

Emergy Emotional Climate Audit® 2.0

Sample Report 2024 - English

Response rate:

Test group

n = 12

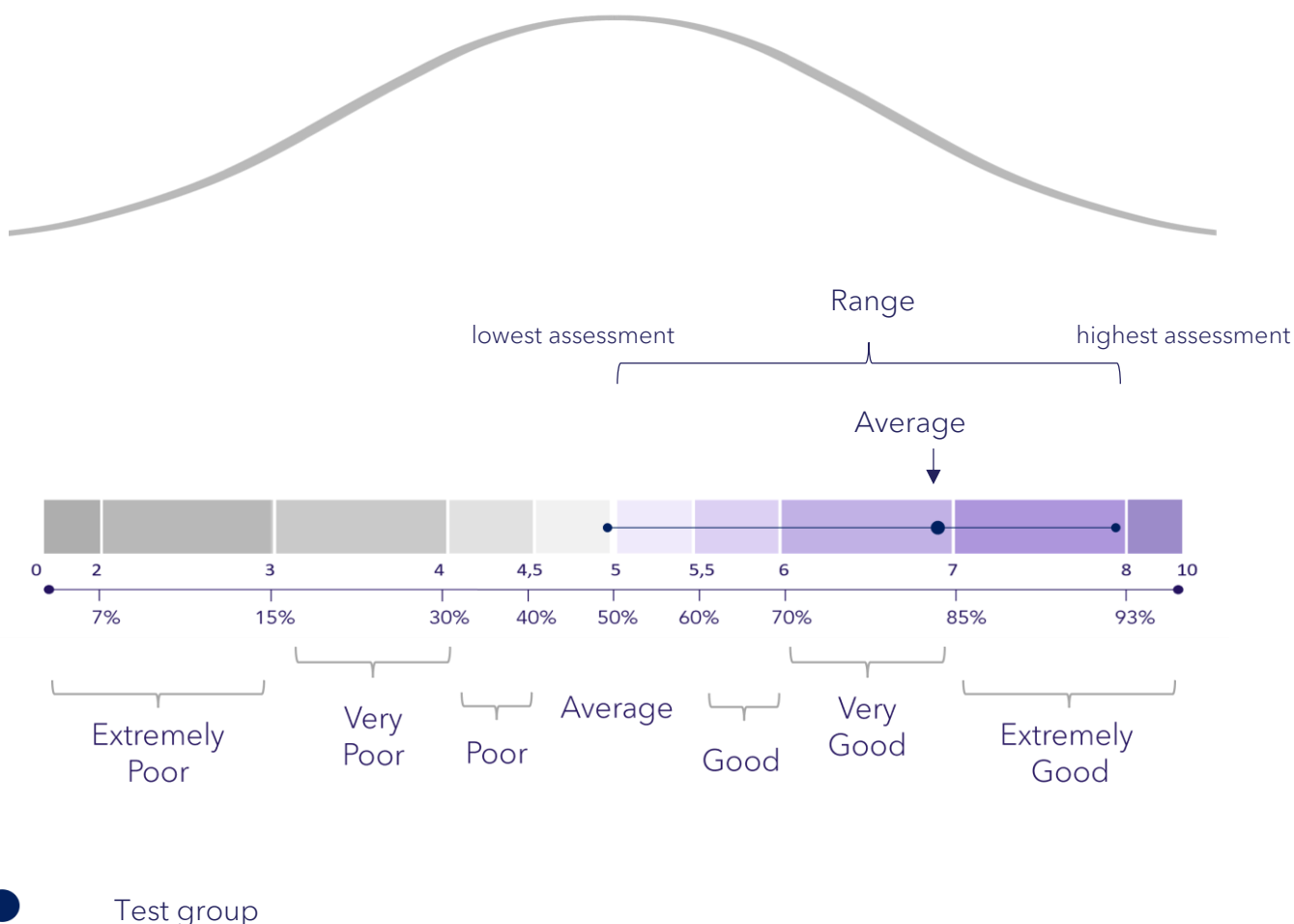
71 %

Emotions in the workplace – and the skills to deal with them – have a crucial impact on our well-being and performance at work: they affect our energy levels, motivation, social interactions, decision-making, and commitment. The emotions experienced and expressed by all employees at work create a unique emotional climate for each work community. This emotional climate can either be an organizational success factor and competitive advantage or a barrier to achieving the desired results. One effective way to improve the emotional climate is by strengthening emotional agency, which refers to one's own emotional skills and the way emotions are managed at work. Developing emotional agency has been shown to improve workplace teamwork, positive organizational practices, and psychological safety, which in turn helps teams and organizations make better decisions and achieve their goals.

