STATE OF THE HEART 2024

NEW DATA ON EMOTIONAL INTELLIGENCE, WELLBEING, AND THE EMOTIONAL RECESSION

GLOBAL REPORT

The world's largest study of emotional intelligence since 2011

sixseconds
THE EMOTIONAL INTELLIGENCE NETWORK

STATE OF THE HEART GLOBAL 2024

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EXECUTIVE SUMMARY

Key findings and analysis from the world's largest study of emotional intelligence, The State of the Heart

6 KEY FINDINGS

Global emotional intelligence scores have declined for four consecutive years. From 2019 to 2023, global average emotional intelligence scores declined 5.54%; scores on every individual competency also dropped.

The world has entered an "emotional recession" - characterized by low wellbeing and high burnout. Wellbeing scores declined for the past four years, dropping 5.3%.

Gen Z faces a mental and emotional health crisis fueled by loneliness and social isolation. In the workplace, 53.7% of Gen Z scored in the low satisfaction category - signaling especially high risk for disengagement and burnout for younger workers.

A striking gender divide has emerged in the post-pandemic era. Starting in 2021, women's emotional intelligence and 75% of women's life success factor scores rebounded, even as men's scores continued multi-year declines. While lagging wellbeing is a cause for concern, the overall trend for women is positive.

Workplaces across industries face rapid change in the post-pandemic era, due to a range of challenges including the transition to hybrid work and the rise of AI. From 2021 to 2023, **burnout increased in 65% of workplace sectors** in the study.

Emotional intelligence scores are not evenly distributed throughout the world. **Oceania has the highest average emotional intelligence, and Asia the lowest.** All seven global regions, however, have unique strengths and opportunities.

FROM THE CEO

In the last global economic recession, the Great Recession of 2008-09, the world lost more than $2 trillion in economic growth - a drop of nearly 4 percent, according to Moody's Analytics.[1]

Fifteen years later, we've entered a global emotional recession on the level of the Great Recession. Since 2019, global emotional intelligence has declined 5.5% and wellbeing 5.3%. Burnout levels increased in 65% of workplace sectors and global averages dropped on all 8 core emotional intelligence skills measured by the Six Seconds Emotional Intelligence assessment (SEI).[2]

We've entered a global emotional recession.

What does 'emotional recession' mean? Economists define recession as a sustained reduction of the output from the economy (GDP). An emotional recession is a sustained reduction of the input to the economy: People's emotional energy. The four year decline in emotional intelligence means people are struggling. All across the globe, people are losing their inner spark. They're volatile and less likely to be able to navigate emotions. They're uncertain about the future and less able to find optimism and feel a sense of purpose. They're less empathic and able to connect with others. They're less likely to be able to accurately understand and label the feelings they're experiencing - a crucial foundation for mental and emotional health.

The cost of the emotional recession can be measured. The SEI assessment's four success factors, such as effectiveness and wellbeing, also show steady declines. These outcomes have a direct impact on businesses, schools, families and communities. These losses are not, of course, equally distributed across demographics. As you'll see in the following pages, there are major shifts in terms of emotional intelligence and success factors around geography, gender, and generation.

There have been indicators of this emotional recession for years - even decades - but the "metacrisis" of the past four plus years seems to be pushing us past a collective breaking point. The term metacrisis refers to overlapping and multiplying factors such as the pandemic, wars, polarization, and the rise of AI and hybrid work. Constant screen time replacing real, human interactions is affecting our relationships and wellbeing. Declining mental health might be another such driver, or it might be the natural outcome of the shattering.

Like in economic recession, an emotional recession can spiral out of control if left unchecked, with significant social, geo-political, and financial consequences. Unless we make a focused, concerted effort to turn it around, the problems will accelerate. In global economic recessions, leaders and policymakers responded with a series of urgent actions to return people's economic lives back to health. We need the same urgency now for people's emotional health. If we don't do so, every other problem gets harder to solve.

1 Merle, R. (2018, September 10). A guide to the financial crisis—10 years later. Washington Post. https://www.washingtonpost.com/business/economy/a-guide-to-the-financial-crisis--10-years-later/2018/09/10/114b76ba-af10-11e8-a20b-5f4f84429666_story.html

2 Freedman, J., Ghini, M., & Jensen, A. L. (2005). Six seconds emotional intelligence assessment (SEI-AV). Retrieved from http://6seconds.org/tools/sei.

FROM THE CEO

The good news: 25 years of research shows that emotional intelligence skills are learnable, and correlated with positive outcomes for us as individuals, in organizations, and in communities.[3] In this report, we see yet more evidence to support that when people develop and practice emotional intelligence, they are more effective, productive, balanced and healthier.

The State of the Heart report is an invitation for business and community leaders, parents, educators and researchers. Use this data to sound the wake-up call: We're facing significant challenges, and we need a significant response.

Here's where to start:

1) Build the case for emotional intelligence.

People high in emotional intelligence are more than 10x as likely to have high scores on the Success Factors. What would happen if everyone in your circle of influence had stronger effectiveness, relationships, wellbeing and quality of life?

2) Collect the data.

Emotional intelligence skills are measurable, learnable skills. By gathering clear, actionable data about individuals and groups, we can track the effectiveness of interventions and prioritize improvement. We know that you get what you measure.

3) Do the work yourself.

Change starts with each one of us. By growing capacity to leverage these evidence-based emotional intelligence skills, we can increase the world's wellbeing. Now is the time to invest in our future.

Onward,

Joshua Freedman

CEO, Six Seconds

3 Freedman, J., Miller, M., & Freedman, P. (2023). The Business Case for Emotional Intelligence. https://6sec.org/bizcase

INTRODUCTION

WHAT IS EMOTIONAL INTELLIGENCE ?

Emotional intelligence means being smarter with feelings. In other words, accurately gathering emotional data and effectively using it to solve emotional challenges.[1] Today, the emotional challenges are vast. The World Economic Forum Future of Work report identifies 8 emotional intelligence skills on the list of TOP 10 SKILLS for 2025.[2] Emotional intelligence is the skillset every person needs to navigate the challenges ahead.

> "Emotional intelligence is the skillset every person needs to navigate the challenges ahead."
>
> -State of the Heart

13 YEARS TRACKING EQ TRENDS

The State of the Heart database commenced in 2011 and has become the world's largest study of emotional intelligence. Based on responses to the SEI (Six Seconds Emotional Intelligence Assessment),[3] this report focuses on a randomized sample from a population of 277,610 people from 169 countries, balanced by global region, age, and gender. The data includes additional demographic categories such as job role, industry, and more; see page 46 for details.

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1 Freedman, J. (2012). At the Heart of Leadership: How To Get Results with Emotional Intelligence (3rd Edition, Revised & Updated). Six Seconds.

2 The Future of Jobs Report 2023. (2023, April 30). World Economic Forum. https://www.weforum.org/reports/the-future-of-jobs-report-2023/digest/

3 Freedman, J., Ghini, M., & Fiedeldey-van Dijk, C. (2005). Emotional intelligence and performance. Journal of Personal Relationships, 15(4), 8-20.

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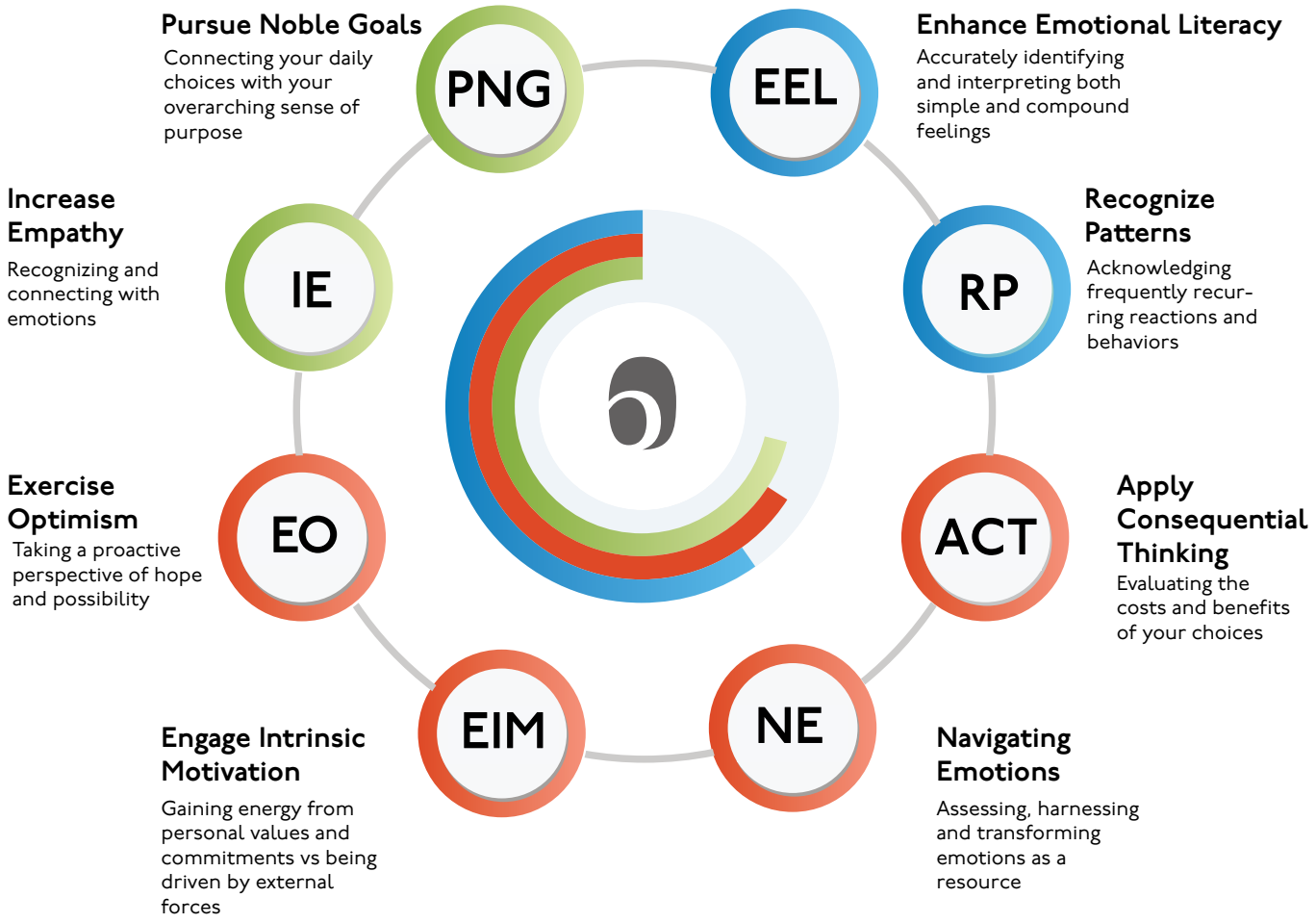
INTRODUCTION

SIX SECONDS MODEL OF EMOTIONAL INTELLIGENCE

The Six Seconds Model of emotional intelligence is a framework for measuring and improving emotional intelligence. Based on 30 years of practice & research, Six Seconds created this model to provide an actionable process for learning and growing these essential skills.

There are three steps, powered by eight competencies:

1. Being more aware (in blue).
2. Being more intentional (in red).
3. Being more purposeful (in green).



More details: 6sec.org/eq

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INTRODUCTION

EMOTIONAL INTELLIGENCE CORRELATES WITH SUCCESS FACTORS

The Six Seconds Emotional Intelligence assessment, SEI, measures important Success Factors - effectiveness, relationships, wellbeing and quality of life: 53.05% of the variation in these Success Factor scores are predicted by emotional intelligence scores.[1]

People who score above-average on emotional intelligence are **10 times more likely to have high scores on the Success Factors.**

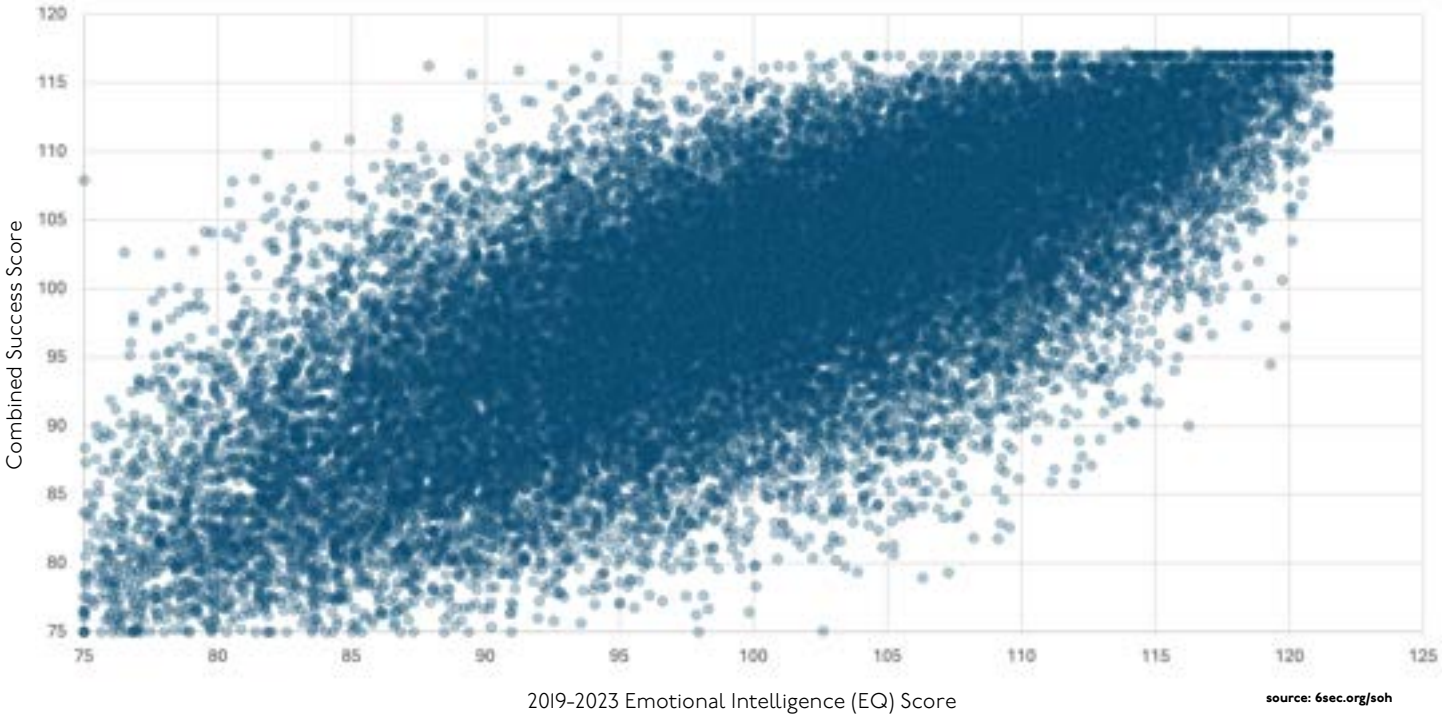
By supporting people to grow and practice emotional intelligence, these vital outcomes can increase.

This scatter graph below represents everyone in the 2024 State of the Heart longitudinal dataset, randomly selected from a pool of 277,610 individuals who took the SEI between 2019-2023, representing 169 countries (see page 46 for more information regarding the SEI database).

Each dot represents a randomly selected individual from the sample years. The horizontal axis shows an individual's total Emotional Intelligence (EQ) score, while the vertical axis represents their combined Success Factor score.

1 Odds Ratio: indicates the likelihood of an outcome given a particular condition or lack thereof. The researchers determined that there was a significant difference in the odds of having higher Success Factor scores between individuals with above average and below average emotional intelligence scores (OR = 10.33, 95% CI [9.79, 10.91], $p < 0.001$).

2024: EQ SCORES PREDICT 53.05% OF VARIATION IN SUCCESS SCORES



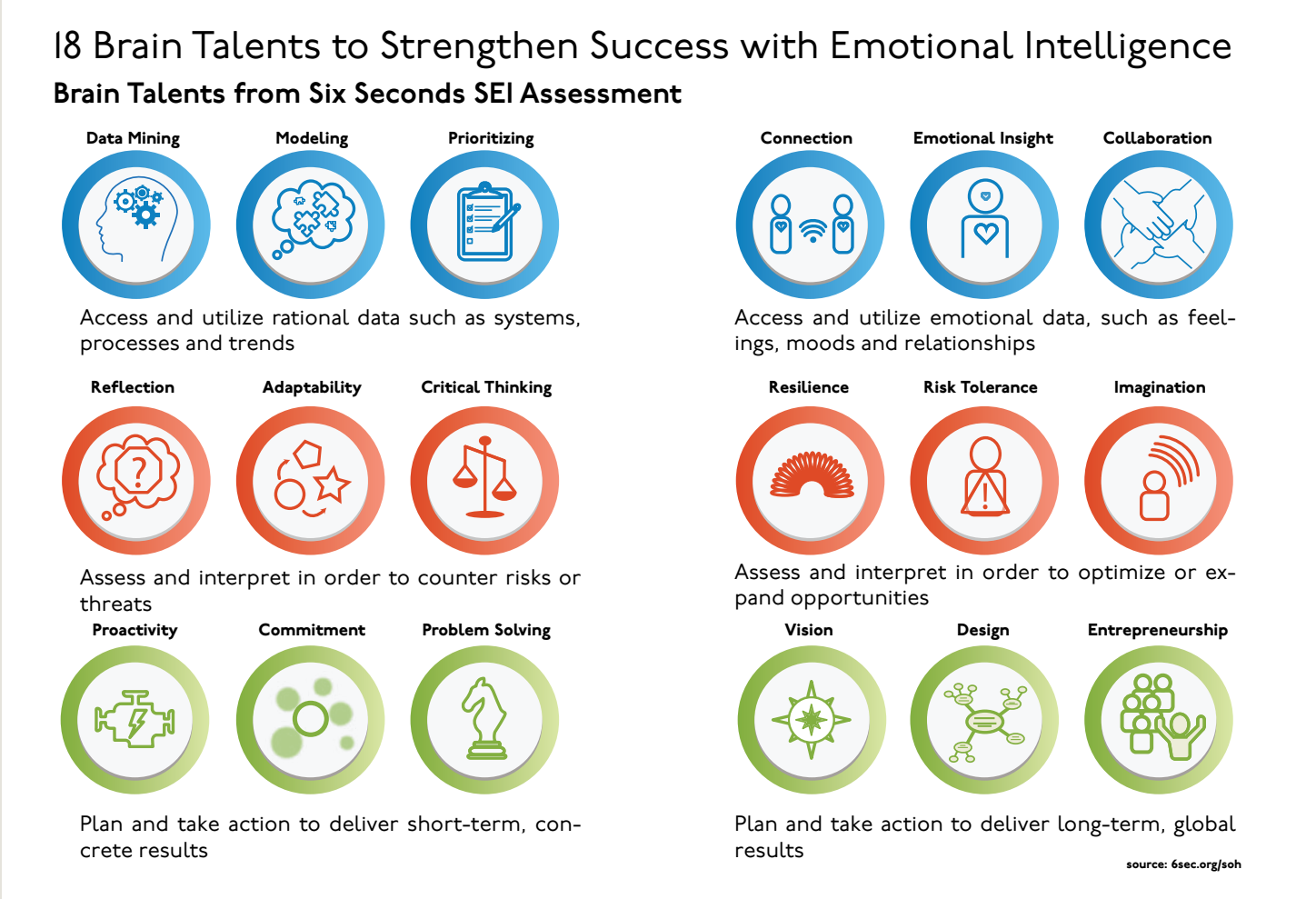
INTRODUCTION

EMOTIONAL INTELLIGENCE CAN BE DEVELOPED FOR SUCCESS

To increase emotional intelligence and strengthen the Success Factors, Six Seconds developed the "Brain Talents" from research on how high performers implement emotional intelligence.[1] The Brain Talents are constructed to be actionable and practical. They are organized into six clusters, as shown in the table below:

> "Emotional Intelligence predicts 53.05% of the variation in Success Factors."
>
> -State of the Heart

1 Freedman, J. M., Ghini, M., Fariselli, L., & Procicchiani, T. (2015). Brain Talent Interpretation Guide. Six Seconds. https://6sec.org/btigint



INTRODUCTION

RESEARCH IDENTIFIES TOP BRAIN TALENTS FOR 2024

In recent research, these groups of talents activate different areas of the brain, suggesting there is a neurobiological basis for these constructs.[1] All 18 Brain Talents have a positive correlation with the four outcomes and overall Success score from the previous page. In the current dataset, three Brain Talents stand out, each predicting 42-44% of the variation in the Success factor. [2] These could be considered the key Brain Talents for 2024:

Resilience (43.86%): Bouncing ahead to overcome obstacles.

