

# MSCEIT<sup>®</sup>2 Accreditation Virtual Classroom

HELD ACROSS SIX HALF DAYS

**MSCEIT<sup>®</sup>2**  
Mayer-Salovey-Caruso Emotional Intelligence Test  
Second Edition



Professional Training in the  
Mayer-Salovey-Caruso Emotional Intelligence Test

## WELCOME

Thank you for taking the first step towards achieving your MSCEIT®2 Accreditation.

Once thought an intangible determinant in success, emotional intelligence (EI) can today be accurately measured. Since emotional intelligence is changeable, the fundamental skills of EI can be sharpened to improve individual performance and collaboration, resulting in better business outcomes.

We are passionate about teaching others how to assess and develop emotional intelligence with the Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT®2), the only abilities-based test that measures pure emotional intelligence. Developed by Jack Mayer, Peter Salovey and David Caruso, originators in the field of emotional intelligence, the MSCEIT®2 tool is like an IQ test for emotional intelligence.

The MSCEIT®2 tool provides unprecedented insights into people's real emotional intelligence abilities to help predict and enhance their success and improve business outcomes.

Our course information booklet includes a course outline, alumni profiles and frequently asked questions about the course format, assessment, recognition and payment options.

We look forward to providing you with the tools to develop emotional intelligence skills in yourself and others.

Kind regards,



**Sue Langley**

CEO

Langley Group



## THE BENEFITS OF STUDYING EI

Emotional intelligence underpins our capacity to work well with others, manage stress and make effective decisions. More than knowledge, technical skills or traditional measures, emotional intelligence has been shown to determine individual performance and business outcomes. These abilities can be measured and learned.

“

We cannot check our emotions at the door because emotion and thought are linked—they cannot, and should not, be separated.

”

David Caruso

## TOP 10 SKILLS IN 2025

- 1 ANALYTICAL THINKING AND INNOVATION
- 2 ACTIVE LEARNING AND LEARNING STRATEGIES
- 3 COMPLEX PROBLEM SOLVING
- 4 CRITICAL THINKING AND ANALYSIS
- 5 CREATIVITY, ORIGINALITY AND INITIATIVE
- 6 LEADERSHIP AND SOCIAL INFLUENCE
- 7 TECHNOLOGY USE, MONITORING AND CONTROL
- 8 TECHNOLOGY DESIGN AND PROGRAMMING
- 9 RESILIENCE, STRESS TOLERANCE AND FLEXIBILITY
- 10 REASONING, PROBLEM SOLVING AND IDEATION

Reviewing the top ten skills of 2025, and knowing how emotions influence the brain and our cognitive processes, all ten skills are in fact linked to Emotional Intelligence.

Source: Future of Jobs Report, World Economic Forum

Pepsico recruited emotionally intelligent managers and **reduced turnover by 87%, increased productivity by 10%** and gained **1000% return on investment.**

Sheraton Hotels taught leaders EI skills and built a trust-based culture that **increased market share by 24%, raised customer satisfaction** and significantly **reduced turnover.**

The US Airforce **saved \$190 million** by screening for emotional intelligence among pararescuers, significantly reducing costs **in hiring, training and retention.**

A manufacturing company trained supervisors to be more emotionally intelligent and **cut lost-time accidents by 50% reduced formal grievances** and **exceeded productivity goals by \$250,000.**

## THE MSCEIT®2 MODEL

The MSCEIT®2 is a powerful, scientifically validated tool for measuring emotional intelligence skills. Developed by Jack Mayer, Peter Salovey and David Caruso (originators in the field of emotional intelligence) it is the only abilities-based emotional intelligence test available.

The MSCEIT®2 is like an IQ test for emotional intelligence. It is well known that people tend to assess their own EI or that of others inaccurately. This tool delivers accurate, challenging and useful feedback to offset this bias. Users can develop greater awareness of their emotional intelligence skills and systematically fine-tune these skills to improve personal and professional effectiveness.

