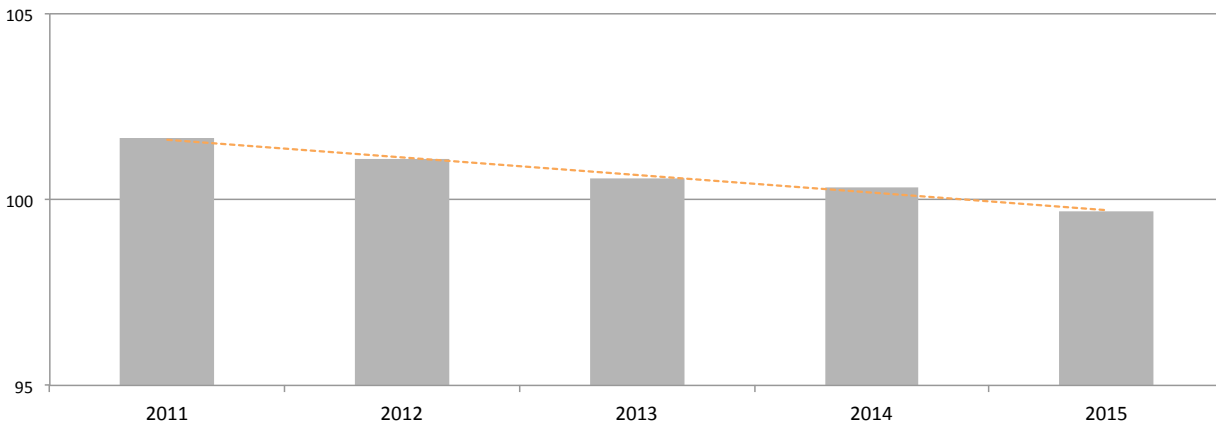


State of the Heart

Global Trends in Emotional Intelligence 2016

EQ 2011-2015

Scores on Total EQ (emotional intelligence) continue to decline globally:



Since the 2014 State of the Heart, the biggest losses are in the competencies of ...

Navigate Emotions -3.3% (maintaining emotional balance)

Engage Intrinsic Motivation -2.9% (motivation from the inside)

Increase Empathy - 2.4% (connecting compassionately with others)



The good news: Apply Consequential Thinking increased .6% (pausing to consider before taking action)

So, globally people are more emotionally volatile, less self-motivated, and less compassionate - but maybe they're starting to think more about their choices. Meanwhile, emotional intelligence scores are massively correlated with performance, with 55% of the variation in four key success factors predicted by EQ.¹

ROI: High EQ = 43x

People who are above average on emotional intelligence are 43 times as likely to score as “high performers” (includes effectiveness + relationships + wellbeing + quality of life).²

Delta

Other key changes since the *2014 State of the Heart Report* include:

- The **region** with the fastest decline in EQ: Americas (-2.6%)
- **Gender** gap: Shrinking - with men's average EQ dropping 2.8%
- **Age** gap: Growing - with average EQ for under 40 reducing by 3%

Changing Outcomes



Influence: + .6%



Decisions: + .1%



Health: - 2.8%



Community: - 2.7%

Changing Talents



Adaptability

Adaptability: + 1.2%



Reflection

Reflection: + .5%



Design

Design: + .5%



Collaboration

Collaboration: - 2.8%



Proactivity

Proactivity: - 2.7%



Risk Tolerance

Risk Tolerance: - 2.5%

Corresponding with the overall drop in emotional intelligence, the losses are larger than the gains. For more about the "Outcomes" see 6sec.org/success. The Talents are explained on page 19.

... increase these outcomes



Effectiveness



Relationships



Quality of life



Wellbeing

46-54%
of the variation



Entrepreneurship

To build a path toward the vision, you see the future and find energy to take steps toward it today.



Imagination

To envision the unknown, you blend emotional openness with cognitive clarity.



Modeling

To see possible paths, you map out possibilities from the available data.

The “Brain Talents” are the 18 key capabilities to create positive change. See all of the talents and read more on page 19.

The State of the Heart analysis demonstrates that three of the talents are the most powerful predictors of performance (effectiveness, relationships, wellbeing, and quality of life). We use the metaphor of a smartphone app - these talents are like apps for your brain. Of the 18 talents, Entrepreneurship, Imagination, and Modeling are the “killer apps” for 2016.

These talents are the most powerful to ...

More Highlights



Career: EQ is a driver of advancement.

Optimism is the top differentiator of managers vs non-managers. For senior managers, the top driver is intrinsic motivation. *Details on page 7*



Top performers are different in different sectors.

Overall EQ is highest in Logistics, lowest in IT. When it comes to differentiating top performers, Entrepreneurship & Imagination are key in five different sectors. *Details on page 8*



Women and men have opposite top talents.

Mr. Average's weakest EQ skill is in pausing to predict the impact of decisions - fortunately, it's Ms. Average's top emotional intelligence competency. *Details on page 9*