Commitment (42.55%): Maintaining energy for & attention to what is important.

Entrepreneurship (41.6%): Inventing solutions to future challenges.

The top Brain Talents in each geographic region are shown starting on page 37.

1 Alfredo, I. G., Tania, C. C., Rega, D., Lorenzo, F., & Ilaria, I. (2024). Pilot Research for the Assessment of Neuroanatomical Correlates in Relation to Brain Talents Identified Through the Six Seconds Emotional Intelligence Assessment. Psychology and Behavioral Sciences. https://doi.org/10.11648/j.pbs.20241302.12

2 Using regression analysis on each talent vs the combined Success Factor variable, these three have the highest R^2 values ($p < 0.001$). To learn more about the Brain Talents, see www.6seconds.org/brain

ONE: GLOBAL EMOTIONAL INTELLIGENCE DECLINES PERSIST

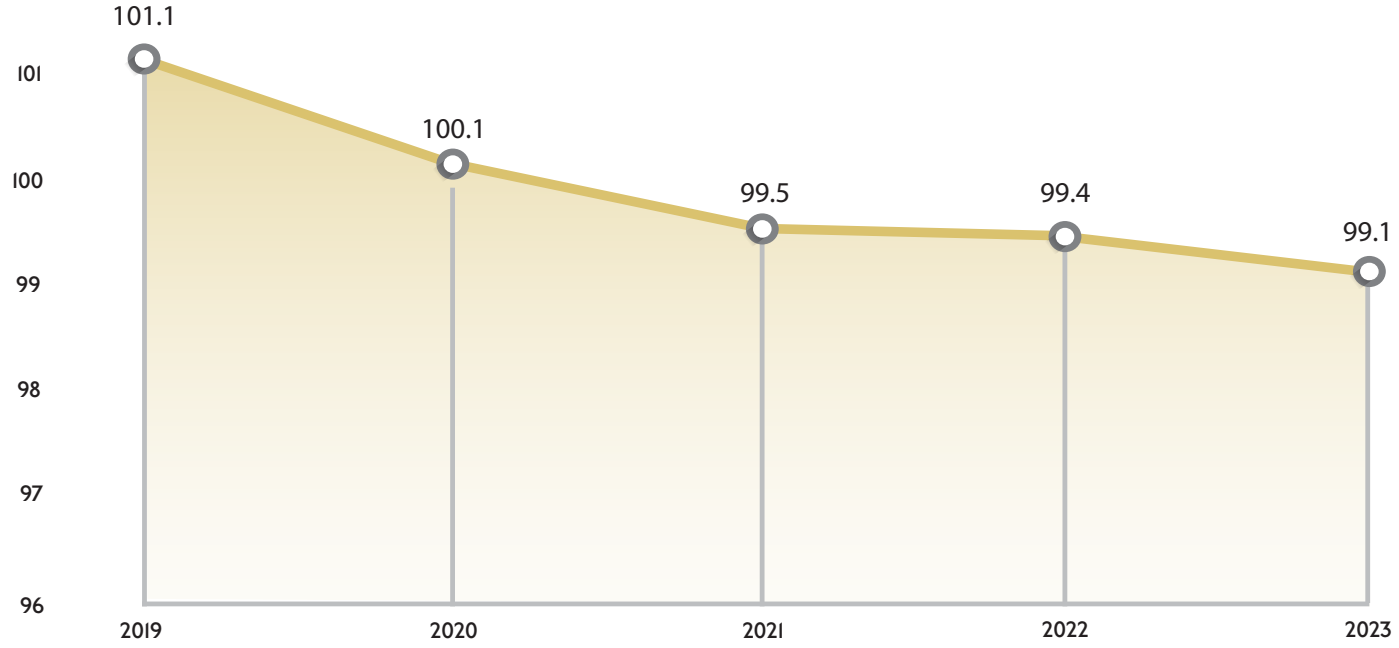
Global emotional intelligence has declined for 4 consecutive years. In 2019, emotional intelligence declined sharply, and while the rate of decline has slowed, the trend persists into the post-pandemic era. Average emotional intelligence has dropped 5.54% since 2019.[1]

[1] The 2019 SEI participant group (M = 101.08, SD = 9.81) compared to the 2022 SEI participant group (M = 99.09, SD = 9.64) reported significantly better total emotional intelligence scores overall, $t(10169) = 10.763$, 95% CI [1.63, 2.35], $p < 0.001$. The percent difference in mean total EQ score between both sample groups was 5.54%. 2023 – 99.09 , 2019 – 101.08 | Percent difference: ((99.01-65)-(101.08-65))/(101.08-65) =-0.0554 → (34.01-36.08)/36.08 = -0.0554 or 5.54%.

> "Global emotional intelligence has declined 5.54% since 2019, falling for four consecutive years."
>
> -State of the Heart

Global emotional intelligence declines

2019-2023 Global emotional intelligence scores



source: 6sec.org/soh

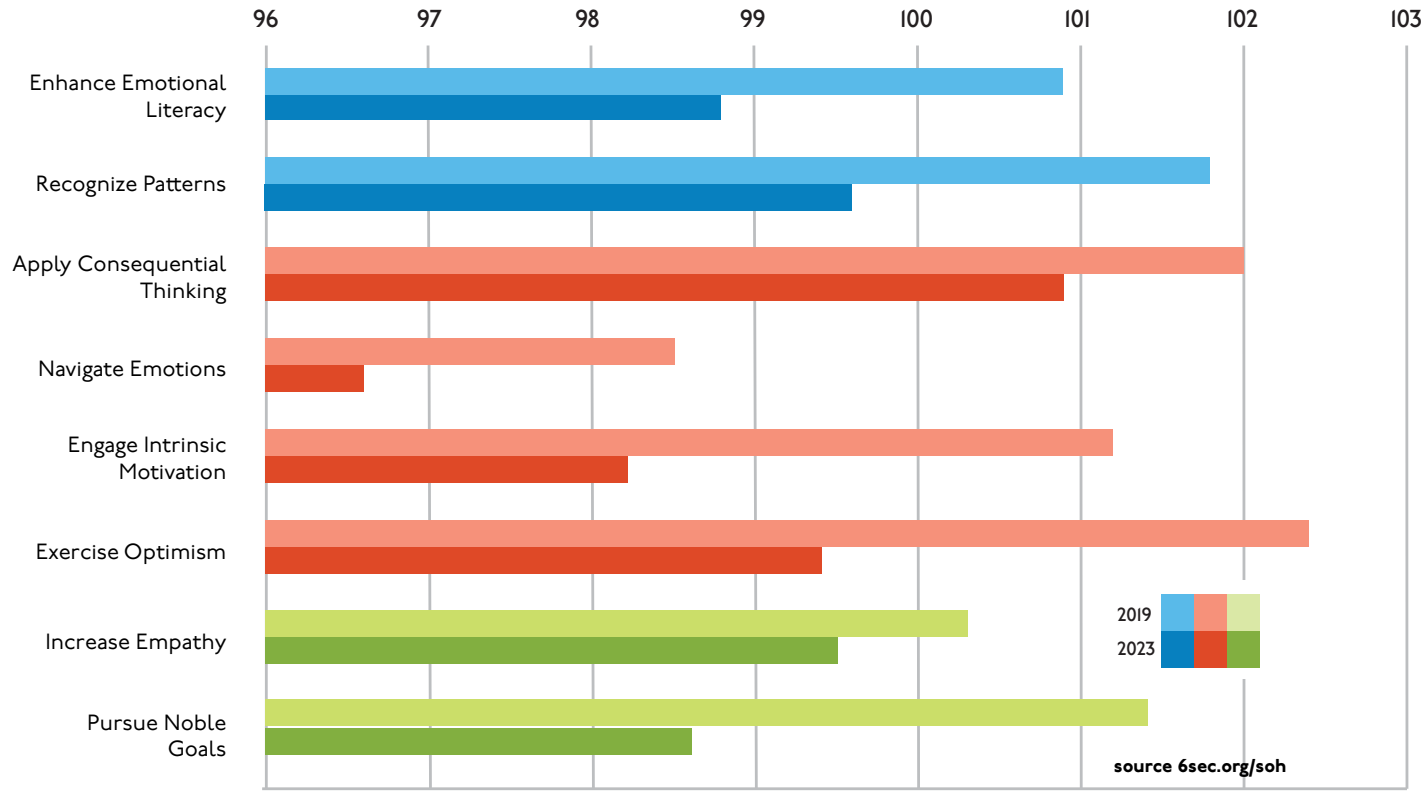
ONE: GLOBAL EQ DECLINES

From 2019 to 2023, global emotional intelligence declined on all 8 competencies measured by the Six Seconds Emotional Intelligence Assessment. On the graph below, 2019 scores are the lighter shade above and 2023 scores are the darker shade.

> "People who score above-average on emotional intelligence are 10 times more likely to have high scores on the Success Factors."
>
> -State of the Heart

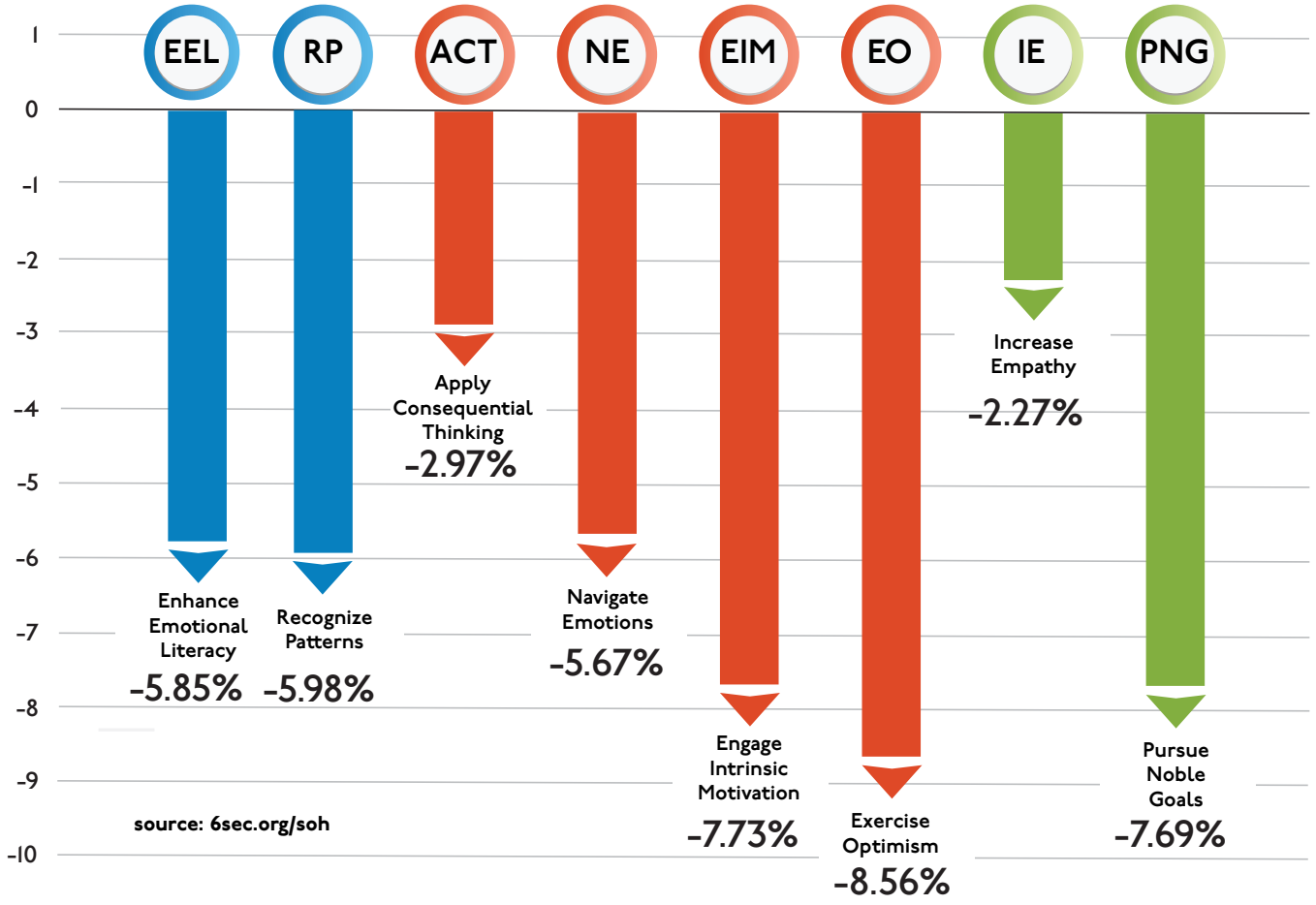
Global emotional intelligence declines on every competency

2019-2023 Emotional intelligence competency scores



As emotional intelligence competency scores decline, people have less emotion skills

2019-2023 Percentage of decline for each competency and the likely impact



Likely impact of declines in emotional intelligence:

Enhance Emotional Literacy
People are less able to name and understand complex feelings

Recognize Patterns
People are less able avoid repeating problematic behaviors

Apply Consequential Thinking
People are less able to pause and assess decisions before taking action

Navigate Emotions
People are less able to proactively manage their feelings

Engage Intrinsic Motivation
People are less able to create and sustain their own motivation

Exercise Optimism
People are less able to create solutions, innovate, take risks

Increase Empathy
People are less able to connect with one another authentically

Pursue Noble Goals
People are less able to put their long-term vision and purpose into action

SHIFTING GLOBAL COMPETENCIES: 2019 TO 2023

To better understand these changes, picture these averages as if this were a single person: Perhaps due to isolation, or prolonged uncertainty, or volatility all around them, they are experiencing difficulty. In the last few years, the shadow of the pandemic has pushed this person toward lower emotional intelligence.

Referring to the bar graph on page 12:

- The blue bar shows, their ability to accurately notice their emotions and reactions has declined.
- The red bar shows, they've become more volatile; less able to manage emotions.
- The green bar shows, they are less connected to others and to a sense of long-term purpose.

> "This is an unsustainable path; if it continues, low global wellbeing will impair people's ability to remain effective."
>
> -State of the Heart 2024

LOSING ENERGY & VISION

Three of the largest declines all have to do with creating the energy to move forward. In a time of deep challenge,

Exercise Optimism is the skill they need to see new options, but right now they feel helpless.

Engage Intrinsic Motivation provides an inner drive to take action, but now they feel stuck.

Pursue Noble Goals gives someone a sense of purpose, a vision of a better future – but right now they feel cut off from that deeper meaning.

All together, it sounds like a recipe for burnout. As we'll read later in this report, that's exactly what it is.

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TWO: THE WORLD HAS ENTERED AN EMOTIONAL RECESSION

In the post-pandemic era, we have entered an emotional recession characterized by low wellbeing and high burnout. What's an emotional recession? Like an economic recession, which reflects a significant drop in economic activity across an economy, an emotional recession is a sustained period of emotional depletion. During this time, individuals experience reduced emotional wellbeing, decreased motivation and empathy, and a lower capacity to cope with daily stressors. This results in a significant downturn in mental health and social engagement across a community or society, reflecting a collective slump in emotional vitality and interpersonal connections.

Unfortunately, this is the reality we're facing in 2024.

Emotional intelligence and wellbeing scores have declined for four consecutive years. People are tired, burned out, and too often, not thriving. According to Gallup, seven in 10 people globally report they are struggling or suffering.[1] People are lonely and isolated.[2]

On a range of measures of how life is going, the answer is: not well.

> "Global wellbeing scores reached an all-time low in 2023, fueled by 4-year decline in emotional intelligence."
>
> -State of the Heart

1 Clifton, J. (2021, May 4). The Mood of the World. Gallup. https://www.gallup.com/workplace/349229/mood-world.aspx

2 The loneliness epidemic persists: A post-pandemic look at the state of loneliness among U.S. adults The Cigna Group Newsroom. https://newsroom.thecignagroup.com/loneliness-epidemic-persists-post-pandemic-look

TWO: THE EMOTIONAL RECESSION

The graph below shows global averages on the Success Factors along with average emotional intelligence. The dark blue line, with the steepest decline and currently at an all-time low, is Wellbeing. This is an unsustainable path; if it continues, low global wellbeing will impair people's ability to remain effective.

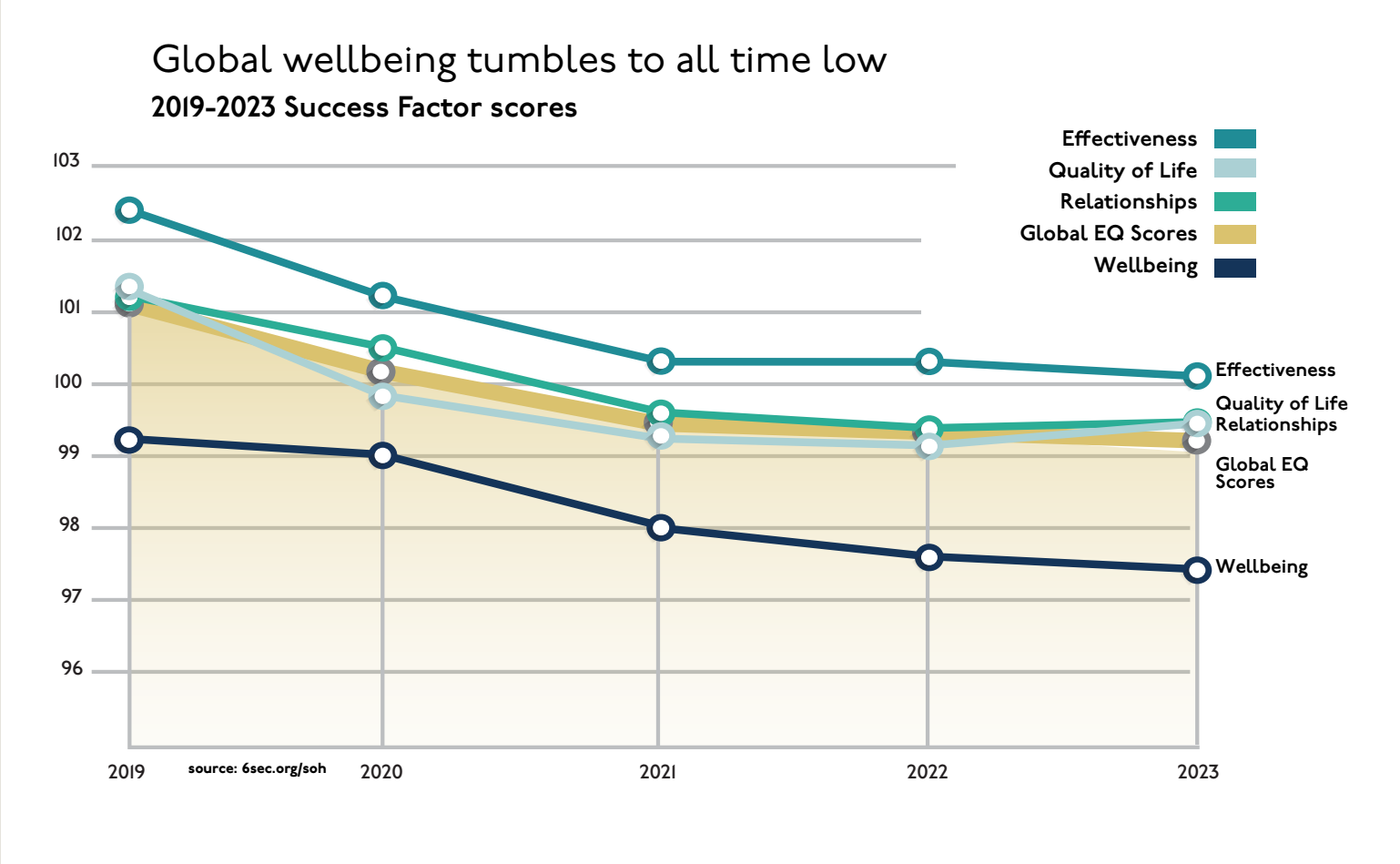
Six Seconds' Success Factors includes four component scales, each of which has a further two sub-scales.

