



EMOTIONAL INTELLIGENCE STATS

Social and emotional abilities were four times more important than IQ in determining professional success and prestige (Feist & Barron, 1996 cited in Cherniss, 2000).

The Shirley Ryan AbilityLab decided to pilot an EQ training program. The number of participants considered at risk for burnout declined from 30% to 5%, and those in the peak performance zone increased from 0% to 55%.

In a study of more than 2,000 managers from 12 large organizations, 81% of the competencies that distinguished outstanding managers were related to emotional intelligence. (Boyatzis, 7CM (1982) Hay and McBer).

For years, a Texas-based Fortune 500 Company relied on personality assessments for candidate selection with little results in reducing turnover. After using an emotional intelligence-based selection assessment and EQ training and development program, they increased retention by 67 percent in the first year, which they calculated added \$32 million to their bottom line in reduced turnover costs and increased sales revenues. [Source](#)

High EI (EQ) improves the physical and psychological health of people and encourages academic and business performance (Bar-On & Parker, 2000).

At a Motorola manufacturing plant, 93% of employees became more productive after the facility adopted stress-reduction and emotional-intelligence programs. [Source](#)

The reason for losing customers and clients are 70% EI-related (e.g., didn't like that company's customer service) (Forum Corporation on Manufacturing and Service Companies, 1989 – 1995). [Source](#)

A 40-year longitudinal investigation of 450 boys found that IQ had little relation to life success. The most significant predictors were being able to handle frustration, control emotions, get along with other people. [Source](#)