

Emotional intelligence—the essential skillset for the age of AI

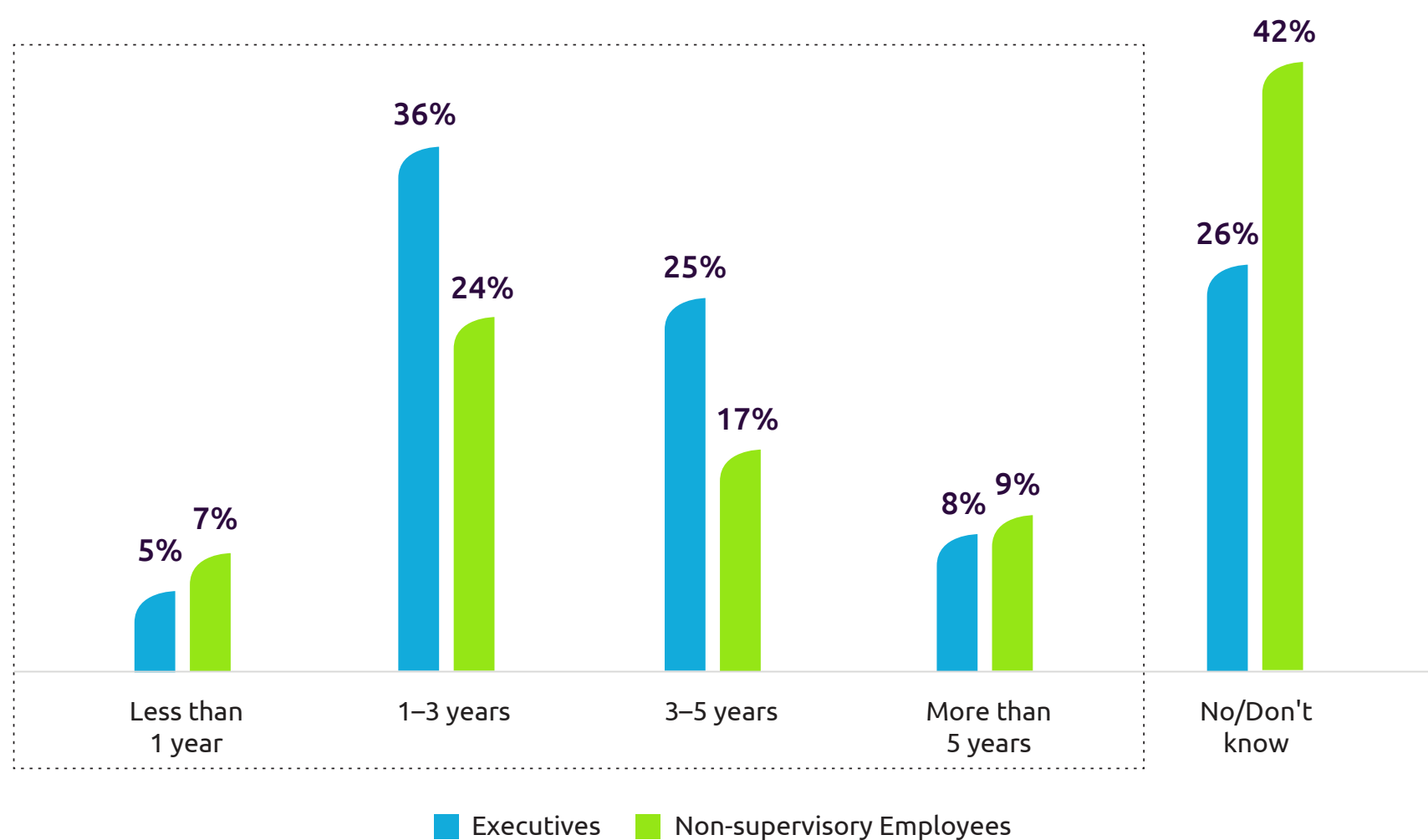


In the age of automation and AI, emotional intelligence is set to become a “must-have” skill

Emotional intelligence is set to become a “must-have” skill in the next one to five years

- 74% of executives, and 58% of non-supervisory employees believe EI will become a “must-have” skill for all employees

By when do you think emotional intelligence skills will become a “must-have” skill?



