

How An Organization Improved Hiring Outcomes by Adding Emotional Intelligence to the Selection Process

Emotional Intelligence Case Study

THE CHALLENGE



An organization was making strong hires on paper—but experiencing inconsistent performance and cultural fit challenges after onboarding.

THE INSIGHT



By incorporating the EQi 2.0 into the hiring and selection process, the organization identified key differences in candidates’:

- decision-making under pressure
- interpersonal relationships
- stress tolerance

These factors were not visible in interviews alone—but had a direct impact on success in the role.

THE SHIFT



The organization began using emotional intelligence as part of a broader **hiring assessment suite**:

- not as a pass/fail filter
- but as an insight tool to inform hiring and onboarding

THE OUTCOME



Improved quality of hires
Better onboarding alignment
Reduced early-stage performance issues

KEY TAKEAWAY



Resumes show capability. Emotional intelligence reveals how that capability shows up under pressure.



MOST LEADERSHIP CHALLENGES AREN'T ABOUT WHAT PEOPLE KNOW.

THEY'RE ABOUT HOW PEOPLE SHOW UP.

EMOTIONAL INTELLIGENCE MAKES THAT VISIBLE—AND CHANGEABLE.

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