



DIVERSITY Expedition Learning Objectives

- Discuss the importance of EQ in developing effective workforce.
- Prepare a hiring plan that includes strategies to identify the right leadership skills for the job.
- Diversify your employee development plan to create a culture of collaboration.

DIVERSITY Expedition Please Turn to the Person Next to You to Discuss...




What is the most interesting question you had to answer for an interview?

DIVERSITY Expedition Which Candidate Would You Hire

"Monty"

- Likeable
- Friendly
- Some experience
- Graduated from a good university
- Very high IQ
- Unsocial
- Years of experience
- PhD from Ivy League College






Everybody Loves Monty


Why?


- Connects with people very easily
- Approachability
 - Always smiling face
- Shows interests in other
- Treat people with respect



What are Employers Looking For?

- Proactive
- **Positive attitude**
- Problem solving
- **Interpersonal skills**
- **Work well on a team**
- Happy to learn new things






What is IQ?

- *Intelligence Quotient* (IQ) is a measure of a person's reasoning ability.
- Measure of how well someone can use information and logic to:
 - Answer questions or
 - Make predictions

<https://www.sciencenewsforstudents.org/article/what-iq-and-how-much-does-it-matter>




IQ Score

What does IQ score reflects?

How well people will do in particular situations, such as thinking abstractly in science, engineering or art.

<https://www.sciencenewsforstudents.org/article/what-iq-and-how-much-does-it-matter>




What is EQ?

Emotional Intelligence (EQ) – A set of emotional and social skills that influence the way we:

- Perceive and express ourselves
- Develop and maintain social relationship
- Cope with challenges
- Use emotional information in an effective and meaningful manner

Source: Emotional Intelligence Training Workbook – International Institute for Learning Inc.



Quiz

When you hear Emotional Intelligence, what is the name that comes to your mind first?

Emotional Intelligence (EQ or EI) is a term created by two researchers – Peter Salavoy and John Mayer – and popularized by Dan Goleman in his 1996 book of the same name.

<https://www.ihhp.com/meaning-of-emotional-intelligence>



5 Components of EQ

- Self-awareness
- Self-regulation
- Motivation
- Empathy for others
- Social skills

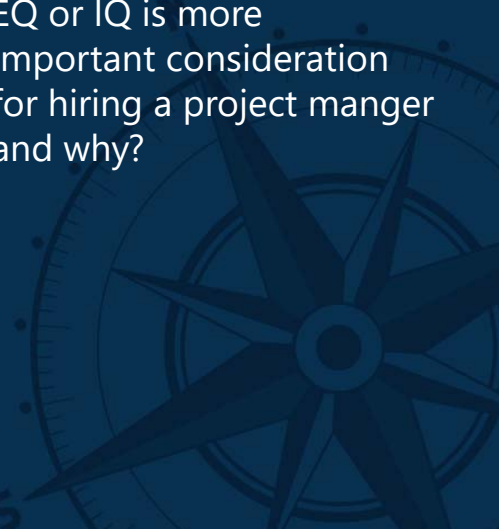
<https://hbr.org/2015/04/how-emotional-intelligence-became-a-key-leadership-skill>




Please Turn to the Person Next to You to Discuss...



EQ or IQ is more important consideration for hiring a project manager and why?





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EQ Vs IQ


Emotional Intelligence (EQ)

- Social Awareness
- Curious about people
- Embrace change
- Don't hold grudges
- Neutralize toxic people
- Relationship Management

Intelligence Quotient (IQ)

- Ability to manipulate, process and interpret information
- High IQ is not a guarantee of success
- It doesn't measure your:
 - Creativity
 - Curiosity
 - Emotional readiness

Sources: <https://www.success.com/18-signs-you-have-high-emotional-intelligence/>
<https://www.cnn.com/2014/02/19/health/iq-score-meaning/index.html>



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Quiz


How much of an impact does emotional intelligence have on your professional success?

EQ is:

- **Strongest predictor of performance, explaining a full 58% of success in all types of jobs.**
- Single biggest predictor of performance in the workplace and the strongest driver of leadership


Source: <https://www.forbes.com/sites/travisbradberry/2014/01/09/emotional-intelligence/#670814e01ac0>

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Expedition Please Turn to the Person Next to You to Discuss...




Think about an interview where you assessed candidates on their EQ or "soft skills". How did you assess the skills and determined they have the desirable qualities?

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Expedition **A Hiring Story**





Where the candidate had:

- Good people skills
- Good storytelling
- Some technical knowledge
- Barely met the technical requirements
- Willing to learn




Impacts of Hiring People with Low EQ

- Friction among team members
- Lower productivity
- Ineffective communication
- Low collaboration



Considerations for Hiring


- Job requirements
- Team work Vs. Sole contributor?
- Work culture
- Team chemistry?





Typical Hiring Steps


- 1) Job Advertisement
 - Specific types of experience
 - Years of experience
 - Industry certifications
- 2) Application Screening
- 3) Skills Test
- 4) Interviews
 - Screening interview
 - 2nd Interview
 - 3rd Interview
- 5) Background Check
 - Reference check
- 6) Job Offer Negotiation



How do You Assess EQ ?

EQ Tests

- Self-Perception
- Self-Expression
- Interpersonal Relationship
- Decision Making/Impulse Control
- Stress management



Reliability of EQ Test Results

- EQ measures vary widely
- Self reporting - some people may lie
- Serious concerns remain for all of the EQ measures
- EQ assessment may produce radically different results

Journal of Organizational Behavior J. Organiz. Behav. 26, 433–440 (2005) Published online in Wiley InterScience



How to Hire for EQ?

Behavioral event interviewing

- Describe a situation or an experience
- Asking very specific questions about what:
 - Thoughts
 - Feelings
 - Actions

Talk to the references and ask:

- How your candidate treats other people?

Source <https://hbr.org/2016/02/how-to-hire-for-emotional-intelligence>

HR Considerations for Interviews

- Don't stray into "illegal" questions
 - Asking for personal question that is not job related
- Know what are you looking for in an answer
- Follow up question should be just that
 - Should not be seeking for new information

Closing

- IQ tests favor people who can think on the spot
- IQ score don't tell the full story about someone's potential
- EQ test results may not be reliable
- Behavioral event interviewing is not magic
- Get them to tell the story from a couple of vantage points
- Listen carefully and apply your EQ



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