Effectiveness is about generating results, such as setting and meeting goals. It includes two subscales: Influence is enrolling others in generating results. Decision Making refers to our capacity to assess and determine an effective path.

Relationships refers to building and maintaining personal and professional systems of support. The subscales are: Network, which focuses on professional relationships, and Community, which is about personal and family relationships.

Wellbeing is about maintaining optimal energy and functioning. The subscales are: Balance, which is about mental & emotional wellness, and Health, which focuses on physical wellbeing.

Quality of Life refers to an overall sense of fulfillment. It includes: Achievement, which is feeling a sense of accomplishment - and Satisfaction, which is feeling appreciation about one's circumstances.



TWO: THE EMOTIONAL RECESSION

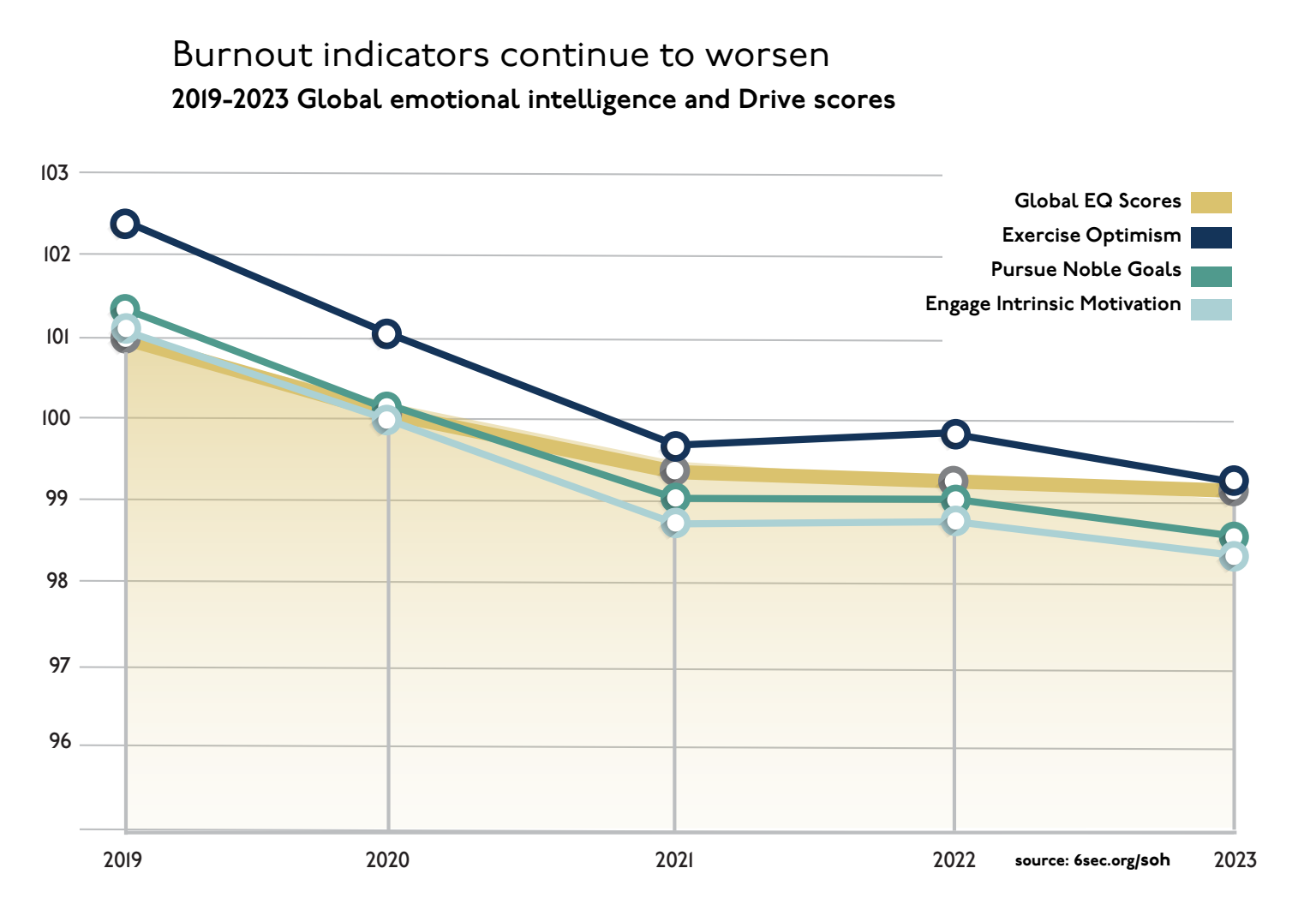
In our workplaces, the emotional recession shows up as increased levels of burnout, lower engagement, and job dissatisfaction.

At work, only 23% of employees around the world are engaged,[1] and 60% describe themselves as emotionally detached.[2] While low employee engagement isn't a new phenomenon and worrisome social isolation trends go back decades, many of these problems have accelerated since 2019. The pandemic, ongoing global unrest, and an unstable economy have pushed many people and businesses to the breaking point.

The result? High rates of burnout – a state of emotional, physical, and mental exhaustion caused by excessive and prolonged stress. It occurs when you feel overwhelmed, emotionally drained, and unable to meet constant demands. A closer look at the emotional intelligence data tells a clear story: the stressful two-year period from 2019-2021 wiped out people's energy reserves and triggered an epidemic of burnout. After stabilizing in 2022, Drive Scores hit an all-time low in 2023.

1 State of the Global Workplace: 2023 Edition. (2023) Gallup. https://www.gallup.com/workplace/349484/state-of-the-global-workplace.aspx

2 State of the Global Workplace: 2022 Edition. (2022) Gallup. https://www.cca-global.com/content/latest/article/2023/05/state-of-the-global-workplace-2022-report-346/



In the graph above, global emotional intelligence scores (shown in yellow) have declined since 2019. Three competencies specifically related to burnout dropped precipitously from 2020 to 2021, then leveled out prior to declining again from 2022 to 2023.

Six Seconds measures burnout by looking at three competencies in the "Drive" strand of emotional intelligence (Exercise Optimism, Engage Intrinsic Motivation, and Pursue Noble Goals). We call these three the "Drive" strand because they are connected to helping us drive forward. "Drive" is a future orientation, or a sense that we can make things better both in the short and long term - and have the energy to make it happen. The opposite of "Drive" is helplessness and nihilism. The declining "Drive" scores are a signal of burnout in the workplace and beyond.

A growing body of evidence supports this finding that the world is facing an epidemic of burnout. A Deloitte survey of 1,000 full-time workers across different sectors in the United States revealed that more than 77 percent had experienced burnout at their current jobs. Microsoft's Work Trends report found that more than half of managers (53%) reported feeling burned out at work.[1] This data should serve as a wakeup call for business leaders, HR leaders, policymakers, and anyone else interested in people thriving: It's time to reinvest in mental and emotional health at work.

1 Fisher, J. (2015). Workplace Burnout Survey. Deloitte United States. https://www2.deloitte.com/us/en/pages/about-deloitte/articles/burnout-survey.html

COMPANIES ARE NOT MEETING EMPLOYEE DEMANDS FOR BETTER WORKPLACE WELLBEING

Another trend to note is that employee's desire for greater balance and wellbeing has grown significantly since 2019 – even as it's plummeted in practice. Microsoft's Work Trends report[2] found that over half of employees (53%) say they are more likely to prioritize health and wellbeing over work than before the pandemic, particularly parents (55%) and women (56%).[3] Unfortunately, that is not the reality for most people. Less than 1 in 4 U.S. employees feel strongly that their organization cares about their wellbeing, according to Gallup. That's the lowest percentage in over a decade.[4]

A closer analysis of the data reveals that the emotional recession is not evenly distributed among all groups. Starting in 2021, women have led the post pandemic comeback. While men's scores on emotional intelligence and life success outcomes have continued to decline, women have started to bounce back.

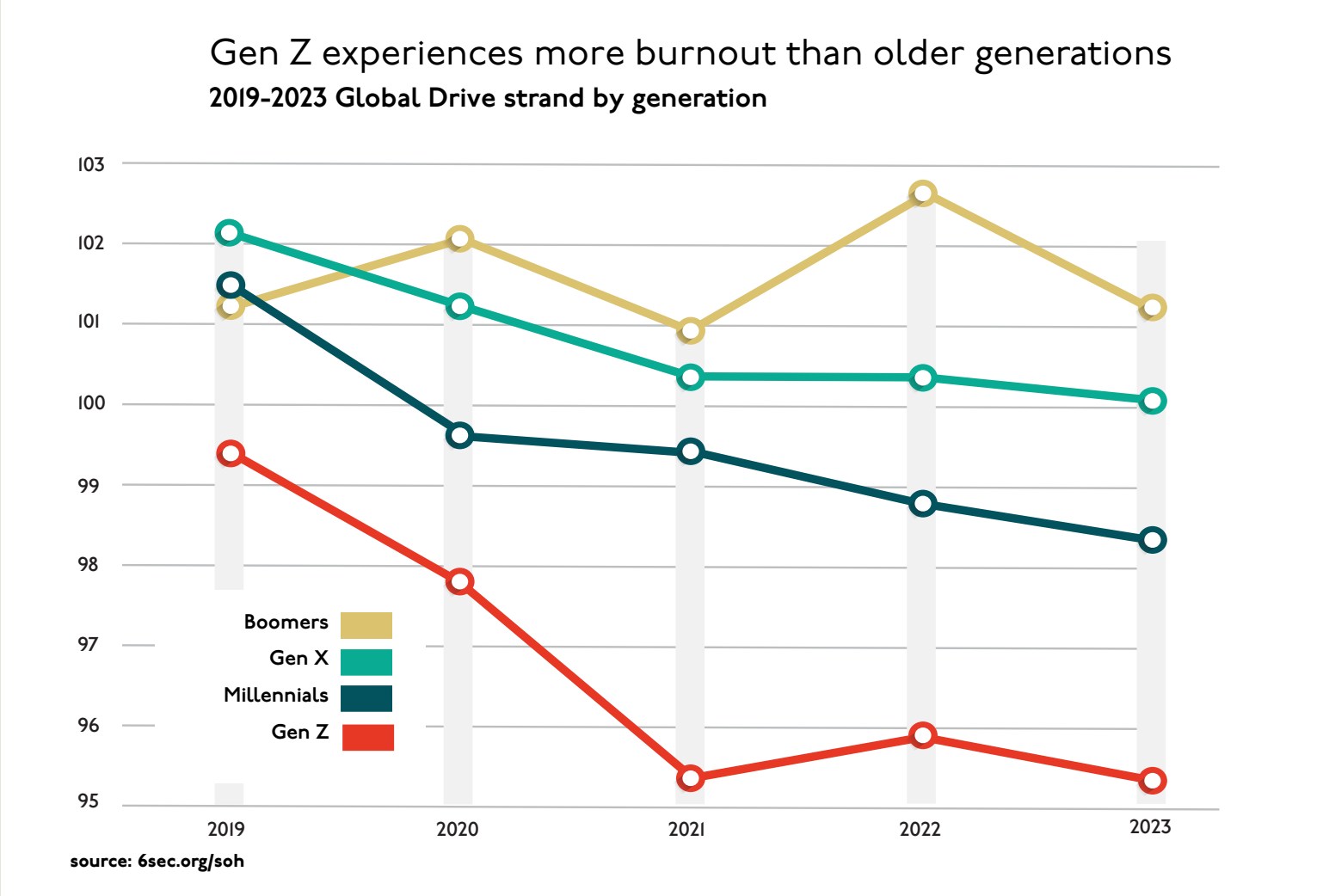
2 Microsoft. (2022, September 22). Hybrid Work Is Just Work. Are We Doing It Wrong? https://www.microsoft.com/en-us/worklab/work-trend-index/hybrid-work-is-just-work
3 Microsoft (2022, March 16). 2022 Work Trend Index: Annual Report. Great Expectations: Making Hybrid Work Work.
4 Harter, J. (2022, March 18). Percent Who Feel Employer Cares About Their Wellbeing Plummets. Gallup.

THREE: GEN Z IS EXPERIENCING A MENTAL HEALTH CRISIS

Burnout is surging among younger workers. Our data shows a striking generational divide in emotional intelligence, a key driver of burnout.[1] Historically, emotional intelligence has increased slightly with age. But in recent years, that age gap has exploded. In this report, generations are defined as Boomers (Born 1946-1964), Generation X (Born 1965-1979), Millennials (Born 1980-1994), and Generation Z (Born 1995-2009).

1 Fariselli, L., Freedman, J., Ghini, M., & Valentini, F. (2008, February 5). Stress, Emotional Intelligence, and Performance. Six Seconds.

Younger workers are experiencing far lower emotional intelligence and far higher rates of burnout than older generations. This threatens productivity and retention. As senior leaders, we must address this growing crisis of burnout among our youngest talent. With emotional intelligence training and support, we can reverse these concerning trends. Investing in our youngest workers' wellbeing will pay dividends through greater engagement, performance, and loyalty. That is not the reality today, especially for young people. The "Drive" strand on the graph below is, essentially, burnout, broken down by generation.



THREE: GEN Z MENTAL HEALTH CRISIS

This adds data to a growing body of evidence that there is a mental and emotional health crisis among young people, especially Gen Z. It is fueled and exacerbated by loneliness and social isolation.[1] After increasing on nearly every emotional intelligence competency from 2018 to 2019, this age group's emotional skills have decreased by a large, statistically significant degree since the start of the COVID-19 pandemic.[2]

To put in layman's terms, the average young person has a decreased ability to do the following:

1 Mental health of adolescents (2021) World Health Organization. https://www.who.int/news-room/fact-sheets/detail/adolescent-mental-health

2 Between 2019-2023, the Generation Z group (M = 94.81, SD = 11.96) relative to all other generation groups (M = 99.24, SD = 11.54) had a statistically significantly lower average Drive Strand score $t(3214.9) = -18.33$, $p < 0.001$.

name and understand feelings, recognize recurring patterns of thought or behavior, weigh the pros and cons of decisions, navigate feelings, stay motivated by meaningful values, see new possibilities, empathize with others, and feel connected to a bigger purpose.

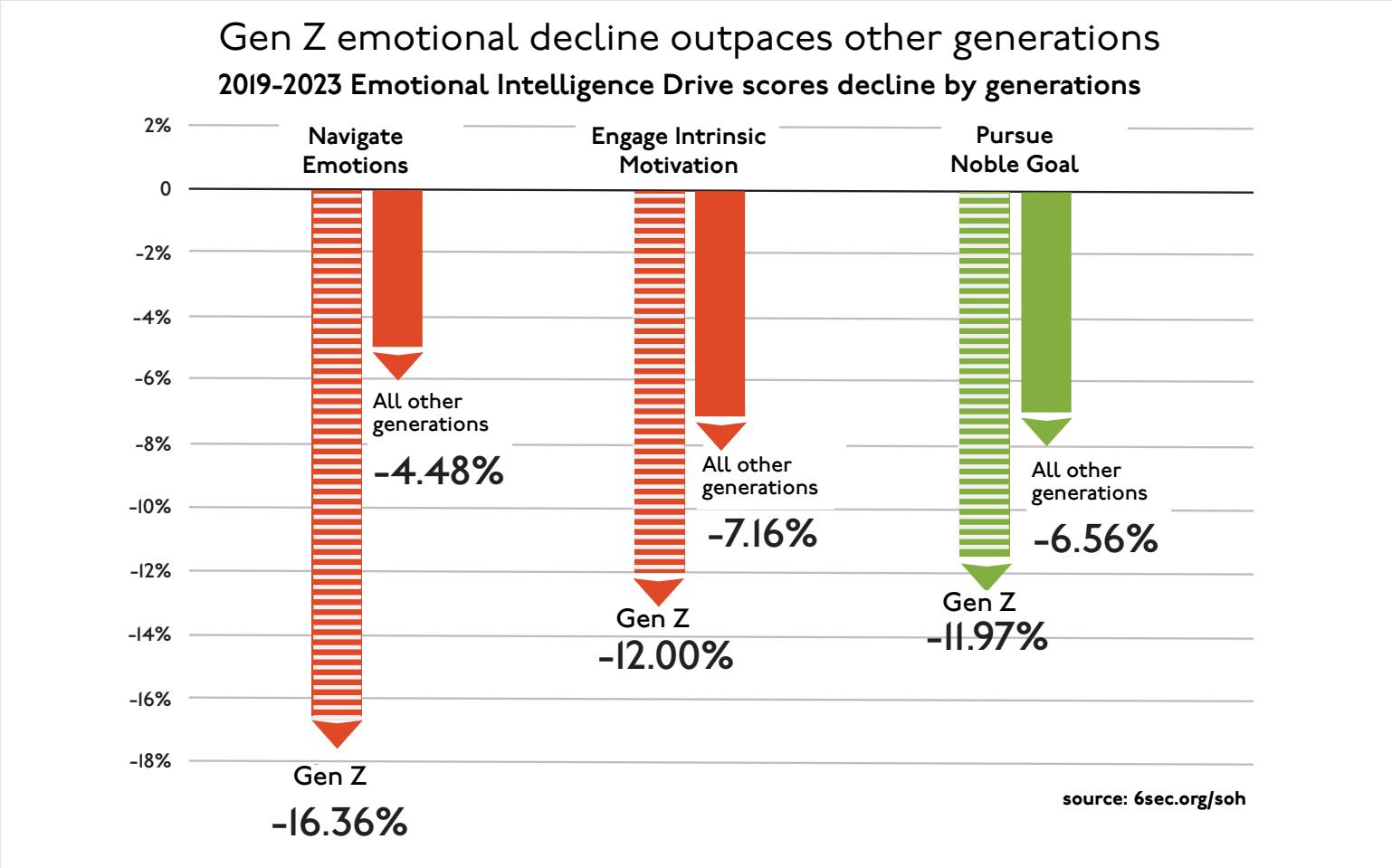
Here are the three competencies with biggest declines for Gen Z:

Navigate Emotions - ability to harness emotions as a strategic and helpful resource

Pursue Noble Goals - capacity for connecting to vision and purpose

Engage Intrinsic Motivation - ability to tap into an inner drive to take action

As previously explained, these three are the "Drive" competencies. See the graph below.



