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# THE STATE OF THE HEART 2021: WORLDWIDE TRENDS IN EMOTIONAL INTELLIGENCE MEASURED BY SEI® ASSESSMENT

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KEYWORDS: ASSESSMENT; PERFORMANCE; DEMOGRAPHICS; RESEARCH; EQ COMPETENCIES

## INTRODUCTION

### #THE STATE OF THE HEART

The State of the Heart is a multiyear research study on **Emotional Intelligence**. The first report was published in 2014 and this is the fourth edition. The main instrument used is the SEI, the **Six Seconds Emotional Intelligence Assessment** which allows a psychometrically validated assessment of Emotional Intelligence. The SEI measurement is not about personality traits but delivers feedback on brain functioning. The goal of the research is to analyze global trends in Emotional Intelligence by understanding **cultural, generational and gender differences**. The State of the Heart uses balanced random sampling from an anonymous research database with 127,645 people who participated in the SEI from 2018-2020. The sample size for this fourth edition is 20,160 randomly balanced by age, gender and world region in a way that equally represents 129 countries.

### #EMOTIONAL INTELLIGENCE

Emotional Intelligence is **being smarter with feelings**. By governing emotions, we can accurately take emotional data and use it effectively to solve a variety of challenges. In a society as complex as ours, emotional challenge stress us by constantly placing us in search of a solution in line with our being. Emotional Intelligence means being able to read and listen to the emotional data/messages that ourselves and others send. However, already in 2019, the increasing levels of stress and loneliness were alarming, and the pandemic highlighted the difficulties we are subjected to on a daily basis even more.