The Emergy Emotional Climate Audit® reveals the key components of the emotional climate: the level of emotional agency, the emotions present in the given team or organization, the level of work engagement and psychological safety, and the commitment of employees to their organization. This information provides an excellent foundation with concrete action points for developing the desired emotional climate and leadership initiatives within a team or organization.



How to read the report?



All scores are reported on a scale of 0-10, with 0 being extremely poor and 10 being excellent. The results are normalized so that 5 corresponds to the average of the norm group.

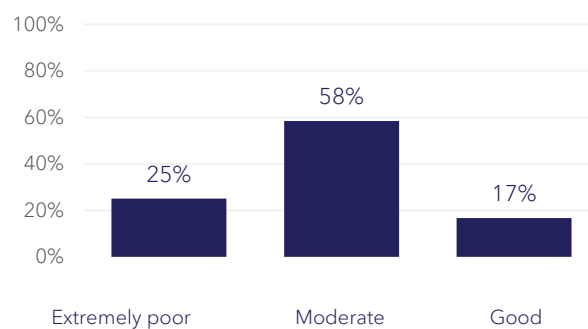
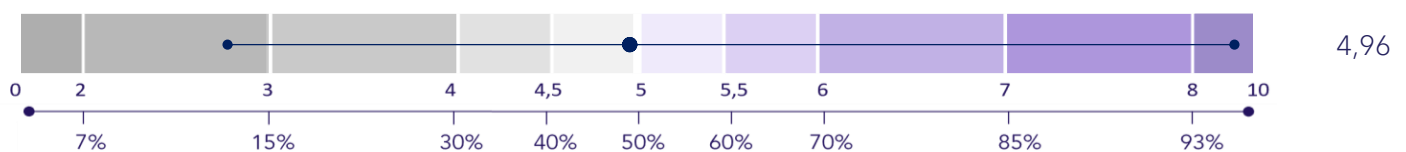
The graphs display the average and the range of the results from the sample group, i.e. the result of the respondent with the lowest assessment and the result of the respondent with the highest assessment. However, for groups with more than 20 people, instead of the full range of responses, the graphs show 50 % of the respondents have scored.

The percentages at the bottom of the graph indicate how many percent of the norm group gave lower scores.

EECA index

The EECA index provides an overall picture of the emotional climate and emotional functioning of the group being assessed. It is based on all the questions in the Energy Emotional Climate Audit® 2.0 assessment, i.e. it includes all the different aspects of the emotional climate, such as the emotional agency of both individuals and the workplace as a whole, work engagement, organizational commitment, and the fulfillment of psychological needs. The EECA index is calculated by aggregating responses from all these domains, providing a summary of the overall emotional climate.

The results of the EECA index provide guidance for interventions and support measures that promote employee well-being, engagement, and productivity. It also serves as a basis for follow-up monitoring to assess the impact of changes and the general evolution of the emotional climate over time.



The EECA score of this sample is close to the average of the norm group. All results are between extremely poor and excellent.



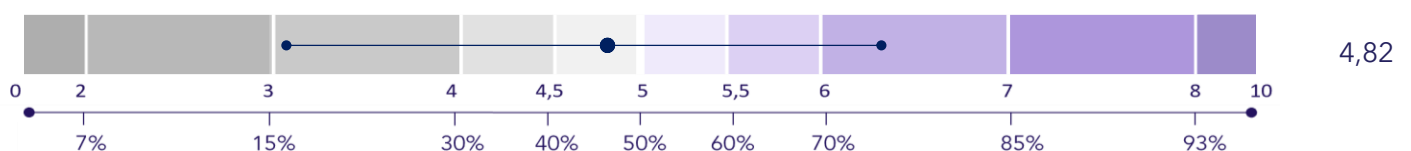
1. Emotional agency

Emotional agency is the awareness, understanding, and consideration of emotions (one's own and others') in activities, interactions, and organizational practices. Emotional agency is therefore a competence of both individuals and of the organization.

