



February, 2005

Welcome to the first edition of the EI Insider Report for 2005. As we begin the New Year, I look forward to providing you with ongoing information on new developments, research, and events related to emotional intelligence.

Do Emotionally Intelligent Workers Make More Money?

Researchers are constantly pushing the envelope to see how emotional intelligence affects our lives in meaningful ways. The following study brings a unique look at how emotional intelligence—as measured by the MSCEIT—relates to positive work outcomes.

Researchers Paulo Lopes (University of Surrey), Stephane Cote (Rotman School of Management, University of Toronto), Daisy Grewal (Yale University), Jessica Kadis (Yale University), Michelle Gall (MG Executive Coaching), and Peter Salovey (Yale University) carried out this study in the finance department of a Fortune 400 insurance company. They looked at 44 analysts and clerical employees.

The authors used a battery of tests so that they controlled for intelligence (verbal ability), personality (big five personality test), and trait affect (positive and negative mood over time). They measured interpersonal sensitivity and sociability using the BarOn EQ-360, a 360 rating scale. Emotional intelligence was measured by the MSCEIT.

Their job performance was based on salary, percent merit increase, and company rank from company records. The average percent merit increase was calculated for the period from 2000 to 2002. There were also peer and supervisor reports made on job performance.

The study found that emotional intelligence was related to several indicators of job performance, interpersonal facilitation, affect, and attitudes. Most of these relationships were significant even when controlling for other factors (such as verbal ability and personality). In fact, all four emotional intelligence subscales of the MSCEIT, especially the Managing Emotions subscale, were related to the outcomes. Correlations with the overall MSCEIT score were .36 ($p < .01$) with percent merit increase and .43 ($p < .01$) with company rank.

This study goes beyond previous studies in demonstrating the relationship between self-report emotional intelligence and job performance, and between ability measures of EI and quality of social interactions outside the workplace.

Using the EQ-i in Executive Coaching and Organizational Consultation

On Thursday, March 10th, 2005, Dana C. Ackley, Ph.D., author of *Breaking Free of Managed Care* and Steven Stein, Ph.D., founder and CEO of MHS, present a one-day workshop—*Emotional Intelligence: How to Unlock the Power of the Assessment for Leadership Development, Organizational Change, and the Consultant's Book of Business*—at the national meeting of the Society of Psychologists in Management (SPIM). For more information and to learn more about SPIM and its entire program, go to www.spim.org.

More to Come

In the coming months, I'll be reporting on some interesting work in areas where the database of emotional intelligence research is building, such as education and corporate leadership. As well, I look forward to reporting on EI measures and interventions in other areas, such as sports and performance psychology.

I truly appreciate hearing about the cutting-edge work many are reporting to me. In keeping with our commitment to quality and innovation, the focus will continue to be on outcomes-oriented projects with supporting data scientifically validated results.

Until the next issue,

Steven J. Stein, Ph.D.
CEO
MHS

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