

Institution: University College London
Unit of Assessment: 4 - Psychology, Psychiatry and Neuroscience
Title of case study: Trait Emotional Intelligence Questionnaire (TEIQue): improving outcomes in business, educational, and other life settings through psychometric research
<p>1. Summary of the impact</p> <p>The Trait Emotional Intelligence Questionnaire (TEIQue) was developed at UCL in 2001 as a measurement vehicle for trait emotional intelligence theory by Dr K.V. Petrides. It is used by businesses and other organisations to improve performance and to develop staff. It has helped enhance the mental health and wellbeing of numerous individuals through behavioural improvements, increased self-awareness, and reduced stress. The direct financial turnover of TEIQue materials from purely commercial usage exceeds <i>[Text removed for publication]</i> per annum. Over 65% of this is generated abroad, representing UK export sales.</p>
<p>2. Underpinning research</p> <p>Beginning in the late-1990s, Dr K.V. Petrides, in collaboration with Professors Adrian Furnham and Norah Frederickson, started investigating the construct of trait emotional intelligence (trait EI) and a suite of psychometric instruments (the TEIQue) to measure it. Since then, this work has expanded into a world-leading research programme with considerable penetration in 'real-world' settings.</p> <p>This research has recast emotional intelligence as a constellation of personality traits (labelled as 'trait EI' or alternatively 'trait emotional self-efficacy') instead of a set of cognitive abilities like IQ. This contribution is reflected and expounded in over three dozen peer-reviewed publications. An important development involved the determination of the key components (facets) of trait EI, which is technically known as establishing the construct's sampling domain [1]. These and related contributions led to a brand new way of conceptualising the construct with significant practical implications. One such implication is that high trait EI scores are not necessarily desirable and low scores are not necessarily undesirable, which has far-reaching consequences for personal development and leadership feedback [2].</p> <p>Research then continued to validate the theory and measures. Petrides (at the Institute of Education 2002-7, then back at UCL from 2008) collaborated with Furnham and Frederickson at UCL, Mikolajczak (Louvain), and Sevdalis (Imperial), among others. Key findings included data demonstrating that trait EI predicts: academic performance and prosocial behaviour in vulnerable pupils [3]; occupational achievement and organizational commitment in employees [4]; self-harming in teenagers [5]; and anxiety and worry during the diagnostic cancer pathway [6].</p> <p>Translational work conducted from 2008 onwards resulted in further development of the suite of TEIQue instruments [7]. These are being developed and updated in the context of translating the underlying theory into cutting-edge practical applications with tangible positive impact on people's lives. The suite includes a number of state-of-the-art psychometric instruments, such as full and short forms for adults, adolescents, and children as well as full and short 360° forms for multi-rater assessments. These instruments are supplemented by a range of technical and training manuals and feedback reports (standard descriptive, developmental, leadership, etc.).</p>
<p>3. References to the research</p> <p>[1] Petrides KV, Furnham A. Trait emotional intelligence: psychometric investigation with reference to established trait taxonomies. <i>Eur J Pers.</i> 2001;15(6):425-48. http://dx.doi.org/10.1002/per.416</p> <p>[2] Petrides KV, Furnham A. Trait emotional intelligence: behavioural validation in two studies of emotion recognition and reactivity to mood induction. <i>Eur J Pers.</i> 2003;17(1):39-57.</p>

Impact case study (REF3b)

<http://dx.doi.org/10.1002/per.466>

- [3] Petrides K, Frederickson N, Furnham A. The role of trait emotional intelligence in academic performance and deviant behaviour in school. *Pers Individ Dif*. 2004; 36:277-93.
<http://www.sciencedirect.com/science/article/pii/S0191886903000849>
- [4] Petrides K, Furnham A. The role of trait emotional intelligence in a gender specific model of organisational variables. *J Appl Soc Psychol*. 2006;36:552-69. <http://dx.doi.org/10.1111/j.0021-9029.2006.00019.x>
- [5] Mikolajczak M, Petrides KV, Hurry J. Adolescents choosing self-harm as an emotion regulation strategy: the protective role of trait emotional intelligence. *Br J Clin Psychol*. 2009;48(2):181-93. <http://dx.doi.org/10.1348/014466508X386027>
- [6] Smith SG, Petrides KV, Green JS, Sevdalis N. The role of trait emotional intelligence in the diagnostic cancer pathway. *Support Care Cancer*. 2012;20(11):2933-9.
<http://dx.doi.org/10.1007/s00520-012-1423-x>
- [7] Petrides KV. Psychometric properties of the Trait Emotional Intelligence Questionnaire. In: Stough C, Saklofske D, Parker J, editors. *Assessing Emotional Intelligence: Theory, Research, and Applications*. New York: Springer; 2009. p.85-101. (The Springer Series on Human Exceptionality). http://dx.doi.org/10.1007/978-0-387-88370-0_5

Grants

2001. Petrides KV. £28,092 from the ESRC through the Postdoctoral Fellowship scheme (Ref: T026271024).

2011. Petrides KV & Sevdalis N. £6,804 from the British Academy under the Small Grants Scheme (Ref: SG101370). Project title: Investigating the emotional impact of the cancer pathway: from screening to diagnosis.

4. Details of the impact

Through the course of our research, we have developed new instruments for measuring and assessing emotional intelligence, which we have re-conceptualised as a set of personality traits, rather than an IQ-type variable. The Trait Emotional Intelligence Questionnaire (TEIQue) has converted our scientific research into a practical tool which is now in use across a wide range of organisations, including businesses and educational establishments. Their success is evident in the very high volumes of commercial usage and associated financial benefits. Trait EI theory and the associated range of TEIQue materials are now at the forefront of international psychometric research yielding concrete and substantial mental health and financial benefits.