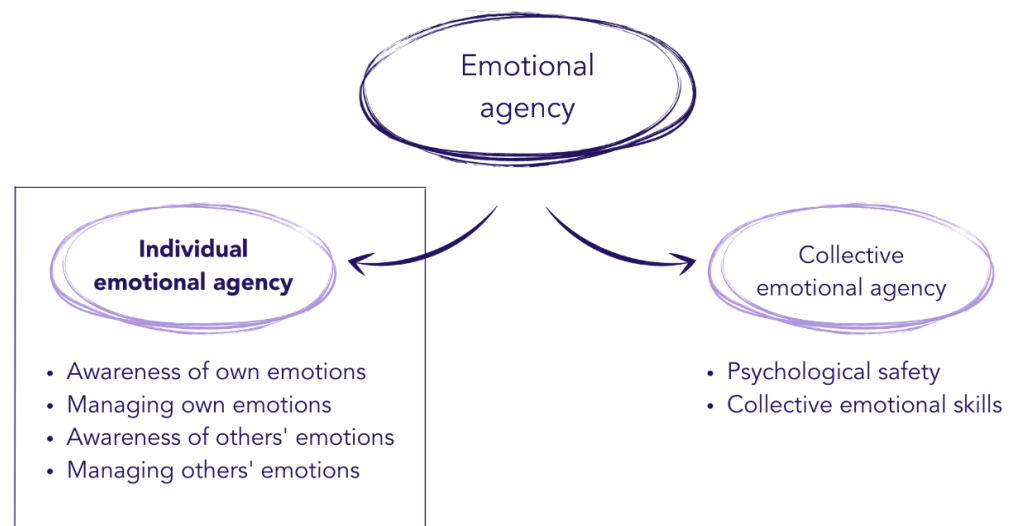
Strong emotional agency helps to unleash the full potential and enhance the well-being of employees and the work community as a whole. Joint research by Emergy and universities has shown that emotional agency is positively related to organizational productivity through the elements that contribute to it: improved emotional climate, increased work commitment, enhanced work engagement, and the success in change initiatives. Developing emotional agency can improve workplace team spirit, positive organizational practices, and psychological safety, which in turn help teams and organizations make better decisions, increase well-being and achieve their business objectives.

EMOTIONAL AGENCY INDEX

The emotional agency index reflects an overall picture of the level of emotional agency. This includes both the emotional agency of individuals and of the workplace.



The average perception of emotional agency among the sample group is close to the average for workplaces. The situation is neither particularly good nor particularly bad. We recommend that you have an open discussion about the results of the Emotional Climate Audit Report and identify together the main strengths and decide on the areas for improvement.

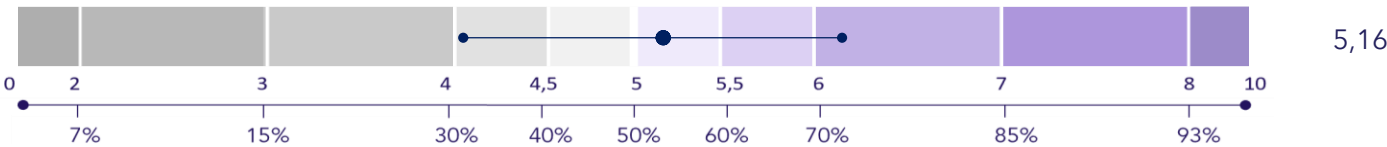


1.1. THE EMOTIONAL AGENCY OF INDIVIDUALS

Emotional agency of individuals consists of four different types of emotional skills: awareness of one's own emotions, managing one's own emotions, awareness of others' emotions, and managing others' emotions. The emotional agency of individuals lays the foundation for the emotional agency of the workplace. Research has shown that individuals' emotional agency strongly explains job performance, coping skills, general well-being, leadership skills, successful teamwork, and many other factors that are key to organizational success.

1.1.1. AWARENESS OF OWN EMOTIONS

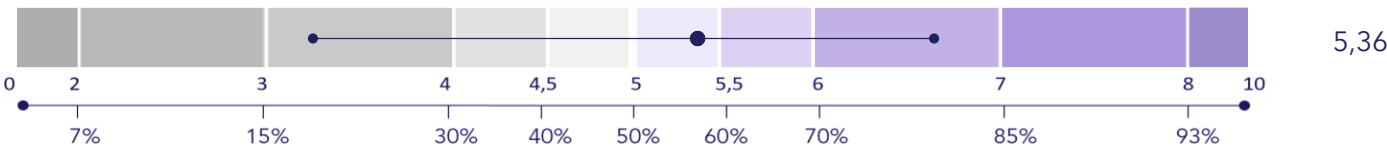
Awareness of one's emotions includes the ability to describe one's emotions, express them, and be aware of how different emotions affect oneself during the working day. Awareness of one's emotions is the first step in emotional agency, which lays the foundation for developing other aspects of the emotional agency. Research shows that a developed awareness of one's own emotions is linked to, among other things, good decision-making, working relationships, and skillful interaction.



On average, the respondents feel that their ability to be aware of their own emotions is slightly above average. All results are between poor and very good.

