

Hiring  
with  
**Emotional Intelligence**



## Who we are:

We are Divine HR Solutions. We use a trailblazing approach that combines Human Resources Agility and Servant Leadership principles. This combination creates a powerful approach to leading and managing people within organizations.

## What we offer:

We offer affordable small business, non-profit and ministry solutions. Whether you need help building your website, processing payroll, training your team, customer experience, recruitment. Leadership training and more. Let us help your company grow.

[www.divinehr.org](http://www.divinehr.org)

## Chapter1: What is Emotional Intelligence?

Emotional intelligence (EI), also known as emotional quotient (EQ), refers to a person's ability to recognize, understand, manage, and effectively use their own emotions, as well as the emotions of others, in various social and interpersonal situations. It involves a set of skills and qualities that contribute to better communication, empathy, and relationship building. Emotional intelligence encompasses several key components:

- 1. Self-awareness:** This is the ability to recognize and understand your own emotions, including their causes and impact on your thoughts and behavior. Self-aware individuals are attuned to their strengths, weaknesses, and values.
- 2. Self-regulation:** Self-regulation involves managing and controlling your emotions and impulses. It enables you to stay calm under pressure, resist impulsive reactions, and adapt to changing circumstances. This aspect of EI is crucial for making thoughtful and rational decisions.
- 3. Motivation:** Motivation in the context of EI refers to the ability to set and pursue goals with enthusiasm and persistence. Emotionally intelligent individuals are often self-motivated and able to harness their emotions to drive them towards achieving their objectives.



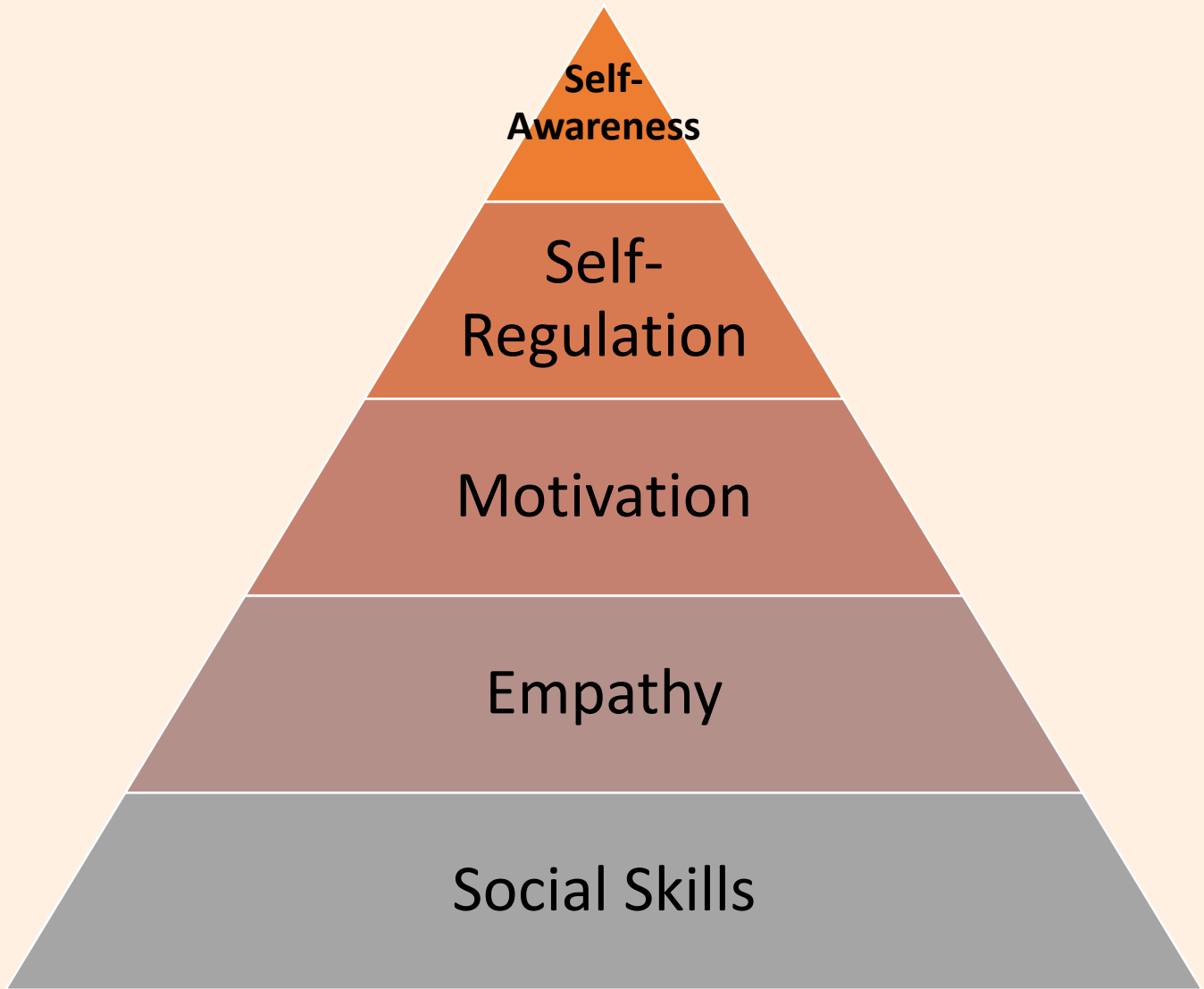
4. **Empathy:** Empathy is the capacity to understand and share the feelings of others. It involves listening actively, recognizing others' perspectives, and showing compassion and understanding. Empathetic individuals can build stronger connections and relationships with others.

