SERA
The Spiritual, Emotional & Relational Assessment

JOHN BROWN UNIVERSITY

INDIVIDUAL STUDENT REPORT

CHR
The Center for Healthy Relationships

www.liferelationships.com

Printing Date
9/11/2019

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SERA Version 19.05

Prepared For: [NAME REDACTED]

Print Date: September 11, 2019

About This Report

This is not a test, and it's not something you can fail.

This report summarizes your responses to the various items on the *Spiritual, Emotional & Relational Assessment (SERA)* . Our goal is to help you better understand yourself and to think about the choices you make in your relationships.

The information on the following pages represents your perspective about yourself on the day you completed the *SERA.* They reflect where you were at that time, and you might respond to these prompts differently today.

We encourage you to look at this report as a guide to your own relational and emotional health. It doesn't tell you what to do next, but it does help highlight areas that would benefit from your attention and intentionality.

How Responses Are Scored

This report summarizes your areas of strength and potential for growth. Our prompts are based upon the responses you gave, so they reflect your understanding of yourself.

Clear Strength

Overall, your responses to the items in a section reflect a good understanding and the use of good practices in your life. You probably see yourself having a good level of mastery of those items, in both your own life and your relationships.

Ongoing Growth

In this case, your responses suggest that you think you're doing good in an area. There are likely one or two items in an area where you see yourself as less successful. We'd encourage you to think about how you can be intentional about making improvements in those areas.

Attention Needed

If a section of the *SERA* is marked as needing attention, your responses suggest that you see yourself as having some success in that area, but having noticeable room to grow. We encourage you to look at items where you might struggle and be intentional about how you approach those issues.

Improvement Needed

If a section of the *SERA* is marked as needing improvement, your responses suggest that you see yourself as particularly challenged or struggling in that area. Don't let yourself get discouraged, because all of these items are things you can learn to "do" differently.

Emotional Self-Awareness

Overall, this measures how well individuals recognize their own emotions and the effects of their feelings. Individuals with good emotional self-awareness are able to identify what they are feeling, understand why they feel what they do, and acknowledge the importance of those emotions.

Health Summary | **Improvement Needed**

Individual Item Response Summary

I pay attention to my thoughts and actions that could be causing how I feel.	**Slightly Agree**
I am aware of my emotions as I experience them.	**Slightly Agree**
I pay attention to how I feel.	**Slightly Agree**
I am able to name my feelings.	**Slightly Agree**
When I experience an emotion, I know what caused it.	**Disagree**

Accurate Self-Assessment

Overall, this measures individuals' ability to understand their own inner resources and abilities. Individuals who can accurately assess themselves are aware of their own strengths and limitations, typically exhibit a sense of humor about themselves, are open to constructive criticism and feedback, and have a sound sense of their capabilities.

Health Summary | **Improvement Needed**

Individual Item Response Summary

I know myself pretty well.	**Slightly Agree**
I can describe myself accurately.	**Slightly Disagree**
I understand who I am as a person.	**Slightly Agree**
I am aware of areas where I need to grow.	**Slightly Agree**
I can accurately identify my strengths.	**Agree**

Clear Strength	**Ongoing Growth**	**Attention Needed**	**Improvement Needed**

Self-Confidence and Self-Worth

Overall, this measures individuals' ability to recognize their own value and worth, and have positive attitudes towards themselves. Individuals with self-confidence and healthy self-worth are aware of their own good qualities, expect that they will be able to do most things as well as others, and are satisfied with their past accomplishments as they seek out new challenges and opportunities for growth.

Health Summary	Potential Strength

Individual Item Response Summary

I believe I am a person of worth, at least on an equal plane with others.	Strongly Agree
I am inclined to feel that I am a failure.	Slightly Agree
I sometimes think that I am no good at all.	Strongly Disagree
I believe I am a capable person.	Agree
I have a positive attitude toward myself.	Slightly Agree

Clear Strength	Ongoing Growth	Attention Needed	Improvement Needed

Emotional Intelligence - Self-Management

Emotional Self Control

Overall, this measures individuals' healthy (or unhealthy) management of their own emotions. Individuals with good self-management skills are able to keep disruptive emotions and impulses under control, and to channel them into useful ways. They are able to stay calm and clear-headed under highly stressful or crisis situations.