1.1.2. MANAGING OWN EMOTIONS

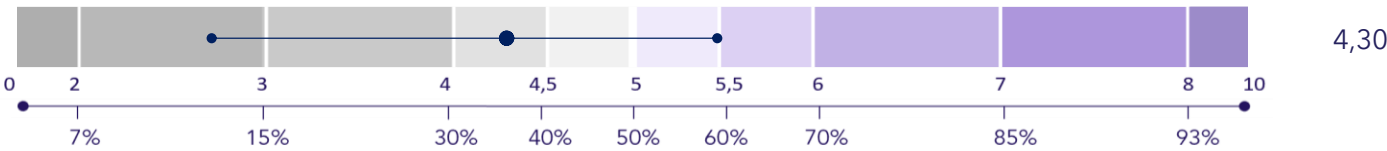
Managing own emotions means the ability to regulate one's own emotions during the working day. This includes e.g. the skill to overcome frustrations and the skill to deal with the negative emotions of others without letting them ruin your day. The skill to manage your own emotions has a strong impact on your mood, your performance at work, and also on the people around you.



The ability to manage one's own emotions is rated as slightly above average. All results are between very poor and very good.

1.1.3. AWARENESS OF OTHERS' EMOTIONS

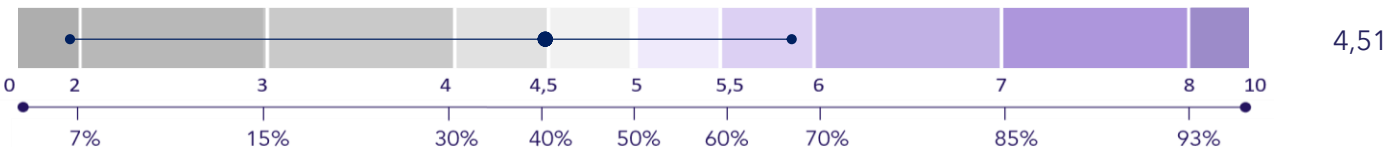
Awareness of others' emotions means the ability to read the emotions, facial expressions, and body language of your colleagues. These are important skills for understanding others, promoting good and effective interactions, and working successfully in a team.



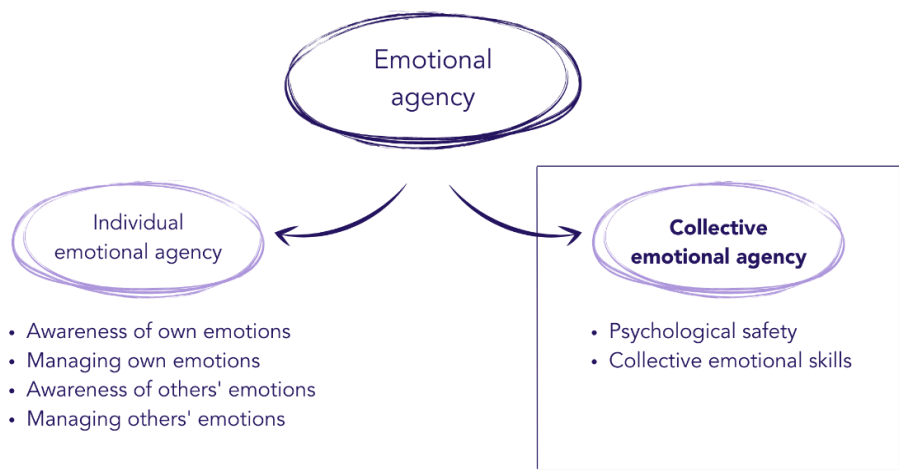
On average, members of the sample feel that their ability to be aware of others' emotions is poor. All results are between extremely poor and moderately good.

1.1.4. MANAGING OTHERS' EMOTIONS

Managing others' emotions refers to the ability to influence the emotions of co-workers, such as the ability to inspire and motivate, and the ability to support and comfort when needed. These skills help to actively lead and develop the emotional climate in the workplace and create effective working relationships.



On average, members of the sample feel that their ability to manage others' emotions is slightly below average. All results are between extremely poor and good.

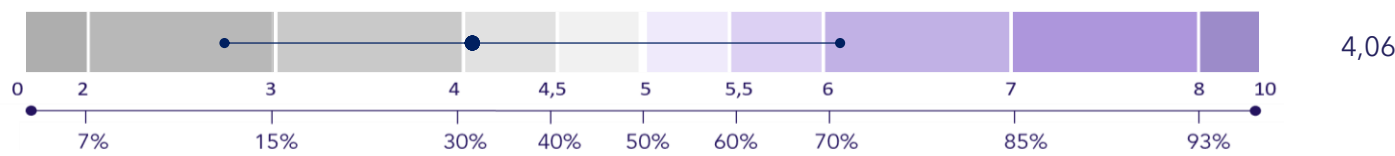


1.2. THE COLLECTIVE EMOTIONAL AGENCY

The collective emotional agency entails how emotional skills manifest at the workplace and how employees experience psychological safety at work. The focus is on how emotions are expressed, how emotions are taken into account, and how emotions are dealt with in the workplace.