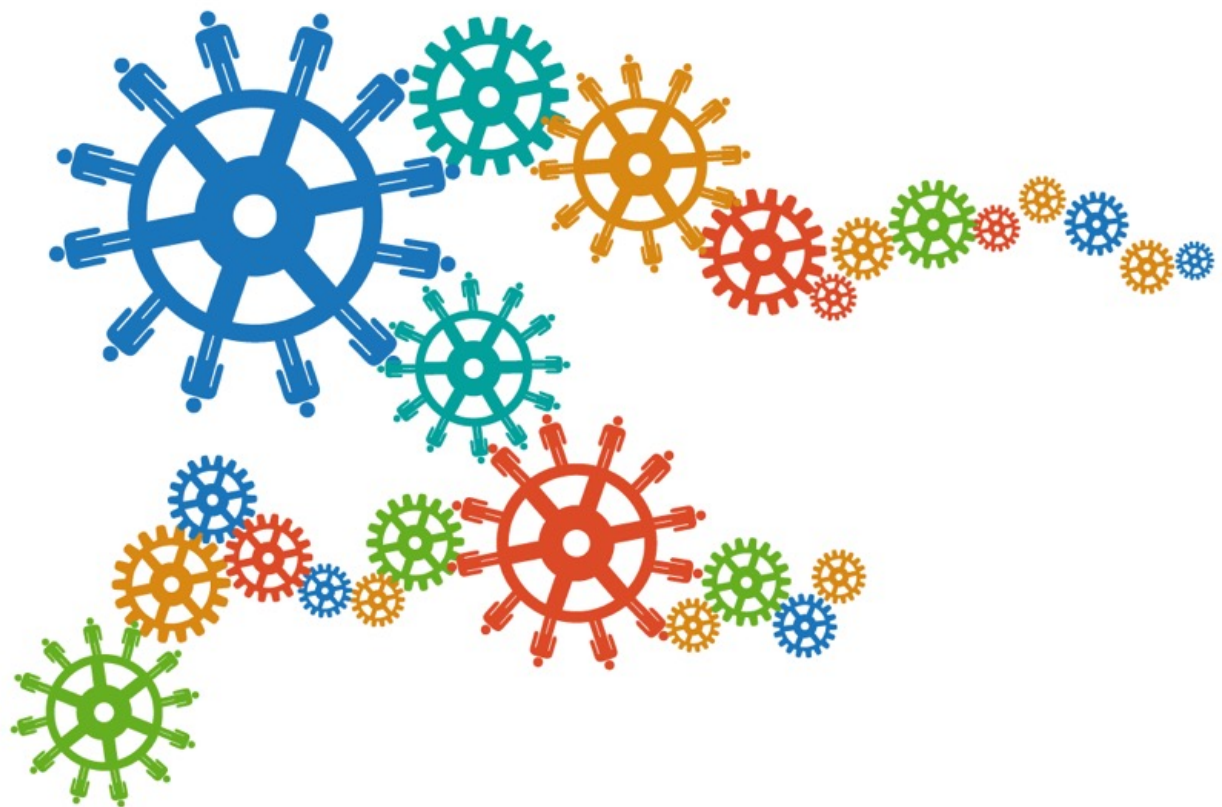
Global Regions have complementary differences.

For example, Adaptability is the top talent in APAC and the weakest in the Americas. *Pages 11-13*



Emotional intelligence means “being smarter with feelings.”

If this is your first State of the Heart Report, here's the background. *Details on page 16*



Spotlight

1. **Career:** How does EQ help people get promoted?
2. **Sectors:** What are the ingredients of high performers?
3. **Gender:** How do women and men compare on EQ?

Career

Worldwide, emotional intelligence is correlated with career advancement.

There are certain EQ competencies that are most important in career progression. To get promoted, work on these EQ skills!

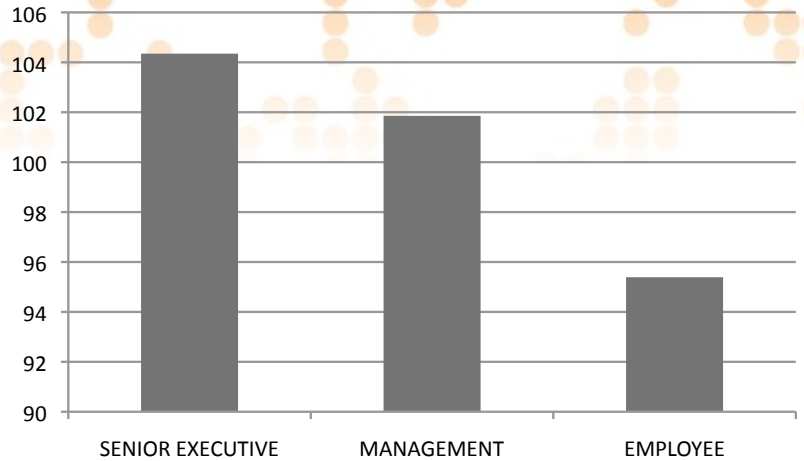
Skills that most distinguish managers from non-managers (and size of the gap in %):

- Exercise Optimism / EO (13.8%)
- Navigate Emotions / NE (13.3%)
- Pursue Noble Goals / PNG (12.1%)

Senior executive key differentiators:

- Engage Intrinsic Motivation / EIM (7.7%)
- Pursue Noble Goals / PNG (5.7%)
- Navigate Emotions / NE (5.1%)

See page 16 for definitions of the EQ competencies.



As shown to the left, these are the competencies that most differentiate employees from managers and managers from senior executives.

