

## Why receive training on Personal and Interpersonal Skills?

In *“Working with Emotional Intelligence”*, Daniel Goleman revealed data from studies of more than 500 organizations that proved factors such as self-confidence, self-awareness, self-control, commitment and integrity not only create more successful employees but also more successful companies.

- Research on 181 jobs at 121 companies worldwide showed that two out of three abilities vital for success were emotional competencies such as trustworthiness, adaptability and a talent for collaboration.
- According to a study of what corporations seek when they hire MBAs, the three most desired capabilities are communication skills, interpersonal skills and initiative -- all of which are elements of emotional intelligence.
- Emotional intelligence matters in surprising places such as computer programming, where the top 10% of performers exceeded average performers in producing effective programs by 320%, and the superstars at the 1% level produced an amazing 1,272% more than average. Assessments of these top performers revealed that they were better at such things as teamwork, staying late to finish a project and sharing shortcuts with coworkers. In short, the best performers didn't compete -- they collaborated.
- Studies of close to 500 organizations worldwide indicate that people who score highest on EQ measures rise to the top of corporations. Among other things, these "star employees" possess more interpersonal skills and confidence than "regular employees" who receive less favorable performance reviews.

Additional assessments conducted by Multi-Health Systems further support the theory that personal and interpersonal skills are an important factor in successful on-the-job performance. Their research includes:

- A study of 1,171 U.S. Air Force recruiters showing that the best performing recruiters were those who scored high on assertiveness, empathy, interpersonal relations, problem solving and optimism.
- A study of 1,000 sales personnel from a large U.S.-based international company demonstrating that the characteristics most predictive of sales success were assertiveness, empathy, happiness, emotional self-awareness and problem-solving skills. Nothing else, including gender, education, geographic area, age or hours worked came as close to predicting success as did these emotional competencies.