1.2.1. PSYCHOLOGICAL SAFETY

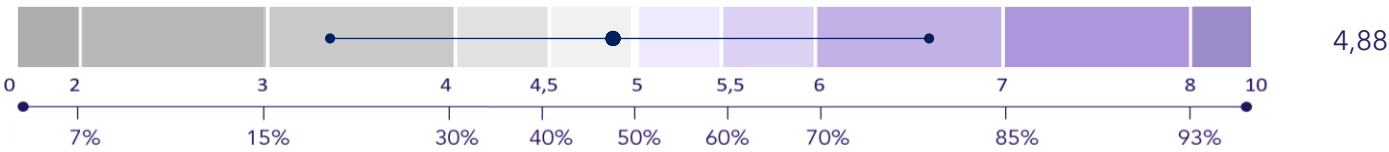
Psychological safety is the sense of being able to take risks and be vulnerable with others, crucial for team success. It fosters growth, learning, and effective performance, and is linked to engagement, creativity, satisfaction, and good leadership. In psychologically safe environments, trust, openness, and learning thrive. Low psychological safety leads to fear, poor cooperation, hiding mistakes, and stagnant work development — shame and fear paralyze performance. In a psychologically safe workplace, people trust others, dare to put themselves out there, and are not afraid to show weakness and make mistakes, which makes collective learning possible. Developing psychological safety creates the basis for a top-performing team and a successful and prosperous workplace.



On average, respondents feel that the psychological safety at the workplace is poor. All results are between extremely poor and very good.

1.2.2. COLLECTIVE EMOTIONAL SKILLS

Collective emotional skills refer to individuals' experience of how emotions are perceived and dealt with in the workplace, e.g. whether people feel they can discuss emotions in a constructive manner in our workplace. This includes how the workplace handles conflicts and disagreements and how the workplace provides support and understanding in challenging situations. Developing the emotional skills of the workplace can have a significant impact on the success, resilience, innovativeness, competitiveness, reputation, customer satisfaction, and financial performance of the organization.



On average, the collective emotional skills of the workplace are perceived to be slightly below average. All results are between very poor and very good.