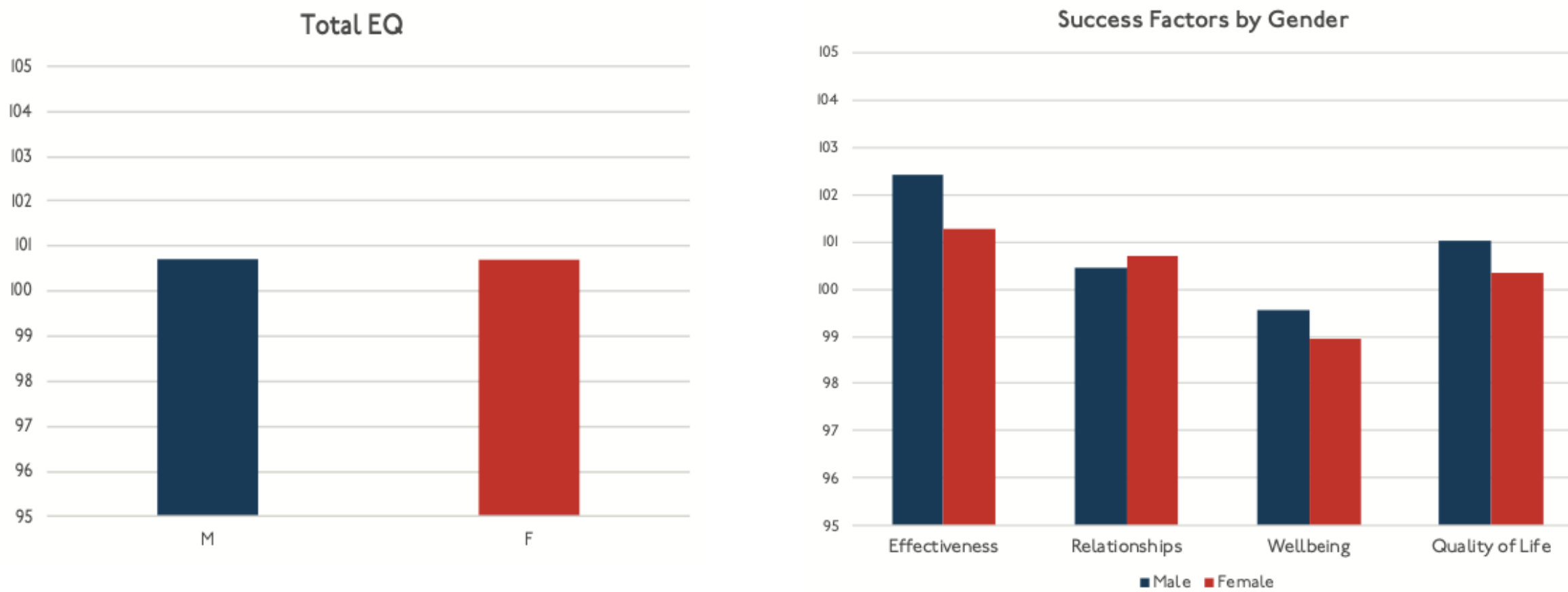
### #THE VALUE OF EQ

EQ scores predict four important success factors: **effectiveness, relationship, well-being and quality of life**. 53.2% of the variation in these success factors is predicted by Emotional Intelligence scores. By supporting people to grow and train Emotional Intelligence, these vital outcomes can increase. Emotional Intelligence is a skill that can be learned, trained and consolidated to use emotions effectively. Based on 30 years of practice and research, Six Seconds created this model to provide a framework for an actionable and reliable process.

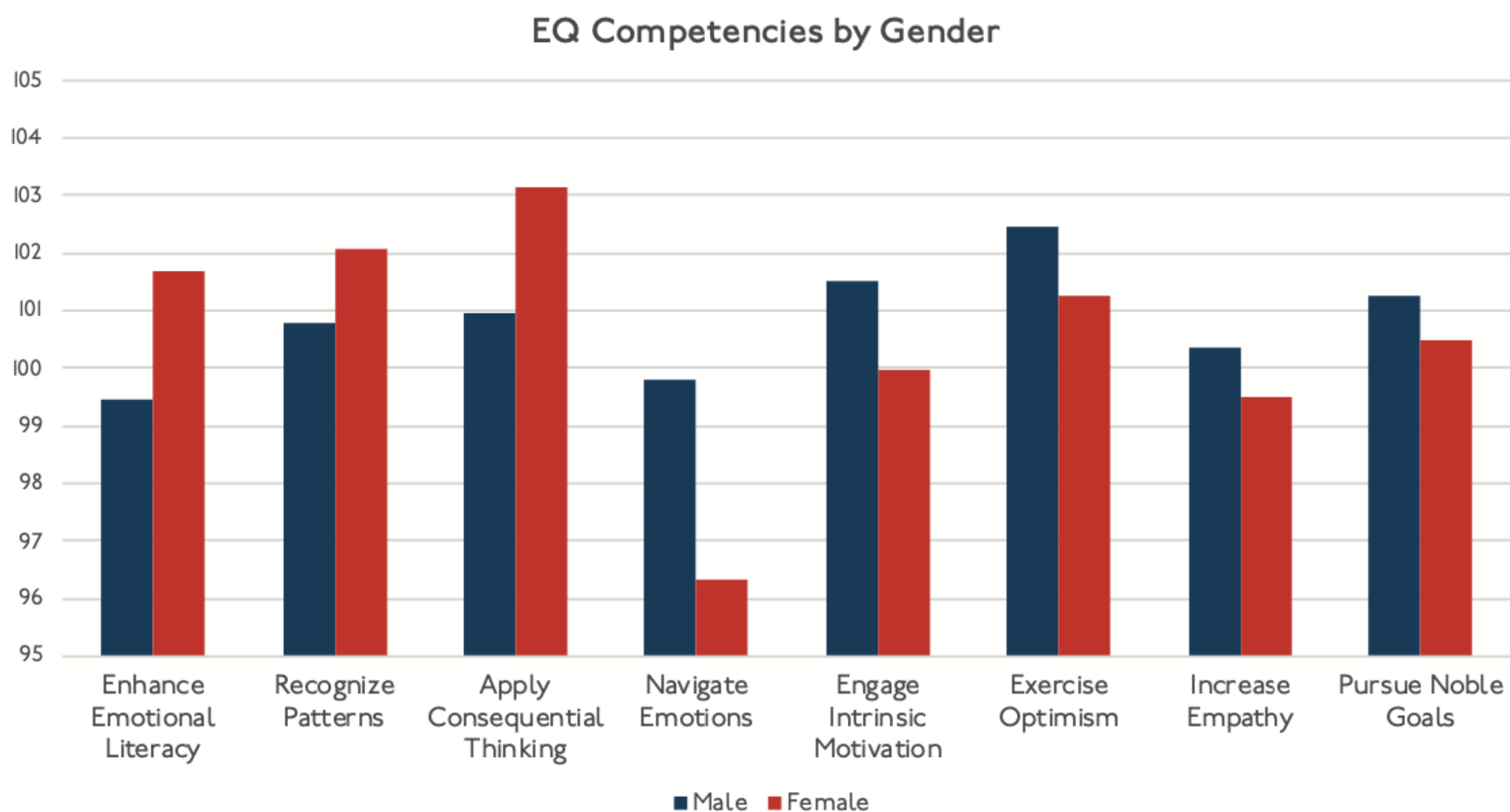
Pursuit	Competency	Definition
Know Yourself	Enhance Emotional Literacy (EEL)	Accurately identifying and interpreting both simple and compound feelings.
	Recognize Patterns (RP)	Acknowledging frequently recurring reactions and behaviors.
Choose Yourself	Apply Consequential Thinking (ACT)	Evaluating the costs and benefits of your choices.
	Navigate Emotions (NE)	Assessing, harnessing, and transforming emotions as a strategic resource.
	Engage Intrinsic Motivation (EIM)	Gaining energy from personal values & commitments vs. being driven by external forces.
	Exercise Optimism (EO)	Taking a proactive perspective of hope and possibility.
Give Yourself	Increase Empathy (IE)	Recognizing and connecting with emotions.
	Pursue Noble Goals (PNG)	Connecting your daily choices with your overarching sense of purpose.