Health Summary	Improvement Needed

Individual Item Response Summary

I blame others for how I feel.	Slightly Agree
When I get upset, I often blurt out things I later regret saying.	Disagree
I have been so angry that I have wanted to hit someone or something, or break things.	Strongly Agree
I get distracted if things don't go my way.	Slightly Agree
When I'm frustrated, I show irritation when others interrupt me.	Slightly Agree

Personal Responsibility

Overall, this measures individuals assuming emotional responsibility for themselves. Individuals who demonstrate healthy personal responsibility take ownership of how they feel, are intentional about managing their feelings, and are thoughtful about how they express their emotions.

Health Summary	Improvement Needed

Individual Item Response Summary

I admit when I'm wrong.	Disagree
I admit when I have made a mistake.	Slightly Disagree
When I make a mistake or say the wrong thing, I accept responsibility for it.	Slightly Disagree
It is difficult for me to apologize when I've made a mistake.	Agree
I readily accept responsibility for my part in a disagreement.	Disagree

Clear Strength	Ongoing Growth	Attention Needed	Improvement Needed

Anger Management

Overall, this measures individuals' ability to manage their anger in healthy ways. Individuals with good anger-management skills are able to experience disappointment or discouragement while keeping their frustration from erupting in emotionally uncontrolled outbursts.

Health Summary	Improvement Needed

Individual Item Response Summary

I get into trouble at school or on the job because of my temper.	Strongly Disagree
People tend to think of me as an angry person.	Strongly Disagree
People are afraid of my bad temper.	Strongly Disagree
I engage in heated arguments with the people who are close to me.	Strongly Disagree
I have a hard time controlling my emotions.	Slightly Agree

Clear Strength	Ongoing Growth	Attention Needed	Improvement Needed

Relational Competence - Relational Awareness

Empathy

Overall, this measures understanding and engaging with other people's emotions. Individuals with healthy empathy are able to be aware of, to understand, and to appreciate the feelings of others. They are able to connect their own experience to other people's lives, without being overwhelmed by what the other person is experiencing or feeling.

Health Summary	Improvement Needed

Individual Response Summary

I am aware of other people's pain, even if they don't talk about it.	Slightly Agree
I can recognize and identify feelings in others.	Slightly Agree
I feel other people's pain.	Strongly Agree
I am able to tune into the feelings of those around me.	No Answer
I am able to understand, beyond the actual words, what someone is feeling.	Slightly Agree

Listening

Overall, this measures the ability to truly hear what another is saying. Individuals with strong listening skills encourage others to talk, focus on the other person's message rather than their own response, give the speaker their full attention, and ask clarifying questions to increase understanding.

Health Summary	Improvement Needed

Individual Response Summary

I try to let other people finish their sentences before I start to speak.	Slightly Disagree
I am a good listener.	No Answer
I restate what someone has said to make sure I understand correctly.	Agree
If I don't understand what someone is saying, I will ask clarifying questions.	Slightly Disagree
During discussions, I check with the other person to see if I am getting the point.	Agree

Clear Strength	Ongoing Growth	Attention Needed	Improvement Needed

Forgiveness

Overall, this measures the capacity to forgive others. Individuals with a healthy ability to forgive are able to do so, even when the other person doesn't ask for it or doesn't own any responsibility for what happened They choose to forgive rather than deal with ongoing resentment and bitterness.

Health Summary	Improvement Needed

Individual Response Summary

If a person apologizes, I do not have difficulty forgiving them.	Agree
I try to forgive others even when they don't apologize.	Agree
I forgive whether or not it is asked for.	Agree
If someone treats me badly, I treat him or her the same way.	Slightly Disagree
I am able to forgive and not hold the experience against the other person.	Slightly Disagree

Communication

Overall, this measures how well individuals talks with others. Individuals with healthy communication skills are able to speak up for their own needs or wants, are comfortable conversing with others, and feel confident that they are speaking in ways that others can understand.