Brain Style is a simple way to introduce emotional intelligence. There are eight archetypal ways to handle emotional and rational data (see page 18 for more details)



Scientist Inventor Strategist Deliverer Visionary Guardian Energizer Sage

Role	Most Frequent	2 nd Most Frequent	Least Frequent	Comment
Senior Exec	Deliverer	Energizer	Guardian	Most are Innovative and Practical
Manager	Deliverer	Visionary	Scientist	Most are Innovative
Employee	Sage	Guardian	Inventor	Most are Emotional and Evaluative
Entrepreneur	Deliverer	Inventor	Visionary	Most are Rational and Innovative

Sector

How does EQ help people succeed in each sector? Assessing high performers in each sector, the SOH analysis identified three talents that distinguish stars in each industry - including:

LOGISTICS & TRANSPORT



FINANCE



EDUCATION



INDUSTRIAL



HOSPITALITY & TRAVEL



GOVERNMENT



HEALTHCARE



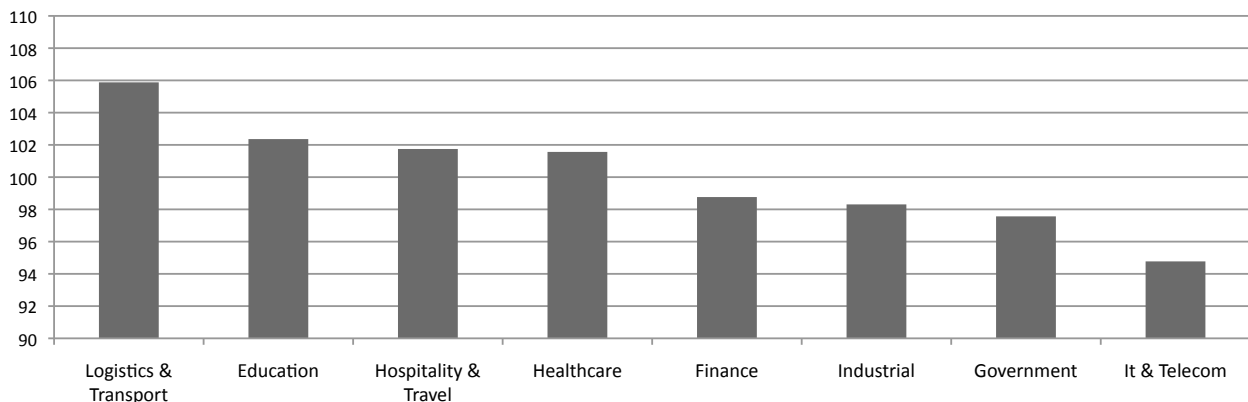
IT & TELECOMMUNICATIONS



See page 18 for more about these talents

How “emotionally intelligent” is each sector? This graph shows the average emotional intelligence score in each of the eight sectors above:

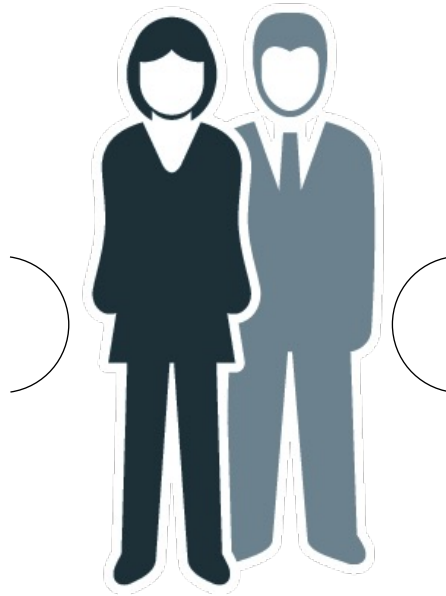
Total EQ by Sector



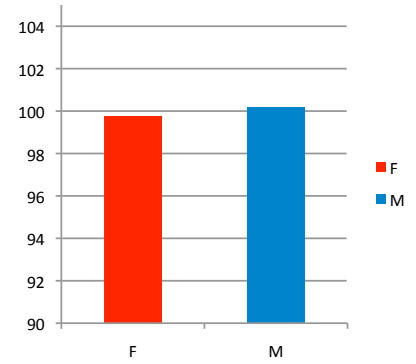
Gender

Ms. and Mr. Average have similar total EQ scores, but the difference is in the details.

Here are the top five Brain Talents by gender:



TOTAL EQ



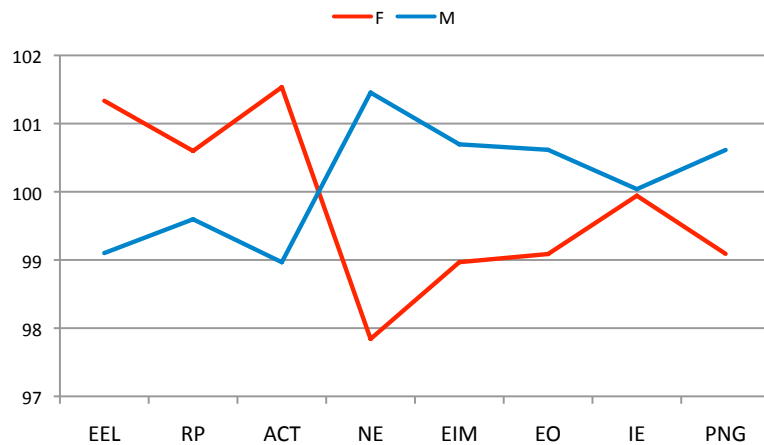
When it comes to emotional intelligence competencies (see page 15), Ms. Average is strongest where Mr. Average is weakest.

Biggest gaps:

EEL - naming and understanding emotions.

ACT - pausing to look at the impact before taking action.

NE - harnessing and transforming feelings.

