

Emotional Intelligence &

Selection

Return on your EQ-i® investment

The EQ-i® is the first scientifically validated Emotional Intelligence (EI) tool in the world but does it work in the real world? The answer, simply, is yes. This document provides three powerful case studies showing how the EQ-i can be used to improve recruitment and help you secure more successful candidates.

United States Air Force - USAF

- When looking at first-year turnover of recruiters, the USAF used the EQ-i to study the differences between successful and unsuccessful recruiters. Using their findings from the EQ-i, the USAF developed a pre-employment screening system that led to a 92% reduction in first-year turnover and resulted in \$2.7-million in training cost savings in the first year alone.

CIBC - Leading Canadian-based global financial institution

- The CIBC Global Private Banking and Trust team conducted a star performer study where their high and low performing sales associates were given the EQ-i assessment. The results showed conclusively that emotional intelligence skills can be directly associated with sales success. An individual's test scores accounted for 32 percent of his or her booked sales and 71 percent of pipeline sales. The two key driving EI skill-sets for success were: interpersonal skills and self-actualization. Based on these results, MHS came up with a powerful tool that CIBC now uses for both the selection of new personnel and in leadership development.

Large Collection Agency - (company name hidden for privacy reasons)

- The EQ-i was used at a large collection agency in order to assess the secrets to success in recovering client's money. The assessment was completed by their best collections agents as well as by their less successful co-workers. The more successful collection agents scored overall higher on the EQ-i. They had the highest scores in areas that you might guess would be important for conducting collections work; areas such as, stress tolerance, assertiveness, independence, optimism, and the right mix of empathy and impulse control. Further tracking was done, and over a six month period, it was found that the superior collectors brought in 100 percent of their quotas, compared with their less-successful peers, who languished at 47 percent. Also, the company started using a new system for selection of recruits that incorporated the EQ-i.

INTRIGUED?