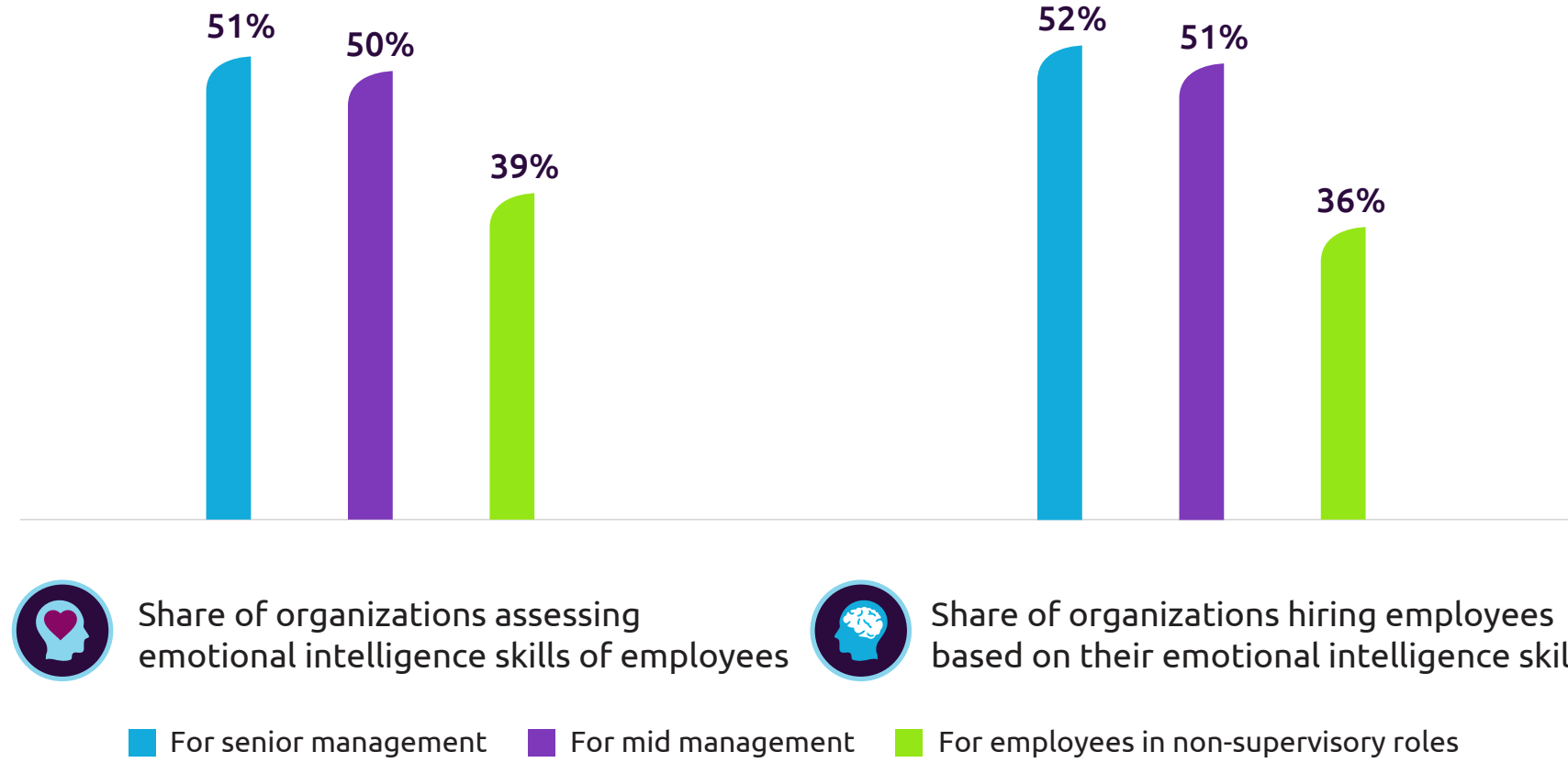
Source: Cappgemini Research Institute, Emotional Intelligence Research, Executive Survey, August–September 2019, N=750 executives; Employee Survey, August–September 2019, N=1,500 employees. Executives: refers to senior management, mid management and HR, Employees: refers to employees in non-supervisory roles.

Demand for emotional intelligence skills will rise six times on average in the next three to five years

- This increase in demand will be the highest in India (8.3 times), followed by the US (6.4 times)
- Demand for EI skills will be high across all sectors, the highest being financial services (insurance and retail banking).