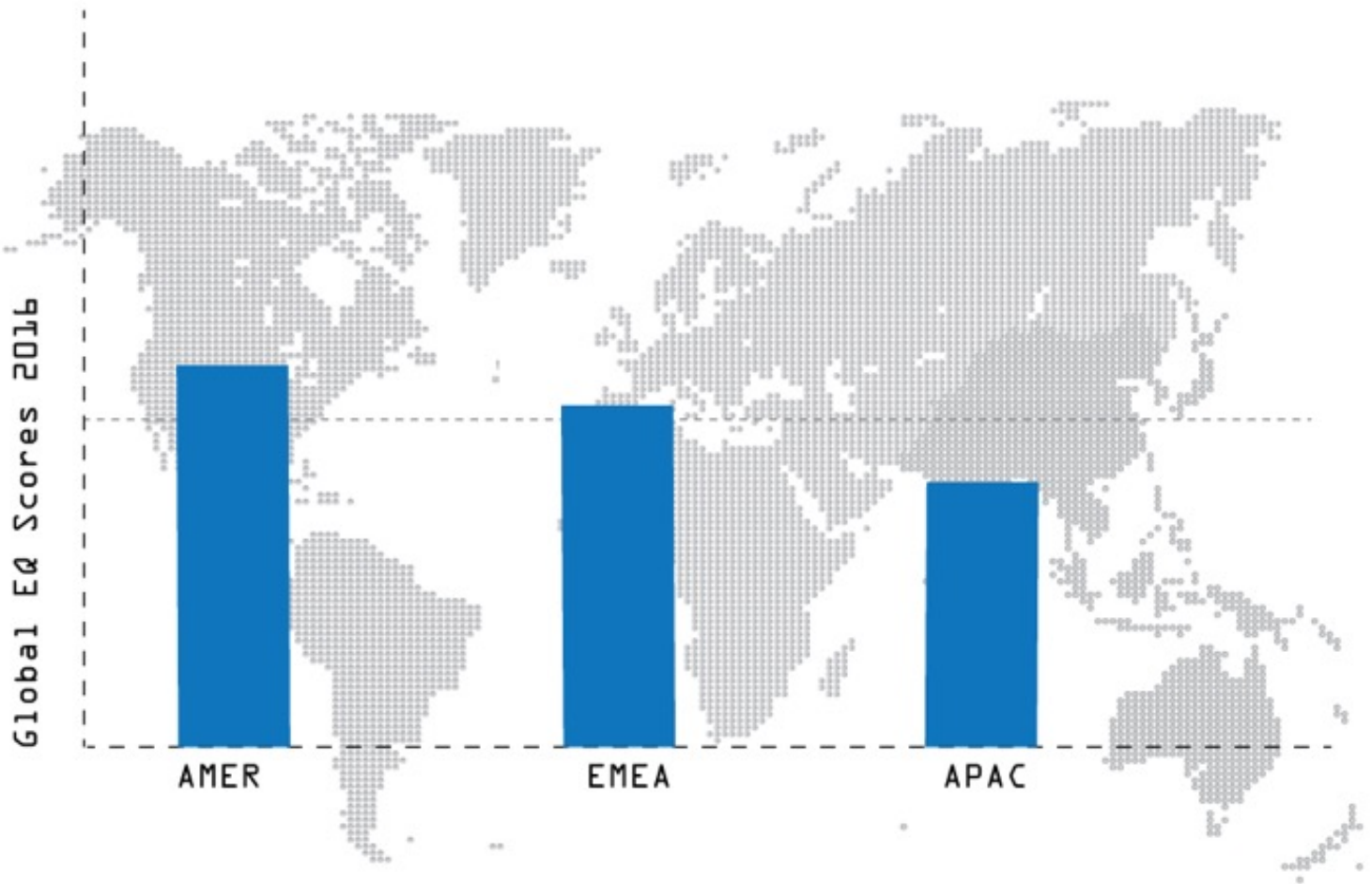


EEL – Enhance Emotional Literacy
RP – Recognize Patterns

ACT – Apply Consequential Thinking
EIM – Enhance Intrinsic Motivation

NE – Navigate Emotions
EO – Exercise Optimism

IE – Increase Empathy
PNG – Pursue Noble Goals



Global Regions

Emotional Intelligence Around the World

AMER = North, Central, and South America

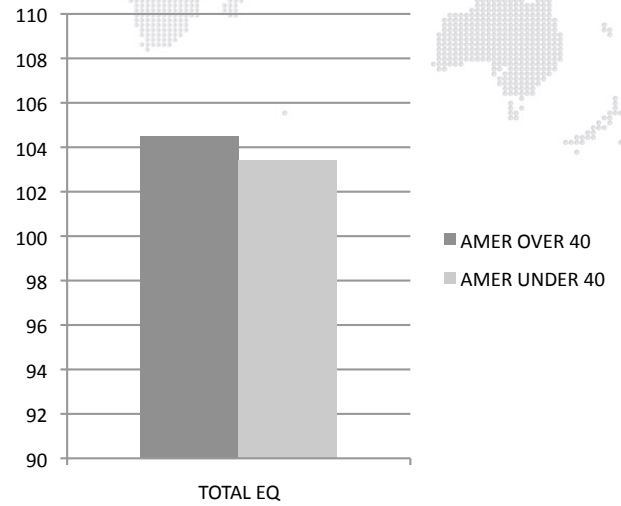
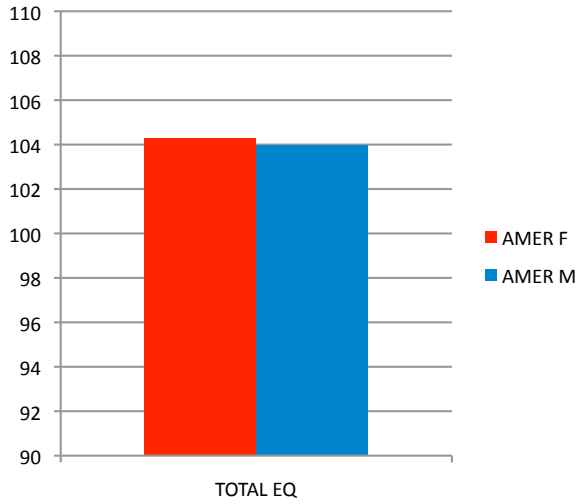
EMEA = Europe, Middle East, and Africa