5. **Social skills:** Social skills include effective communication, conflict resolution, and the ability to build and maintain positive relationships. People with high emotional intelligence tend to excel in these areas and are skilled at navigating complex social situations.

Emotional intelligence is considered a valuable trait in both personal and professional settings. It can lead to better interpersonal relationships, effective leadership, and improved overall well-being. Developing emotional intelligence is a lifelong process that involves self-awareness, practice, and a willingness to grow and adapt in response to the emotions of oneself and others.



Five Main Behaviors of someone with High EQ



## Chapter 2: Behaviors of High EQ in the Workplace:

High emotional intelligence (EQ) in the workplace is often associated with specific behaviors and qualities that contribute to a positive and productive work environment. Here are some behaviors that demonstrate high EQ in the workplace:

- 1. Active Listening:** Emotionally intelligent individuals are excellent listeners. They pay full attention to what others are saying, ask clarifying questions, and show genuine interest in understanding the perspectives and feelings of their colleagues.
- 2. Effective Communication:** High EQ individuals communicate clearly and empathetically. They can convey their thoughts and feelings in a way that is easily understood by others and adapt their communication style to suit the needs of their audience.
- 3. Conflict Resolution:** Emotionally intelligent individuals are skilled at resolving conflicts in a constructive manner. They remain calm and composed during disagreements, seek common ground, and work towards mutually beneficial solutions.

**4. Empathy:** Empathy is a cornerstone of EQ. Those with high EQ can put themselves in others' shoes and understand their emotions and viewpoints. This helps in building rapport and fostering positive relationships.



- 5. Self-awareness:** Emotionally intelligent individuals have a deep understanding of their own strengths, weaknesses, and emotions. They are aware of how their actions and emotions can impact others and take steps to manage themselves effectively.
- 6. Adaptability:** High EQ individuals are flexible and adaptable in the face of change. They can handle unexpected challenges and setbacks with resilience, maintaining a positive attitude.
- 7. Teamwork:** Emotionally intelligent individuals are team players. They collaborate effectively with colleagues, contribute to a positive team atmosphere, and support the success of the group.

**8. Leadership:** In leadership roles, those with high EQ are often more effective. They inspire and motivate their teams, provide constructive feedback, and are approachable and understanding.

**9. Stress Management:** Emotionally intelligent individuals can manage their stress and help others do the same. They use healthy coping mechanisms and encourage a balanced approach to work-life balance.

**10. Positive Influence:** High EQ individuals have a positive impact on their workplace culture. They create an environment where people feel valued, respected, and supported, which can lead to increased morale and productivity.

**11. Conflict Avoidance vs. Resolution:** While high EQ individuals can resolve conflicts, they also know when to avoid unnecessary confrontations. They choose their battles wisely and seek harmony when possible.

**12. Feedback Reception:** Emotionally intelligent individuals are open to feedback and view it as an opportunity for growth. They don't become defensive but instead use feedback to improve their performance.

**13. Mentoring and Coaching:** High EQ individuals often make excellent mentors and coaches. They can provide guidance and support in a way that is constructive and motivating.

**14. Cultural Sensitivity:** They are sensitive to cultural differences and diversity in the workplace, treating everyone with respect and valuing different perspectives.

Overall, high emotional intelligence in the workplace contributes to better teamwork, communication, and overall organizational effectiveness. It fosters a positive and inclusive work environment where people can thrive and reach their full potential.

Some other benefits of having staff with high EQ are:

- **Better relationships:** Emotionally intelligent people are better at understanding and responding to the emotions of others. This can help them build stronger relationships with their colleagues, customers, and clients.
- **Increased productivity:** Emotionally intelligent people are better at managing stress and staying motivated. This can lead to increased productivity and job performance.