The test is designed to measure the core abilities that make up emotional intelligence and provides feedback in four areas:

### 1 PERCEIVING EMOTIONS

The ability to recognise emotions in self, others and environment

### 2 CONNECTING EMOTIONS

The ability to generate emotions and use them to enhance reasoning and other cognitive tasks

### 3 UNDERSTANDING EMOTIONS

The ability to understand the complexity of emotions and their causes

### 4 MANAGING EMOTIONS

The ability to manage emotions in self and others by managing how they or others react and respond, particularly in relationships and decision making

These abilities enable people to monitor and understand their own and others' feelings and emotions and use this information strategically and intelligently to communicate more effectively, increase personal resilience and achieve goals.



## THE MSCEIT<sup>®</sup>2

The MSCEIT<sup>®</sup>2 measures how well people perform tasks and solve emotional problems, rather than having them provide their own subjective assessment of their emotional skills.

This makes the MSCEIT<sup>®</sup>2 ideal for situations where respondents may want to create a positive impression or ‘fake good’ and challenges them with information about themselves they rarely get from other sources. Also, the MSCEIT<sup>®</sup>2 tool can be taken in over 20 languages.

Skills tested include the ability to:

- identify emotions expressed in a face
- create feelings that can help solve problems
- communicate a vision or lead people
- predict how someone will react emotionally
- enhance decision making by integrating thought and emotion

Such skills play a vital role in just about every organisational function, from leadership and team building to negotiation and planning.



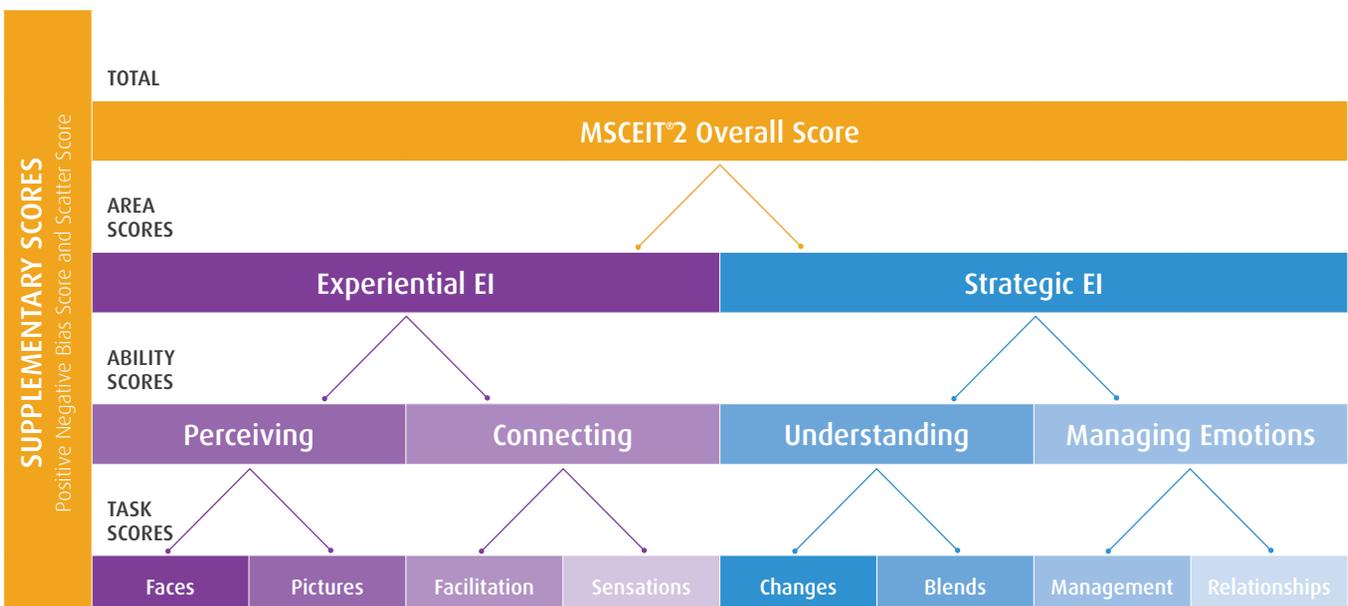
Emotional Intelligence is the ability to monitor one’s own and others’ feelings and emotions, to discriminate among them, and to use this information to guide one’s thinking and action.