APAC = Asia-Pacific (from China to Australia)

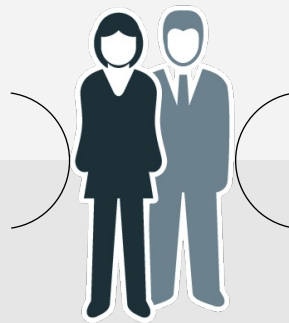
AMER



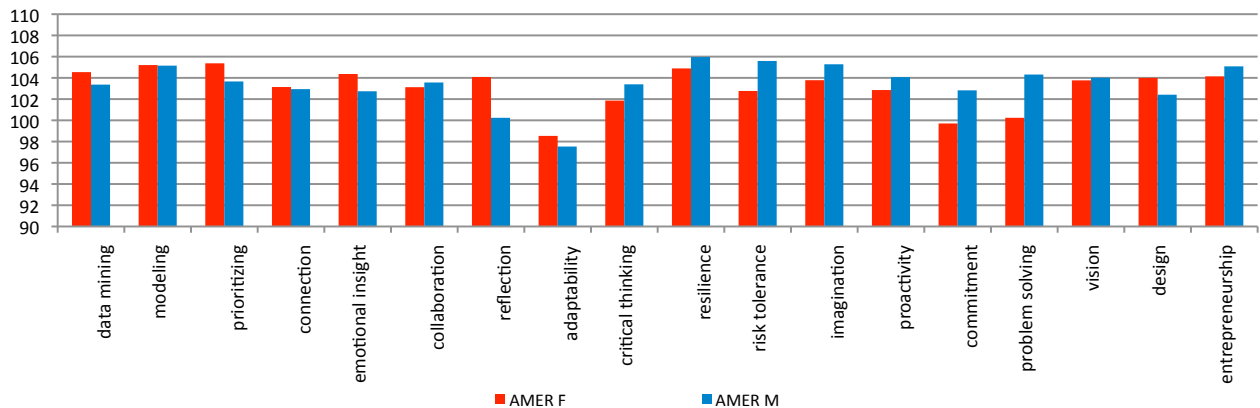
EQ in the Americas



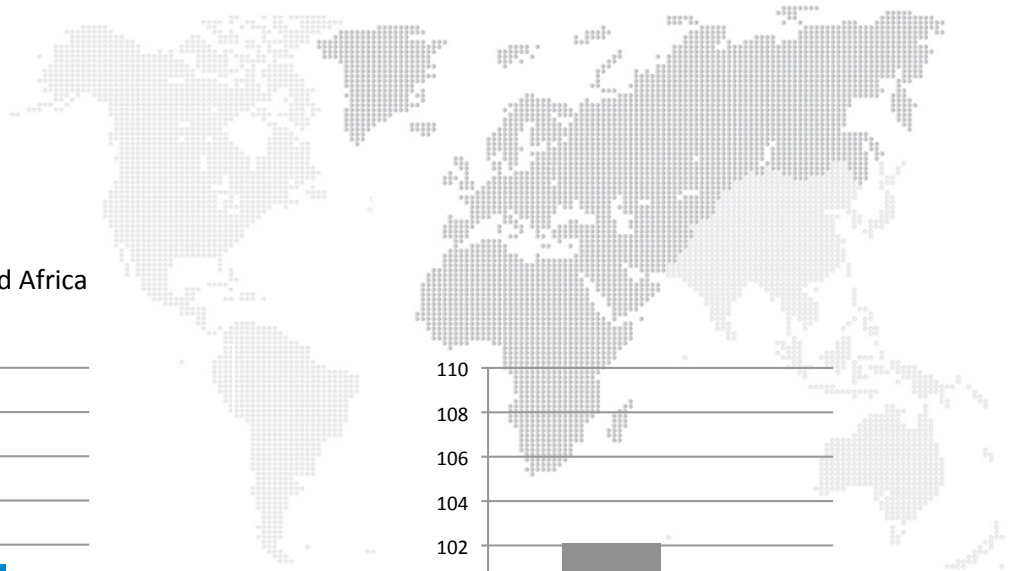
Highest



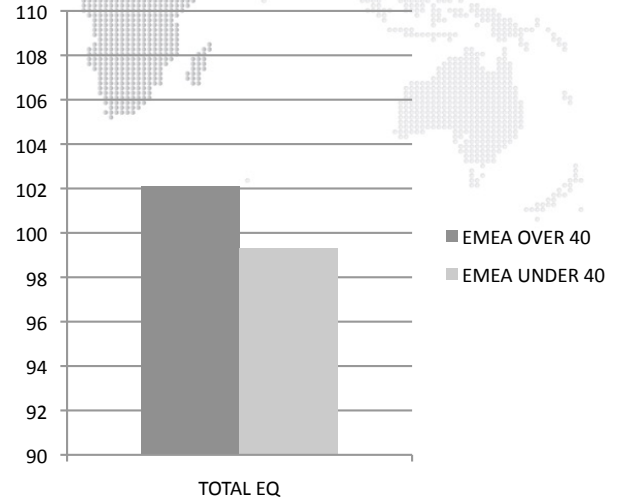
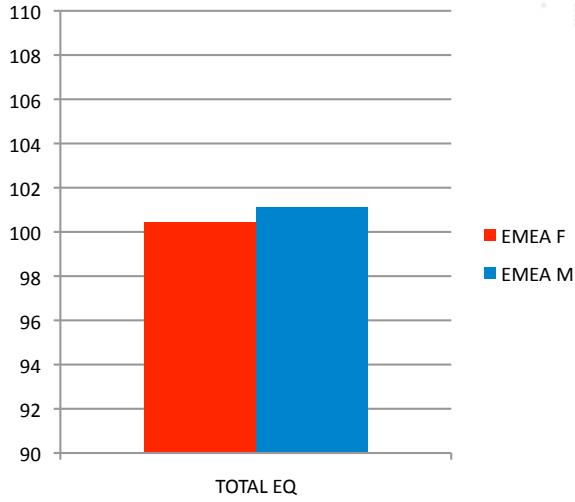
Lowest