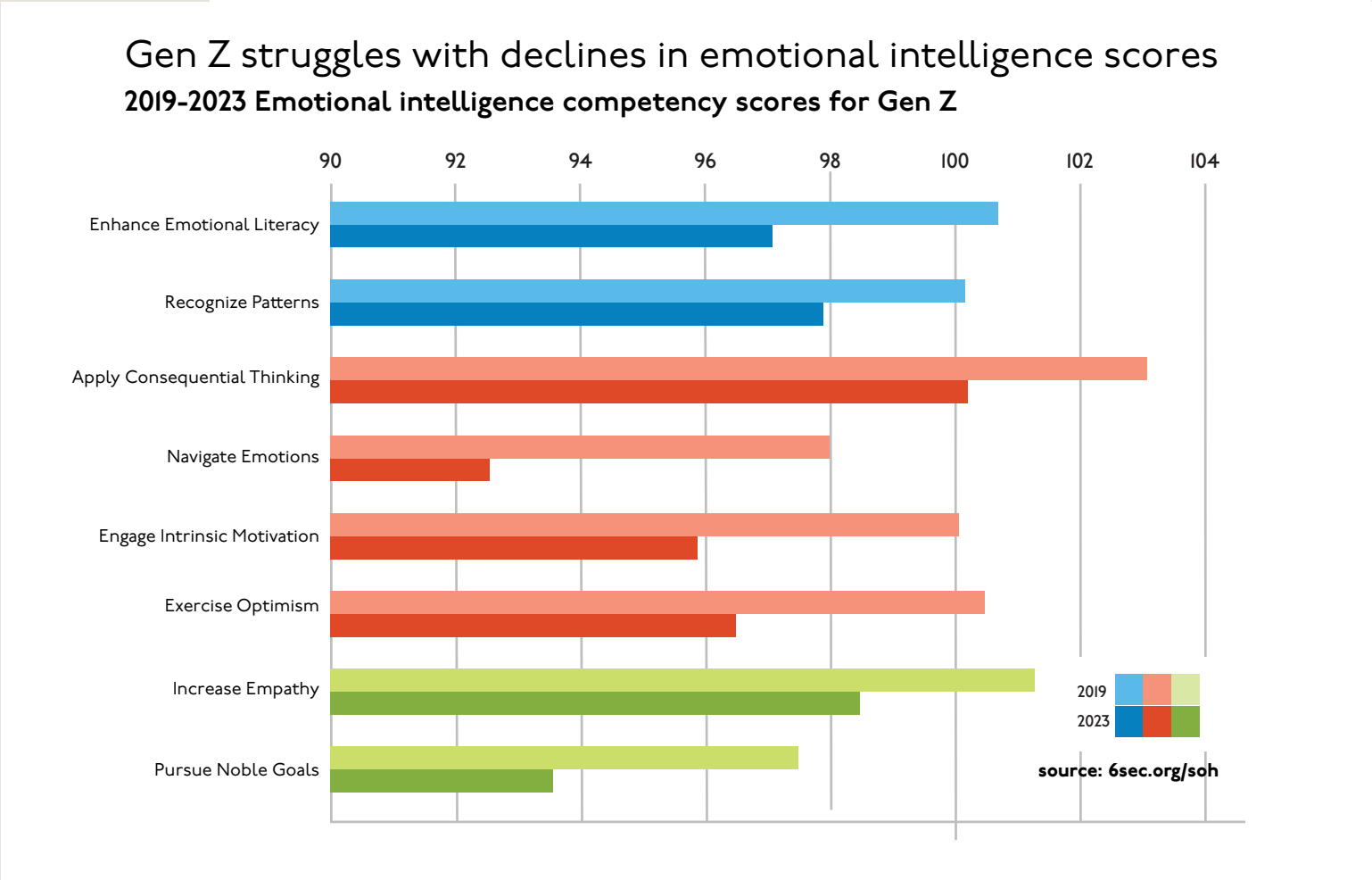
USING EMOTIONAL INTELLIGENCE TO WORK EFFECTIVELY WITH GEN Z

Compared to other generations, Gen Z members have, on average, lost around twice as much capacity in the competencies of Drive compared to other generations. For Gen Z, Navigate Emotions scores dropped more than three times as far as other generations, pointing to a significant challenge of harnessing emotions as an insightful resource. Gen Z has an increased risk of burnout – and there is a strong need to support younger employees in new ways:

Navigate Emotions: employees will need managers who can mentor them with emotional intelligence and skills for reducing distress. Workplaces that want their Gen Z team members to be effective contributors should treat psychological safety as an imperative.

Pursue Noble Goals: workplaces need to make purpose visible and tangible, even for junior employees. It's not enough to have a vision poster on the wall, the values of the organization need to be embodied and carried out consistently so employees see and feel the connection between their day-to-day work and a longer-term purpose.

Engage Intrinsic Motivation: replace the focus on external 'carrots and sticks' with a commitment to values and meaningful work. Especially for Gen Z, but for all employees, today people will be less likely to motivate themselves "just because they're told to." An overemphasis on compliance will exacerbate disengagement.

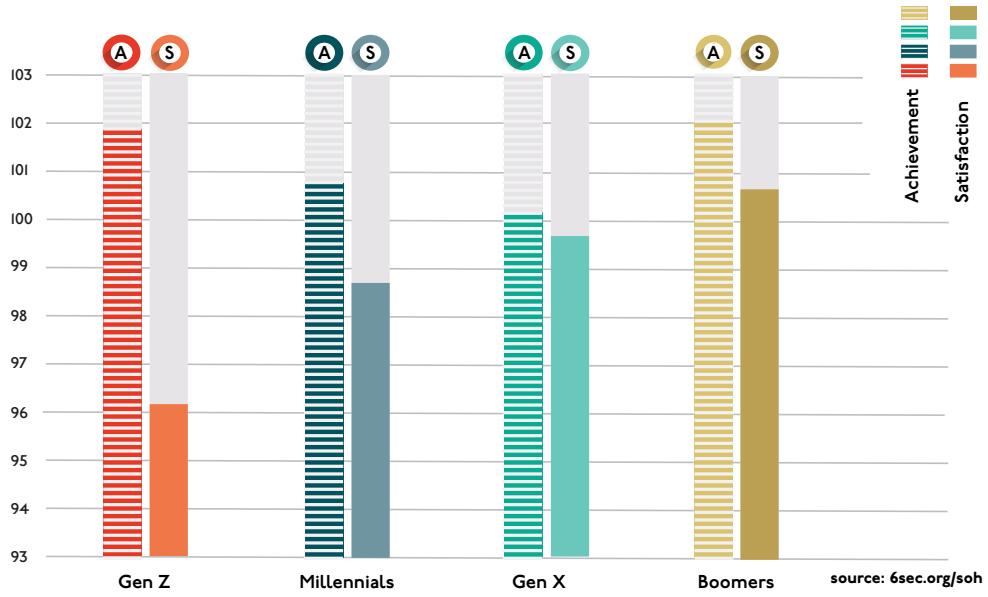


THREE: GEN Z MENTAL HEALTH CRISIS

Gen Z are high achievers, driven by a competitive spirit and an eagerness to prove themselves. Over half (53.7%) of Gen Z scored low on Satisfaction, as seen on the graph below, signaling high risk for disengagement and burnout. The high performance isn't sustainable.

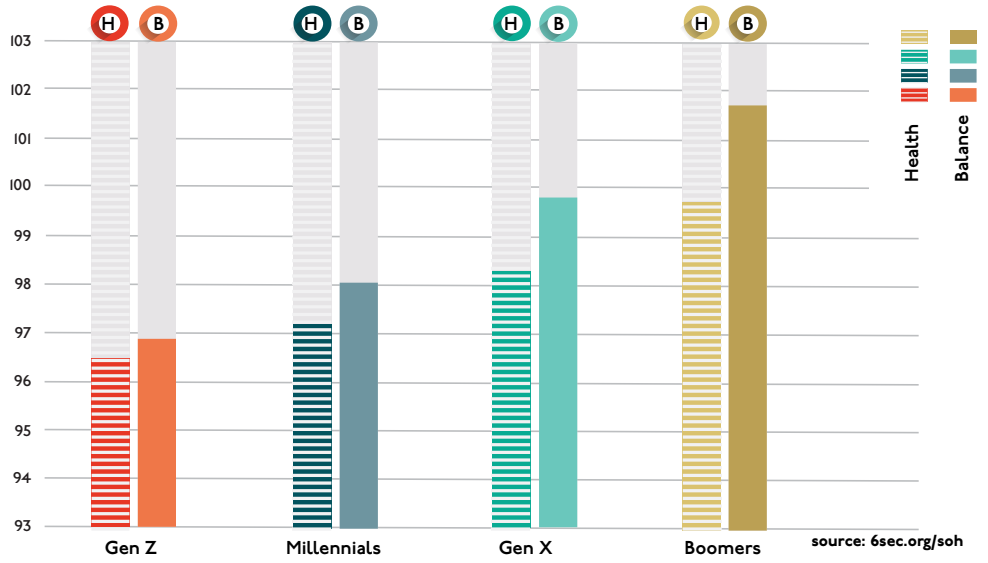
Gen Z are high achievers but have lowest satisfaction scores

2019-2023 Achievement and Satisfaction levels by generation



Gen Z has lowest health and balance scores of any generation

2019-2023 Health and Balance levels by generation



GEN Z'S EMOTIONAL INTELLIGENCE ORIENTATION

Gen Z have different ways of managing emotions and making decisions than other generations. We investigate this further by looking at their EQ Orientation. Balance is a key goal in the Six Seconds Model of Emotional Intelligence[1] – it's difficult to smoothly utilize your emotional intelligence skills when certain areas are much stronger or weaker. These four EQ Orientation graphs each illustrate the balance between two concepts from the Six Seconds EQ model (shown on page 5). In comparison to other generations, Gen Z exhibits a unique mix.

1 Freedman, J. (2019). At the heart of leadership: How to get results with emotional intelligence (4th ed.). Six Seconds.

> "We have entered an emotional recession characterized by low wellbeing and high burnout."
>
> -State of the Heart 2024

RISK ORIENTATION

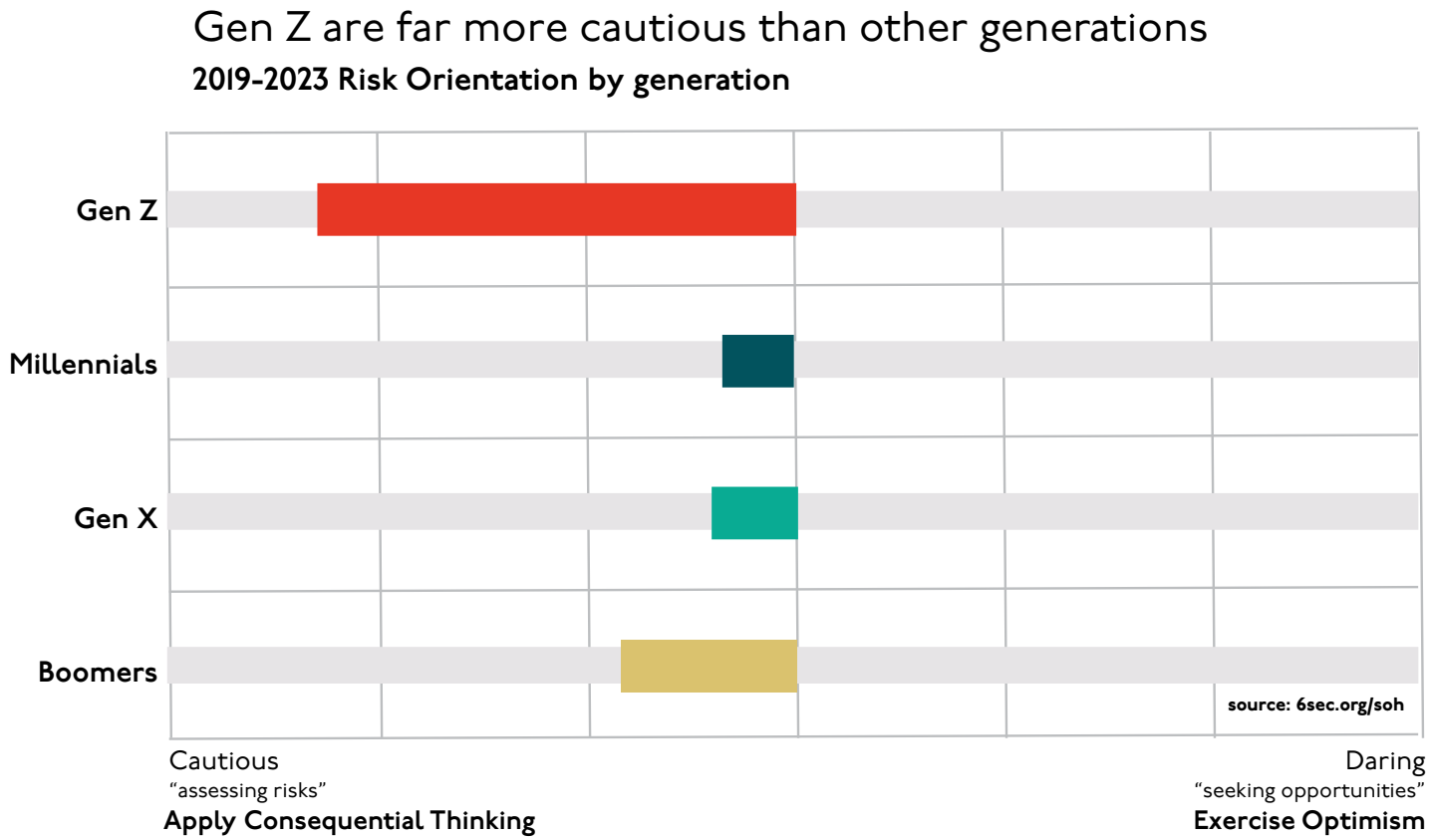
Gen Z More Cautious Than Older Generations

This graph compares the competencies of Apply Consequential Thinking (ACT) to Exercise Optimism (EO). Being oriented toward the left represents a cautious focus on risks versus seeking out opportunity.

The Risk Orientation analysis shows that people in Gen Z have higher scores on risk appraisal, suggesting a far more cautious orientation than other generations. At an extreme this could be called anxious or could lead to a lack of experimentation. This seems counterintuitive given the biological imperative for younger people to be more risk oriented. Dr. Britt Wray, a Stanford scholar who studies climate anxiety, labels this response of young people to the existential threat of climate change and other challenges, "Gen Dread."[1]

In the workplace, this could lead Gen Z members to perceive older generations as ignoring risks or foolhardy. Older generations might perceive Gen Z members as inappropriately cautious or unwilling to experiment and try new things. We saw a similar trend in the 2021 State of the Heart data, but now all the generations have shifted further to the Cautious orientation.

1 Wray, B. (2022). Generation dread: Finding purpose in an age of climate crisis. Knopf Canada.



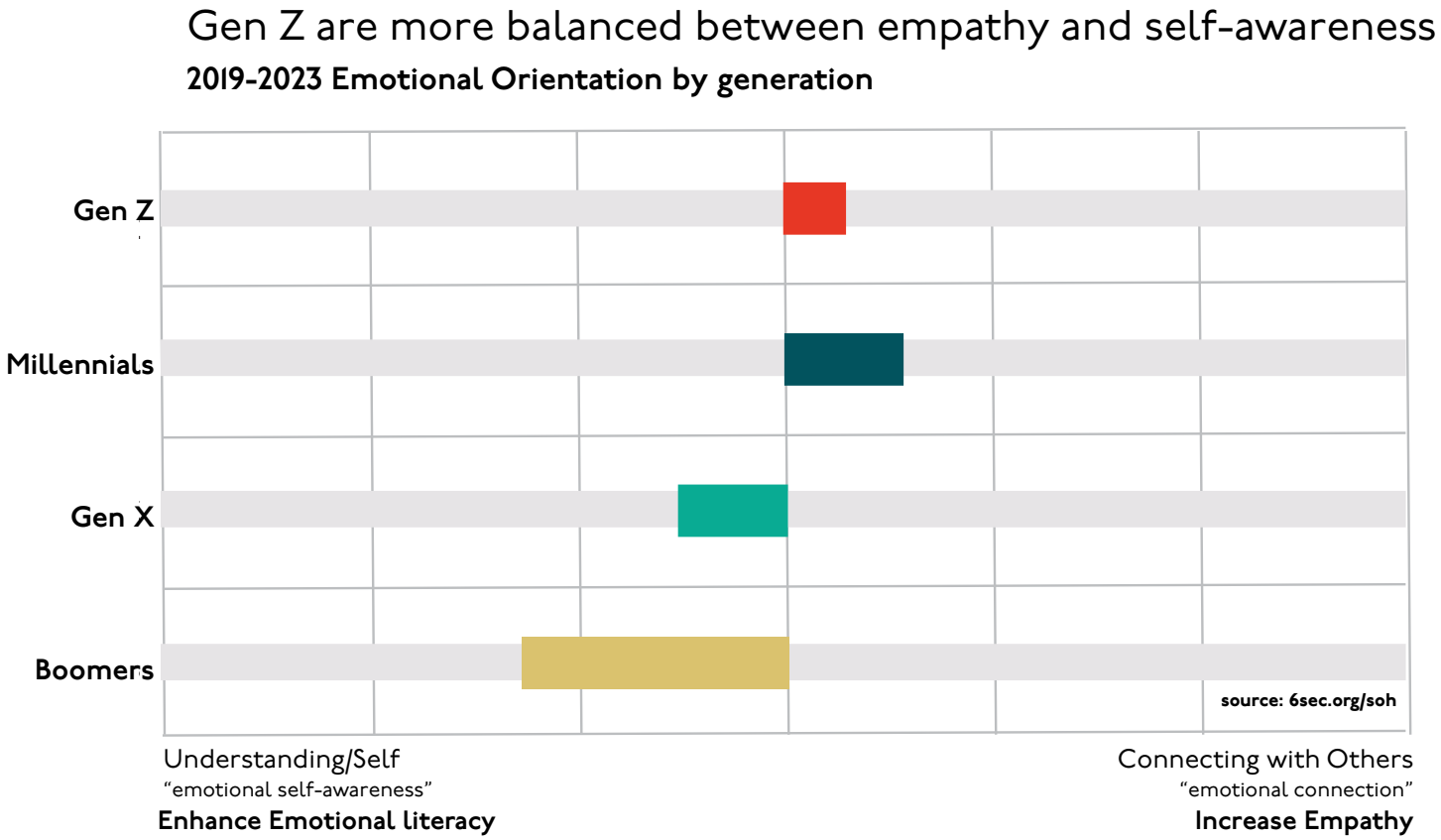
EMOTIONAL ORIENTATION

Gen Z More Balanced with Self vs Others Than Older Generations

This graph compares the competencies of Enhance Emotional Literacy to Increase Empathy. Enhance Emotional Literacy is the ability to notice, name and understand feelings. Increase Empathy is the ability to meaningfully connect with and respond to emotions. Being oriented toward the left represents stronger scores in emotional self-awareness versus emotional connection.

The Emotional Orientation analysis shows that people in Gen Z are the most balanced between self-awareness and empathy. This suggests an ability to engage in emotions in a more balanced way. In comparison, Boomers are much more oriented toward noticing their own emotions, which could be perceived as ignoring the needs of others.

There are implications for understanding Emotional Orientation in the workplace. The data suggests Gen Z members could perceive the older generations as uncaring and this may cause miscommunication and distrust. While the absolute scores have changed, this orientation is nearly identical to the trends first reported in the State of the Heart 2021 Report.



