



Emotional Intelligence Certification Evaluations

Cumulative Evaluations: **Banner Health System, September 2005 -- 18 Participants**

Effects of this course -- How much did delegates report **improving** in each area?

Statement	Average increase *
I understand my own emotions and emotional reactions.	29%
My emotional intelligence is well developed.	28%
I have a strong understanding of EQ.	111%
I have a range of tools for training people in emotional intelligence.	313%
I am able to help people improve their emotional intelligence	139%
I can integrate EQ in my work	142%
I have a high level of emotional energy and optimism	22%

Objectives -- How well did the course meet its key objectives (out of 10)?

Objective	9 or 10 out of 10 **	Average
Encourage self-reflection	94%	9.69
Support you to build your own approach	100%	9.69
Model Six Seconds' methodology	100%	9.94
Increase your commitment to take your next action step	94%	9.69
Expand your awareness	88%	9.25

Additional goals -- How well did the course meet these additional objectives (out of 10)?

Objective	9 or 10 out of 10 **	Average
The course is relevant to my work	100%	9.88
I will use what I learned in this course to improve performance at work	94%	9.75
The course has real value to my organization	100%	9.88
I will use what I learned in this course in my personal life	100%	9.88
The facilitators demonstrate expertise in the subject matter	100%	10.00
The facilitators model the messages they're teaching	100%	10.00
My life has been changed by this course	100%	9.14

* 100% represents a 2-times improvement (e.g, from 4 to 8).

** What percent of the group rated this item a 9 or 10 on the 10-point scale.

Important Take Aways

- A simple model to organization and share EQ concepts.
- The most important learning was the realization that we can (and should) use EI in all aspects of our lives. We can all benefit from it. I am happy I was able to participate in this training.
- A concrete model for this vast array of info.
- KCG – to explore each of these competencies
- Understanding and acknowledgment of emotion
- Developing my Noble Goal
- I am overly self-critical. I need to ~~control~~ that navigate that.
- Sense of control for how I use my emotions.
- Six Seconds pause
- There are more than two alternatives/choices
- I can stop & reflect instead of react
- That knowing myself as really the area I continue to want to gain clarity – through use of BMH & being aware of emotions – I will get even better @ choosing and giving myself.
- The model & interpretation of application to one's life
- Where I am derailing is tied to failure to explore both my emotions and the patterns I have. I see now some of my patterns are clearly counter to my values and this has clarified my path.
- The power of having Noble Goals
- I loved the Museum & will carry that forward both as an exercise and a real fulfillment in my stride to leave a meaningful legacy.
- When I Choose Myself the rest of my scores are elevated.
- That people around me love me and I have work to do to be able to accept that. I have to do this before I can be empathic towards others.
- I have always know that I am critical of myself and sometimes so much that it can get in my way of growth and learning. The model gives me opportunities to focus on my strengths and work past this.
- We have dominion and choice over our own emotions – six seconds.

Testimonials

- “Using the Six Seconds emotional intelligence model and skill development process will most certainly help Scripps Health improve patient satisfaction and outcomes.” – Jennifer Jones, System Learning Leader, Scripps Health
- “Although difficult to comprehend at first, the impact to the individual and organization represents a compelling ROI. The change you see in the people who attend this training is amazing.” – Ryan Winn, System Administrator of Learning & Communication, Banner Health

- “I appreciate the authenticity and vulnerability of our facilitators. Their openness and willingness to be vulnerable created a powerful learning environment.” – Amy Steinbinder, RN, Administrator of Safety & Innovation, Banner Thunderbird Medical Center
- “It is not what you said but what you and we did that I’ll remember. All the experience and exercises with deep reflection will be what stays with me the most. I have several experiences I frequently reflect on because they moved and shift me – this week was one more not in the belt of being a better individual responsible for creating a better universe.” Beth Stiner, Director of OD & Learning, Banner Baywood Medical Center
- “I believe this has the potential for incredible impact in both my personal and professional life. What remains to be seen is whether I can/will use what I learned to make this happen” – Carol Healy, RN, Director of Organizational Development & Learning, Banner Home Care
- “Attending this session created clarity for me about how to move from success to significance.” – Kathie Orly, Director of Organizational Development and Learning, Banner Health
- “I wish every single person in my organization had the opportunity to participate in this training. It was a power and wonderful opportunity. Thank you Josh and Tom! You were wonderful” – anon
- “In a world grappling with ‘Why is this happening?’ this Six Seconds emotional intelligence model offers a path to awareness and the opportunity to gain the skills and tools to make authentic change – for people, for groups, for organizations. It makes a difference.” Carla Roterig, MD, Banner Thunderbird Medical Center
- “Exciting, unexpected, intellectually & emotionally challenging, this course put a new perspective on life, work, and parenting.” – anon
- “This is the most worthwhile course I have attended. It has given me permission to focus on building and strengthening myself so that in turn I can strengthen my relationships and my organization.” - Catherine Utian, Director, Organizational Development and Learning, Banner Good Samaritan Regional Medical Center
- “This training was beneficial to me both professionally and personally.” Marsha Benedetti, OD Director - Western Region, Banner Health
- “Truly innovative organization will ‘raise the bar’ of organizational excellence and leadership by integrating EQ into their daily life.” – Jan Matthews, Director, Organizational Development & Learning, Banner Health System

What were the best elements of the course?

- Experiential learnings were key to me – really helped me tap into my emotions.
- Blended approach. Very powerful activities.
- The quality of the teaching
- The utility of the model
- The inspiration of the media
- The energy of this particular group.

- Tools.
- Space.
- Personal introspection like The Gift where content is purely that of each participant
- Story telling from all to illustrate concepts – very powerful
- Six Second Pause
- Model – KCG
- Patterns
- Practicality / usefulness for everyone, no matter where you're at in your life!
- Time for introspection
- Ability to share or not (safe)
- Very interactive and shifted learning/teaching style
- SEI model
- Six Seconds' learning methodology
- On day 4 – the visual
- The tools in general
- The negative reinforcement piece
- Everything. Instructors, stories, exercises, EQ content, SEI, business cases, etc.
- Model.
- Brain activity.
- Nice mix of theory & activity.

Other appreciations, recommendations, and/or ideas to improve the course in the future...

- You kept me engaged for five days – difficult task! Great job – thank you. - Jenn
- It would be helpful if all handouts were in the binder in a fashion that follows what you are doing & in the order you are doing it.
- More 10-min breaks; 1 hour for lunch – would allow us more time for the museum. It felt very rushed and overwhelming with no time to breathe, check messages, step outside to reflect. We are used to offering 10-15 min break ever 75-90 min.
- Great content
- Thank you for your stories, wisdom, insights, vulnerability, and honesty. You both will add much to making the world a better place! – Jerry
- Love the way you both tell stories from a place of knowing, and personal power.
- You have a way of living in paradox – a great inspiration to an optimist
- Thank you both for giving yourselves. I hope we talk personally about our learnings and discoveries.
- Great week!
- Better access to resources (place tools on a personalized web page for each group)
- Better understanding of complimentary courses (leadership, family)

- More time with SEI profiles (real-life scenarios)
- List of tools and guide for how to use them – I don't really feel equipped to teach this without those.
- Powerpoint presentations.
- We asked for a “hybrid” week --- to pack a lot into the days – and probably did not realize how **much** that would require. Heavy week but greatly values, relevant, and **awesome** instructors. You are extraordinary men, Josh & Tom – we are better people for having me and learning from you this week. Thanks for your gifts!