EMEA



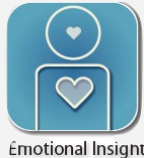
EQ in Europe, Middle East, and Africa



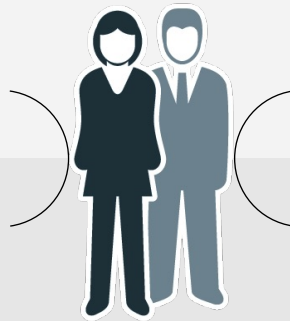
Highest



Sage



Emotional Insight



Proactivity



Energizer

Lowest



Scientist



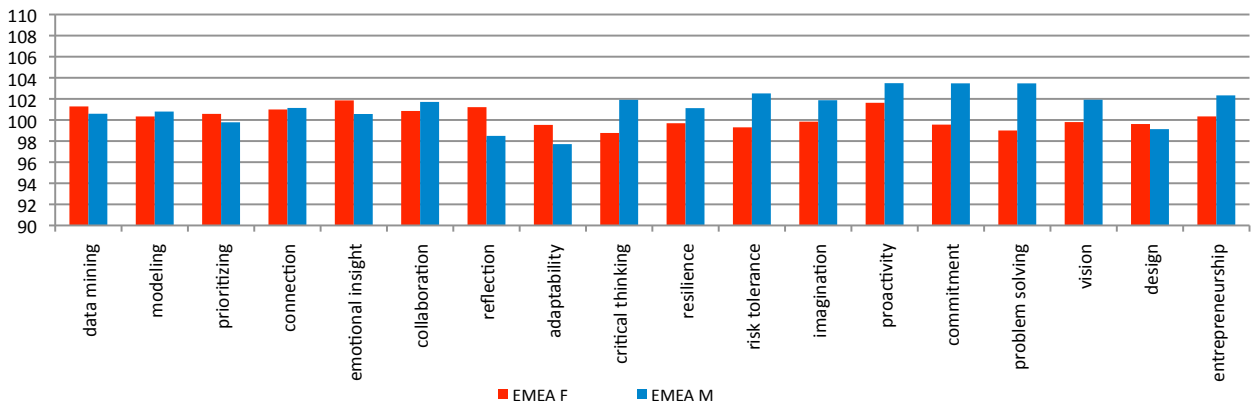
Critical Thinking



Adaptability



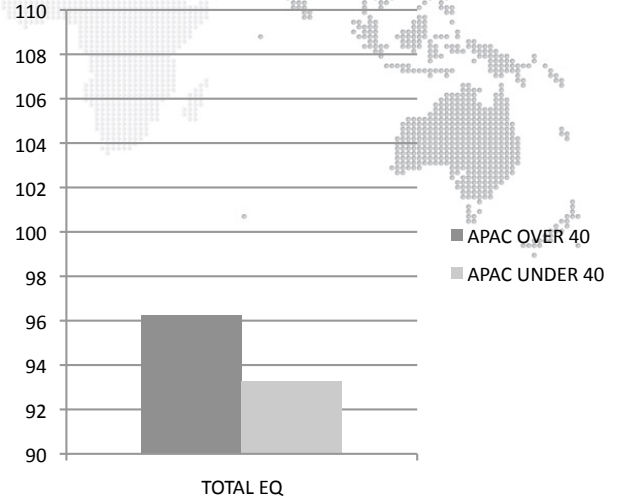
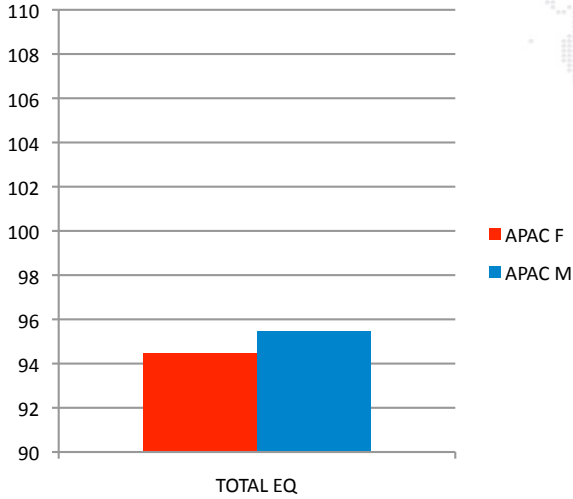
Strategist



