degree in Psychology & Health (February 2005) with Distinction at City University, London. She is a Fellow of the Chartered Institute of Personnel & Development (CIPD) and a qualified trainer of the HeartMath system.

One of her key passions is to equip in-house professionals to develop the skills and capabilities of facilitating high performance through a focus on emotional intelligence and emotional resilience in organizations.

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Next steps:

For any queries about the Team Ei Survey Portal, **please email** info@eiworld.org

Ei World is a long-established provider of cutting-edge Emotional Intelligence initiatives.

We help world-class organisations build competitive advantage, through focused and timely investment in key individuals and teams.

Established 1999. Global provider, experienced in providing coaching and development interventions across 37 countries.