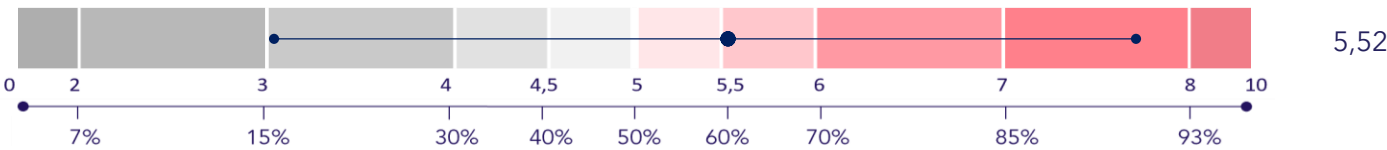
2. Emotions at the workplace

Results as compared to the norm group

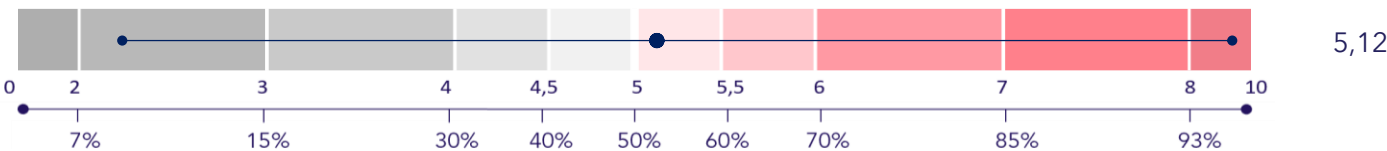
Emotions at the workplace

- Positive emotions
- Negative emotions
- Positivity index

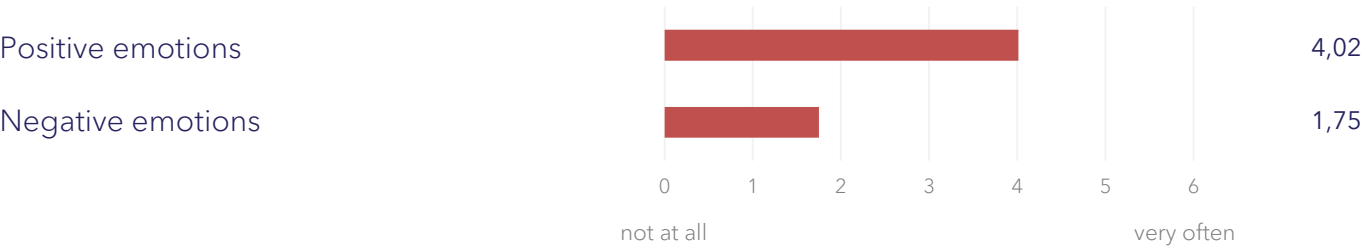
2.1. POSITIVE EMOTIONS



2.2. NEGATIVE EMOTIONS



Raw scores

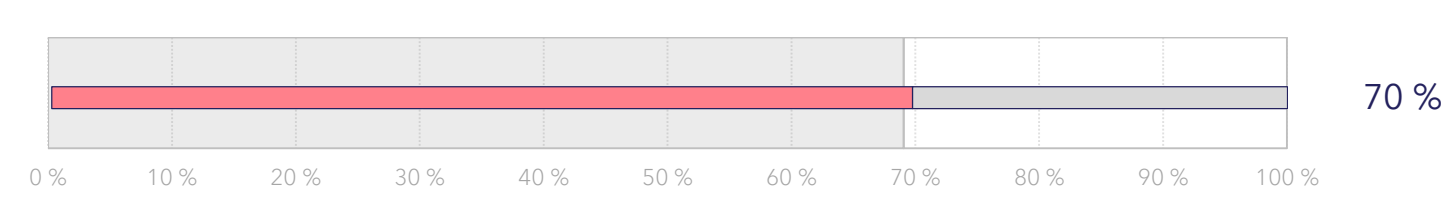


A good emotional climate is characterized by the ability to express all kinds of emotions, both positive and negative, in a constructive way. Positive emotions such as enthusiasm, motivation, and engagement can energize employees, improve their memory and performance, and foster cooperation among them. Negative emotions, such as frustration or anger, may indicate underlying issues that need to be addressed and can also be useful to set limits or identify areas for personal growth.

While negative emotions are useful, it is important to note that, to maintain a healthy emotional climate, positive emotions should be more prevalent than negative emotions in the long run. The more positive emotions there are in relation to negative ones, the better the workplace can and will perform. However, it can be challenging to recognize the prevalence of positive emotions, as negative emotions tend to be more intense and effective in capturing our attention.

One of the important tasks of the Energy Emotional Climate Audit[®] is to help people better identify both positive and negative emotions and to encourage open discussion about what emotions are experienced in the workplace and what they reflect.

2.3 POSITIVITY INDEX



The gray area in the background of the graphs corresponds to the overall average for workplaces. The average positivity index in the Emergy Emotional Climate Audit[®] is 68%. This means that, on average, about twice as many positive emotions are experienced during the working day as negative ones.

The average positivity index of the sample is close to the average in workplaces. You should pay attention to the fact that your workplace allows constructive expression of all kinds of emotions and dares to pay attention and deal with them. Because negative emotions easily take over a workplace, even when they are experienced less often than positive ones, pay attention to consciously identifying and reinforcing genuine positive emotions.

TOP 3 EMOTIONS

In the Top 3 list of emotions, the percentage reflects the relative number of respondents who said they had experienced that emotion quite often, often, or very often during the last two working weeks.

TOP 3 POSITIVE EMOTIONS

Excited, inspired	92 %
Joyful, cheerful, amused	83 %
Admiration, pride in others	75 %
Grateful, appreciative, pleased	75 %
Interested, curious	75 %
Calm, peaceful, content	67 %
Caring, compassionate, affectionate	67 %
Hopeful, optimistic, trusting	67 %
Proud, confident	67 %
Impressed, in awe, "wow"	42 %
Surprised, astonished	17 %

TOP 3 NEGATIVE EMOTIONS

Stressed, overwhelmed	50 %
Worried, anxious, insecure	25 %
Doubtful, sceptical	17 %
Frustrated, dissatisfied, disappointed	17 %
Guilty, regretful, sorry	17 %
Sad, blue, down	17 %
Angry, irritable, annoyed	8 %
Bored, jaded	8 %
Embarrassed, awkward, ashamed	8 %
Unfair, mistreated, humiliated	8 %
Envious, jealous	0 %

