

**How to Integrate EQ into Your Hiring – Based on:
*The EQ Interview: Finding Employees with High Emotional Intelligence***

The EQ Interview, Finding Employees with High Emotional Intelligence,
released in May 2008, has been endorsed by Society of Human Resource Management.

Session Description:

A growing body of research indicates that emotional intelligence (EQ) is one of the key indicators of job success. Depending on the position, emotional intelligence accounts for anywhere from 24 – 69% of job success. So, it makes sense to include EQ in your selection process. By including EQ competencies as part of the interview process hiring managers and interviewers gain access to new and critical information to predict the effectiveness of a candidate. Including emotional intelligence in selection requires understanding the key concepts of EQ and the behavior based questions that support these concepts. Analyzing and interpreting answers so that you can better predict future performance and avoid costly hiring mistakes is critical. Spotting an EQ fraud is also important in your hiring efforts. This session will prepare people to use select behavior based interview questions to analyze and interpret a candidate's emotional intelligence for the purpose of making informed hiring decisions.

Target Group:

The target group for this session is any person with responsibility for interviewing and hiring employees including recruiters, supervisors, managers or leaders involved in selection and interviewing.

Session Objectives:

As a participant you will:

- * Learn the result of research that demonstrates financial and other performance results that can be achieved when high emotional intelligence is applied in the workplace
- * Learn a basic understanding of the competencies associated with emotional intelligence
- * Identify specific questions for people to ask that will identify EQ competencies
- * Learn to interpret answers to questions that reveal highly demonstrated EQ skills
- * Learn to determine and predict EQ frauds in the interview process

Session Outline:

- Understanding emotional intelligence
 - Why EQ is so important for optimum performance
 - What the research says about emotional intelligence

- The Blender Approach - How EQ and IQ work together to contribute to high performance
- Competencies associated with emotional intelligence

- Thinking Processes – What they tell us about the candidate
 - The thinking processes that precede behavior
 - The thinking processes that follow behavior

- Questions designed to determine EQ by competency
 - Competencies include in Emotional Intelligence
 - Selecting competencies based on the position requirements

- How to interpret answers
 - What to look for
 - What to avoid

- The EQ Fraud
 - How to tell the difference between manipulation and EQ competence
 - Top 10 indicators of EQ Fraud

Format:

This session is interactive and participatory. It also uses video clips of interviews so participants can determine what to look for and what to avoid when interviewing candidates. In addition, *The EQ Interview* is used as a guide and future reference.