Organizations do not consider emotional intelligence skills while assessing, hiring or providing feedback to employees

Employees in non-supervisory roles are not assessed or appraised adequately for their emotional intelligence skills

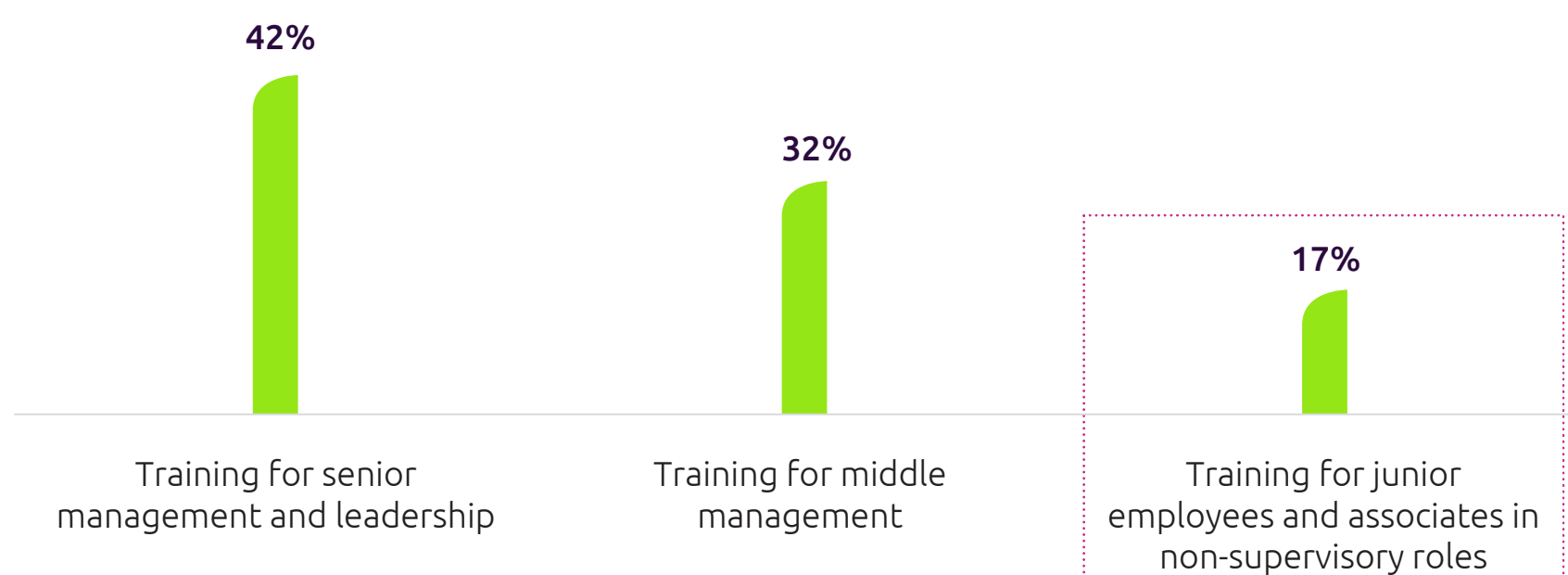


Source: Cappgemini Research Institute, Emotional Intelligence Research, Executive Survey, August–September 2019, N=750 executives.

- Nearly 70% of non-supervisory employees agree that they are willing to improve their EI skills, as long as they are adequately appraised for it.
- In contrast, only 26% of organizations consider EI skills while providing feedback or appraising employees in non-supervisory roles.

Fewer than one in five organizations train non-supervisory employees on emotional intelligence

Share of organizations conducting training in emotional intelligence



Source: Cappgemini Research Institute, Emotional Intelligence Research, Executive Survey, August–September 2019, N=750 executives.

Emotional intelligence offers big benefits to the organization and the workforce

Share of organizations realizing more than 20% benefits



Sources: Cappgemini Research Institute, Emotional Intelligence Research, Executive Survey, August–September 2019, N=750 executives.

Share of employees realizing more than 20% benefits



Sources: Cappgemini Research Institute, Emotional Intelligence Research, Employee Survey, August–September 2019, N=1,500 employees.

- Organizations can achieve returns up to four times higher by investing in EI skills.

How can organizations develop a more emotionally intelligent workforce

Use technology and data for building a high EI culture

Customize existing learning programs to integrate EI and make them accessible to all

Apply an EI lens when promoting and rewarding talent

Modify recruitment processes to include the evaluation of EI

Sources: Cappgemini Research Institute, Emotional Intelligence Research, Executive Survey, August–September 2019, N=750 executives; Employee Survey, August–September 2019, N=1,500 employees.

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