

# EPS-W

Emotional Processing Scale – Wellbeing  
Personal Insight Report



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# Overview

## Structure of this report

- **Narrative**

Only qualified psychologists or appropriately trained test users should interpret psychometric test results. Please follow the relevant guidelines from the appropriate professional body.

# Personal Insight Report

## Emotional Processing Scale – Wellbeing (EPS-W)

### What is Emotional Processing?

Emotional processing is a crucial, though unseen, part of our life. It refers to the way in which we cope with, or process, emotional events. We all know what processing means when we put our credit card in the card reader. It refers to all the mechanisms that go on to recognise, check, record and approve our transaction. Likewise, there are many unseen psychological mechanisms at work when we deal with hurts, frustrations and stresses. The purpose of these mechanisms is to unconsciously absorb and deal with these hurts, frustrations and stresses to the point where our equilibrium is restored and distress does not interfere with normal everyday functioning. The aim of emotional processing is protection and healing.

### The Emotional Processing Scale – Wellbeing

Research has identified five important dimensions which together contribute to either a healthy or unhealthy emotional processing style. The Emotional Processing Scale – Wellbeing (EPS-W) measures these dimensions and provides feedback on your emotional processing strengths and challenges.

### EPS-W Dimensions

<b>Emotional Openness</b>	
<b>Accepting Emotions</b>	The acceptance of emotions, even difficult ones.
<b>Expressing Emotions</b>	The ability to be comfortable expressing emotions.
<b>Signs of Unprocessed Emotion</b>	The emotional or behavioural signs which indicate how successfully we have processed important emotional events.
<b>Controllability of Emotion</b>	The amount of control we feel we have over our emotions.
<b>Facing Emotions</b>	The facing or avoiding of emotional events.
<b>Emotional Connectedness</b>	
<b>Vibrancy of Emotions</b>	The degree to which we feel alive and aware of our emotional feelings.
<b>Clarity of Connections</b>	The degree to which we are clear about the connections in our emotional life.

For some people emotions are an easy and integrated part of their lives which are rarely thought about because they work so well. For others, emotions are a foreign territory that is uncharted, not understood, vague and problematic. Effective emotional processing is important to our health, quality of life and sense of wellbeing. A healthy emotional processing style protects us from the effects of stress, making us more resilient in handling issues or obstacles in our lives.

## Your personal feedback

Scores for each of the dimensions, along with a Total Emotional Processing score, are shown and assigned a category calibrated against the scores from a national sample of the general adult population (the reference group 'UK Adults'). These scores are shown in percentiles, with the typical value equal to 50. High scores represent effective emotional processing and low scores suggest there are challenging issues.

The EPS-W uses the following categories:

Category	Scoring	Description
Very high	91st percentile and higher	Score is in the highest 10% of the population
High	76th – 90th percentile	Score is in the highest 25% of the population
Typical	26th – 75th percentile	Score is in the middle 50% of the population
Low	10th – 25th percentile	Score is in the lowest 25% of the population
Very low	9th percentile and lower	Score is in the lowest 10% of the population

Each dimension is explained in detail and what your score may mean regarding your emotional health and sense of wellbeing. Higher scores reflect a more effective emotional processing style; lower scores can indicate that more challenging issues around emotional processing may exist.

The scores are presented on a speedometer, meant to symbolize your strength in processing, ranging from lower scores with darker colours to typical or higher scores with lighter colours. Suggestions for development are also supplied for helping you to improve emotional recognition and functioning.

The results are based on your emotional reactions in the past week only. Although you might think 'this was an unusual week, it doesn't represent the normal me', research has shown that actually examining one week means that people remember emotional events more accurately, and therefore provide a more reliable reading.

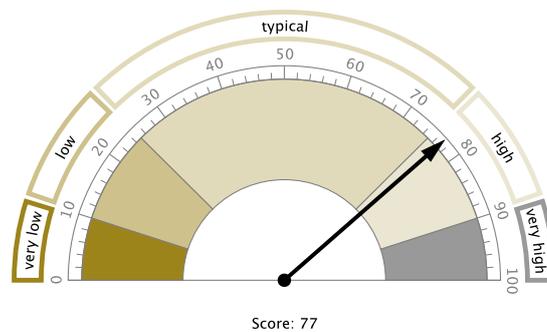
# Emotional Openness

Emotional Openness refers to two aspects of emotional processing: how comfortable you are in accepting and experiencing your own emotional feelings (Accepting Emotions), and how easy you find it to express or show your feelings (Expressing Emotions). Emotional Openness is closely linked to our quality of life and sense of wellbeing.