## EQ INSIGHTS

### #GENDER



As the Total EQ chart shows, there is no statistical difference in Emotional Intelligence between **women and men** at the macro level (the “non-binary” responses were not sufficient to have a representative sample). However, exploring the four success factors and eight competencies of the Six Seconds model allows us to point out some slight differences. For example, the competency in which women’s scores are higher than men is **Enhance Emotional Literacy**; while in contrast, men have better scores in **Navigate Emotions**. The first aspect suggests that women have greater emotional awareness while men are better able to manage emotions. Another important aspect of the research reveals that Emotional Intelligence is correlated with **career progression of women leaders**. Women managers score 6.2% higher on the total EQ than women employees, in addition to another 2.6% increase for senior manager. In specific skills, the women advance in their careers represents a decline in Increase Empathy but an increase in Navigate Emotions. This could be due to the expectations of the managerial culture that pushes women leaders to suppress empathy in favor of greater emotional complexity.

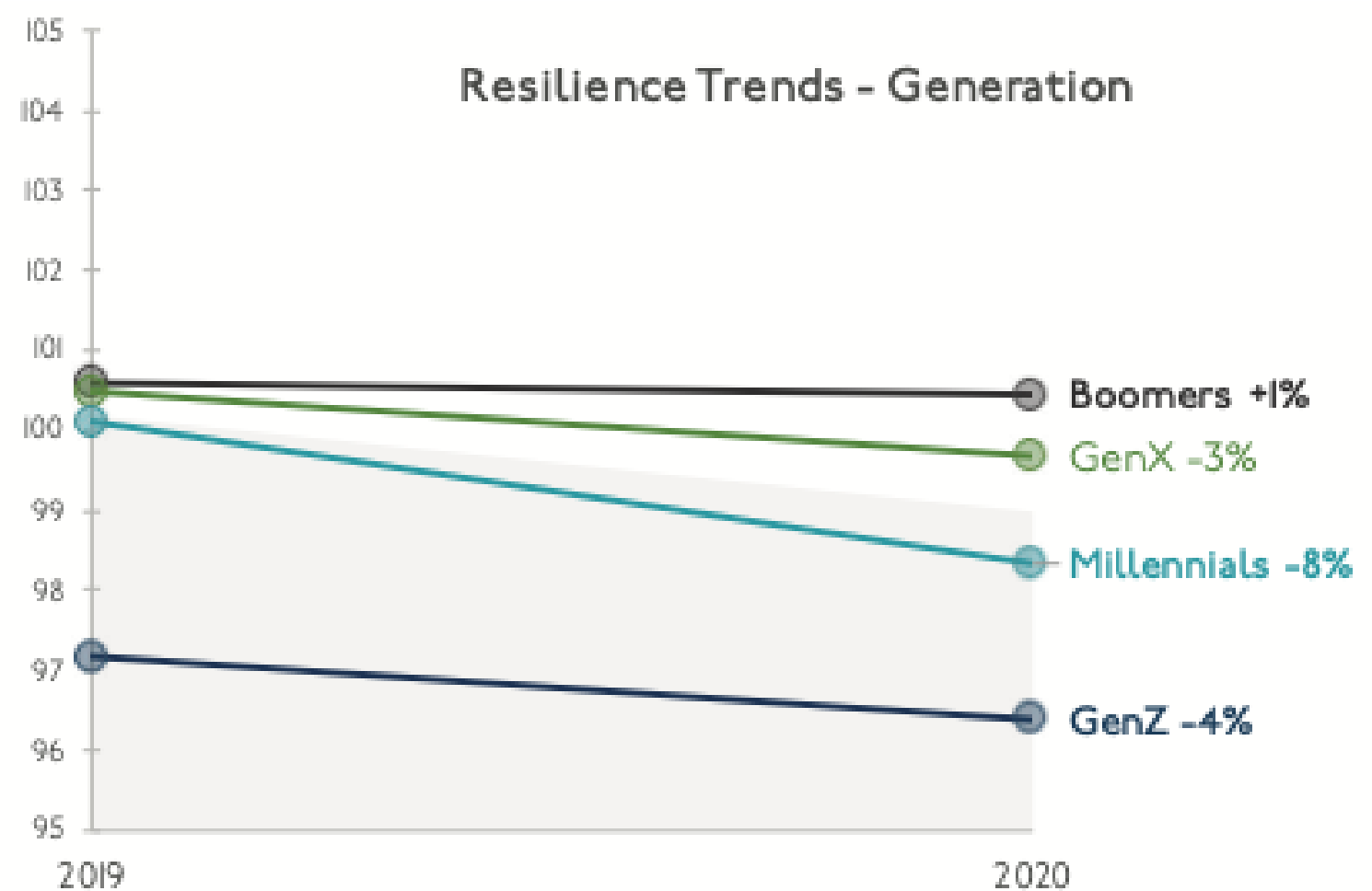
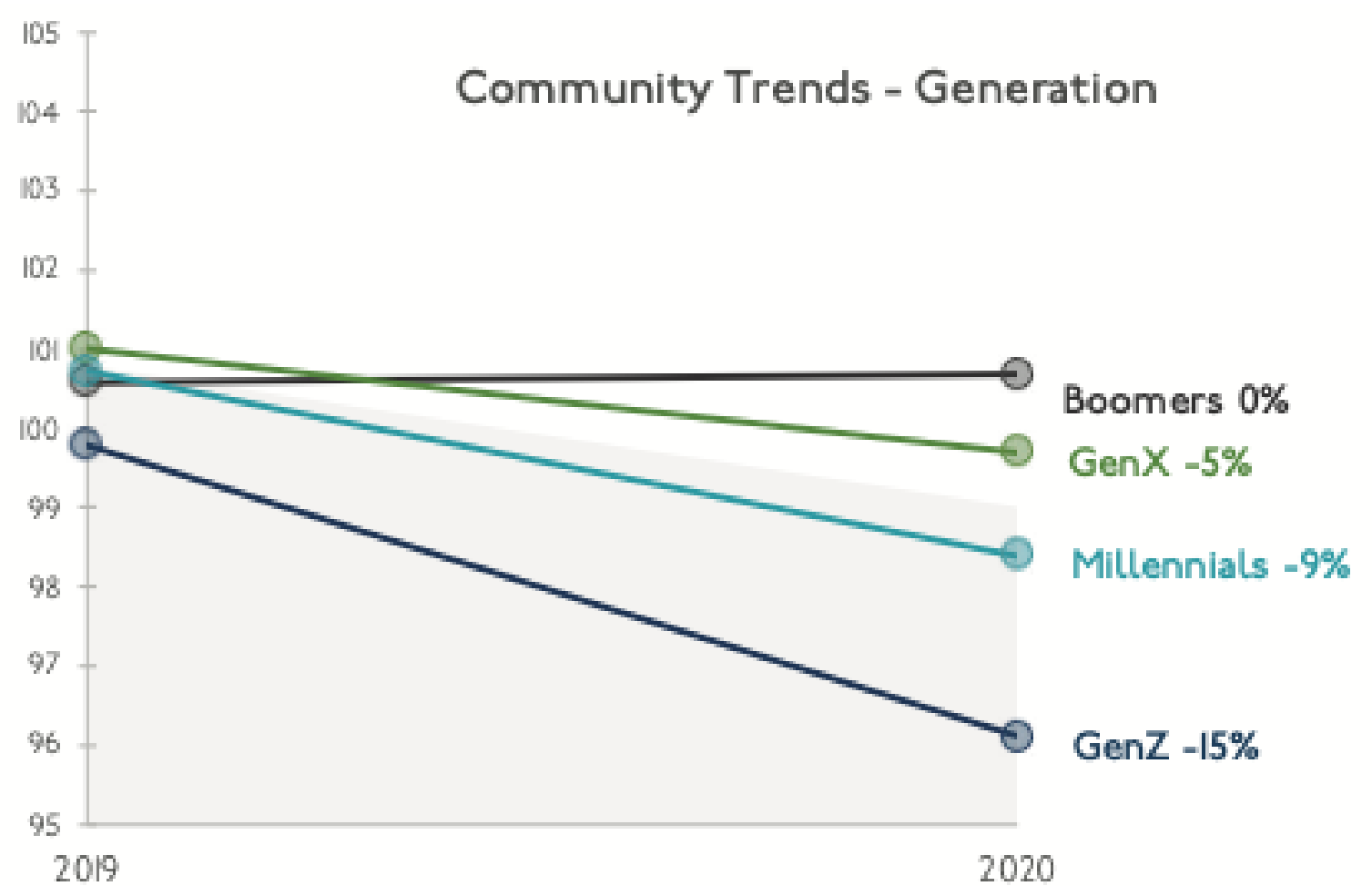
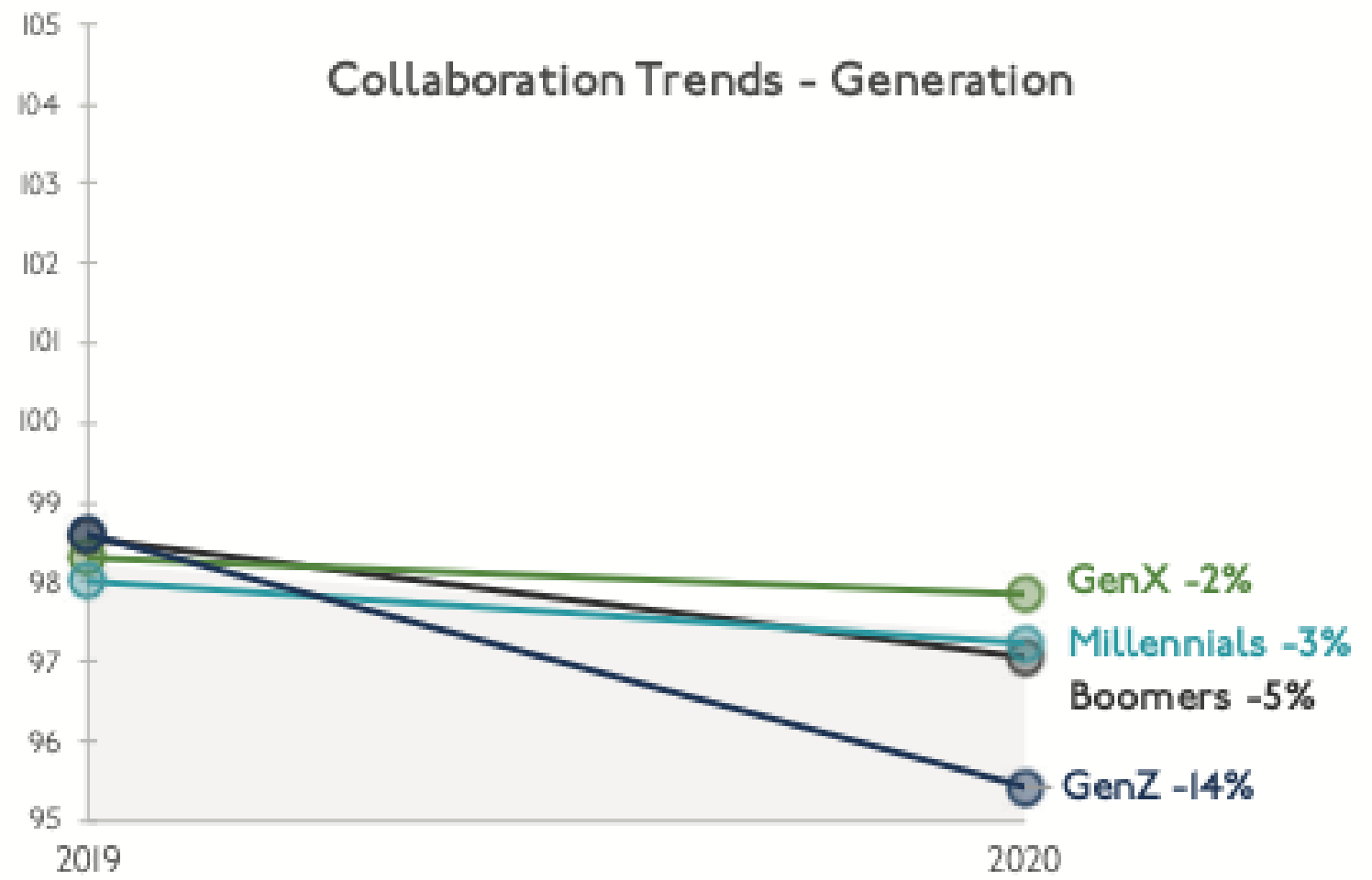


