

# The Key to Success in HR and Management is High EQ!



According to the world economic forum, emotional intelligence (EI) (also called the emotional quotient, or EQ) will be a required job skill for every job by the year 2020. If you are tasked with hiring top talent or developing effective leadership, adding an emotional intelligence component will have tremendous ROI (return on investment) for your organization.

Emotional intelligence programs are gaining momentum as organizations face new challenges when it comes to recruiting and retaining top talent. When people quit companies, they often quit the boss and not the organization, which is usually due to poor, or the lack of, emotional awareness regarding day-to-day interactions. Consider this, people quit companies because they are SICK of working for a manager who cares so little.

Dealing with an individual who lacks EI causes stress and frustration, which, in turn, causes the brain to release a hormone called cortisol, which then affects one's ability to think clearly. When an employee gets angry, or a family member for that matter, it effects the immune system. One minute of anger weakens the immune system for four to five hours, whereas

one minute of laughter boosts the immune system for 24 hours. When an individual should be performing, but seems to be disengaged, this fact is likely the cause.

In recent months, we have run countless emotional intelligence assessments with Human Resources (HR) teams. We are finding that those in HR have extremely high emotional intelligence scores, which proves that to be successful in HR, one must deal with multiple layers in an organization and consider people's emotions every day.

When it comes to HR, we are finding the EI program boosts the engagement of an HR team to a new level of understanding within that team and, thus the understanding of how to handle emotions is projected outward.

## Our Emotional Intelligence Selection Assessment Measures 7 Critical areas:

- ▲ **Emotional Awareness of Others** measures how well individuals recognize feelings in others, understand the cause of others' feelings and demonstrate empathy accordingly.
- ▲ **Emotional Self-Awareness** measures how well individuals manage their moods, feelings and emotions at work, the causes of their feelings

and the impact their feelings can have on their decisions and actions.

- ▲ **Emotional Expression** measures how well individuals express specific feelings at work such as happiness and frustration, provide feedback to colleagues about the way they feel and express emotions at the right time, to the right degree and to the right people.
- ▲ **Emotional Reasoning** measures how well individuals consider their own and others' feelings when making decisions, combine the information in feelings with facts and technical information and communicate their decision-making process to others.
- ▲ **Emotional Self-Management** measures how well individuals engage in activities that make them feel positive, explore the causes of things that make them feel negative and regulate their moods and emotions effectively.
- ▲ **Emotional Management of Others** measures how well individuals create a positive working environment for others, help people overcome negative feelings and help people resolve emotional issues that are affecting their decisions, behavior or performance.
- ▲ **Emotional Self-Control** can control strong emotions such as anger or excitement to remain productive when experiencing strong emotions such as anxiety or excitement and to remain calm and focused in stressful situations.

If you are considering an emotional intelligence pre-hire tool as an added element to understanding how a candidate would approach these critical components in your organization, discuss your specific goals and objectives to see if this tool is right for you. **N**

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