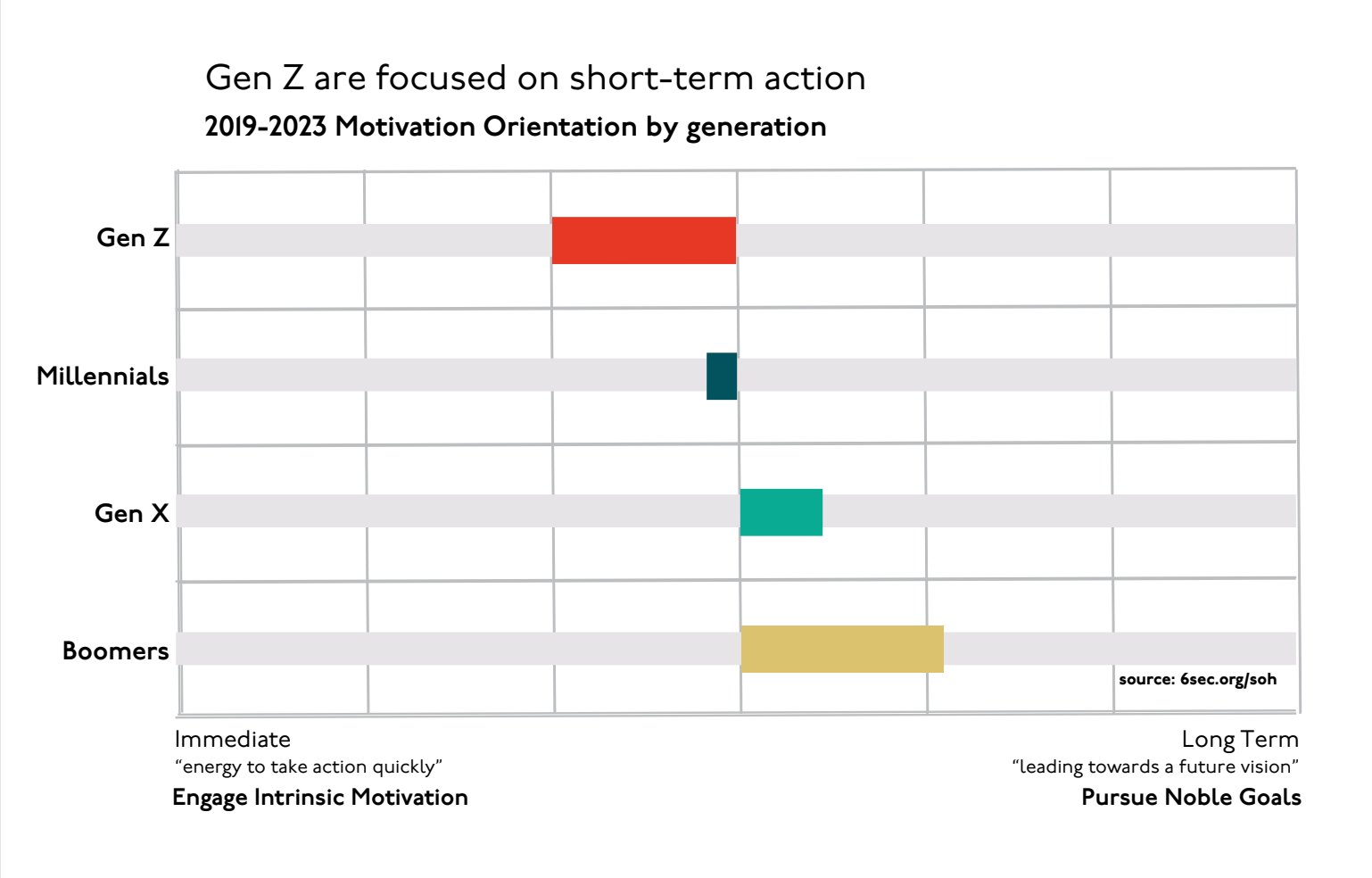
MOTIVATION ORIENTATION

Gen Z's Lagging Idealism Atypical for Younger Generation

Motivation Orientation shows a balance between Immediate and Long-term. The competency of Engage Intrinsic Motivation is on the left, representing the ability to find the energy to take action quickly. Strength in this area is often connected to pragmatic determination and internal drive. On the right is the competency of Pursue Noble Goals, which means connecting your daily choices to a long-term, overarching sense of purpose. People with this strength are likely to have more vision and a future-oriented commitment.

The graph below shows that from Gen Z upward, each generation is successively moving from left to right. That signifies a shift from short-term to long-term orientation. It can also mean Gen Z members are less likely to have a clear sense of purpose and/or feel less able to put that purpose into action. This may be surprising given the stereotype that young people are idealistic.

In the workplace, these gaps can lead to multiple issues around perceptions of motivation. Gen Z members might consider older generations as impractical. Older generations might perceive Gen Z members as lacking vision.



RESULTS ORIENTATION

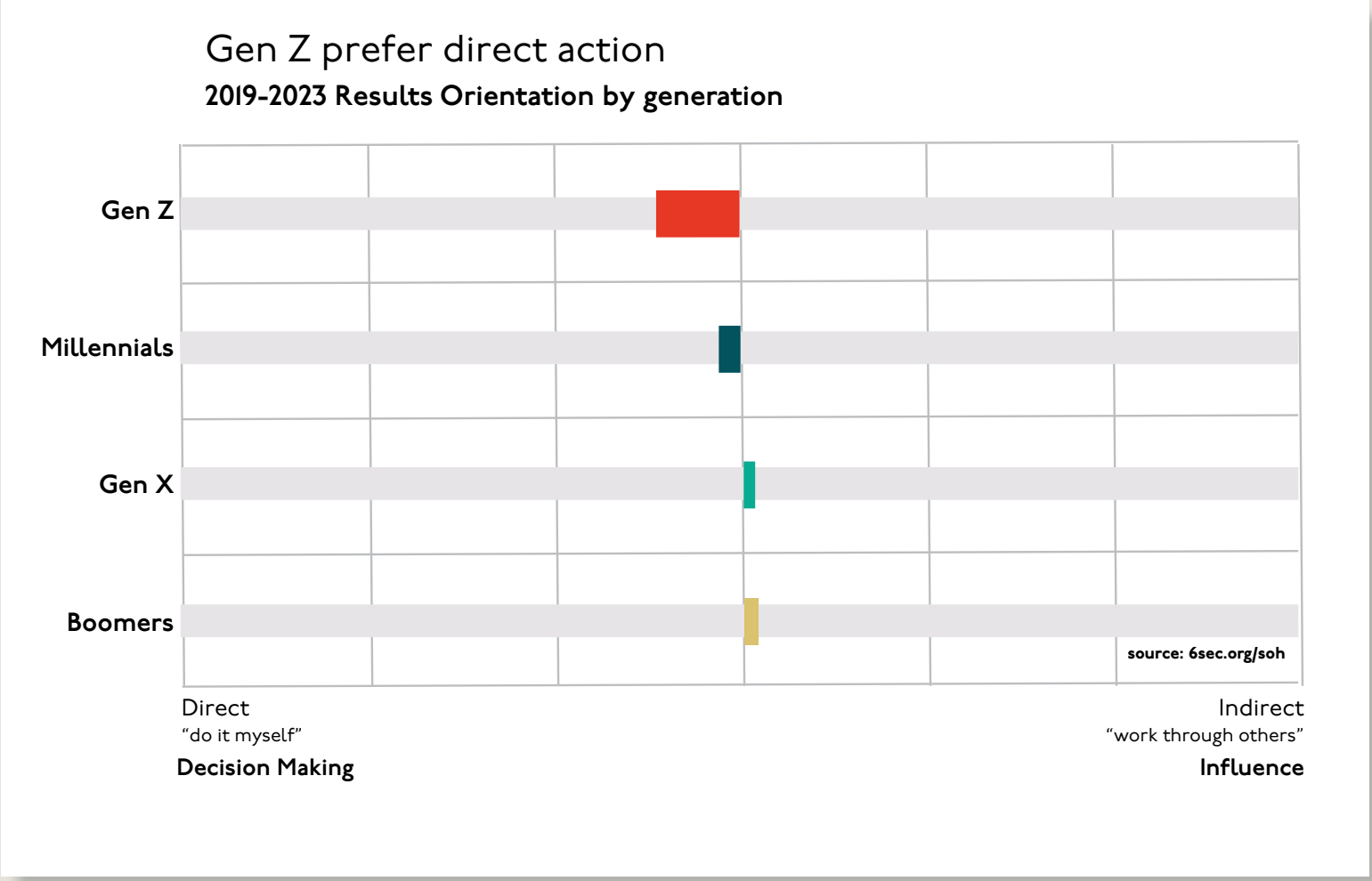
Gen Z Ready to Take Action

This graph shows a balance between Direct and Indirect orientation toward results for different generations. It's based on the Effectiveness measure from the Six Seconds Emotional Intelligence assessment, which has two sub-components:

The **Decision Making** part of Effectiveness is on the left of this graph, which is the ability to make choices that enhance results. Strength here indicates self-reliance or direct action. The **Influence** part of Effectiveness is on the right side of this graph. Strength here implies a commitment to engage others. Strength here indicates working indirectly though others to be effective.

In the 2024 State of the Heart analysis, we can see a trend by generation of moving from left to right, with Gen Z more strongly oriented towards Direct action (Decision Making) and older generations more oriented towards Indirect (Influence). This could signify a desire from the younger generation to take action, or could represent a perceived lack of influence.

This has important implications in the workplace. Gen X and Boomers have a slight orientation toward influence, suggesting these members will want to be effective by engaging others. They might appreciate that Gen Z is oriented to direct action, or they might wonder why Gen Z members are not also building influence. Meanwhile, Gen Z members could experience a sense of powerlessness if they are unable to influence.



FOUR: THE GENDER DIVIDE IN POST-COVID ERA

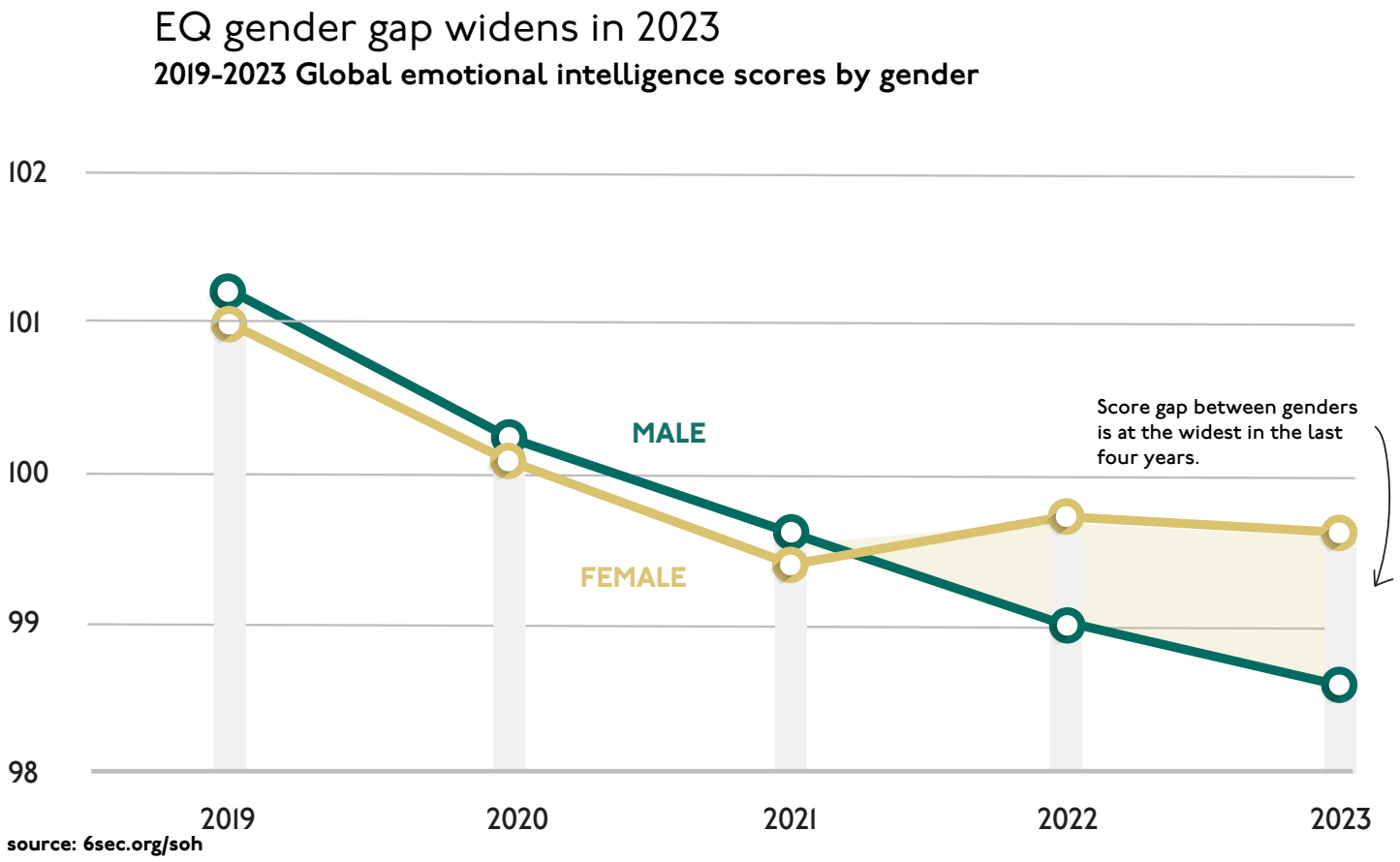
Data on women's Emotional Intelligence and Success Factors offers a hopeful counterpoint to the overall decline in emotional intelligence scores - with a few important caveats. While men's average Emotional Intelligence and Success Factors continued to decline through 2023, the average for women rebounded and stabilized. After a couple tumultuous years for mental and emotional health worldwide, women are leading the comeback from the emotional recession.

Note: at this time we do not have a statistically significant sample of non-binary people so we are not able to represent their scores on this report.

WOMEN'S EMOTIONAL INTELLIGENCE SKILLS REBOUND, STABILIZE POST-PANDEMIC

Average Emotional Intelligence scores for both men and women declined from 2019-2021. Since 2021, women's emotional intelligence scores have increased slightly, while men's scores have continued a steep and troubling decline.

The Six Seconds Model of Emotional Intelligence measures eight competencies. Women's scores increased from 2021 to 2023 on six of the eight, while men's scores declined on all eight.



WOMEN'S WELLBEING TRAILS LIFE SUCCESS FACTORS

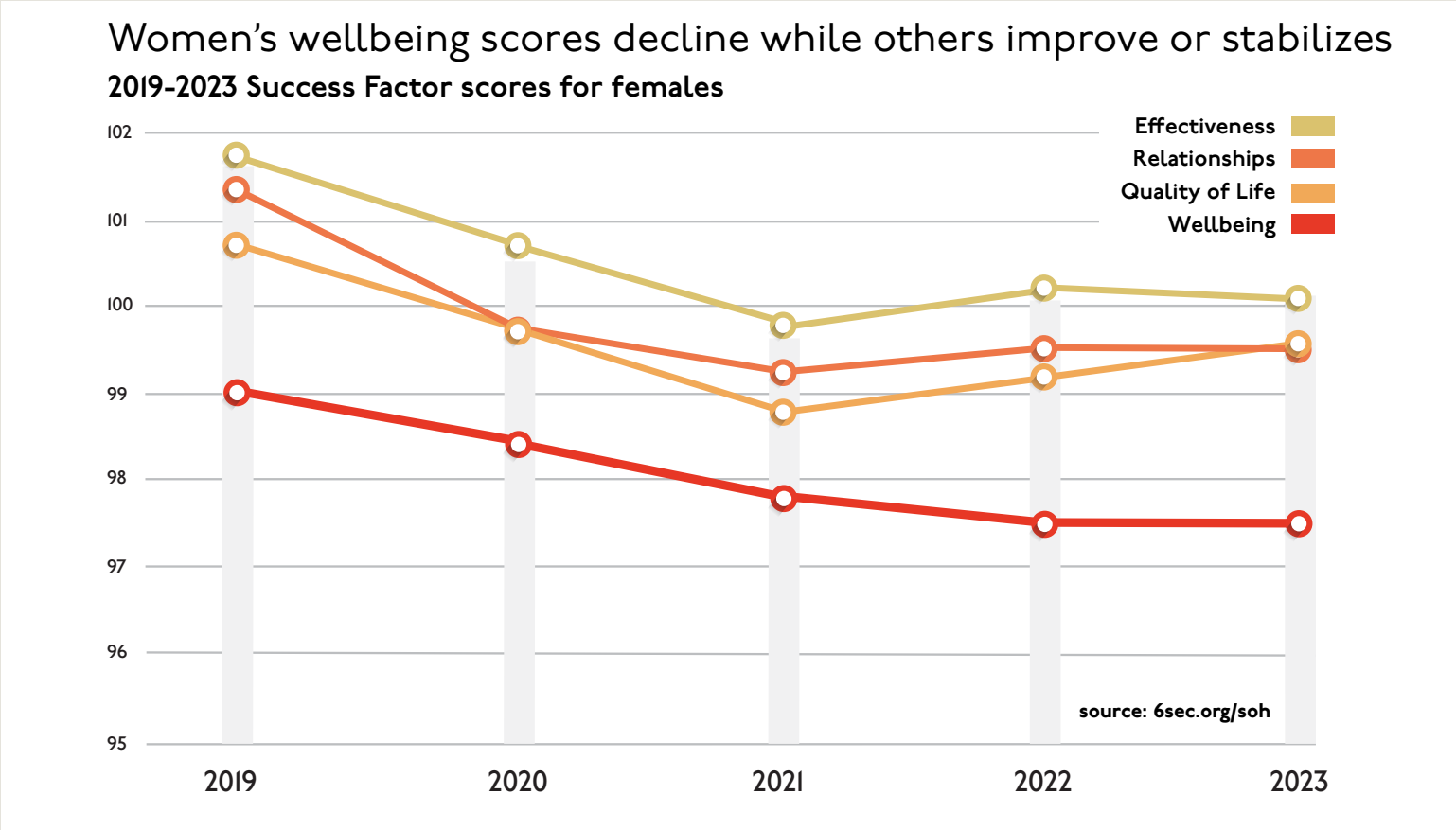
In addition to measuring overall emotional intelligence and specific emotional intelligence skills, the Six Seconds Emotional Intelligence assessment (SEI) includes a measure of Success Factors, comprising Relationships, Effectiveness, Quality of Life, and Wellbeing.[1] Average scores for women's Relationships, Effectiveness, and Quality of Life all increased from 2021 to 2023 – encouraging data that adds to a growing body of evidence that women are leading the post-pandemic comeback.

1 Freedman, J., & Fariselli, L. (2016). White Paper: Emotional Intelligence and Success. 2nd Edition. https://www.6seconds.org/2019/03/12/white-paper-emotional-intelligence-and-success/

For context, two related data points:

After crashing during the pandemic, women's workforce participation in the US reached a 30-year high in 2023. More women are now in the workforce than ever before, according to the Center for American Progress.[2]

2 Almeida, B., & Salas-Betsch, B. (2023, February 6). Fact Sheet: The State of Women in the Labor Market in 2023. Center for American Progress. https://www.americanprogress.org/article/fact-sheet-the-state-of-women-in-the-labor-market-in-2023/



FOUR: THE GENDER DIVIDE

Even though women still carry a heavier burden of childcare responsibilities than men do, that gap has shrunk considerably since 2018, per the US Bureau of Labor Statistics.[3]

All together, there's a positive trend for women on average: better relationships, more equal responsibilities, more jobs, and greater effectiveness in these jobs. There is, however, one major caveat; while the other three Success Factors increased for women globally: **Wellbeing decreased** from 2021 to 2022. This suggests that while women are leading the comeback post-pandemic, they are still carrying an unsustainable burden.