## #GENERATIONS

### WHAT IS YOUR GENERATION?

Definitions for these generations follow the approximate birth years: Boomers: born 1946-1964, Gen X: born 1965-1980, Millennials: born 1981-1996 and Gen Z born 1997-2012. There is a range and overlap for each of these groups (source: Pew Research Center).

At first, we note that the data obtained shows that the total **EQ increases from generation to generation**. This could be partially due to an age effect rather than specific experiences. However, there are several factors to take into consideration due also to the historical period in which the data was collected. Although the **collaboration** decline and relationship disruptions related to the pandemic have affected everyone, GenZ is the one that has been most susceptible to social disconnection. Regarding relationships, for Boomers the “**community**” does not seem to have been affected while for younger generations the pandemic has had a strong impact, perhaps because they rely more on community building outside their home. Regarding **resilience**, another of the EQ Brain Talents, Millennials have lost more ground than other generations: this could be due to a combination of loss of social support and the greater needs of younger workers.

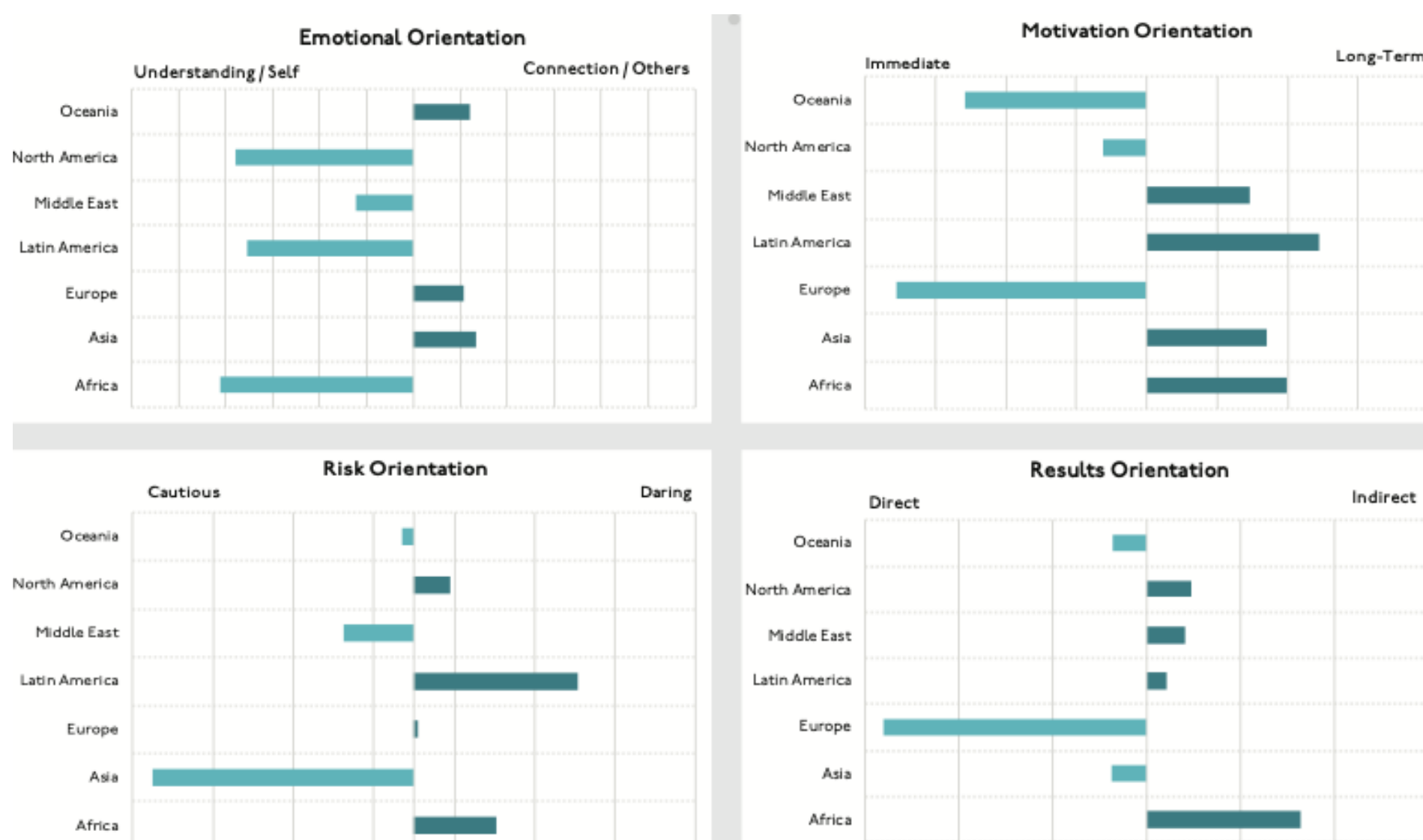


## #GLOBAL LENS

The 2021 State of the Heart dataset is divided into seven regions

(in alphabetical order):

- Africa - continental Africa and surrounding islands
- Asia - continental Asia from Russia & China to Japan to Indonesia
- Europe - Western, Southern and Eastern
- Latin America - Central & South America and adjacent islands
- Middle East - countries adjoining the Arab Gulf
- North America - US, CA and CARICOM
- Oceania - AU, NZ and Pacific Islands



**Africa.** Scores show most EQ competencies above 100 (global average), with highs in **Exercise Optimism and Pursue Noble Goal**, suggesting a remarkable commitment to new solutions for a brighter future.

**Asia.** The high score in **Apply Consequential Thinking** suggests a strong focus on risk assessment. Maybe, the combination with the lower score (**Engage Intrinsic Motivation**) shows paying close attention to external risk factors.

**Europe.** The highest scoring competency is **Engage Intrinsic Motivation**, which indicates a pragmatic dedication to doing what is necessary. The lowest is **Apply Consequential Thinking**, which combined with the previous one might point to urgency to act and less concern for consequences.

**Latin America.** The highest score is **Exercise Optimism**, indicating great strength in imagining new possibilities. However, **Increase Empathy** results the lowest, score related to compassionate connection with self and others.

**Middle East.** The EQ profile shows high self-awareness and high score in **Apply Consequential Thinking**, which allows one to pause and assess risks. However, there is a risk of showing a particular volatility of emotions due to the low score recorded in **Navigate Emotions**.

**North America.** The results show almost all skills above the average level, with peaks in **Recognize Patterns** and **Exercise Optimism**. The only one below 100 is **Navigate Emotions**, which is essential for moving to intentional responses.

**Oceania.** Oceania shows the **highest EQ scores**, suggesting a high ability to exploit all strengths. The area with the lowest relative score is **Pursue Noble Goal**, suggesting intentionality related to the short term.

## CONCLUSION

Research, especially in the historical period in which it was conducted, has shown how **Emotional Intelligence can be a key resource** for facing and overcoming the various challenges we face. Relatively by **gender, generations and culture**, we have seen how the pandemic has highlighted the difficulties we are subjected to on a daily basis by pointing relevant differences. Depending on this, EQ enables us to overcome these challenges in an excellent way. Supporting continuous learning of Emotional Intelligence can enable this, stabilizing a marked improvement in our lives and a conscious balance through the **wisdom of our emotions**.



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