- **Better decision-making:** Emotionally intelligent people are better at understanding the emotional impact of their decisions. This can help them make more informed and effective decisions.
- **Stronger leadership:** Emotionally intelligent leaders are better at motivating and inspiring their team members. They are also better at resolving conflict and creating a positive work environment.
- **Reduced stress:** Emotionally intelligent people are better at managing their own emotions. This can help them reduce stress and improve their overall well-being.

In a study by the Hay Group, it was found that employees with high emotional intelligence were 20% more likely to be promoted and 80% less likely to leave their jobs.

EI is important for success in all areas of life, but it is especially important in the workplace. Employees with high EI are better able to handle stress, resolve conflict, and build relationships with their colleagues. They are also more likely to be motivated, engaged, and productive.

### **Chapter 3: The Importance of Emotional Intelligence in Hiring**

When hiring new employees, it is important to look for candidates with high EI. These candidates are more likely to be successful in the role because they will be able to:

- **Understand and manage their own emotions.** This will help them to stay calm under pressure and make sound decisions.
- **Understand and respond to the emotions of others.** This will help them to build rapport with their colleagues and customers.
- **Motivate themselves and others.** This will help them to achieve their goals and overcome challenges.
- **Build and maintain relationships.** This will help them to create a positive and productive work environment.



There are a few different ways to assess EI in job candidates. One way is to ask them questions about their experiences with emotions in the workplace. Another way is to give them a personality test that measures EI. You can also look for signs of EI in their resume and cover letter. Here are some signs of high emotional intelligence that can be reflected on a resume:

1. **Effective Communication Skills:** does the resume demonstrate the candidate's communication skills? Look for resumes that are well-structured, free of errors, and easy to read. Look for resumes that highlight their ability to convey information clearly and concisely.
2. **Achievements in Teamwork:** Does the resumes d demonstrate the candidate's ability to collaborate and contribute positively to the team?
3. **Conflict Resolution:** is the candidate able to demonstrate the resolution of workplace conflicts are the improvement of team dynamics? This can be done either in the resume or during the interview.
4. **Leadership Roles:** does the candidate's resume mention or emphasize a leadership role, approach, style?
5. **Adaptability:** Does the resume include instances where they adapted to changing circumstances or took on new responsibilities in their work experience section?
6. **Customer or Client Interactions:** Does the resume or the candidate indicate their ability to build positive relationships, empathize with the needs of others, and provide excellent service?
7. **Conflict Avoidance:** Have they demonstrated the ability to maintain positive work relationships and contribute to a harmonious work environment?
9. **Interpersonal Skills:** Does the candidate demonstrate their ability to work well with diverse groups of people. Do they mention experiences that required empathy, active listening, and relationship-building on the resume or during the interview ?

**Reference Check:** Be sure to ask similar questions to the candidates' references. These questions should highlight the applicant's ability to positively affect the workplace using strong emotional intelligence skills. This way you can gain an even better understanding of their emotional intelligence and how it's applied to the workplace in the past.





## Chapter 4: Using Emotional Intelligence in People Management

Once you have hired employees with high EI, it is important to use their skills to your advantage. Here are a few tips for using EI in people management:

- Be aware of your own emotions and how they affect your interactions with others.
- Be mindful of the emotions of your employees and how you can support them.
- Create a positive and supportive work environment where employees feel comfortable expressing their emotions.
- Provide opportunities for employees to learn and develop their EI skills.
- Recognize and reward employees for their emotional intelligence.



By using EI in people management, you can create a more productive, engaged, and positive work environment.

## Chapter 5: Benefits of Using Emotional Intelligence in the Workplace

There are many benefits to using emotional intelligence in the workplace. Here are a few of the most important benefits:

- **Increased productivity:** Employees with high EI are more likely to be productive because they are better able to manage their time and emotions.
- **Improved decision-making:** Employees with high EI are better able to make sound decisions because they are able to consider all the factors involved.
- **Reduced conflict:** Employees with high EI are better able to resolve conflict because they are able to understand and manage their own emotions and the emotions of others.
- **Increased job satisfaction:** Employees with high EI are more likely to be satisfied with their jobs because they feel more connected to their colleagues and feel like they are making a difference.



- **Reduced turnover:** Employees with high EI are less likely to leave their jobs because they feel valued and supported.

**Conclusion** Emotional intelligence is an important skill for success in the workplace. By hiring employees with high EI and using EI in people management, you can create a more productive, engaged, and positive work environment.