The end result is that women's wellbeing suffers, contributing to a burnout epidemic in which women experience burnout at much higher rates than their male counterparts. During the COVID-19 pandemic, this "burnout gap" between men and women doubled.[4] In our research, women's Wellbeing scores declined 0.9% from 2021 to 2023 and 4.4% since 2019 (5.5% since 2018).[5]

> "Women's wellbeing scores have declined 4.4% since 2019."
>
> -State of the Heart 2024

> "It is clear that men frequently do not have the social support or emotional skills they need to thrive."
>
> -State of the Heart 2024

3 Gilbert, C., Amenabar, T., Zakharenko, H., & Bever, L. (2023, June 22). Remote work appears to be here to stay, especially for women. Washington Post. https://www.washingtonpost.com/wellness/2023/06/22/remote-work-family-socialization-time-use/

4 Saad, L., Agrawal, S., Wigert, B. (2021, December 27). Gender Gap in Worker Burnout Widened Amid the Pandemic. Gallup. https://www.gallup.com/workplace/358349/gender-gap-worker-burnout-widened-amid-pandemic.aspx

5 The Wellbeing Success Factor score for women within our sample group in the year 2022 ($M = 97.45$, $SD = 12.04$) relative to women within our sample group in the year 2018 ($M = 99.39$, $SD = 11.56$) had a statistically significantly lower average $t(6074) = 6.38$, $p < 0.001$

MEN'S SUCCESS FACTORS
CONTINUE TO DECLINE

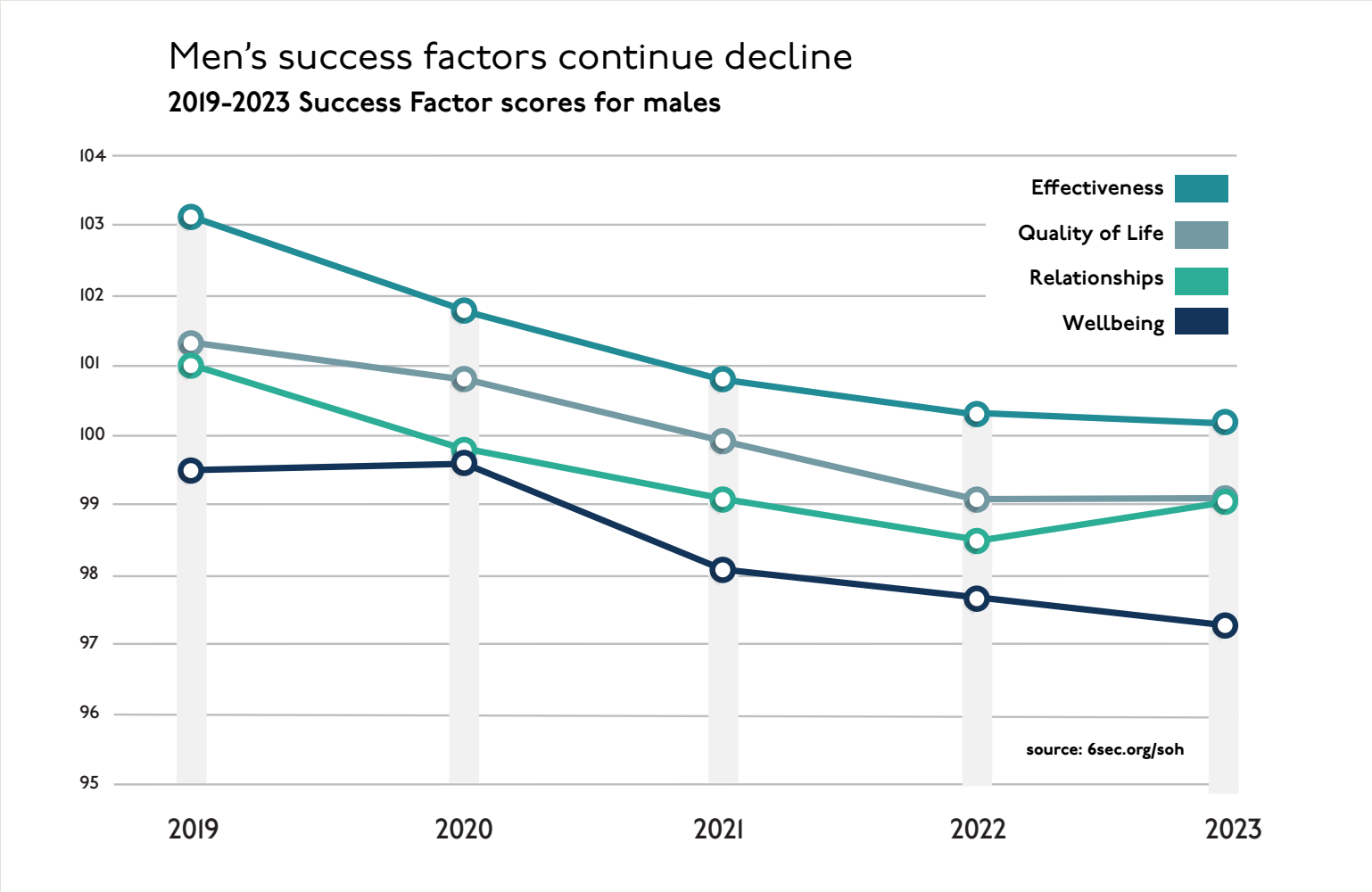
Research suggests that men are struggling socially and emotionally. The pandemic exacerbated existing problems with loneliness and social isolation. Roughly 15 percent of men say they have no close friends – a fivefold increase from 1990 (3%). While this issue of social isolation impacts people of all genders, research suggests it disproportionately affects men.[1]

This lack of social support is one factor that contributes to low wellbeing and life satisfaction – sometimes with tragic consequences. For example, men account for close to three out of every four "deaths of despair" — death by suicide or drug overdose. It is clear that men frequently do not have the social support or emotional skills they need to thrive.[2]

From 2019 to 2023, scores for men declined on all of the Success Factors:

1 Cox, D. (2021, June 29). Men's Social Circles are Shrinking. The Survey Center on American Life. https://www.americansurveycenter.org/why-mens-social-circles-are-shrinking/

2 Case A, Deaton A. Mortality and morbidity in the 21st century. Brookings Pap Econ Act. 2017 Spring;2017:397-476. doi: 10.1353/eca.2017.0005. PMID: 29033460; PMCID: PMC5640267.

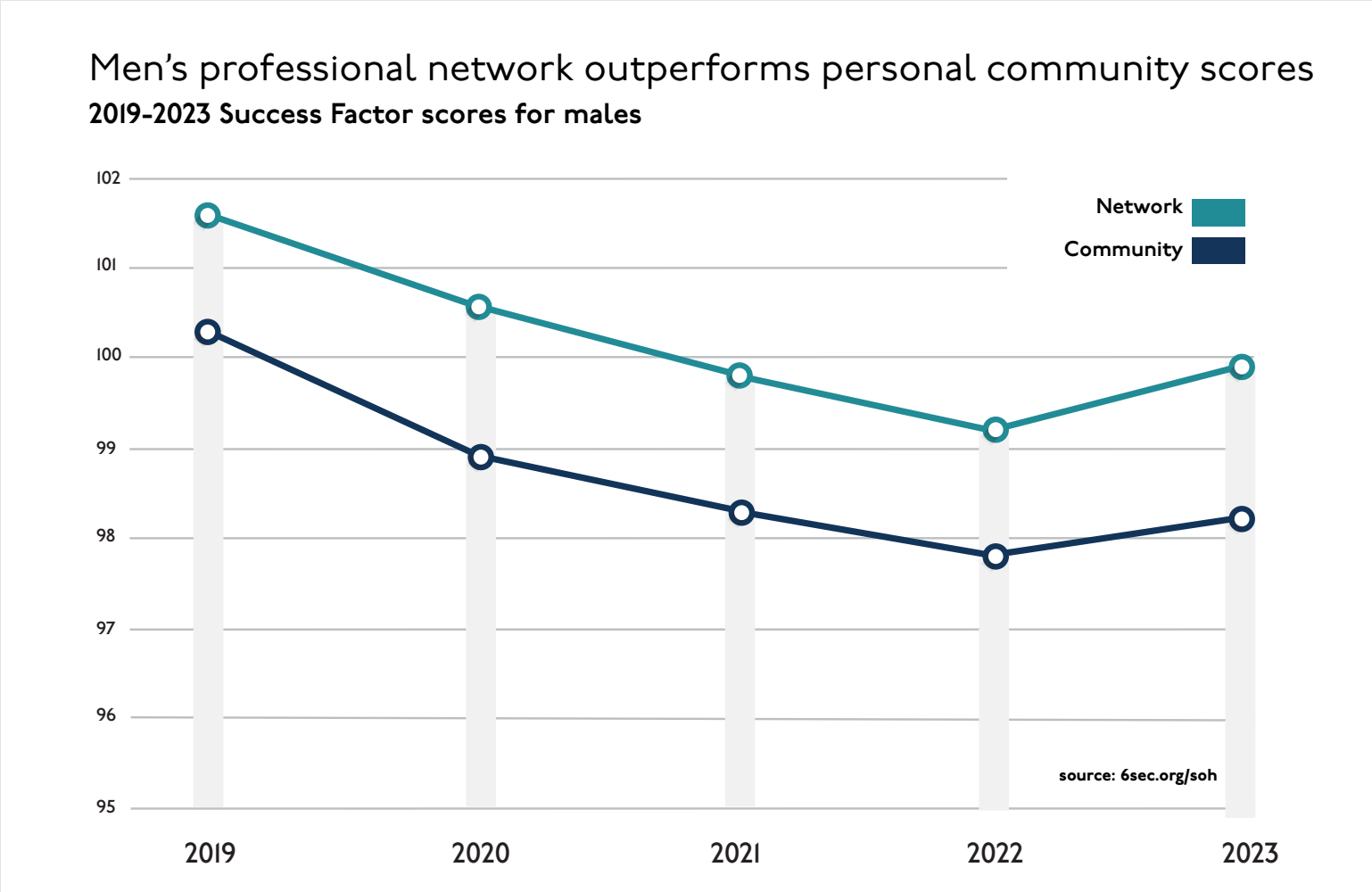


A glimmer of good news is that, although the current score is still below 2019, from 2022 to 2023, the average Relationship score for Men went up. Again, since emotional intelligence is correlated with these outcomes, learning and practicing these skills is an important resource to mitigate the negative effects.

MEN'S RELATIONSHIPS: PROFESSIONAL OVER PERSONAL

The Relationship outcome on this assessment includes two sub-scales: Network (focused on professional relationships) and Community (focused on personal relationships). As shown in the graph below, men's scores declined on both – on average, around the globe.

"Network" scores declined by 1.7 points from 101.6 (2019) to 99.9 (2023). "Community" scores dropped by 2.1 from 100.3 (2019) to 98.2 (2023). That difference might seem small, but it means personal relationships declined almost 20% more than professional relationships. Drawing on the data mentioned above about loneliness, the implication is that the isolation men experience is likely to be driven by the world outside of their work.

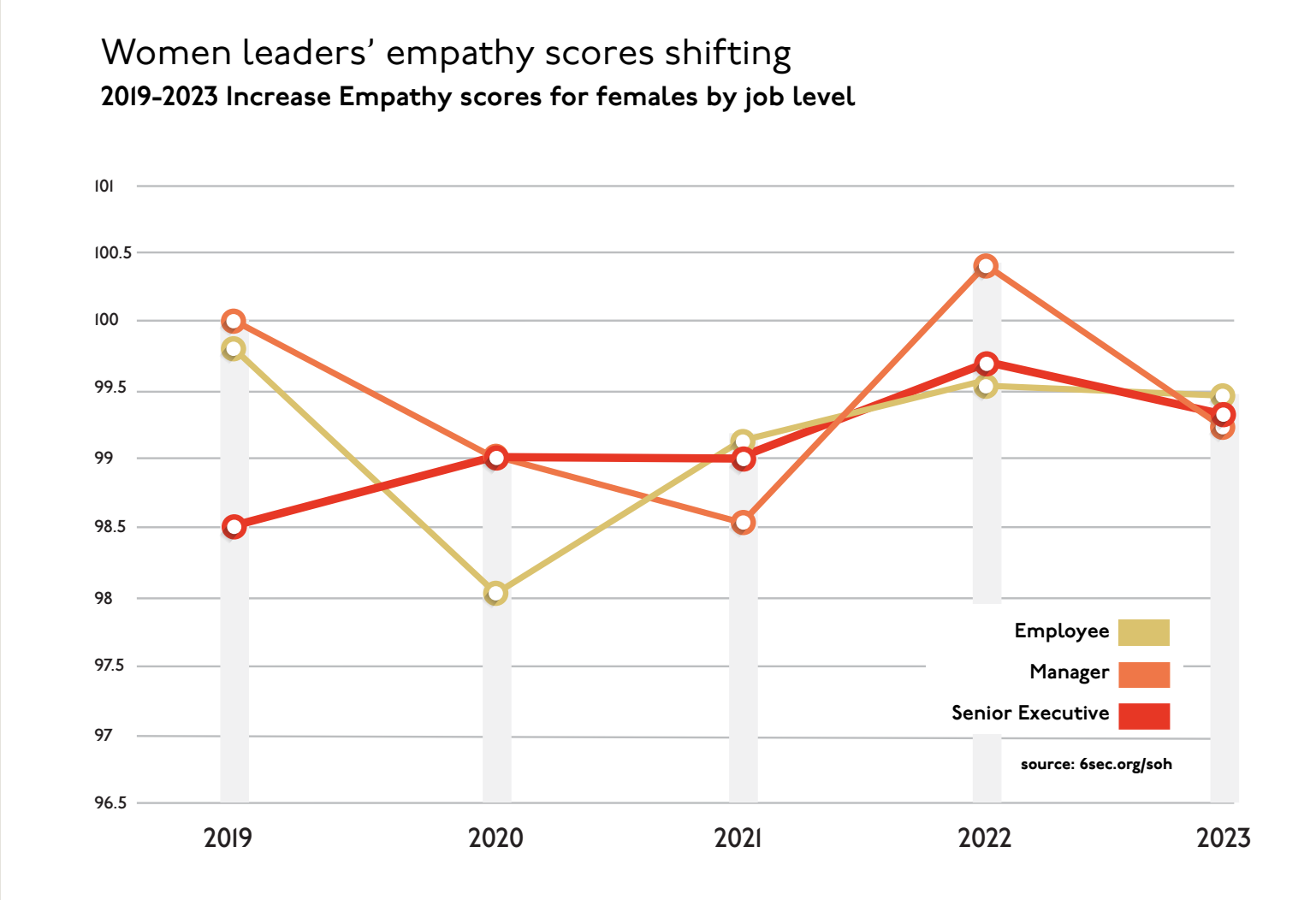


WOMEN CONFRONT SHIFTING WORKPLACE DEMANDS

Before the pandemic, there was a striking trend with women senior leaders and empathy: While all other aspects of emotional intelligence are correlated with career progression, female senior leaders scored lower on empathy.[1] This is likely due to a bias that senior leaders need to "look tough," and a misunderstanding of the strength of empathy.

1 Freedman, J., Freedman, P., & Procicchiani, T. (2021). State of the Heart: 2021 Edition.

During COVID, the story changed. Perhaps due to pandemic upheaval and distress, women senior leaders' and managers' average empathy scores increased in 2022. This was likely a response to meeting changing demands at work. In 2023, however, empathy scores for Female Senior Executives and Managers declined, and all the scores resettled in close range. Perhaps as businesses try to get "back to work" and return to a pre-pandemic status quo, empathy is on the decline again. This could be a problematic reaction to increased stress in the workplace and declining wellbeing for women, particularly in light of the data previously reported on Drive scores connected to burnout.



The positive news is, despite the recent drop, Female Senior Executives' average empathy is higher than it was pre-pandemic.

Additional recent research supports the notion that women leaders are stepping into people-centered leadership, but not getting rewarded for it. For example, McKinsey's 2022 Women in the Workplace report found that compared to men in similar positions, women managers do significantly more to support employees in terms of sponsorship and mentorship. They check in more regularly, help manage workloads, and provide emotional and logistical support. Overall, employees reported women supporting their careers at twice the rate of men.[2]

In any case, organizations will need to learn how to address the increasing emotional complexity. As women lead the recovery from the "emotional recession," these shifts in empathy represent a stand-out strength that should be supported and rewarded. Meanwhile, people of all genders will need to strengthen their emotional intelligence skills to adapt to the new challenges.

> "The stressful two-year period from 2019-2021 wiped out people's energy reserves and triggered an epidemic of burnout."
>
> -State of the Heart

> "From 2021-2023 burnout increased in 65% of workplaces."
>
> -State of the Heart 2024

2 Coury, S., Huang, J., Kumar, A., Prince, S., Krivkovich, A., & Yee, L. (2022, October 18). Women in the Workplace. McKinsey; McKinsey & Company. https://www.mckinsey.com/featured-insights/diversity-and-inclusion/women-in-the-workplace

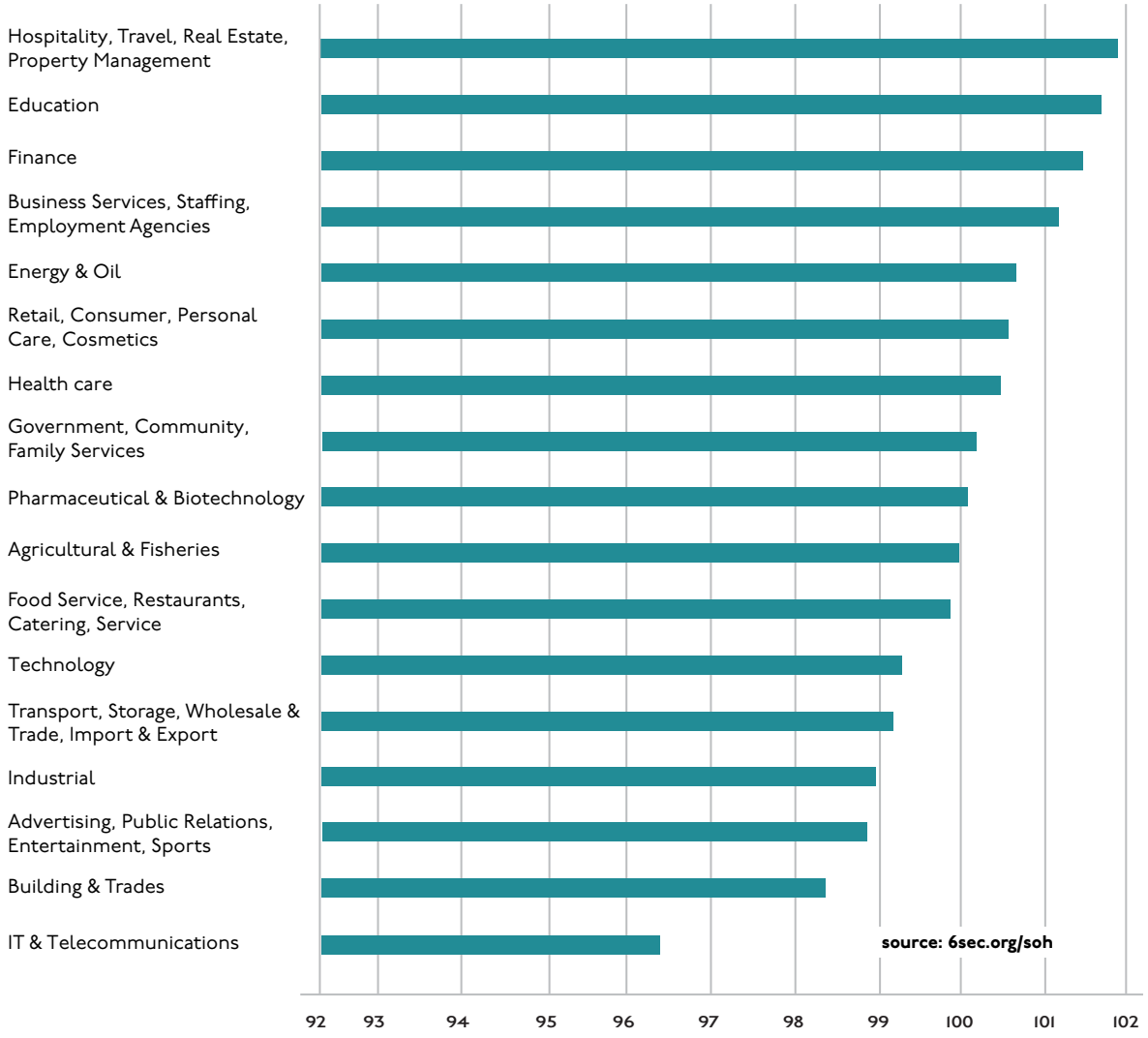
FIVE: BURNOUT GAP ACROSS SECTORS WIDENS IN THE POST-PANDEMIC ERA

What's the weather like in your workplace? Do you think that's unique to your organization, or are there bigger forces at play in your industry or sector? The data shows that the social emotional impact in the post-pandemic era varies widely in different workplace sectors. The graph below shows the average emotional intelligence score by workplace sector.