APAC



EQ in Asia Pacific



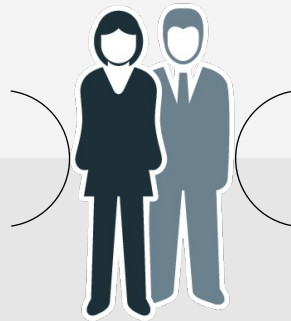
Highest



Sage



Adaptability



Adaptability



Sage

Lowest



Visionary



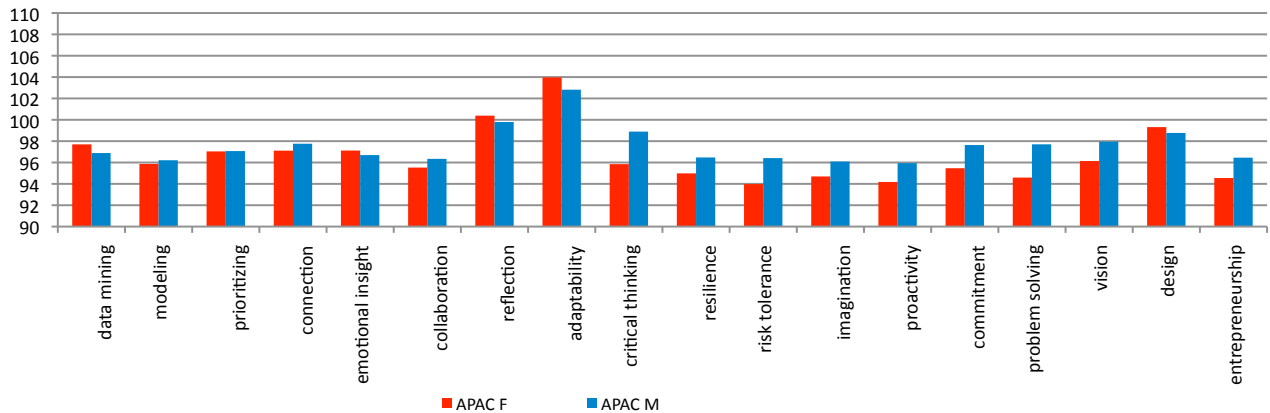
Risk Tolerance



Proactivity



Energizer





Background

Introduction to Six Seconds

What is Emotional Intelligence?

The Assessment, Sample Group, plus
Brain Styles and Brain Talents



Six Seconds

Six Seconds is the first, largest and only global nonprofit organization 100% dedicated to the development of emotional intelligence. Our vision is a billion people practicing the skills of emotional intelligence worldwide.

We teach the skills of emotional intelligence to enable individuals, teams, organizations, families, schools, and communities to flourish. Six Seconds researches the science of emotions and learning, and translates this to practical methods and tools. We share this freely through articles, webinars, and events. Plus we deliver certification courses to train coaches, educators, and leaders in the use of Six Seconds' original, evidence-based tools. These include individual and organizational assessments, case studies, and publications.

We are unique because of our:

1. Global leadership
2. Scientific credibility
3. Transformational learning methodology

The Emotional Intelligence Network

We are a community of changemakers practicing emotional intelligence (EQ) because we've seen that EQ skills create greater prosperity and wellbeing for all. However, awareness isn't enough: We need to put the skills into action. To practice. With offices and representatives in over 25 countries, we are working to support positive change everywhere – all the time.

The network includes individuals learning and growing together... Certified professionals using the tools and methods in their work... Preferred Partners building their learning & development practice with this approach... and EQ Inside businesses and schools becoming models of emotionally intelligent organizations.



Learn more about Six Seconds
6sec.org/about

What is EQ?

A robust science has developed defining the concept of emotional intelligence, In 1990, professors Peter Salovey (Yale) and Jack Mayer (University of New Hampshire) published the seminal paper explaining how emotions can assist thinking. Just as mathematical intelligence is the capability to accurately observe and use numerical data to solve challenges... emotional intelligence is the same with emotional data.

In simple terms: Emotional intelligence is being smarter with feelings.

Instead of “heart over head” or “head over heart,” it’s about using our full capacity – **integrating thinking and feeling so we can get great results.**

In this report, data is based on the Six Seconds Model of Emotional Intelligence. This model includes eight specific competencies, divided into 3 major “Pursuits”:

Pursuit	Competency	Definition
Know Yourself Self Awareness	Enhance Emotional Literacy	Accurately identifying and interpreting both simple and compound feelings.
	Recognize Patterns	Acknowledging frequently recurring reactions and behaviors.
Choose Yourself Self Management	Apply Consequential Thinking	Evaluating the costs and benefits of your choices.
	Navigate Emotions	Assessing, harnessing, and transforming emotions as a strategic resource.
	Engage Intrinsic Motivation	Gaining energy from personal values & commitments vs. being driven by external forces.
	Exercise Optimism	Taking a proactive perspective of hope and possibility.
Give Yourself Self Direction	Increase Empathy	Recognizing and appropriately responding to others’ emotions.
	Pursue Noble Goals	Connecting your daily choices with your overarching sense of purpose.

About the SEI

The State of the Heart report is created from the Six Seconds Emotional Intelligence Assessment, or SEI,⁴ database. The SEI (Six Seconds Emotional Intelligence Assessment – Adult Version) is the only measure of the Six Seconds Model of Emotional Intelligence (described above). The SEI is published by Six Seconds. The tool authors are Joshua Freedman, Massimiliano Ghini, Lorenzo Fariselli, and Anabel Jensen. SEI was originally published May 1, 2005.

Validity

Survey statements are randomly ordered so as not to be leading in responses to a five-point, interval (Likert) scale, which enhances accuracy in assessment. The SEI reports include three built-in validity indicators associated with survey completion, namely Positive Impression indicators, Answer Style correction, and a test of Answer Coherence and speed.⁵

Descriptive statistics based on the norm group of the SEI Adult Version, EQ components and performance Outcomes comply well with validation guidelines. The SEI is validated through Factorial Analysis; the eight EQ components render fair construct validity. Good concurrent validity is demonstrated by the EQ components that explain 55.0% of the Success Factors in a regression model. Cronbach's coefficient alpha ranges from 0.68-0.81 based on a small number of items per EQ component, indicating satisfactory reliability.⁴

Languages

Statistical analysis of ongoing data collection over time will ensure that the SEI remains actual, fair, and unbiased towards diverse populations. Responding to global demand, the SEI has been translated into other languages, e.g., Arabic, Chinese, Czech, Dutch, English (US, AU, UK), French, German, Indonesian, Italian, Japanese, Lithuanian, Macedonian, Portuguese, Spanish (CO and SP), Turkish, and Vietnamese.

