

Frequently Asked Questions about the TESI

1. What does TESI stand for?

TESI[®] stands for Team Emotional Intelligence Survey[®]. It's the first scientifically validated team Emotional Intelligence (EI) assessment in the world.

2. What is team emotional and social intelligence (ESI)?

Simply put, we say: Emotional and Social Intelligence reflects the ability to recognize and manage your own emotions and to recognize and respond effectively to those of others. It includes understanding your social community from the "big picture" point of view and the ability to direct change and to adapt to it. While individuals must address their own emotional intelligence, teams must take EI Skills to a higher level by recognizing the collective impact of their engagement. High EI Teams recognize that their emotions are applied in the context of a social network, a complex system of relationships that requires sensitivity and tempered responses. Remember all ESI components come together in influencing your ability to respond to and work with change, which is a constant dynamic in both your personal and professional life.

3. What size of team is the right size for working with the TESI?

Size is seldom the most important question. Rather, a sense of purpose, a unifying mandate or charge is more important. A team may be two people or ten or many more. Some teams are fairly large and have sub-teams. Others are quite small. You need to distinguish between a team and your whole organization. If the organization is made up of several operational teams, they should each take their own TESI assessment. The results can then usefully be pulled together to compare team trends and strengths and challenges throughout the organization.

4. How long does the team need to be together for the TESI to be effective?

This is measured by the level of engagement and shared purpose, not the number of days or months. However, most teams need a month or two together to be engaged and formed before they take the TESI. If team members are sharing a common purpose, or should be, it's time to find out how well they are doing to sharpen their engagement with strategic focus.

5. I don't know if we're a group or a team. How do I tell? Can we only use the TESI if we're a team?

Chapter one of our book, [The Emotionally Intelligent Team](#), addresses this topic as do numerous other books and treatises. Rather than being academic, we suggest a practical question to help assess how the TESI can be helpful. Do the set of people (team or group) have or need to have a shared purpose and common reasons for engagement? Do they need to accomplish certain tasks together? These and similar functional questions can help guide a decision on whether the people work together closely enough to benefit from having data on the effective level of skills such as communications, conflict resolution and identity. If so, they are candidates for working with the TESI.

6. I work with many individuals who want to know how to be good team members. How do I use the TESI with a group of individuals or with team leaders?

The individuals, whether they are leaders or members of various teams, can take the TESI and then learn and explore together how to understand their own behavior in their teams as well as how to understand and influence the engagement of other team members. In a TESI by sharing facilitation or training, the individuals can be excellent resources to one another with ideas on confronting challenges and building success. When they take the TESI, their individual page that shows how they rated

their team will be the most important part of the TESI Report for them. Individuals can learn how to develop TESI and the TESI Short.

7. What resources support TESI use? How do teams develop their seven skills measured by the TESI?

There are several ways to gain specific strategies on how to develop team skills.

- Three suggestions for each of the seven skill areas are included in the report, thus twenty-one skills building suggestions are in the report. These are tied to the level of the assessed team performance.
- Ideas for team growth are included at the end of each chapter on the seven skills in *The Emotionally Intelligent Team*.
- Three exercises with detailed instructions for each of the seven scales are included in our new book *Developing Emotional and Social Intelligence: Exercises for Leaders, Individuals and Teams (2010)* by Marcia Hughes and Amy Miller.
- Review the material in *The TESI Facilitator's Guide*. This resource includes detailed guidance for a half day or full day training as well as a participant workbook. The training strategy includes an exercise for growing each of the skills. Using the *Participant Workbook* is a great help for easily framing the discussion and building awareness of the skills. You also receive a poster of the Collaborative Growth team model, which is helpful to place up front in the training room to build visual engagement and awareness with your team.
- One of the most powerful strategies is to have the team design their own skills building strategies. Guide team in a discussion as to how they currently engage in a particular skill area, such as motivation, and then challenge them to brainstorm ways to improve their motivation. From the list facilitate the process so they choose a few strategies. Help them make their plan specific by checking out whether it's feasible, note who will take action and when. Then set a time for checking in on the success so momentum isn't lost.

