



Promoting the ROI and Emotional Intelligence

Consider these FACTS

After supervisors in a manufacturing plant received training in emotional competencies such as how to listen better and help employees resolve problems on their own, lost-time accidents were reduced by 50 percent, formal grievances were reduced from an average of 15 per year to 3 per year, and the plant exceeded productivity goals by \$250,000 (Pesuric & Byham, 1996).

In another manufacturing plant where supervisors received similar training, production increased 17 percent. There was no such increase in production for a group of matched supervisors who were not trained (Porras & Anderson, 1981).

In a study of more than 2,000 managers from 12 large organizations, 81% of the competencies that distinguished outstanding managers were related to emotional intelligence. (Boyatzis, 7CM (1982) Hay and McBer

"181 different positions from 121 organizations worldwide...67% of the abilities deemed essential for effective performance were emotional competencies (cf Rosier, 1994) Hay and McBer

"Reanalyzed data from 40 different corporations to differentiate star performers from average ones- emotional competencies were found to be twice as important in contributing to excellence as pure intellect and expertise. Goleman, WWEI (cf. Jacobs and Chen, 1997) Hay and McBer

For 515 senior executives analyzed by the search firm Egon Zehnder International, those who were primarily strong in emotional intelligence were more likely to succeed than those who were strongest in either relevant previous experience or IQ. In other words, emotional intelligence was a better predictor of success than either relevant previous experience or high IQ. More specifically, the executive was high in emotional intelligence in 74 percent of the successes and only in 24 percent of the failures. The study included executives in Latin America, Germany, and Japan, and the results were almost identical in all three cultures.