Salovey and Mayer – 1990

### MSCEIT<sup>®</sup>2 SCORING AND RESULTS

The test reveals a total EI score made up of four ability scores and eight task scores with graphic representations and detailed explanations of the meanings of these scores. Supplementary scales include a scatter score and a positive-negative bias score to provide further meaning and interpretation. Individual scores are analysed against normative samples based on extensive MSCEIT<sup>®</sup>2 use at research sites around the world, so individual results are benchmarked.





## BUSINESS BENEFITS

MSCEIT®2 can make a decisive contribution to effective workforce selection and development initiatives, offering clear benefits for:

### ORGANISATIONS

- provides a direct, objective measure of actual emotional intelligence functioning
- increases the efficacy of leadership development and other training
- makes employee recruitment and selection more efficient and reliable
- helps improve group processes

### MANAGERS AND COACHES

- enables evaluation of an individual's emotional intelligence at a deeper level
- accelerates coaching by identifying important needs early
- helps identify root causes of problems or blocks
- provides a framework to develop key skills

### INDIVIDUALS

- promotes self-awareness in a range of functionally critical areas
- places current levels of performance into perspective
- provides a practical guide to improvement

Langley Group offers a unique personal development report, coupled with an in-depth debrief with our qualified experts, giving practical and personalised insights to kickstart development.

## MSCEIT®2 ACCREDITATION - VIRTUAL CLASSROOM

This advanced accreditation qualifies you to use the MSCEIT®2 tool to measure actual emotional intelligence.

This flexible tool can be integrated into coaching, training and leadership development programmes and works easily beside other assessment tools and competency frameworks.

### WHO ATTENDS OUR ACCREDITATIONS?

- Coaches, trainers and consultants
- Psychologists and counsellors
- Human resources and learning and development professionals
- Recruitment specialists
- Those looking to increase their professional capacity to assess/develop people's emotional intelligence and intra-personal and interpersonal skills

This accreditation is recommended for anyone significantly involved in leadership, management, interpersonal communication, teamwork and customer service. MSCEIT®2 helps organisations achieve more effective leadership, greater productivity, higher customer satisfaction and enhanced engagement.

Areas of application for this targeted emotional intelligence tool include:

- leadership and talent development
- talent selection
- recruitment
- executive and workplace coaching
- team building
- student and teacher development

Becoming a MSCEIT®2 Practitioner enables you to assess, debrief and develop emotional intelligence to:

- develop greater self-awareness
- enhance performance, interpersonal skills and communication with clients and teams
- identify and respond to others' emotions
- manage their own and others' emotional responses
- become more resilient

### TANGIBLE LEARNING OUTCOMES

During this six half-day course, you will learn the neuroscience behind emotional intelligence and explore how emotions work in the brain. You will discover why we react emotionally, how these responses can negatively impact behaviour and decision-making and how to help others perform at their best.

You will leave the course:

- feeling comfortable using and debriefing MSCEIT®2
- skilled at increasing people's self-awareness, emotional mastery and resilience
- armed with powerful self-leadership and emotional mastery tools you and your clients can apply immediately
- up-to-date with best-practice strategies and emerging research in the field of emotional intelligence
- knowing how to bring EI skills and learning to life through practical tools and techniques



## COURSE OVERVIEW

Participants in the six half-day virtual MSCEIT®2 accreditation will study:

- the science and theory of emotional intelligence
- the business case and applications of EI
- understanding the MSCEIT®2 model, four abilities and eight tasks
- knowledge of the MSCEIT®2 report and how to interpret the scores
- validity and reliability
- practice debriefing MSCEIT®2 and coaching to develop EI
- applying emotional intelligence best practice in different coaching and feedback contexts
- administration and ethical test use
- handling objections to EI and the test

### VALUE FOR MONEY

This intensive six half-day training course includes:

- six half-day live virtual advanced training sessions
- access to resources on the MSCEIT®2 and emotional intelligence in general
- online support and materials
- a personal MSCEIT®2, development report and 75 minute individual debrief and action planning session with a Langley Group MSCEIT®2 Practitioner
- one free report to use as part of your certification process
- one MSCEIT®2 debrief notepad
- post-course follow-up mentoring, feedback and support to ensure your competence
- a two to three-hour personalised practice session on the final training session
- a comprehensive training manual and practitioner tools

## FAQ'S

### CAN THE MSCEIT®2 ACCREDITATION BE DELIVERED IN-HOUSE?

Yes. We can tailor a course for an organisation or group. Ask us about opportunities to bring this course to your organisation or network.

