Conover Pro
The Success Profiler
Emotional Intelligence

SOFT SKILLS

Onsite and distance learning anytime, anywhere and on any device.
The Success Profiler®

The Success Profiler® is a systematic, research-based assessment and skill-building system designed to improve emotional intelligence.

Emotional intelligence is a learned ability to identify, explain, understand and express human emotions in healthy and productive ways. Our forty years of research shows that emotional intelligence skills are the primary factors for reducing problematic behaviors and increasing motivation, and the gateway to success in school, work, and life. The following profiles focus on the key emotional skills needed for success in nine critical areas related to personal success.

**Assessment Component**

There are nine core assessments and over 30 related assessments. Each assessment is designed to build a map of where the person is in relation to the particular success profile. Assessments are electronically scored and all results are presented and explained to the user. Users gain an understanding of where they are and where they need to go.

- **Change** – helps people adapt to change.
- **Customer Service** – improves ability to read, understand and service customer's needs. (Corporate Version Only)
- **Emotional Intelligence** – designed to assess key emotional intelligence skills. Results of The Personal Skills Map®, which is part of this profile, electronically links to our skill intervention system.
- **Leadership** – develops an openness to accept responsibility to develop the core foundation skills of leadership.
- **Learning** – designed to enhance the learning process so that new skills can be learned.
- **Sales** – designed to build the self-confidence necessary to improve one's ability to sell. (Corporate Version Only)
- **Sensitivity** – increases awareness of self and others and the ability to understand and respect the individual differences in each of us.
- **Teamwork** – designed to increase one's ability to accept responsibility and to become a contributing member of a team.
- **Violence Prevention** – designed to help identify the risk of potential violence and to reduce stress and increase self-restraint.

**Skill Building Component**

Each skill building unit contains approximately 25 short videos introducing key concepts along with 1-2 hours of instruction for each skill building unit. The skill building units include:

- **Interpersonal Assertion** – teaches how to effectively use direct, honest, and appropriate expression of thoughts, feelings and behaviors in dealings with others.
- **Interpersonal Awareness** – improves ability for appropriate social, emotional, and physical distance in verbal and non-verbal interactions with others.
- **Empathy** – covers how to sense, understand, and accept another person's thoughts, feelings and behaviors. Empathy is a primary characteristic of a skilled communicator.
- **Drive Strength/Motivation** – teaches core motivation and goal-setting abilities.
- **Decision Making** – improves skills in formulating and initiating effective problem-solving procedures. The ability to make decisions is a key ingredient of self-acceptance and positive self-regard.
- **Time Management** – covers how to organize and use time to further individual and career goals.
- **Sales Orientation/Leadership** – teaches the basics of how to positively impact and influence the actions of other people. The ability to influence others in a positive way is an important aspect of leadership/sales.
- **Commitment Ethic** – teaches how to complete projects and job assignments dependably and successfully.
- **Stress Management** – teaches how to manage stress and anxiety. Persons with skills in managing stress positively are competent managers of time and are flexible, self-assured, stable and self-reliant.
- **Physical Wellness** – covers step-by-step procedures to improve healthy attitudes and living patterns that are important to physical health and well being. Physical wellness is highly correlated to positive stress management.
Management System

All assessments and instruction are self-administered and electronically integrated into our management system, eliminating the expensive and time-consuming activities of assigning, scoring and reporting results. Program accountability is electronically built into the system.

The system assesses user skills...

...then scores, interprets and assigns skill-enhancement activities based on assessment results...

...and finally delivers skill-enhancement activities. Learned skills, if practiced, become habits in 21 days.

While doing all this, the management system is tracking, scoring, benchmarking, storing and printing information on each user in the system.