## Accepting Emotions

While many people are open to experiencing positive feelings of happiness or achievement, they may be less open to experiencing more negative feelings such as sadness or anger. Others are fine with mild emotional feelings, such as feeling sad at a colleague's loss, but find powerful emotional experiences such as strong anxiety too difficult to handle. Suppressing emotional experience is a problem because keeping feelings under control can consume too much mental concentration and make us less focused and adaptable. Accepting emotions, even difficult ones, provides the raw material for understanding problematic personal issues and gives you the information needed to take appropriate actions.

## Your score on Accepting Emotions



Your score is in the high range on Accepting Emotions, suggesting a high degree of openness to your own feelings, which makes it easier to express them. By accepting your feelings you are more at ease with yourself and this opens the way to more accurate courses of action. With this level of openness you will allow yourself to experience both positive and negative emotions which will give you valuable information about your situation and allow you to make better decisions about how to best handle things. This degree of openness should make you more fluent in relationships with others as long as you are able to self-monitor when openness is acceptable and when unacceptable: this is all part of emotional intelligence.

## Development suggestions

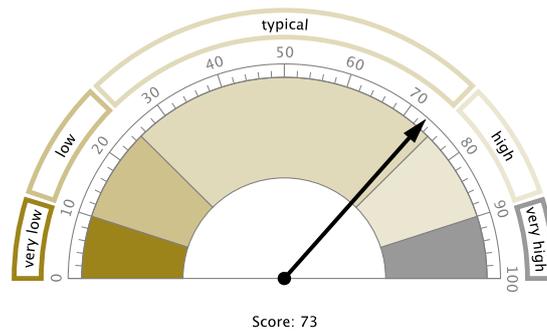
There is no need to change anything unless you think that being so open to your emotions is a social disadvantage in your work or life. For example, it might be appropriate to reveal your emotions to friends and colleagues but not to strangers or situations in which you could be compromised. Another possibility is that your negative feelings are obvious to others such as angry or judgemental feelings. In terms of your own personal development it would then be a case of developing more sensitivity to social boundaries. Talking to friends and trusted colleagues about how your sharing is viewed by others can be a check on how other people react to you and whether you are too emotionally revealing.

If you feel that you reveal too much of your inner emotions and you start to address the issues, this could well improve your relationships with others and your emotional sensitivity to them.

## Expressing Emotions

Being comfortable with expressing emotions is another part of Emotional Openness. If you are able to feel and talk about your feelings it often helps in developing close relationships with others. By expressing feelings such as crying or talking to another (appropriate) person, pent up feelings may be released and not build to unhealthy levels of tension in the body. Putting words to your feelings often provides a new perspective, making sense of events and leading to greater mental order and structure of your emotions.

### Your score on Expressing Emotions



You are within a typical or healthy range for expressing feelings. Scores in the upper end of the range (66–75) suggest you express your feelings more openly and do not have a problem showing your emotions. Scores in the lower end of the range (26–35) are still within the typical range but show a tendency towards keeping quiet about your feelings and trying not to show your feelings to others.

### Development suggestions

As your scores are within a typical range there are no particular issues and generally no action is required. However, for scores at the lower end you may wish to reflect on whether a more open style of expressing your emotions might ultimately lead to a better sense of wellbeing and also improve the quality of your relationships. You could discuss with a trusted friend or colleague if they think you are too inhibited in certain situations or if they have suggestions on how you could be more openly expressive. Sometimes a mini experiment in showing your feelings more would be a good way to find out what actually happens. Maybe it's a matter of small steps in trying a new approach, building your confidence bit by bit.

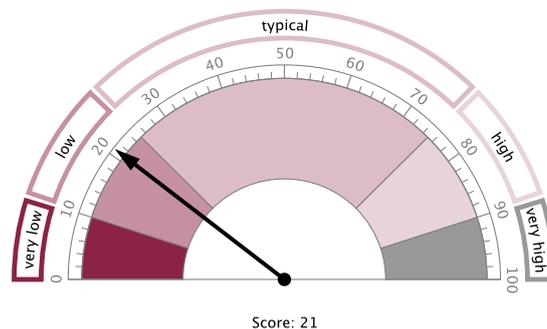
With scores at the lower end you may also want to record instances of where you have expressed or controlled emotion over the period of one week using the pre-formatted Daily Emotions Chart for Emotional Openness. Keeping a daily record could provide you with a greater insight into what is holding you back and pave the way to making positive changes.