About the Sample Population

The SEI database includes over 100,000 people from over 127 countries. The State of the Heart Report considers recent assessment data from a sample population adjusted and scored using a single international norm to provide a basis for global comparisons.

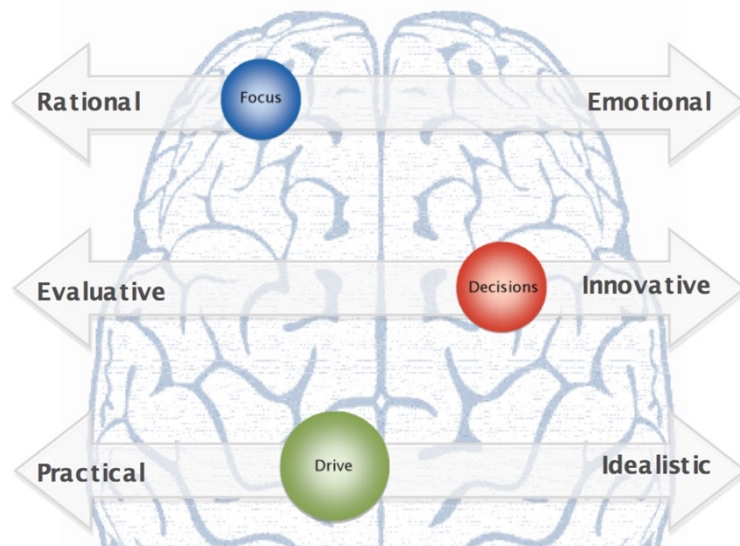
State of the Heart Sample

To develop a meaningful global sample, we analyzed the SEI norm base of 100,000+ assessments to identify the demographic profiles of the three global regions and other comparisons identified in this report. Using a random sampling protocol, the State of the Heart sample provides an effective basis for comparisons. The resulting sample is 12,804 individuals balanced by region, gender, and age for each year. The current sample includes data from 2014 and 2015, with additional comparisons to the 2011-2013 SOH dataset used in the previous SOH report.

The SOH sample group was scored using Six Seconds' international norm, a robust algorithm that includes 26 different normative scales.

Brain Styles 101

together – to think about feelings and feel about thoughts. People learn how to do this, and due to the principle of neuroplasticity, the brain changes itself over time. We developed the term “Brain Style” to consider a person’s current pattern for processing and using both emotional and rational data.



“**Brain Style**”: a picture of how the emotional and rational parts of your brain work together.

Brain Style is based on three elements:

- Focus:** Does this brain prefer data that is analytical or emotional?
- Decisions:** Does this brain tend towards protection or innovation?
- Drive:** Is this brain more motivated by the practical or the idealistic?

There are eight possible combinations created by these three scales (see 6seconds.org/brain for more):

Scientist: Accurate, Careful, Precise	Visionary: Passionate, Transformative, Long-term
Inventor: Analytical, Creative, Open	Guardian: Caring, Careful, Pragmatic
Strategist: Precise, Careful, Future-oriented	Energizer: Committed, Creative, Real-world
Deliverer: Task-oriented, Generative, Practical	Sage: Caring, Protective, Future-oriented

Brain Talents

Based on analysis of the Six Seconds Emotional Intelligence Assessment and over 2000 open-text comments about leadership performance, we identified vital Brain Talents or “Apps”:

The 18 key talents to create the future.

“Brain Apps” describe unique, powerful capabilities to create positive change. Grounded in research, these capabilities are essential for us to flourish in complex times – at work, in school, in life. The competencies of emotional intelligence are woven into these “Apps” as key factors to drive each talent.

To learn more about the talents, www.6seconds.org/brain



Data Mining



Modeling



Prioritizing



Connection



Emotional Insight



Collaboration



Reflection



Adaptability



Critical Thinking



Resilience



Risk Tolerance



Imagination



Proactivity



Commitment



Problem Solving



Vision



Design



Entrepreneurship

Brain Apps

“App” is a metaphor to describe capability. What does your brain like to do?

What functions are easy and smooth for your brain?

EQ Insights

Did you know that a customized State of the Heart is available for your company?

Plus, in collaboration with MGMTLAB.eu, Six Seconds offers advanced people-metrics for organizations that want a serious approach to understanding the drivers of performance. Contact staff@6seconds.org



Notes

The State of the Heart analysis was conducted by Tom (Tommaso) Proccichiani and Lorenzo Fariselli. The report was written by Joshua Freedman and the Six Seconds' team.

The SEI, Brain Style scales, Brain Talents, the Six Seconds Model and the State of the Heart Report are ©Six Seconds, all rights reserved. SEI® is a Registered Trademark of Six Seconds. For information, please contact staff@6seconds.org

Endnotes

¹ This calculation is based on a regression analysis correlating EQ scores (see page 15) with scores on the Success Factors in the Six Seconds Emotional Intelligence Assessment: effectiveness + relationships + wellbeing + quality of life. See 6sec.org/success for additional detail.

² The 43x is calculated using "Odds Ratio" considering emotional intelligence scores below and above average (100), against Success Factor scores above 107 ("Skilled" and "Expert") or below 92 ("Emerging" and "Challenge").

³ Of the 18 Brain Talents, these three have the highest correlation with Success Factor scores, regression analysis finds between 46% to 54% of the variation in Success Factor score is predicted by each Talent. To learn more about the Brain Talents, see www.6seconds.org/brain

⁴ See the SEI Technical Manual, available online at www.6seconds.org/tools/sei/research

www.6seconds.org

