



Using Business Emotional Intelligence recruits better future leaders and managers

Traditionally many companies focus their assessment criteria on hard skills when recruiting (e.g. technical expertise, industry knowledge, education). However the key critical success factor of Emotional Intelligence at work is not always directly measured. By focusing on a candidate's Business Emotional Intelligence the cost of making the wrong decision is significantly reduced.

Business Emotional Intelligence is about people's ability to manage their emotional drivers that affect their performance at work. It is how individuals manage both themselves and others. This includes how they make decisions, understanding why people behave the way they do and how to maximise performance.

Why is assessing Business Emotional Intelligence important?

An employee with high Business Emotional Intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems, and use humour to build rapport in tense situations. These employees will have empathy, remain optimistic even in the face of adversity, and are gifted at educating and persuading in a sales situation and resolving customer complaints in a customer service role. Research shows that this "clarity" in thinking and "composure" in stressful and chaotic situations is what separates top performers from weak performers in the workplace.

How does the EBW Emotional Intelligence System improve the recruitment process?

- Enables assessment and benchmarking of emotions and behaviours that are critical to success (resilience, motivation, decisiveness, influence ...etc) that cannot be accurately assessed through an interview.
- Reduces cost per hire without impacting on quality, by concentrating on the 'real' human factors that determine success, (e.g. using bespoke traffic lighted questions, ensuring a smarter use of time for busy recruiters).
- With its unique Impression Management Tool The EBW reveals what the candidate does not want the recruiter to know – ensuring recruiters understand a candidate's true performance potential.

Hy-phen Case Study

For Steria, a European provider of IT solutions, hy-phen recruitment needed to assess and interview 200 candidates. By using the EBW System, hy-phen provided a consistent and standardised approach to recruitment from job analysis through to interviewing at the assessment centre. The interview was focused on a candidate's Emotional Intelligence and his/her suitability for a range of IT/business/financial roles at Steria. This approach ensured that Steria got the right candidates for the right job. The effectiveness of this approach has meant that hy-phen has continued to use the EBW System with Steria for 3 years.



The EBW System
Using Emotional Intelligence
Recruiting the right person
for the right job!