Implementing a programme in which you have a chance to experiment with different approaches to expressing your feelings would help you to explore what works best for you. You might get it wrong at first as you try to find a good balance but ultimately you might find a new normal type of expression that fits you well.

# Signs of Unprocessed Emotion

This dimension is at the core of emotional processing. Any negative personal event in your life needs to be emotionally processed. This may vary from relatively small upsetting things, such as being criticised, to more significant traumatic events, such as a job loss or illness of a family member. It includes single events such as an argument over a strategy at work to continuing or repeated events such as being trapped in a very stressful work environment. It can refer to the threat of things that might happen, such as uncertainty about securing a desired promotion, or things that have happened and were never resolved, such as a bad experience with a supervisor at work. Successful emotional processing ultimately brings a sort of equilibrium or resolution, and ultimately allows you to move on to other things in your life.

## Your score on Signs of Unprocessed Emotion



You are in the range of those who score low on Signs of Unprocessed Emotion. It suggests you are experiencing powerful emotional feelings and thoughts about a troublesome event or situation and have not yet resolved it. The event may be a trauma that is very hard to handle, or you have somehow got 'stuck' and are finding it difficult to move on.

## Development suggestions

You can identify the issue or issues that are not yet resolved by keeping a diary or journal and use it to write down and explore the situation that is bothering you to try to develop possible solutions or action points towards a solution. In this respect the pre-formatted Daily Emotions Chart for Signs of Unprocessed Emotion might be useful. It provides a way of recording and identifying the situations which are troubling you over the period of one week and so opens up the possibility of finding positive solutions. It might also be constructive to talk to a relative or friend, or even a professional, to help you more fully explore the issues and ultimately to process and resolve the situation.

Identifying the issue or issues that are causing you distress points you in the right direction. You may need to change or resolve the stressful situation (e.g. confront an individual/be assertive) or change your reaction (e.g. forgive them) or remove yourself from the situation (e.g. arrange to work in a different environment).

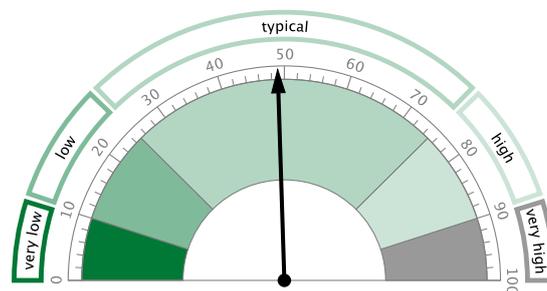
Even just the act of writing a diary or talking to others can bring some release and clarity, but if you can sort out the stressful event or issue that often brings immediate relief. By identifying and resolving a current issue you are strengthening and developing a more resilient approach for resolving new stresses that might come along in the future.

# Controllability of Emotion

This dimension reflects the presence of powerful emotional feelings and a person's perception of how much control they have over their feelings. It mostly refers to negative emotions involving high tension, agitation or anger and covers a person's sense of control as they relate to other people ('I reacted too much to what people said or did', 'When upset or angry it was difficult to control what I said') as well as their control over their own emotions ('It was hard for me to wind down'). This dimension reflects the sense the person has about how effective they are at controlling their actions when their emotional feelings become strong.

These powerful emotions tend to be externally orientated – that is, directed towards other people or things (e.g. 'I wanted to get revenge' or 'I felt the urge to smash something').

## Your score on Controllability of Emotion



Score: 49

Your score is in the typical range, which means that your sense of control over your emotions is in line with most other people. In the upper end of this typical range (scores of 66–75) this suggests a robust sense of control over your feelings which should help your confidence and trust in your ability to handle situations, even difficult ones. Your stress level, even if sometimes high, does not interfere with your performance. In the lower end of the range (scores of 26–35), although your score is still in the typical category, it does suggest a tendency to find it hard to wind down, or to over-react when emotionally worked up – but not to a level that seriously impairs your functioning.

## Development suggestions

Since your emotional reactivity is in the typical range it should not interfere too much with your behaviour. No special action is needed unless you are in the lower end of this range, in which case it might be helpful to try to identify if you have been under stress or have experienced difficult life events recently. The pre-formatted Daily Emotions Chart for Controllability of Emotion is a useful way to identify the key issues. Over the course of one week you record information about situations where you over-reacted emotionally, providing a good basis for discussing your reactions and what situations lay behind them. You may feel more in control by addressing and changing the source of stress.

