



# Emotional Aperture Measure

A POWERFUL AND INTERACTIVE EQ ASSESSMENT

The Emotional Aperture Measure, or EAM, is a scientifically validated, ability-based measure of emotional intelligence. Unlike other EQ assessments that measure a candidate's ability to read emotions in single faces, EAM assesses a candidate's ability to accurately identify the emotions of others in groups.

Just as an effective cognitive ability test correlates with IQ, the ability to accurately identify the emotions of others correlates positively with general measures of emotional intelligence, or EQ. Scores on EAM meaningfully correlate with self-awareness, empathy, behavioural agility, resilience and the capacity to positively influence others.



## What's measured:

THE ABILITY TO IDENTIFY EMOTIONS AND RESPONSES IN OTHERS, ASSISTING WITH THE CALCULATION OF GENERAL EMOTIONAL INTELLIGENCE ABILITIES

Emotional intelligence is widely recognised as a critical job skill underpinning customer service and sales performance, stress management, people's capacity to work well with others and lead others effectively.

Whether your company is a small band of book keepers, a nationwide network of consultants, or a team of customer service professionals in a contact centre, hiring people with high emotional intelligence will significantly benefit your business.

Using emotional intelligence assessments like EAM when hiring and promoting will lead to more effective leadership, greater productivity, higher customer satisfaction and reduced costs associated with absenteeism and turnover.

## What roles:

Use EAM for all roles where interacting with others is an important factor, as well as for stress management and resilience. Below are some examples:

- Leadership and management roles
- Sales representatives
- Customer service roles
- Customer contact centre roles
- Graduate positions
- Public safety and security roles
- Ambulance, police and other emergency service roles
- Nursing and aged care roles
- Defence force roles
- Pilots and air traffic controllers



## What outcomes:

- BETTER JOB PERFORMANCE/PRODUCTIVITY
- REDUCED (INVOLUNTARY) TURNOVER
- REDUCED ABSENTEEISM/SICK LEAVE
- IMPROVED CUSTOMER SERVICE AND SALES PERFORMANCE
- IMPROVE TEAM EFFECTIVENESS
- BETTER LEADERSHIP CAPABILITY

### ASSESSMENT TYPE

Performance based, making the EAM ideal for use in selection, development, career transition or other situations where candidates may try to create a positive impression. EAM is almost impossible to learn, cheat or 'fake-good' on.

EAM is also highly realistic, with movies of real people changing their emotional expressions, making it a fun and engaging assessment experience.

### AGE

Seventeen and older.

### ADMINISTRATION TIME

Ten minutes; making it a perfect assessment to include with other measures, such as IQ and personality. EAM is a short and effective single measure of EQ giving you greater flexibility.

### FORMAT

Performance based and adaptive – test questions change each time the EAM is taken, making it almost impossible to learn or cheat.

### DEVICES

Online (administration and scoring) can be done on tablets, laptops, desktops and smart phones.





**To trial the Emotional  
Aperture Measure, visit  
<https://assess.eameasure.com/demo/start>**

**To read more about the assessment author, EAM  
and the underpinning research visit**

**<https://www.jeffreysanchezburks.com/blog/emotional-aperture/>**

**To purchase the assessment or to contact EAM  
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