8. How do I use the Facilitators Guide? What is in the Facilitator's Guide?

The Facilitators Guide and its key parts include three specific components. The first and most central is the pen and paper assessment called the Team Emotional and Social Intelligence Survey Short® or TESI® Short. In addition to this 21 question inventory, there is a Facilitators Guide that includes sample Agendas, a power point, and detailed instructional manual for presenting the TESI, and a Participants Workbook. The Facilitators Guide is a workbook that will assist managers, team leaders, and HR professionals in correctly administering the assessment and interpreting it, and in providing a one-day or half-day workshop to review the seven behaviors for team success. The Participants Workbook serves as an instructional text that will guide participants through the one day or half day workshop conducted by the facilitator leading this team development initiative.

9. How do I use the [Participant Workbook](#)?

The Participants Workbook is published by Pfeiffer and available on Amazon. It is professionally developed and serves as an instructional text that will guide participants through the one day or half day workshop conducted by the facilitator leading this team development initiative. You can easily use this with the full TESI or the TESI Short. It adds significant depth and takeaways to your workshop and provides a fully developed text to support your workshop.

10. Can we use the TESI to measure success?

Yes, the TESI is set up to measure pre-post results in developing the seven skills it measures.

11. What is the difference between the TESI and the TESI Short?

There is a full on-line TESI report as well as a paper TESI Short so your team can take the TESI in either format:

1. **Take the TESI®**, which is the full version of the assessment and is available through Collaborative Growth or any of our many certified facilitators and can be taken on-line or by paper version. This is the full evaluation with numerous demographic breakouts. All seven scales are evaluated in depth. This provides three suggestions for development for each scales geared to the levels of team performance by scale. See a [sample report](#).

2. **Take the TESI® Short**, which is distributed by [Pfeiffer, a division of Wiley and Sons](#). This short version has 3 questions for each of the seven scales. It's an excellent way to quickly bring this information to a team or a group of leaders or individuals. It's great to use at a conference when you don't know who will be attending, for example. See a sample of the [TESI Short](#), where I'm thinking you might take the graph or you can get on the products page. Teams that take the TESI® Short often decide to take the TESI® after their initial work to build on their team development. [Learn more about TESI® Short options](#).

To support your use of the TESI, you can purchase the [Facilitator's Guide](#) which guides you through a full day or half day team presentation and includes a power point. You can also purchase a Participant Workbook for every team member or leader who is learning how to work with his or her team and a poster to focus the training of the team model. The Facilitator's Guide includes detailed instructions for working with the material.

12. How do I introduce the TESI to my team

TESI is the Team Emotional and Social Intelligence Survey®. It creates the opportunity for a team 360 – that is, each member of the team rates the team's skills from his or her perspective. They rate statements on a 5-point Likert scale responding to questions such as *"Our team continues to be hopeful when challenged."* and *"Our team members steer clear of getting even."* Reports are then available on the entire team and on smaller groups within the team, such as those based on gender, age or status (e.g. members, supervisors or managers). The result promotes understanding by team members and leaders about the levels of identification with the team, satisfaction, engagement, and perceived skills in the seven TESI scales, including communications and conflict resolution.

13. How do I become certified?

Go to the [registration form](#) or [contact us](#). Certifications are held frequently by webinar and several times a year in person. They can be taken as a standalone or together with training in using the EQi and the EQ 360. There are no pre-requisites for taking the TESI training.

You do need to be certified to use the full TESI; it's a B-level psychological assessment. The [TESI Short](#), published by Pfeiffer and available on Amazon, does not require certification.

14. What support do TESI Associates receive?

Collaborative Growth provides an intranet site with many materials available to support the success of TESI Associates. This includes brochures that Associates can personalize, webinars and materials in how to sell, promote, and present the TESI, as well as many other materials. Webinars are held frequently to support continuous learning.

15. Should we combine the TESI with other assessments?

TESI provides team information. Because teams are made up of individuals, teams perform much better when individuals focus on understanding and developing their own emotional and social intelligence. The best way to do that is to work with the EQ-i® and the EQ 360® or other valid and strong EI assessments for individual EI development and with MBTI or Emergenetics for information on personality preferences. Individuals and teams are both more successful when they combine different yet related data.