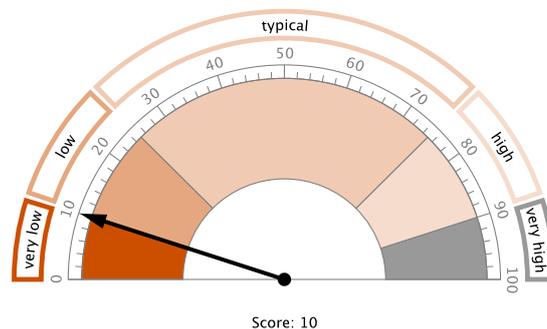
If you feel that being overreactive has been an issue for you for a long time and not just a response to recent stressful events, it could be useful to talk to a trusted friend or colleague to identify the issues that make controlling your emotions difficult.

Changing major stressors in your life can make a big difference, but sometimes it is not possible to change the source of the stress that much. Here a change in approach or attitude can help, such as finding ways to get some control over the 'stressor', prioritise or manage the situation. In the case of this being a more enduring difficulty with control of emotions, talking with others at least can identify what needs to change. By better managing stressful events you can achieve a greater sense of emotional control.

# Facing Emotions

Facing emotions doesn't seem to come into play when it comes to happy or positive emotions – it only applies when facing emotions that are difficult, challenging or painful. It refers to an attitude of embracing and not being threatened by negative emotional feelings, and also refers to a willingness to face and not recoil from situations that generate strong feelings. The opposite of facing your emotions is having an avoidant attitude (e.g. 'I could not tolerate unpleasant feelings') or avoiding situations that might upset you. One of the benefits of facing emotions and emotional situations is greater understanding of what is happening, as it can lead to a greater sense of freedom, where actions are less cautious and more free flowing. Life can be much less inhibited when you can accept emotions rather than avoid them.

## Your score on Facing Emotions



You are in the range of those who score low on Facing Emotions. This means that you avoid certain emotions and emotional situations to a greater degree than others. This takes the form of avoiding 'triggers' that might set off unpleasant feelings, such as not talking about certain topics, or trying to make sure others don't 'set you off'. It may mean trying to avoid certain upsetting memories or avoiding watching or reading certain things which distress you. Generally this amounts to keeping a tighter control over your life than is necessary.

A low score on facing emotions means not being able to tolerate unpleasant feelings: this may refer to any negative or unpleasant feeling or just one type of emotion, such as anxiety. It is good to realise that emotions are safe and self-regulating. In other words, they subside of their own accord if you allow yourself to simply experience them without trying to avoid them. For some people the underlying reason why emotions are so difficult for them is that they do not understand what they are and why they have them.

## Development suggestions

The short-term benefit of avoiding emotions is that you don't have to face unpleasant feelings. This is tremendously reinforcing and can lead to some fairly fixed habits. It's not easy to change and you may need to be persuaded that change would be a good thing. The Daily Emotions Chart for Facing Emotions has been formulated to identify things you do to avoid or reduce unpleasant feeling over the period of one week, which is helpful in that it points the way towards the right sort of developmental options for you.

If you are beginning to feel that avoidance is something like a chain around your neck and you would like to get a glimpse of what freedom might look like, it is possible to change. It's not easy to stick with it and you may need guidance from others along the way, but the principle of change is straightforward. It involves facing the triggers you have been avoiding and allowing yourself to feel the emotions that have been so difficult.

Once you have identified the emotions or situations you are trying to avoid, it would involve facing these emotions or situations for long enough to discover something new and important (usually at least 20 minutes). You may discover that the emotion fades with time, or you may discover nothing catastrophic happens by feeling emotion. One thing you will learn is more about yourself and what it is behind this avoidant attitude. If you can imagine getting on with life, being free to do things without thinking about what you might feel, and this

freedom is appealing to you, then you have a grasp of what the benefits might be, and facing emotions becomes easier to handle.

# Emotional Connectedness

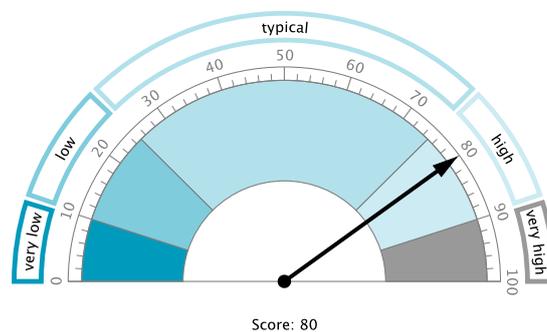
Emotional connectedness does not refer to how connected you are to other people but how connected you are to your own emotional life. This may sound unusual – aren't we naturally connected to our own emotions? But it is possible to feel unfamiliar or vague about your emotions even to the extent of feeling somewhat disconnected from them, as if they were foreign territory. Emotional connectedness, whether or not we feel our emotions actively, is especially important because it relates to us as a person. It is part of our self-identity.

