Emotional Intelligence helps you measure and develop high performance behaviors.

Hay Group’s research, in partnership with Daniel Goleman and Richard Boyatzis, continues to demonstrate that emotional and social intelligence differentiates outstanding performers from average employees.

Emotional Intelligence (EI) helps you measure and develop these star qualities in your employees. It uses the Goleman and Boyatzis Emotional and Social Intelligence Competency Inventory (ESCI) – the most validated measure of EI behaviors on the market.

The benefits

- **Measure high performance behaviors in your employees.** The ESCI is the outcome of research into what outstanding employees do to deliver defined performance criteria at work. So, you can be confident that you are measuring what matters.

- **Develop high performance behaviors in your employees.** The ESCI measures behaviors that can be developed, rather than personality which cannot be changed. It offers meaningful feedback on how an individual’s behavior comes across to others and what their strengths and weaknesses are. ESCI feedback helps employees develop their EI and put it to better use in your organization.

- **Track improvements in EI.** Repeat use of the ESCI enables employees to keep working on their EI over time.

- **Embed a culture of high performance within your organization.** Accreditation is a pre-requisite and comes as part of the package. It enables you to equip one or more people in your organization with a clear understanding of how to share ESCI feedback in a positive and impactful way and coach for behavior change.

The return on your investment

Across job functions and industries, our research studies show that EI behaviors create the conditions that drive performance:

- enhanced innovation
- faster acceptance of change and integration initiatives
- more effective use of time and resources
- improved motivation
- teamwork and collaboration.

And the significance of EI increases with job difficulty. A top performer in a complex role can be as much as 127 per cent more productive than an average performer. Competency research in over 200 organizations worldwide attributes a third of this difference to technical and cognitive ability, and two thirds to EI.

How does it work?

**The survey**

The process is simple and easy to implement. Employees and their raters respond to 72 questions which provide feedback on 12 emotional and social intelligence competencies.
Accreditation

You – or selected staff – undertake our two day accreditation program. The program provides the grounding needed to understand the ESCI 360° assessment, the underpinning research and the report outputs. And it provides an opportunity to practice a feedback conversation. Participants are required to meet one or more of the following criteria:

- Advanced degree in psychology, psychometrics, organizational behavior or related field
- Solid or relevant coaching experience
- Accreditation or experience in the use of other tools (psychometrics, 360)
- Graduate student in psychology (Masters or Doctoral student)

The results

The feedback report provides individuals with:

- an explanation of EI and what the assessment measures
- summary results across all emotional and social intelligence competencies
- detailed results – by competency and questionnaire item – comparing rater perceptions
- raters’ comments on key strengths, areas for improvement and potential impact.

And the ESCI talent report provides composite data across a group of employees which shows:

- summary results
- detailed results comparing rater perceptions
- the questionnaire items which elicited the highest and lowest scores from all raters
- full detail by questionnaire item.

The database

ESCI has been used by over 150,000 people globally. The latest and most statistically validated version has a norm database of 4,000 participants.

Support

You will have a dedicated account manager who will assist you with setting up the assessment and using the self-service survey site to manage employee participation and report production.

The optional e-learning module and Pathfinder development tool encourages individual progress and develops EI throughout your organization.

Research shows that EI accounts for more than 85 per cent of star performance in top leaders.

To find out more about Emotional Intelligence and how your organization could benefit please contact us

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