Two recent meta-analyses have demonstrated the value of the TEIQue, recommending it as a measure of choice for medical research, and one that is psychometrically superior to other EI measures in the literature [a].

Sales and distribution

The TEIQue is distributed commercially by Thomas International. (We also make it available free of charge for academic use.) Distribution of the TEIQue is increasing year-on-year, with turnover from TEIQue products rising from [Text removed for publication] in 2008 to [Text removed for publication] for 2013 (totalling [Text removed for publication] for the whole period) [b].

Training and dissemination of the TEIQue

Accreditation in use of the TEIQue is conducted by, among others, the training company Ei World, who use training materials for the TEIQue under license from Petrides and Thomas International.

The training seminars facilitate scientific applications of the TEIQue instruments for purposes of coaching, team development, recruitment, succession planning, and talent management. The company has trained [Text removed for publication] in the period 2008-13, from large corporations, the public sector and education, including [Text removed for publication] [c].

Use in education

Our work in educational settings covering academic performance, emotional well-being, and self-harm informed an intervention at St Benedict’s independent school, which sought to improve the performance and behaviour of underachieving and disruptive students [d].

One adolescent pupil diagnosed with depression experienced poor peer-relations and underperformed academically. Feedback on her TEIQue profile enabled her to get her concerns out into the open and, as a result, to feel happy just to be herself, which, in turn, empowered her to put maximum effort into her studies. She also observed an improved ability to recognize and manage her moods, which helped her retain a positive outlook [d].

The TEIQue was one of three assessments used on a group of Year 10 pupils. The assistant head of the school reported that “*The impact of the assessments was huge, with a reduction of over 90% in external exclusions, internal inclusions, removals from class, and negative referrals. Among the majority with poor attendance records attendance improved and positive referrals increased from one in the period prior to the assessments, to 28 after assessment feedback had been given*” [d]. Year-end GCSE results increased by 6% and were significantly ahead of expectations with performance in English and Maths increasing by 10%. In that particular application, the TEIQue was ranked by the pupils as the most useful of a number of psychological instruments employed [e].

Thomas International are now seeking to expand the distribution of the TEIQue in education, with a new major venture, Thomas Education. This initiative seeks to maximize student potential and staff performance in secondary schools through the use of a suite of behavioural assessments in which the TEIQue features prominently [f].

Impact on businesses and other organisations

The TEIQue has had a variety of impacts on businesses and other organizations in many industries. For example, we have systematically investigated in our research programme variables relating to self-awareness and peer-relations, which was very useful to the Doyle Hotel Group as it refocused its business strategy from bedrooms to food provision and sought to retrain all of its Head Chefs with particular emphasis on self-awareness and teamwork [g]. We have also extensively investigated the impact of trait EI on stress, which proved especially relevant for BI Worldwide in their effort to reduce stress levels among their workforce [h].

In the Thames Valley police force, an officer well known for his autocratic behaviour contemplated his TEIQue report, including scores on trait EI facets such as Self-motivation, Assertiveness, and Relationships, with particular emphasis on the effect they may have on his working behaviour. This helped him understand how he was being perceived by others. As a result, he modified his approach and communication style and became easier to work with and more successful overall [i].

5. Sources to corroborate the impact

[a] Two meta-analyses which endorse the TEIQue:

- Arora S, Ashrafian H, Davis R, Athanasiou T, Darzi A, Sevdalis N. Emotional Intelligence in medicine: a systematic review through the context of the ACGME competencies. Medical Education. 2010 Aug;44(8):749-64. <http://dx.doi.org/10.1111/j.1365-2923.2010.03709.x>.

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- Martins A, Ramalho N, Morin E. A comprehensive meta-analysis of the relationship between Emotional Intelligence and health. *Personality and Individual Differences*. 2011 Feb;125(2-3):221-35. <http://dx.doi.org/10.1016/j.schres.2010.11.001>

[b] Letter from CEO of Thomas International. Copy available on request.

[c] Supporting letter from Founder & Managing Director, Ei World. Copy available on request.

A series of case studies are available, which are summarised below. At least some of the case studies (depending on website updates) are also available for public download from the Thomas International website at: <http://www.thomasinternational.net/en-gb/thescience/TEIQue.aspx>

[d] St Benedict's school (www.stbenedicts.org.uk) used the TEIQue to improve the academic performance and behaviour of under-achieving and disruptive pupils. Crucially, one of the participating pupils was a self-harmer potentially at risk of suicide. Copy of case study (published by Thomas International) available on request.

[e] Article in Leader Magazine. http://www.leadermagazine.co.uk/articles/what_lies_beneath. Personal communication from the parent who initiated the project is available on request.

[f] <http://www.thomaseducation.net/ourassessments/TEIQue.aspx>

[g] The Jurys Doyle Hotels Group (www.doylecollection.com) used the TEIQue for improving self- and team-management skills in their Head Chefs as part of their Head Chef Development programme. Copy of case study (published by Thomas International) available on request.

[h] BI Worldwide (www.biworldwide.com) use the TEIQue to improve customer service, develop high-potential employees, and reduce stress levels in their organisation. Copy of case study (published by Thomas International) available on request.

[i] Thames Valley Police (www.thamesvalley.police.uk) incorporate the TEIQue into their Talent Management Programme, which aims to enhance leadership skills at the senior levels of what is the largest non-metropolitan police force in England and Wales. Copy of case study (published by Thomas International) available on request.