How do these varying levels of emotional intelligence correlate to burnout risk in each sector? Workplaces across industries face rapid change in the post-pandemic era, due to a range of challenges including the transition to hybrid work and the rise of AI.

Workplace sectors have wide disparities in EQ scores

2019-2023 Emotional intelligence scores by sector

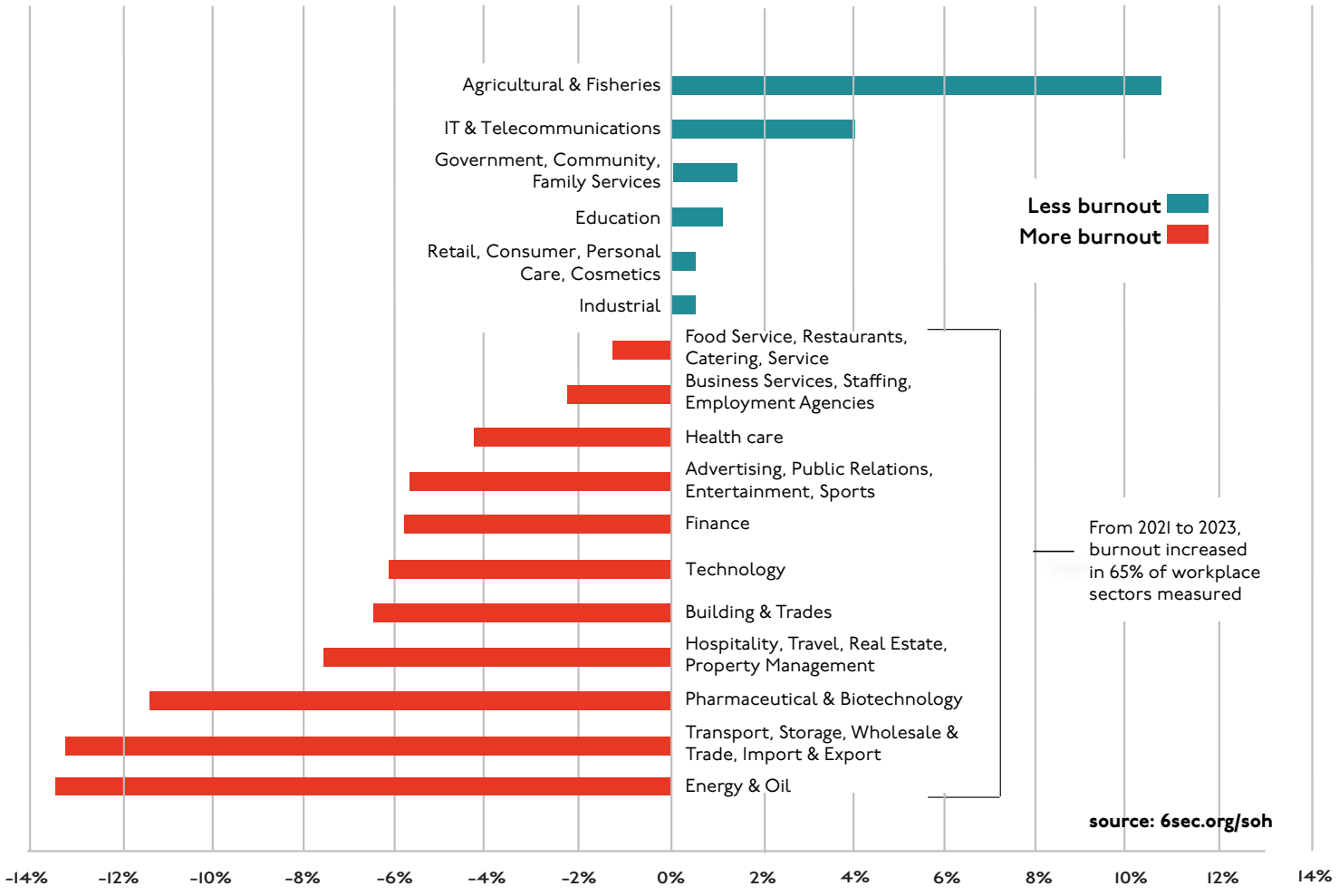


FIVE: **BURNOUT GAP**

From 2021 to 2023, burnout increased in 65% of workplace sectors in the study, as evidenced by a change in Drive scores. Agriculture and Fisheries Drive scores increased 10.72% in these years. The majority of sectors, however, declined. The biggest losses include a combined industry segment of Transport, Storage, Wholesale & Trade, Import & Export which lost 13.26% of its Drive score. Energy & Oil fared the worst, with a drop of 13.42%.

Most sectors facing higher burnout in post-pandemic era

2021-2023 Drive scores by sector



SIX: STRENGTHS AND OPPORTUNITIES FOR SEVEN GEOGRAPHIC REGIONS

Where in the world is emotional intelligence the highest? Lowest? What's your region's greatest strength, or challenge?

The regional samples represent an average of individuals; within each region there is a large variation of scores and so generalizations must be recognized as such. That said, there are significant variations among these averages, suggesting tendencies for various regions to develop emotional intelligence in differing ways.

The 2024 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

There are numerous, conflicting, definitions of these regions; we generally followed continental boundaries as outlined by mapsoftheworld.com

SIX: GEOGRAPHIC REGIONS

The Brain Talents, explained on page 7, vary by region; see the following pages. For comparing regions, this table shows the recent percentages of increase or decrease on each Brain Talent. The cells marked in green are the highest Brain Talents for the region, and in pink are the lowest in each region (highest and lowest are per region, not comparing between regions).[1]

1 The highest and lowest talents are an aggregate using the 2019-2023 dataset (designated by color on the table). The percent changes are from the 2021-2023 dataset to show the recent trends in the pandemic-recovery period.

3 highest-scoring talents per region

3 lowest-scoring talents per region

Brain Talent scores changed in post-pandemic period

source: 6sec.org/soh

	Africa	Asia	Europe	Latin America	Middle East	North America	Oceania
Data Mining	2.55%	7.18%	-2.05%	-3.09%	0.93%	1.70%	1.05%
Modeling	3.95%	7.87%	0.06%	-6.43%	2.15%	1.99%	0.74%
Prioritizing	1.78%	5.87%	-1.04%	-3.71%	0.84%	0.52%	-0.28%
Connection	4.94%	7.06%	1.61%	-2.05%	3.81%	1.64%	2.00%
Emotional Insight	4.69%	6.74%	1.14%	-2.13%	3.54%	1.78%	1.85%
Collaboration	5.36%	6.18%	3.38%	2.79%	3.79%	2.47%	1.79%
Reflection	2.94%	6.01%	0.71%	-1.23%	2.23%	0.20%	0.58%
Adaptability	2.90%	4.81%	1.31%	3.64%	1.68%	1.55%	0.35%
Critical Thinking	3.12%	7.79%	0.30%	-1.98%	3.09%	2.31%	1.12%
Resilience	5.67%	9.69%	1.81%	-6.30%	4.45%	3.78%	2.19%
Risk Tolerance	5.52%	6.68%	2.62%	-0.36%	3.22%	3.40%	1.66%
Imagination	5.67%	7.08%	2.57%	-2.48%	3.43%	3.24%	1.59%
Proactivity	4.69%	6.61%	0.32%	1.15%	3.51%	3.65%	1.90%
Commitment	5.17%	7.81%	0.16%	-5.22%	4.08%	3.19%	1.69%
Problem Solving	3.46%	6.28%	-0.65%	-3.11%	3.00%	2.03%	0.88%
Vision	3.39%	7.82%	1.58%	-3.45%	2.89%	1.91%	1.02%
Design	3.57%	9.60%	0.43%	-3.22%	2.43%	2.53%	2.02%
Entrepreneurship	5.03%	9.46%	2.47%	-5.48%	3.94%	3.09%	1.87%

OCEANIA

Total EQ Score:
Oceania ranks #1 of all regions in average emotional intelligence 2019-2023.

1

Strength

Oceania scored highest in Apply Consequential Thinking, indicating a strong ability to pause and assess the pros and cons of decisions.

Challenge

Oceania scored lowest in Navigate Emotions and Pursue Noble Goals (tied: 99.3), indicating an emerging prioritization of the importance of understanding the wisdom underlying their emotions as well as their connection to a deeper sense of purpose.

Top Talents 2019-2023

Prioritizing: To decide what's important, evaluate the options and consider best results against the constraints.

Reflection: To increase clarity, pause, step back, and evaluate.

Data Mining: To know what's important, notice clues, see patterns within the context, and filter out the inessential.

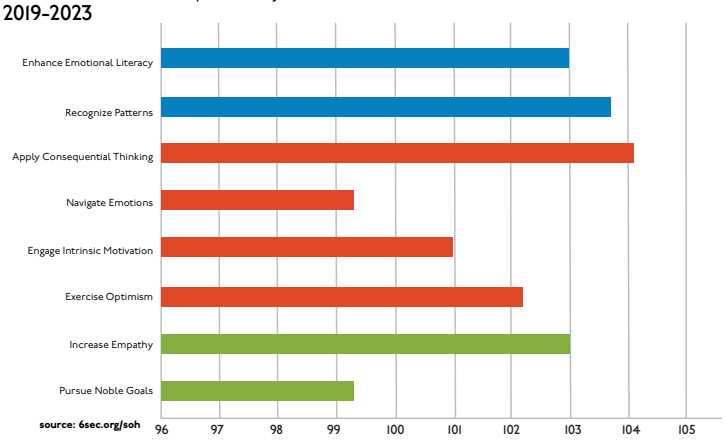
Bottom Talents 2019-2023

Risk Tolerance: To handle complexity, focus on the future potential and take charge of emotional energy.

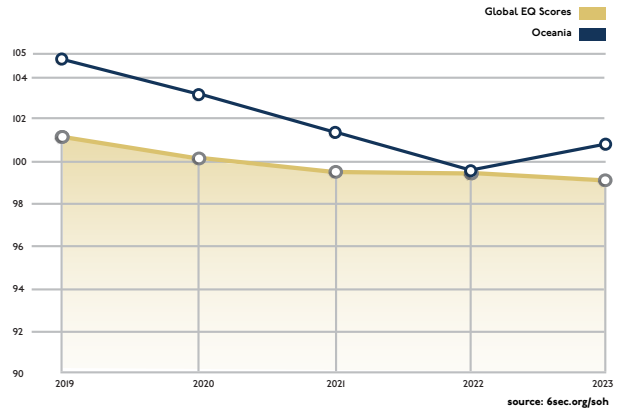
Resilience: To overcome obstacles, identify opportunities and take ownership of solutions.

Imagination: To envision the unknown, blend emotional openness with cognitive clarity.

Oceania EQ Competency scores
2019-2023



Comparing Oceania Region to Global EQ scores
2019-2023



SIX: GEOGRAPHIC REGIONS

AFRICA

Total EQ Score:
Africa ranks #2 of all regions in average emotional intelligence 2019-2023.

2

Strength

Africa scored above the international normed average of 100 on 7 of the 8 competencies in the Six Seconds Model of Emotional Intelligence. The highest scores were in Pursue Noble Goals (103.3) and Exercise Optimism (103), indicating a strong ability to connect choices with a deeper sense of purpose as well as choose to move toward proactive solutions in the face of adverse situations or circumstances.

Challenge:

The lowest competency score for this group is Navigate Emotions (95.7), which could indicate potential barriers for harnessing and directing emotions intentionally.

Top Talents 2019-2023

Entrepreneurship: To build a path toward the vision, see the future and find energy to take steps toward it today.

Vision: To know what is important, stay connected to values as a "North Star."

Design: To create clarity of direction, consider both the long-term and current reality..

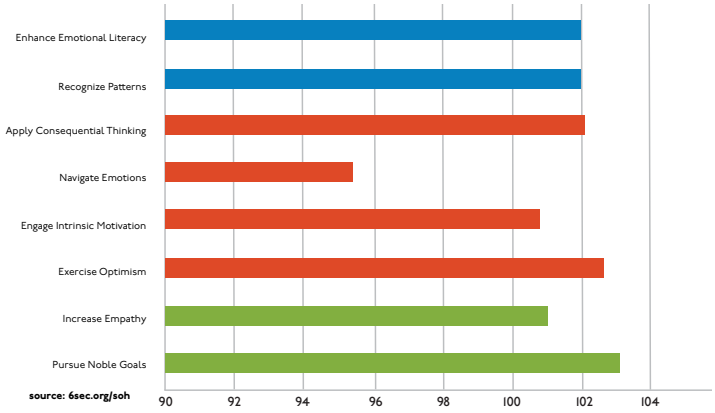
Bottom Talents 2019-2023

Collaboration: To build effective relationships, balance multiple needs and create the right emotions for people to get in sync.

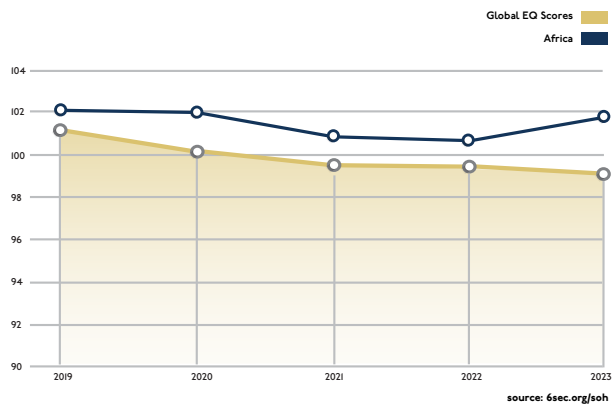
Proactivity: To address challenges before they arise, don't wait for others, harness internal drive.

Adaptability: To shift perspective, assess and "pivot" to re-align toward new understanding.

Africa EQ Competency scores
2019-2023



Comparing Africa Region to Global EQ scores
2019-2023



SIX: GEOGRAPHIC REGIONS

NORTH AMERICA

Total EQ Score:
North America ranks #3 of all regions in average emotional intelligence 2019-2023.

3

Strength

North America scored highest in Recognize Patterns, indicating a strong ability to identify habits and typical ways of responding in various situations.

Challenge

North America scored lowest in Navigate Emotions, indicating a developing ability to harness the power of emotions in constructive ways.

Top Talents 2019-2023

Prioritizing: To decide what's important, evaluate the options and consider best results against the constraints.

Modeling: To see possible paths, map out possibilities from the available data.

Data Mining: To know what's important, notice clues, see patterns within the context, and filter out the inessential.

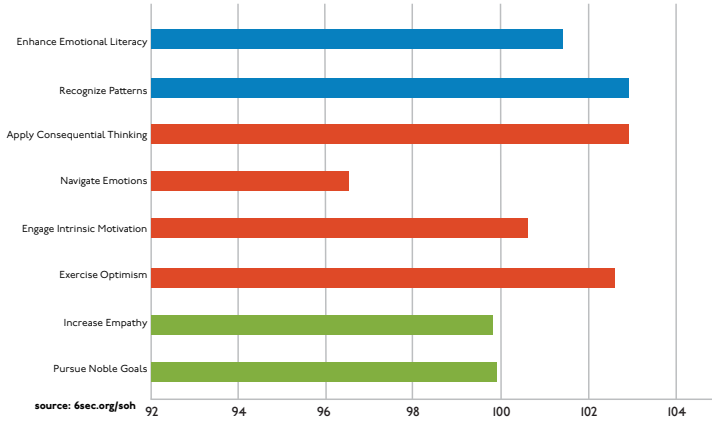
Bottom Talents 2019-2023

Collaboration: To build effective relationships, balance multiple needs and create the right emotions for people to get in synch.

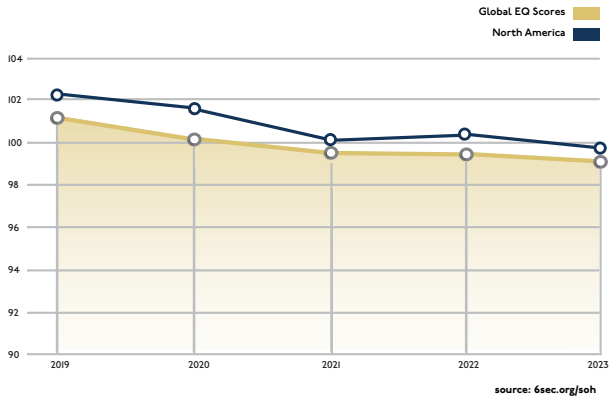
Risk Tolerance: To handle complexity, focus on the future potential and take charge of emotional energy.

Adaptability: To shift perspective, assess and "pivot" to re-align toward new understanding.

North America EQ Competency scores
2019-2023



Comparing North America Region to Global EQ scores
2019-2023



MIDDLE EAST

Total EQ Score:
Middle East ranks #4 of all regions in average emotional intelligence 2019-2023.

4

Strength

The average emotional intelligence profile in the Middle East shows high competency scores associated with the drive strand (Exercise Optimism, Increase Empathy, and Pursue Noble Goals) as well as Apply Consequential Thinking, indicating a strong ability to move towards goals while also having the ability to pause and assess risks appropriately.

Challenge:

Navigate Emotions, an essential skill for shifting from volatility to use emotions in a positive way, was the lowest scoring competency for this region.

Top Talents 2019-2023

Prioritizing: To decide what's important, evaluate the options and consider best results against the constraints.

Vision: To know what is important, stay connected to values as a "North Star."

Reflection: To increase clarity, pause, step back, and evaluate.

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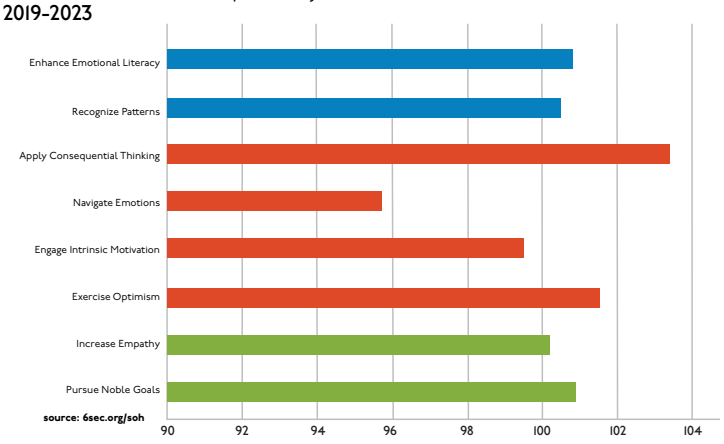
Bottom Talents 2019-2023

Risk Tolerance: To handle complexity, focus on the future potential and take charge of emotional energy.

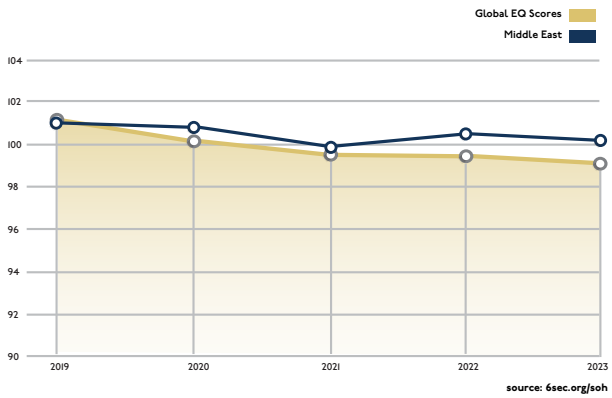
Collaboration: To build effective relationships, balance multiple needs and create the right emotions for people to get in synch.

Proactivity: To address challenges before they arise, don't wait for others, harness internal drive.