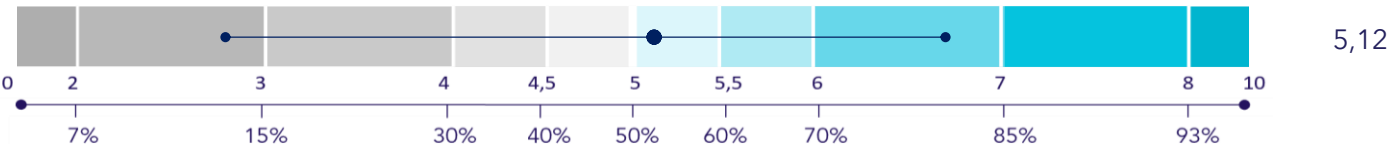


- Work engagement
- Organizational commitment

3. Engagement

3.1. WORK ENGAGEMENT

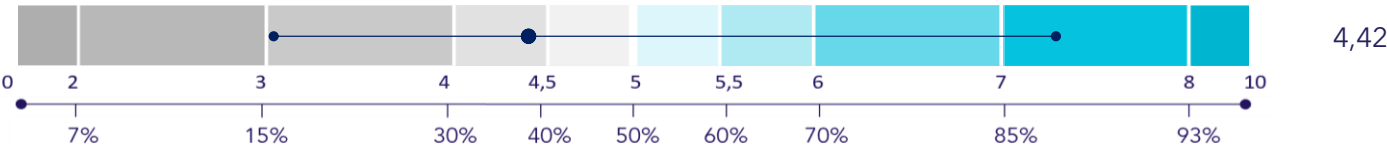
An engaged employee is enthusiastic, inspired, and genuinely proud of their work. They feel that their work is important and meaningful and are constantly seeking to improve. In particular, individual factors, such as personal interests, skills, and personality traits, influence work engagement. The fact that the job offers appropriate challenges and opportunities for development also contributes to work engagement.



Work engagement in this group is slightly above average.
All results are between extremely poor and very good.

3.2. ORGANIZATIONAL COMMITMENT

Organizational commitment refers to an employee's positive attitude towards their organization. An employee with high organizational commitment is committed to the values, goals, and future of the organization and does his or her best for the organization. Organizational commitment contributes to work motivation and reduces the likelihood of employee turnover.



On average, the level of commitment to the organization is poor.
All results are between very poor and excellent.

4. Psychological needs

Psychological needs

• Relatedness

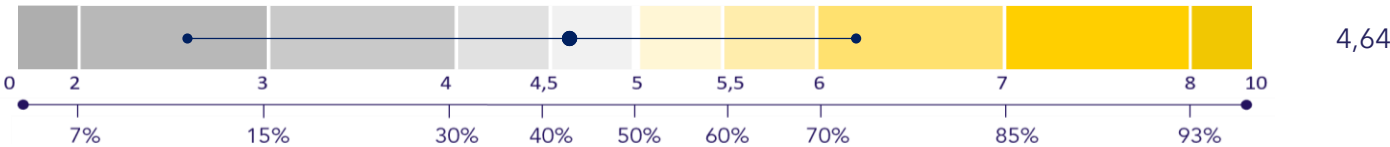
• Control

• Autonomy

• Progress

4.0. PSYCHOLOGICAL NEEDS INDEX

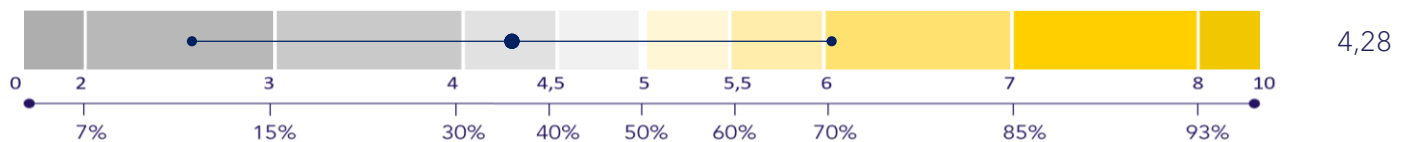
We all have certain fundamental psychological needs: the need for relatedness, the need for control, the need for autonomy, and the need for progress. These psychological needs are as real as our physiological needs and how they are met at work has a significant impact on employee well-being, engagement, and the emotional climate of the workplace. Many difficult emotional experiences or detrimental behaviors are caused by unmet psychological needs. Addressing basic psychological needs can create a framework for well-being for individuals and a productive and motivated work community.



On average, respondents feel that the fulfillment of their psychological needs at work is slightly below average. All results are between extremely poor and very good.

4.1. RELATEDNESS

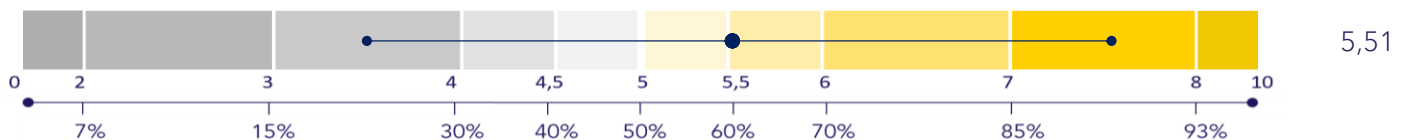
The need for relatedness refers to the need to feel a sense of connection and belonging to others. People typically feel most connected when they feel noticed, listened to and understood, valued as individuals and for their skills and expertise, and genuinely cared for. The need for relatedness is particularly strongly linked to the emotional agency of the workplace because a lot of the emotions we feel in our workplace emerge from human interactions.



