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 in the next one to five years. A 77% of executives, 68% of mid-management employees believe that it will become a "must-have" skill for all employees.

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

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.

Organizations do not consider emotional intelligence skills while assessing, hiring or providing feedback to employees. Fewer than one in five organizations train non-supervisory employees on emotional intelligence.

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

How can organizations develop a more emotionally intelligent workforce?

1. Use technology and data for building a high EI culture
2. Customize existing learning programs to integrate EI and make them accessible to all
3. Apply an EI lens when promoting and rewarding talent
4. Modify recruitment processes to include the evaluation of EI

Emotional intelligence offers big benefits to the organization and the workforce

- Increase in productivity/efficiency: 63%
- Higher employee satisfaction: 62%
- Reduced fear of job loss: 52%
- Increased openness to change: 51%