Middle East EQ Competency scores
2019-2023



Comparing Middle East Region to Global EQ scores
2019-2023



LATIN AMERICA

Total EQ Score:
Latin America ranks #5 of all regions in average emotional intelligence 2019-2023.

5

Strength

Latin America scored highest in Exercise Optimism, indicating a strength in envisioning new possibilities.

Challenge

Latin America scored lowest in Navigate Emotions (98) and Increase Empathy (98.1), indicating a potential difficulty in recognizing and reacting to one's own as well as others' feelings.

Top Talents 2019-2023

Resilience: To overcome obstacles, identify opportunities and take ownership of solutions.

Modeling: To see possible paths, map out possibilities from the available data.

Entrepreneurship: To build a path toward the vision, see the future and find energy to take steps toward it today.

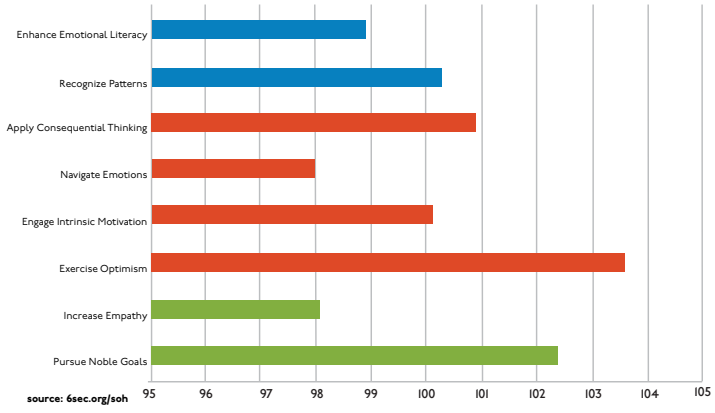
Bottom Talents 2019-2023

Collaboration: To build effective relationships, balance multiple needs and create the right emotions for people to get in sync.

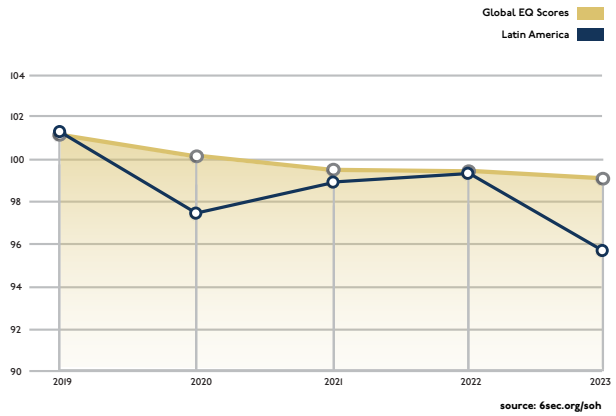
Connection: To build rapport, open up, mirror others' emotions, and tune into the "human wifi."

Emotional Insight: To understand others and strengthen relationships, accurately understand emotions and make sense of that data.

Latin America EQ Competency scores
2019-2023



Comparing Latin America Region to Global EQ scores
2019-2023



EUROPE

Total EQ Score:
Europe ranks #6 of all regions in average emotional intelligence 2019-2023.

6

Strength

Europe scored highest in the competency of Engage Intrinsic Motivation, which indicates an ability to find motivation from personal values rather than external factors.

Challenge

The lowest competency score for Europe were Enhance Emotional Literacy (98.2), closely followed by Exercise Optimism (98.6), Apply Consequential Thinking (98.7), and Pursue Noble Goals (98.8). In conjunction with one another, low scores in these competencies could be indicative of a difficulty with assessing the opportunity costs of choices in the long-term.

Top Talents 2019-2023

Proactivity: To address challenges before they arise, don't wait for others, harness internal drive.

Problem Solving: To get results fast, focus both on the present and desired future, then create the emotional energy to go forward.

Commitment: To maintain clarity about what matters, take internal drive and link it to long-term vision.

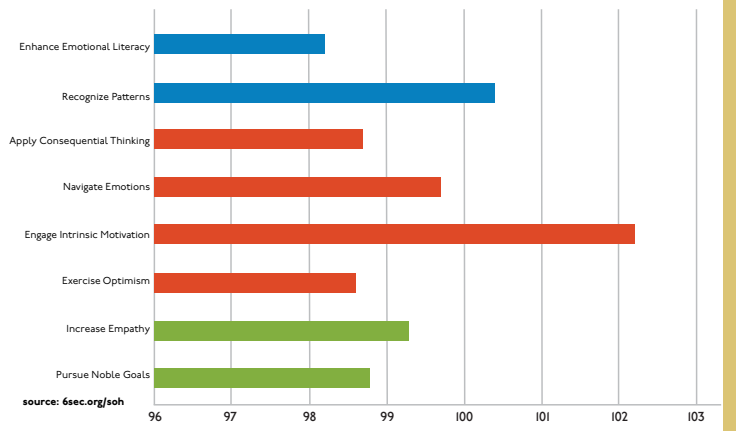
Bottom Talents 2019-2023

Entrepreneurship: To build a path toward the vision, see the future and find energy to take steps toward it today.

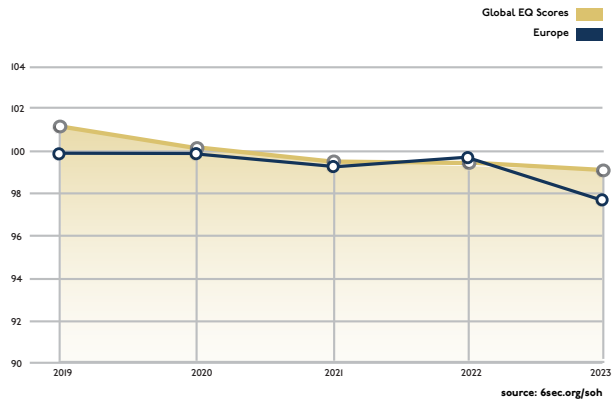
Vision: To know what is important, stay connected to values as a "North Star."

Emotional Insight: To understand others and strengthen relationships, accurately understand emotions and make sense of that data.

Europe EQ Competency scores
2019-2023



Comparing Europe Region to Global EQ scores
2019-2023



SIX: GEOGRAPHIC REGIONS

ASIA

Total EQ SCORE:
Asia ranks #7 of all regions in average emotional intelligence 2019-2023.

7

Strength

Asia scored the highest on Apply Consequential Thinking, indicating a cultural tendency to evaluate risks.

Challenge

Asia scored the lowest on Engage Intrinsic Motivation. Furthermore all of the competency scores were under 100, indicating a particular need to focus on developing and practicing emotional intelligence within the region.

Top Talents 2019-2023

Reflection: To increase clarity, pause, step back, and evaluate

Adaptability: To shift perspective, assess and "pivot" to re-align toward new understanding.

Prioritizing: To decide what's important, evaluate the options and consider best results against the constraints.

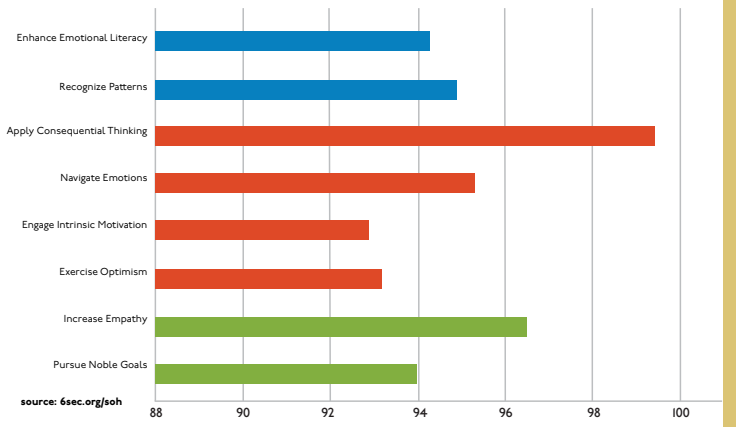
Bottom Talents 2019-2023

Resilience: To overcome obstacles, identify opportunities and take ownership of solutions.

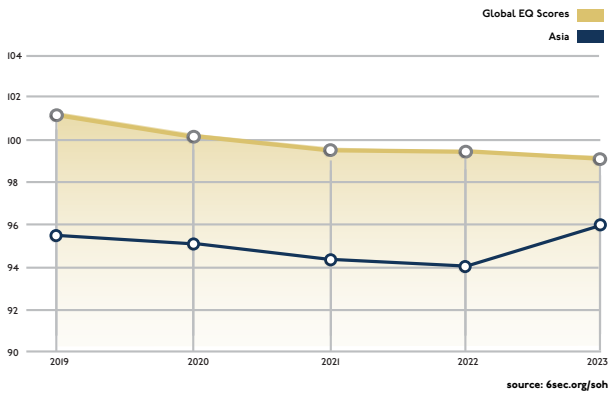
Imagination: To envision the unknown, blend emotional openness with cognitive clarity.

Commitment: To maintain clarity about what matters, take internal drive and link it to long-term vision.

Asia EQ Competency scores
2019-2023



Comparing Asia Region to Global EQ scores
2019-2023



ABOUT STATE OF THE HEART

TRACKING GLOBAL EQ TRENDS
SINCE 2011

Since 2011, State of the Heart has tracked the changing trends in emotional intelligence (EQ) and the link to the four Success Factors of effectiveness, wellbeing, relationships and quality of life.

This analysis mines the world's most complete EQ dataset from the Six Seconds Emotional Intelligence Assessment (SEI). The SEI toolset includes 4 different assessments and over 20 report options, providing a comprehensive system for leveraging emotional intelligence – in 22+ languages. More details: 6sec.org/sei

The 2024 study authors are Joshua Freedman, Michael Miller, Patricia Freedman, and Daniel Choi.

State of the Heart is published by Six Seconds, the global nonprofit community committed to growing EQ. See: 6sec.org/about

For **more State of the Heart results**, see: 6sec.org/soh

Suggested citation:
Freedman et al (2024). State of the Heart. Six Seconds. Retrieved from https://6sec.org/soh.

ABOUT STATE OF THE HEART

The State of the Heart uses a balanced random sampling from an anonymized research database from around the world.

This report focuses on a randomized sample from a population of 277,610 people from 169 countries, balanced by global region, age, and gender:

2024 SOH Report Sample: n=4,676 sampled from 43,690 responses in 2023.

2023 SOH Report Sample: n=10,684 sampled from 106,275 responses in 2021-2022.

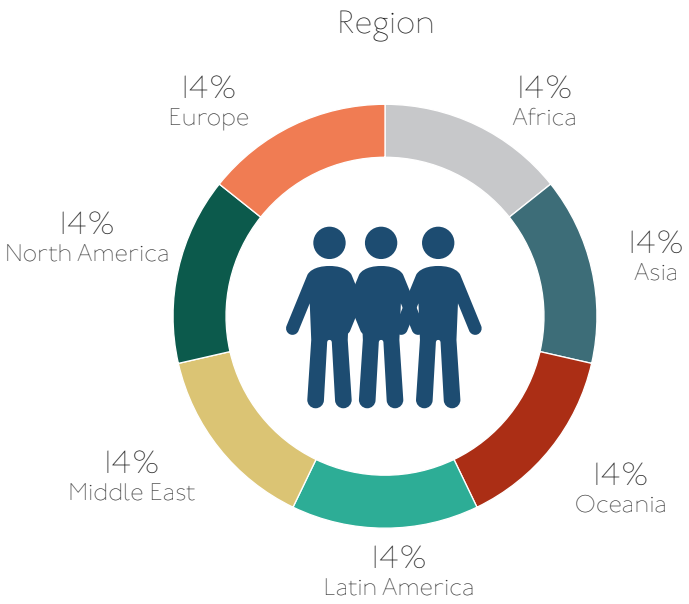
2021 SOH Report Sample: n=13,440 sampled from 127,645 responses in 2019-2020.

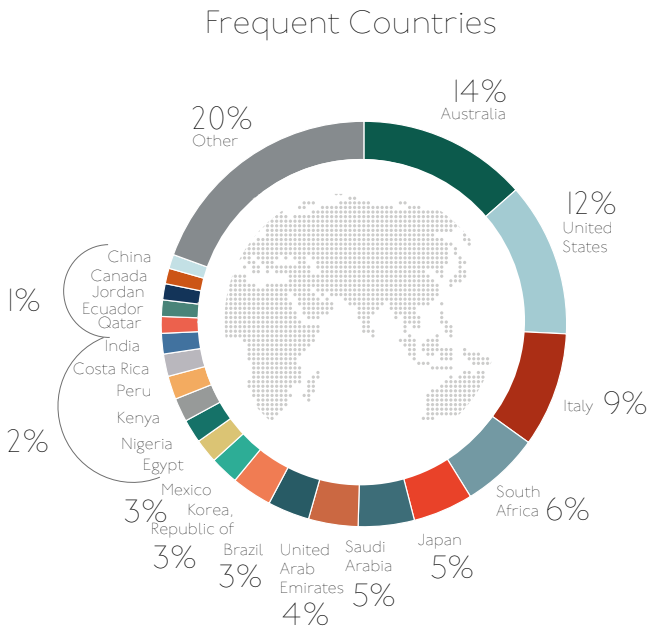
The data includes additional demographic categories such as job role, industry, and more.

The randomized sample is balanced by age (equal numbers under and over 40 years old), by reported gender (only male & female are included because there are insufficient non-binary responses in the database), and by world region (with equal numbers across seven broad global regions). There are 17 industries or sectors represented.

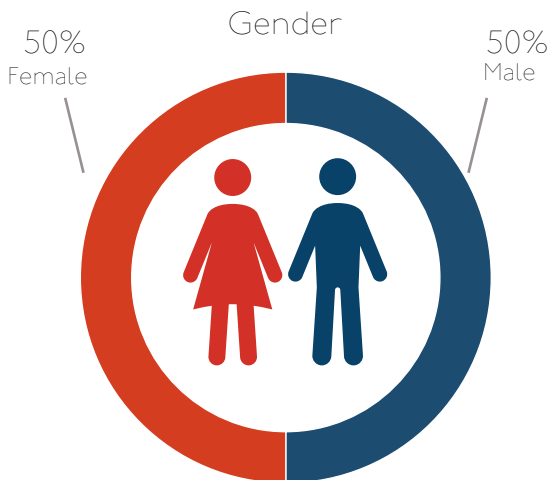
As may be evident in these graphs, the dataset is not fully representative of the general population. For example, in some countries, the sample may include more managers and senior managers, more university graduates, or more advanced-degree holders than other national populations on average. The sample is also older, on average, than the total world population's average age since the SEI assessment is developed for and administered to adult respondents.

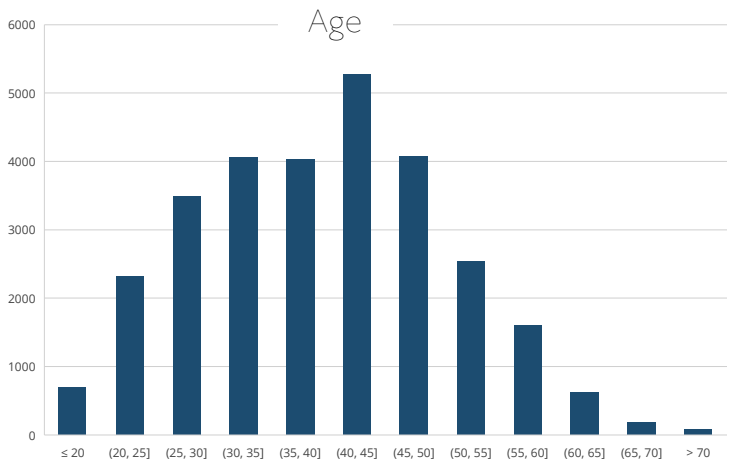
Please note, some of the updated graphs may look different from report (2023) to report (2024). This is because in the previous version of the State of the Heart Report, we used two datasets for analyses: a cleaned, but unbalanced version of the full Six Seconds SEI Database from 2021 and 2022 as well as a sampled subset of the database balanced by region, age, and gender. This year, to avoid any confusion, we ran the analyses exclusively using the sampled, longitudinal data that was randomly selected from the Six Seconds Database between 2019 and 2023.

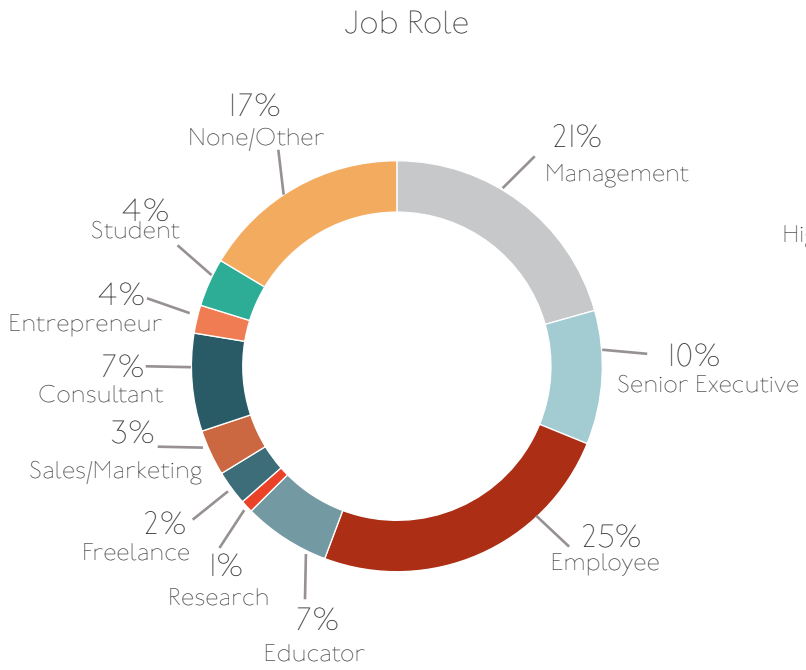


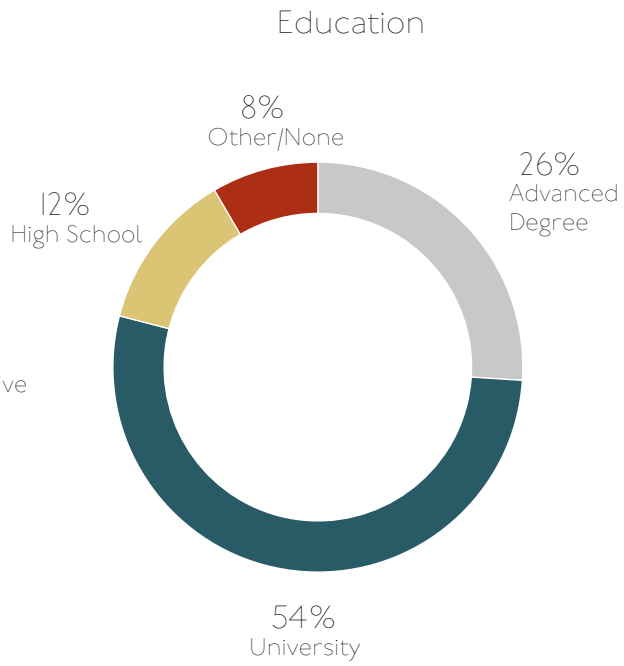


ABOUT STATE OF THE HEART









ABOUT SIX SECONDS

Six Seconds is the world's leading provider of emotional intelligence assessments, training, certification, and coaching.

Our mission is growing the world's emotional intelligence.

Our vision is that by 2039, one billion people will be practicing the skills of emotional intelligence. Working toward that vision, we research and develop transformational, globally relevant, and scientifically validated tools and methods to measure and strengthen the key competencies to increase productivity and effectiveness in the workplace The methodology applies to business, education, government and other organizations to create an optimal context for people to be and do their best.

www.6seconds.org

for additional State of the Heart Reports
6sec.org/soh

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THE EMOTIONAL INTELLIGENCE NETWORK

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