Health Summary	Improvement Needed

Individual Response Summary

It has been hard for me to ask others for what I wanted.	Slightly Agree
It is difficult for me to share negative feelings with others.	Strongly Agree
I am satisfied with how I talk with other people.	Slightly Disagree
I express myself well.	Slightly Agree
I can express my thoughts in ways that others understand.	Disagree

Clear Strength	Ongoing Growth	Attention Needed	Improvement Needed

Conflict Engagement

Overall, this measures healthy participation in conflicts or disagreements. Individuals with healthy conflict engagement skills are able to speak for themselves in positive and assertive ways, and seek to engage with others when there are disagreements instead of avoiding an argument. They share what they are feeling rather than remaining silent. Low scores in this area suggest a pattern of conflict avoidance and withdrawal.

Health Summary	Improvement Needed

Individual Response Summary

In a disagreement, I withdraw, remain silent or leave the scene.	Agree
I end up feeling responsible for disagreements or arguments.	Slightly Agree
It is difficult for me to confront others when they have disappointed me.	Strongly Agree
It is difficult for me to confront others when they have hurt me.	Strongly Agree
To avoid hurting someone's feelings during an argument, I hold back from saying what I really think.	Agree

Conflict Management

Overall, this measures habits that decrease or de-escalate conflict or disagreements. Individuals with healthy conflict management skills are able to disagree while avoiding defensiveness or vengefulness. They are able to accept criticism without fighting back. It's about being able to disagree without becoming disagreeable. Low scores in this area suggest a pattern of conflict escalation.

Health Summary	Improvement Needed

Individual Response Summary

If someone disagrees with me, I get defensive.	Slightly Agree
When someone hurts me, I hurt them back.	Disagree
In an argument, my negative feelings arise quickly.	Slightly Agree
When people criticize me, I criticize them back.	Slightly Disagree
After I forgive someone, I become critical if they let me down again.	Agree

Clear Strength	Ongoing Growth	Attention Needed	Improvement Needed

Mental Health & Personal Wellness

Anxiety

The Personality Disorder Scale for anxiety measures a student's subjective feelings of anxiety or worry. (Some items are reworded to reflect the reversed coding in the questionnaire items.)

Health Summary	Improvement Needed

Individual Response Summary

I feel my anxiety overwhelms me.	Slightly Disagree
I am nervous or tense most of the time.	Slightly Agree
I panic easily	No Answer
I feel that my worry and anxiety is out of control.	Slightly Disagree
I am generally a fearful person.	Disagree
I am easily startled.	Slightly Disagree
I rarely worry.	Slightly Disagree

Depression

The Personality Disorder Scale for depression measures a student's subjective feelings of sadness, negativity and depression. (Some items are reworded to reflect the reversed coding in the questionnaire items.)

Health Summary	Growth Area

Individual Response Summary

I tend to feel very hopeless.	Disagree
I am sad most of the time.	Strongly Disagree
I generally focus on the negative side of things.	Slightly Disagree
I dislike myself.	Disagree
I look at the bright side of life.	Slightly Agree
I rarely feel depressed.	Disagree

Clear Strength	Ongoing Growth	Attention Needed	Improvement Needed

Loneliness

The UCLA Loneliness Scale measures a student's subjective feelings of loneliness and social isolation. (Some items are reworded to reflect the reversed coding in the questionnaire items.)

Health Summary	Improvement Needed

Individual Response Summary

I lack companionship.	Slightly Disagree
There is no one I can turn to.	Strongly Disagree
I am an outgoing person.	No Answer
I feel left out.	Slightly Agree
I feel isolated from others.	Slightly Disagree
I can find companionship when I want it.	Slightly Disagree
I am unhappy being so withdrawn.	Slightly Agree
People are around me but not with me.	Slightly Agree

Social Withdrawal

The Personality Disorder Scale for social withdrawal measures a student's subjective feelings of isolation and social engagement. (Some items are reworded to reflect the reversed coding in the questionnaire items.)