On average, respondents feel that the fulfillment of their need for relatedness is poor.
All results are between extremely poor and good.

4.2. AUTONOMY

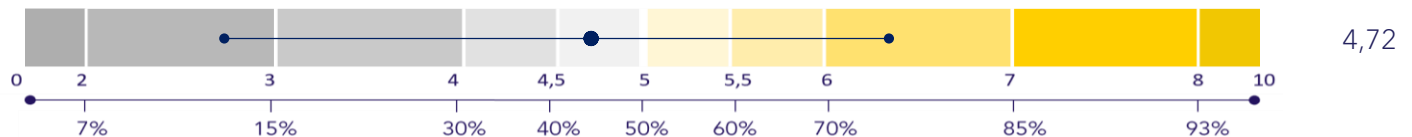
The need for autonomy refers to the need for self-regulation, i.e., the feeling that people can make choices concerning their work. It is a sense of volition - of being involved in an activity that one has voluntarily chosen and that reflects one's genuine interests and values.



On average, respondents feel that the fulfillment of their need for autonomy is good.
All results are between very poor and excellent.

4.3. CONTROL

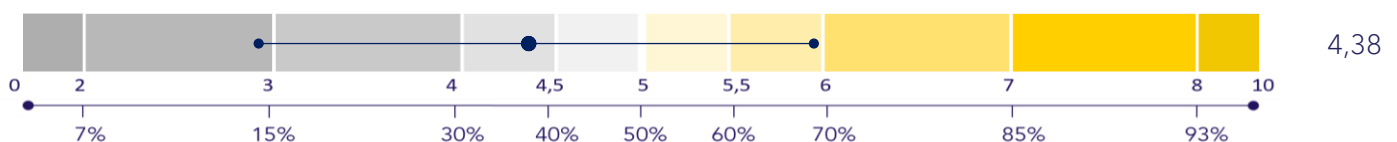
The need for control is defined as the innate desire of individuals to feel effective and competent in their interaction with the environment; to experience a sense of control and efficacy. It motivates us to develop our skills and knowledge, resulting in a sense of job mastery, where we feel capable, skilled, and efficient.



On average, respondents feel that the fulfillment of their need for control is slightly below average. All results are between extremely poor and very good.

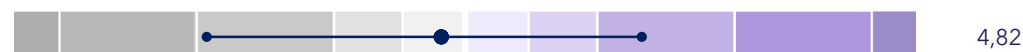
4.4. PROGRESS

The psychological need for progress is a fundamental human desire to experience growth, improvement, and advancement in various aspects of life. This need is closely related to our intrinsic motivation to strive for personal development and achievement. Fulfilling this need contributes to a sense of purpose, well-being, and personal satisfaction. The absence of sense of progress can erode motivation and diminish the enjoyment of work, leading to reduced perseverance in individuals over time.



On average, respondents feel that the fulfillment of their need for progress is poor. All results are between extremely poor and good.

Emotional Agency Index



Individuals emotional agency



Awareness of own emotions



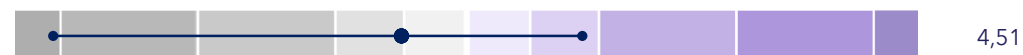
Managing own emotions



Awareness of others' emotions



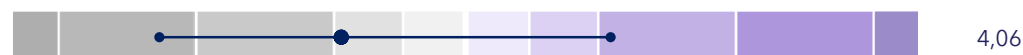
Managing others' emotions



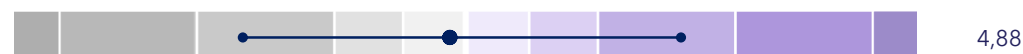
Collective emotional agency



Psychological safety



Collective emotional skills



Emotions at the workplace



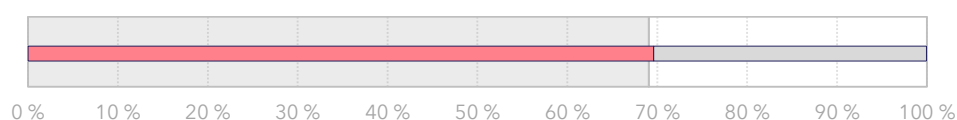
Positive emotions



Negative emotions



Positivity Index



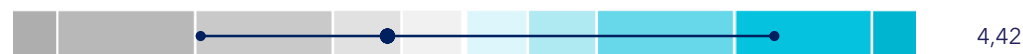
Engagement



Work engagement



Organizational commitment



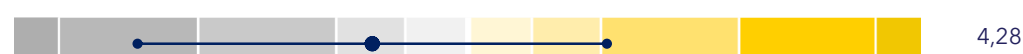
Psychological needs



Psychological needs index



Relatedness



Autonomy



Control



Progress