Emotional connectedness involves two components: the Vibrancy of Emotions and the Clarity of Connections.

## Vibrancy of Emotions

The focus of this dimension is on the degree to which we feel alive and how active the emotional side of our life is to us every day. It means that we are aware of emotional feelings, which often are mild but occasionally could be quite strong. These feelings may have a positive tone at times, such as happiness and contentment, or negative at times, such as sadness or anger. However, sadness or anger could also be regarded as positive, in the sense that they are vibrant and active and useful in providing information about our current circumstances. Trying to selectively control our emotional life in order to blot out the 'negative' feelings and only feel the 'positive' can have the effect of dampening emotional feeling generally. Feeling emotions vibrantly is important to a sense of wellbeing but doesn't mean you always have to act on the feelings. For example, one could feel anger vibrantly but decide that lashing out would be counterproductive: the strength of the feeling alerts you to the issue and gives you time to work out the best course of action.

## Your score on Vibrancy of Emotions



Your score is in the range of those who score high on Vibrancy of Emotions. It suggests your emotions are clearly felt and flow well. It does not mean that all your emotions are positive or pleasant because people can have vibrant negative emotions such as anger, anxiety or sadness. But the fact that you allow your emotions to be clearly felt does suggest good emotional understanding. It also suggests you are well aware of your feelings, you accept them as normal even if distressing and do not significantly attempt to impede the flow of feelings. It is a positive sign of emotional intelligence.

## Development suggestions

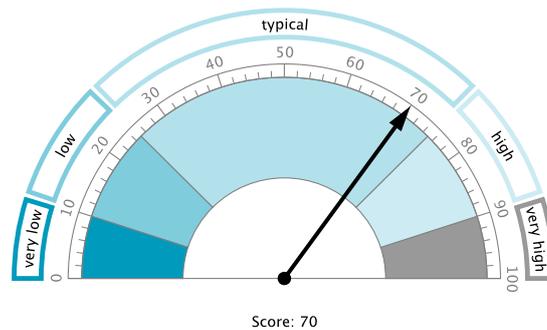
The score suggests your emotions are authentic; in other words you are not trying to modify your feelings and that they genuinely reflect your perception of events. There is no need to make any change. By listening to your feelings you have an important source of data for living. You don't obviously just follow your emotions, you need to keep a healthy balance between thinking and emotions, but with authentic emotions you at least have the emotional ground on which to stand and sense the important dimensions of an issue.

Vibrant emotions can help you have a clearer understanding of yourself, increase your sense of wellbeing and provide important information on living life day to day.

## Clarity of Connections

The focus of this dimension is on how clear someone is about connections in their emotional life. Can they identify what they are feeling, label and name their emotions? Do they know why they are feeling what they are feeling and can they see the link with events going on around them? Do their life and emotions seem to flow in an interconnected way, or are emotions disjointed and a bit of a mystery? In general, clarity of connections refers to the degree to which we understand and have ownership of our emotions.

### Your score on Clarity of Connections



Your score falls within a typical range for Clarity of Connections. If your score is on the higher side (scores 66–75) it means you have a good understanding of your feelings; you are aware of emotions, would be able to correctly label what you are feeling and could make a good guess at linking what you are feeling with events in your life. This is a fairly sophisticated level of understanding which should give a sense of emotional poise. If your score is on the lower side (scores 26–35) this is still within a typical range but with a tendency towards having difficulty with identifying and labelling emotions and understanding why you are feeling what you are feeling.

### Development suggestions

There is no need to pursue any actions since your scores are much the same as others in the reference group, but if you are in the lower range of scores you might wish to consider improving your understanding of your own emotional life. A useful place to start would be by keeping a diary or record of events and your emotional reactions. The Daily Emotions Chart for Emotional Connectedness has been pre-formatted to help you identify connections between events and emotions over the period of one week.

It could also be very useful reading about emotional awareness, emotional intelligence or emotional focusing, attending a course, or getting specialist advice. This could be an advantage in understanding more about what makes your emotions tick. Although intellectual understanding of emotions is useful, it is practical experiential exercises that are the most relevant, so this could be a key part of your learning programme.

