

Seventy-One Percent of Employers Say They Value Emotional Intelligence Over IQ, According to CareerBuilder Survey

- More than one-third of employers are placing greater emphasis on hiring and promoting people with emotional intelligence post-recession

- Sixty-one percent of employers are more likely to promote workers with high emotional intelligence over candidates with high IQ

PR Newswire

CHICAGO

CHICAGO, Aug. 18, 2011 /PRNewswire/ -- With smaller staffs, higher stress levels and uncertainties around the economy, are employers changing what they look for in prospective employees? Thirty-four percent of hiring managers said they are placing greater emphasis on emotional intelligence when hiring and promoting employees post-recession, according to a new CareerBuilder survey. Seventy-one percent said they value emotional intelligence in an employee more than IQ.

Emotional Intelligence (EI) is a general assessment of a person's abilities to control emotions, to sense, understand and react to others' emotions, and manage relationships. The national survey -conducted May 19 to June 8, 2011, with more than 2600 hiring managers and human resource professionals - reveals that EI is a critical characteristic for landing a job and advancing one's career.

Fifty-nine percent of employers would not hire someone who has a high IQ but low EI. For workers being considered for a promotion, the high EI candidate will beat out the high IQ candidate in most cases - 75 percent said they're more likely to promote the high EI worker.

"The competitive job market allows employers to look more closely at the intangible qualities that pay dividends down the road - like skilled communicators and perceptive team players," said Rosemary Haefner, vice president of human resources at CareerBuilder. "Technical competency and intelligence are important assets for every worker, but when it's down to you and another candidate for a promotion or new job, dynamic interpersonal skills will set you apart. In a recovering economy, employers want people who can effectively make decisions in stressful situations and can empathize with the needs of their colleagues and clients to deliver the best results."

When asked why emotional intelligence is more important than high IQ, employers said (in order of importance):

- Employees [with high EI] are more likely to stay calm under pressure
- Employees know how to resolve conflict effectively
- Employees are empathetic to their team members and react accordingly
- Employees lead by example
- Employees tend to make more thoughtful business decisions

HR managers and hiring managers assess their candidates' and employees' EI by observing a variety of behaviors and qualities. The top responses from the survey were:

- They admit and learn from their mistakes
- They can keep emotions in check and have thoughtful discussions on tough issues
- They listen as much or more than they talk
- They take criticism well
- They show grace under pressure

Survey Methodology

This survey was conducted online within the U.S. by Harris Interactive© on behalf of CareerBuilder among 2,662 U.S. hiring managers (non-government) between May 19, 2010 and June 8, 2011(percentages for some questions are based on a subset, based on their responses to certain questions). With pure probability samples of 2,662 one could say with a 95 percent probability that the overall results have a sampling error of +/- 1.90 percentage points. Sampling error for data from sub-samples is higher and varies.

About CareerBuilder

CareerBuilder is the global leader in human capital solutions, helping companies target and attract their most important asset - their people. Its online career site, CareerBuilder.com®, is the largest in the United States with more than 24 million unique visitors, 1 million jobs and 40 million resumes. CareerBuilder works with the world's top employers, providing resources for everything from employment branding and data analysis to recruitment support. More than 9,000 websites, including 140 newspapers and broadband portals such as MSN and AOL, feature CareerBuilder's proprietary job search technology on their career sites. Owned by Gannett Co., Inc. (NYSE:GCI), Tribune Company and The McClatchy Company (NYSE:MNI), CareerBuilder and its subsidiaries operate in the United States, Europe, Canada and Asia. For more information, visit www.careerbuilder.com.

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