



**HayGroup**

## Emotional and Social Competency Inventory



## How to take a good look inside yourself

It can be a real dilemma. Having read all the research about Emotional Intelligence (EI), the next question is often “How emotionally intelligent am I?” But how can this be measured accurately and reliably, and what can we learn from the experience? One of the most reassuring things about EI is that these competencies, unlike IQ, can be learned and developed. So by discovering how emotionally intelligent we are and understanding the principles involved, we can learn how best to use and develop our abilities.

“why today’s  
leaders need EI more  
than ever”

We all know someone who didn’t exactly shine at school, but went on to be hugely successful in their chosen careers. The reason is simple: IQ is only one aspect of doing well. The others involve our abilities to empathize, fit in, to understand our self and others. These are the principles which underpin Emotional Intelligence. What’s more, numerous studies have shown that it’s EI which makes the difference between a highly effective leader and an average one. In today’s competitive knowledge-driven organization, leadership is more important than ever. Today’s leaders – from top executives to line managers – must have more than just the right technical skills and IQ. They must possess emotional intelligence. Emotionally intelligent leaders help organizations create competitive advantage through:

- increased performance
- enhanced innovation
- effective use of time and resources
- improved motivation & teamwork
- restored trust

## Everything you needed to know about measuring EI

There’s not much we don’t know about Emotional Intelligence. Since our partnership with Daniel Goleman and Richard Boyatzis began over ten years ago, we have been perfecting the way we measure EI, based on decades of research, across hundreds of roles and organizations. The Emotional and Social Competency Inventory (ESCI) is our latest research-based 360° feedback tool. It describes 12 competencies that differentiate outstanding performers from average performers. We use it when coaching individuals, and in helping teams improve their effectiveness. We never use the ESCI as a selection tool, as it was designed to help develop people.

## Designed by experts, used by professionals

- Once accredited and ready to start an assessment, you simply provide us with participant names and e-mail addresses. We e-mail participants a unique login for our Hay Group Surveys website. Participants are asked to nominate who they would like to get feedback from: usually their manager, peers, direct reports and clients/customers.
- All surveys are completed online. As the coach we provide you with access to our site so you can track the progress.
- Once the surveys are completed, we analyze the results and produce the feedback reports. If there is a group, we can produce a team composite report which shows the averaged scores for the group (without showing names, of course). The process is all confidential.
- One thing our clients get really excited about is the verbatim comments section of the report. This is a free text section in the survey where respondents are asked to comment on the participant’s key strengths and areas for development. For many this is the first real, confidential feedback they’ve had.

# Making the hard case for the soft stuff

Let's face it, getting the "soft stuff" on the agenda of some senior managers can be tough, but this is no soft option. EI is backed up with decades of excellent research, firmly establishing the credibility and business rationale.

The hard facts and proven benefits allow organizations to explore an area they know is important but often aren't sure how to approach. Additionally, by giving managers and staff a clear framework and set of shared language, you can transform the richness and quality of feedback across the organization.

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