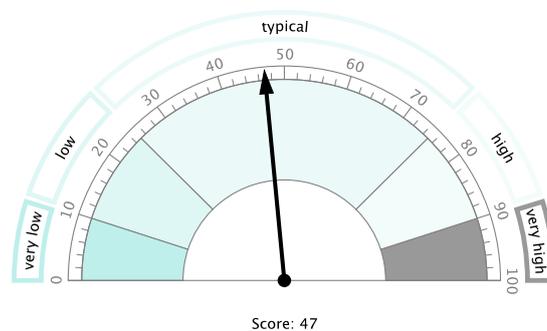
Greater clarity of understanding about your emotions will lift any fog and provide a greater sense of emotions as an integrated part of yourself.

# Total Emotional Processing Score

The Total Emotional Processing score is the most significant indicator of your emotional processing strengths and weaknesses because it represents an amalgam of all five emotional dimensions and is a summary of where you are positioned overall in your emotional processing potential. Like the separate dimension scores, it is calibrated against a national general adult population sample and categorised as 'very low' (10% of the population with the most challenging issues around emotional processing), 'low' (lowest 25% of the population), 'typical' (the middle 50% of the population), 'high' (the highest 25% of the population) and 'very high' (the highest 10% of the population).

The five dimensions are equally weighted and brought together as one Total Emotional Processing score. This covers both the way you are handling current stresses and strains, and also your general emotional resilience in handling distressing events that might come along in the future.

## Your Total Emotional Processing score



Your score is in the typical range of the national reference population, meaning you are much in line with others in the way you handle emotions. A score at the lower end of the range (scores 26–35), although it doesn't cross any barriers, is not so far removed from a low score, and probably represents difficulties with a couple of emotional processing dimensions, or at least milder difficulties across most dimensions. A score at the upper end of the range (scores 66–75) suggests a robust and resilient emotional processing style, which should provide good protection in the face of future difficulties.

## Development suggestions

There is no need to contemplate any changes to your emotional processing approach unless your score is at the lower end where some changes might positively enhance your life. The sort of questions you might ask yourself are: What are the emotional processing dimensions which are my lowest ones? Can I do anything about them? Can I understand the issues, learn more and make practical changes in my approach?

Changing your emotional approach won't necessarily be easy at first, but it will mean that when confronted by stresses and strains in your life you will be more resilient. So you will have more mental strength, less confusion and a growing confidence that you have the emotional ability to cope in the future.

# Signs of Unprocessed Emotion

# Daily Emotions Chart

<b>Monday</b>	<b>What is the main emotional feeling that keeps bothering me?</b>
	<b>What situation/event might be connected to this?</b>
<b>Tuesday</b>	<b>What is the main emotional feeling that keeps bothering me?</b>
	<b>What situation/event might be connected to this?</b>
<b>Wednesday</b>	<b>What is the main emotional feeling that keeps bothering me?</b>
	<b>What situation/event might be connected to this?</b>
<b>Thursday</b>	<b>What is the main emotional feeling that keeps bothering me?</b>
	<b>What situation/event might be connected to this?</b>
<b>Friday</b>	<b>What is the main emotional feeling that keeps bothering me?</b>
	<b>What situation/event might be connected to this?</b>
<b>Saturday</b>	<b>What is the main emotional feeling that keeps bothering me?</b>
	<b>What situation/event might be connected to this?</b>
<b>Sunday</b>	<b>What is the main emotional feeling that keeps bothering me?</b>
	<b>What situation/event might be connected to this?</b>

### End of the week roundup

<b>What situations/events seemed to be connected most to my emotional feelings?</b>
<b>Possible solutions to these situations/events.</b>

## Facing Emotions

## Daily Emotions Chart

<b>Monday</b>	<b>What was the emotional feeling I was trying to avoid?</b>
	<b>What did I do to avoid or reduce feeling it?</b>
<b>Tuesday</b>	<b>What was the emotional feeling I was trying to avoid?</b>
	<b>What did I do to avoid or reduce feeling it?</b>
<b>Wednesday</b>	<b>What was the emotional feeling I was trying to avoid?</b>
	<b>What did I do to avoid or reduce feeling it?</b>
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	<b>What did I do to avoid or reduce feeling it?</b>
<b>Sunday</b>	<b>What was the emotional feeling I was trying to avoid?</b>
	<b>What did I do to avoid or reduce feeling it?</b>

**End of the week roundup**

<b>What emotional feelings was I trying to avoid or reduce?</b>
<b>Why didn't I want to feel these emotions?</b>