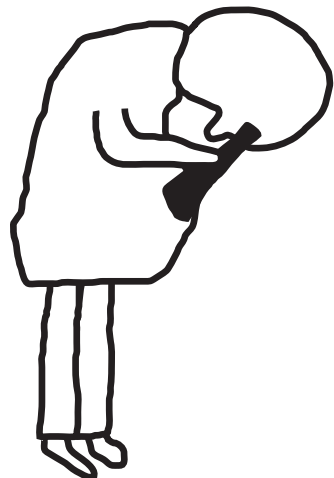


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Measuring Emotional Intelligence

HOW TO TAKE A GOOD LOOK INSIDE YOURSELF.

It's a real dilemma. We all want to find out just how emotionally intelligent we are. At the same time we're **a bit alarmed** about what we might discover. But despite any initial worries, our experience is that often people are more surprised by just how many strengths they have. What we need to understand is that the power lies in understanding. By discovering how emotionally intelligent we are, by **understanding the principles** involved, we can learn how best to use and **develop our abilities**.



Everything you needed to know about measuring Emotional Intelligence (but were afraid to ask).

There's not much we don't know about Emotional Intelligence. It was our partnership with **Daniel Goleman** that kicked the whole thing off about 10 years ago. Since then we've been working with Daniel and other gurus in the field, such as Richard Boyatzis, to develop ways to **measure your Emotional Intelligence**. The result is the **Emotional Competence Inventory** (or ECI for short) is a **structured and systematic** way of asking people who know you well, how they see you consistently behaving. Of course, the competencies it measures are those which are **most relevant to work**.

It uses 360-degree feedback to assess your Emotional Intelligence, compared to a target group of successful leaders and managers. Then it **helps you start to identify** what you can do **to develop** it.



Designed by experts. Used by professionals.

This is a tool that we use with our clients, so unless you're accredited (see our ECI Accreditation programme) you can't just call us and order it. This is because you need to know **how the science behind the tool actually works if you're going to explain it to others**. More importantly, measuring is only the first step. However, we'd love you to call us to talk about how our consultants can design something that **meets your specific needs** around Emotional Intelligence.

We use the ECI a lot when coaching individuals or groups and when working with teams on improving their effectiveness. We never use the ECI as an assessment tool. It was designed as a tool to **help people develop**.



The New Rules For Work

- The new rules predict who is most likely to become a star performer and who is most prone to derailing. Academic abilities are largely irrelevant. The new measure focuses on personal qualities, such as initiative and empathy, adaptability and persuasiveness.

- In the new stripped-down, every-job-counts business climate, these human realities will matter more than ever.

Daniel Goleman. Working with Emotional Intelligence

More of a science than an art.

The Emotional Competence Inventory has been rigorously designed. Whether you're completing it yourself or you're administering it for other people in your organisation, this is how it works:

- * After you agree with a consultant how you're going to use the instrument, we set up the diagnostics administration process. This involves participants answering a questionnaire of 72 questions about themselves.
- * We then ask them to nominate some colleagues who know them well (their manager, direct reports, clients etc). Once participants have given us their colleagues contact details we contact them and ask them to fill in an online questionnaire. This is a totally confidential service; we never let anyone see individuals' responses (not even if they beg us).
- * Once everyone's answered all the questions we analyse the results and produce a feedback report. If there is a group of people doing this, we can create a special 'composite' report that shows the strengths and weaknesses of the entire group – without showing anyone's name of course.

One of the things our clients get really excited about when using this tool is the 'verbatim comments' section in the feedback reports. After the questions, everyone gets a blank sheet to talk about their view of a person's key strengths and make suggestions about how they could develop. For many people this is the first real feedback they've had. After reading these comments people walk away clearer about what their unique contribution is and their value to the organisation. That's got to be **good for motivation and productivity!**

Making a hard case for the 'soft stuff'

Let's face it – getting the 'soft' stuff on the agenda of battle hardened managers can be tough. But this is no touchy-feely, love-in. EI is backed up with **decades of excellent research**, firmly establishing the credibility and business rationale. The hard facts and proven benefits allow organisations to open up an area they know is really important but haven't been able to go near for fear of a backlash. Not only that, but by giving managers and staff a **clear framework and set of shared language** you can transform the richness and quality of feedback across the organisation.

The Emotional Intelligence Inventory is available in English and many other languages, please contact us for details.

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