Health Summary	Improvement Needed

Individual Response Summary

I enjoy going to social gatherings.	Disagree
I feel comfortable around people.	No Answer
I keep to myself even when I'm around other people.	No Answer
I rarely enjoy being with people.	Disagree
I do not feel close to people.	Strongly Disagree
I find it difficult to approach others.	Slightly Agree

Clear Strength	Ongoing Growth	Attention Needed	Improvement Needed

The Emotional & Relational Intelligence
Questionnaire (ERIQ®)

The core of the *Spiritual, Emotional & Relational Assessment* is the 60-item *Emotional & Relational Intelligence Questionnaire (ERIQ®).* This instrument measures individuals' perspectives about their own attitudes, beliefs and behaviors related to 12 core competencies of *Emotional and Relational Intelligence (ERI), which are clustered into 4 categories, as shown below.*

Relational Awareness	Relationship Management
• Empathy • Effective Listening	• Forgiveness • Communication • Conflict Engagement • Conflict Management
Self-Awareness	Self-Management
• Emotional Self-awareness • Accurate Self-Assessment • Self-Confidence	• Emotional Self-control • Anger Management • Personal Responsibility

Development of ERIQ began In 2001, when The Center for Healthy Relationships collaborated with a group of professional consultants to develop a new measure of Emotional and Relational Intelligence. Early versions of ERIQ were included in the Church Relationships Assessment, a companion survey to the SERA, and data were collected initially from over seven hundred college students from various institutional members of the Council of Christian Colleges and Universities.

In 2015, the *CHR* team began an intensive re-evaluation of the existing *ERIQ* question items and subscales. This process provided a shorter *ERIQ* core, but also expanded the areas included in the survey. Factor analysis of the new *ERIQ* core verified that each sub-scale contained five items that meaningfully contributed to the measurement of the 12 competency constructs in the model. The end result is a measure of *Emotional and Relational Intelligence* that provides a statistically significant report of individuals' knowledge, attitudes and behaviors that contribute to their relational success.

Development of *ERIQ* is ongoing, as *CHR* continues to evaluate the measure to ensure its validity, reliability and meaningfulness for the populations we serve.

About *The Center for Healthy Relationships*

A relationship is like a pebble—when it hits the water, it creates a ripple that has an impact way beyond where it entered. We know, from our work and ongoing research, that the greatest sources of joy in life are healthy relationships, and that the greatest sources of frustration and pain are unhealthy relationships.

Since 1998, the Center for Healthy Relationships (CHR) has been encouraging and equipping individuals, couples and families to experience healthy relationships in their personal and professional lives.

LifeRelationships.com contains a wealth of unique information to empower you to have healthy relationships, including topical articles, questions and answers, and our current schedule of seminars and workshops.

Regardless of where you are in your important relationships know that you can enjoy stronger, healthier, more vital, vibrant and effective relationships—and we're here to help.

Vision

The CHR vision is a world where everyone is equipped for a lifetime of healthy relationships.

Mission

The CHR mission is to provide individuals, couples, families and organizations with practical and innovative resources that encourage and empower the growth of healthy relationships in personal and professional settings.

So what does *CHR* Actually do?

CHR serves individuals, couples and families, often through our relationships with colleges and universities, churches, community agencies and businesses. Our participants have included those who are wealthy and those who are living in poverty, those who are unemployed and those who manage small businesses and large corporations, those who are incarcerated and those recently released from prison.

JBU Campus Programs

CHR collaborates with other departments on campus, such as the Office of Christian Formation and Student Development, to provide services and resources on the JBU campus. These efforts include our Relationship Coaching Program, workshops on developing Emotional & Relational Intelligence, and the *Spiritual, Emotional & Relational Assessment* (SERA).

Local Church & Parachurch Ministries

Our *ChurchStrong* initiative helps church leaders better serve their congregations. We assist church leaders in understanding the spiritual, emotional and relational health of their attendees through the *Church Relationship Assessment.* Our *Healthy Leaders – Healthy Churches* intensives help pastors and focus on their own emotional, relational and spiritual maturity.

Community Workshops

Our *RelationshipsMatter* project provides biblically-sound, research-based relationship education and enrichment programs to NW Arkansas residents. In addition to our public workshops, we also collaborate with social service and public agencies to meet the needs of their clientele. Program topics include Emotional & Relational Intelligence (ERI), parenting, marriage and dating, healthy anger, healthy conflict management, and more.