### WHERE IS THE TRAINING HELD?

The accreditations are held virtually via Zoom.

### HOW MANY PARTICIPANTS ATTEND THE TRAINING?

Class sizes are small enough to ensure a rich learning experience for everyone.

### DO I NEED TO COMPLETE ANY PRE-WORK?

Before attending you will need to complete your MSCEIT®2 and receive your debrief with one of our MSCEIT®2 Practitioners, as well as reading our EI white paper.

### WHAT HAPPENS AFTER THE COURSE?

Once you have successfully completed your post-workshop MSCEIT®2 debrief, you will be advised of your success and provided with a certificate indicating you have been accredited as a MSCEIT®2 Practitioner from Langley Group.

## ENROLMENT AND FEE INFORMATION

### ENTRY LEVEL REQUIREMENTS

There are no formal entry requirements. Participants must be over 18 years. Delivery is in English.

### RECOGNITION AND AWARDS

Accredited by the International Coach Federation for 30 CCEUs (19 core competency hours and 11 resource development hours) toward ongoing professional development for ICF ACC-level coaches and higher.

### WHEN DO I ENROL?

Enrolments are accepted all year round. The course is extremely popular, so we recommend you enrol as early as possible. To guarantee your place, we recommend you enrol at least four weeks before course commencement.

While courses are rarely cancelled, if minimum numbers have not been reached we will contact you to discuss the various options available to you.

### WHAT IS THE COST OF THE COURSE?

The fee for the virtual course is AUD\$2,750 +GST per person.

Group discounts: Get 10% off the full fee when two or more people register and attend the same accreditation.

### CANCELLATION POLICY

By registering you are agreeing to the following terms and conditions.

Payment must be made prior to the start of the accreditation unless otherwise agreed in writing.

If unable to attend, please advise in writing and the following cancellation fees apply:

- Advance notice, more than two weeks prior – transfer to alternate accreditation dates or a full refund unless pre-work has been completed, then a fee of AUD\$600 will apply
- The place may be transferred to another person at no cost if pre-work has not been completed
- Two weeks prior – 25% cancellation fee, unless pre-work has been completed, then AUD\$600 fee
- One week prior – 50% cancellation fee will apply
- Within one week – 100% cancellation fee will apply
- Transfer to another accreditation will be dependent on availability and at our discretion



## EXPERT FACILITATOR SUE LANGLEY

Sue Langley is a speaker, master trainer and leading advisor on the practical applications of emotional intelligence, positive psychology and neuroscience.

Sue was trained in MSCEIT<sup>®2</sup> by David Caruso, one of the originators of this unique tool. A dynamic and inspiring facilitator, Sue's gift is synthesising science into simple, practical tools anyone can use.

As CEO of the Langley Group, Sue has taught thousands of leaders, HR professionals and consultants how to be more intelligent with their emotions. Sue has been awarded a Masters in Neuroscience of Leadership, a BA in Psychology and has also studied positive psychology at Harvard University.

Sue was the emotional intelligence expert featured in the hit ABC TV series *Redesign My Brain* and has recently been featured as a leadership expert in the documentary film "Make Me a Leader."

## TESTIMONIALS

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Sue Langley truly is a master in neuroscience and emotional intelligence and this was evident from the moment we started training. Our team of ten staff loved the learning experience, not only because of the impact it could have with our clients, but at a personal level, we all developed new insights. Now, a few years later, we use MSCEIT and emotional intelligence tools every day! Can't speak highly enough about Langley Group, MSCEIT and Emotional Intelligence!

**Senga Allen** – Managing Director – Everest People

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[contact@langleygroup.com.au](mailto:contact@langleygroup.com.au) [langleygroup.com.au](http://langleygroup.com.au)

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