



STATE OF THE HEART 2023









NEW DATA ON EMOTIONAL INTELLIGENCE,
WELLBEING, AND THE HUMAN ENERGY CRISIS

GLOBAL REPORT

The world's largest study
of emotional intelligence
since 2011

STATE OF THE HEART GLOBAL 2023

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EXECUTIVE SUMMARY

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


5 KEY FINDINGS




Global emotional intelligence scores declined sharply during the pandemic. From 2018 to 2022, they declined on every emotional intelligence competency.




The world is facing a human energy crisis - at home and at work. Wellbeing scores continue to decline; rates of burnout, social isolation and emotional detachment are at all-time highs. These issues are especially concerning for younger generations .



Women are leading the post-COVID comeback. Starting in 2021, most of women's emotional intelligence and life success factor scores rebounded in a significant way, even as men's continued multi-year declines. While lagging wellbeing is a cause for concern, the overall trend for women is positive.



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



From 2018 to 2021, burnout increased in nearly every sector in the study. But in the past year, a wide disparity has emerged in the data. While some sectors have rebounded, others face an accelerating burnout crisis.

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.

12 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 two randomized samples from a population of 233,920 people from 142 countries, balanced by global region, age, and gender. The data includes additional demographic categories such as job role, industry, and more; see page 40-41 for details.

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.

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

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: 53.21% of the variation in these Success Factor scores are predicted by emotional intelligence scores.¹

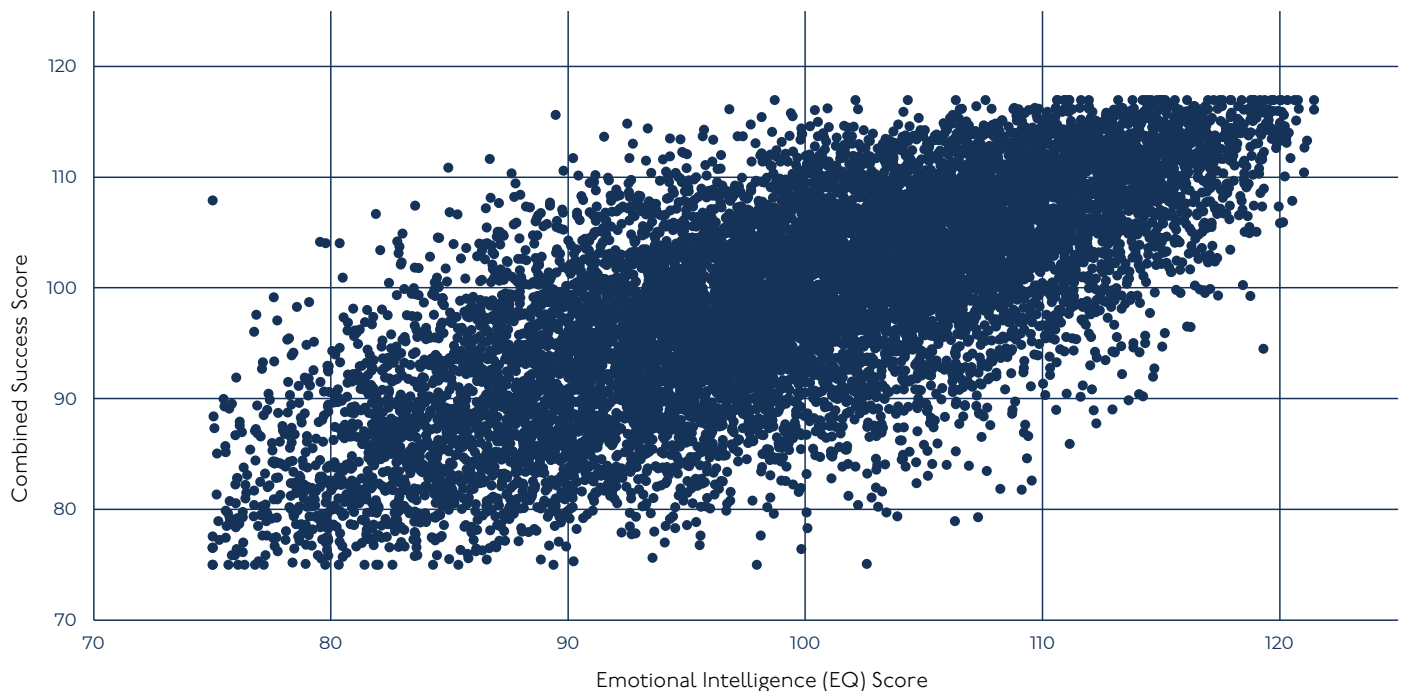
People who score above-average on emotional intelligence are **10 times more likely to have high scores on the Success Factors.**

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 = 10.76, 95% CI [6.62, 17.48], $p < 0.001$)

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

This scatter graph below shows each individual in the 2023 State of the Heart longitudinal data set, randomly selected from a pool of 233,920 who took the SEI between 2018-2022, representing more than 142 countries (see pages 36-38 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.

2023: EQ SCORES PREDICT 53.21% OF VARIATION IN SUCCESS SCORES



FROM THE CEO

Imagine the world is a person in your network.

After three years of pandemic and turmoil, they're struggling. You're concerned about them. They're starting to seem like themselves, but you can see a loss of inner spark. They're fragile and uncertain about the future, grappling with the mental and emotional aftershocks of the 2020s.

That's the world right now.

“When there is mass trauma,” World Health Organization Director-General Tedros Adhanom Ghebreyesus said in March 2021, “it affects communities for many years to come.”

He was right. The cost of the extraordinary demands of the pandemic era excised on our workplaces, communities and classrooms is due. When I presented with Dr. Tedros to the WHO's employees about emotional intelligence and wellbeing, the key takeaways were clear: **The world is experiencing the highest levels of stress and loneliness and people need help.** To counteract these issues, we need to strengthen emotional skills. This was true in 2021, and it may be even more urgent now.

The good news is Six Seconds has shown that **emotional intelligence skills are learnable, and correlated with positive outcomes for us as individuals, in organizations, and in communities.**

The bad news in this year's State of the Heart report finds that global emotional intelligence levels have declined for 3 consecutive years. And not just on one or two emotional intelligence skills - we see declines across the board, on every competency measured by the Six Seconds Emotional Intelligence assessment.

- On average, people are more volatile; less likely to be able to navigate emotions.
- People are less likely to feel connected to empathy, or a bigger sense of purpose.
- People are less likely to be able to accurately understand and label the feelings they're experiencing - a crucial foundation for mental and emotional health.

The Success Factors, which measure outcomes such as effectiveness and wellbeing, also show steady declines. 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.

This report should serve as a wakeup call for business leaders, parents, educators and more. There is some good news and positive trends, as we'll discuss in the report, but there is also a lot of work to do.

FROM THE CEO

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,

A handwritten signature in blue ink, appearing to read 'J. Freedman', with a long horizontal flourish extending to the right.

Joshua Freedman

CEO

ONE: GLOBAL EMOTIONAL INTELLIGENCE DECLINED SHARPLY DURING THE PANDEMIC

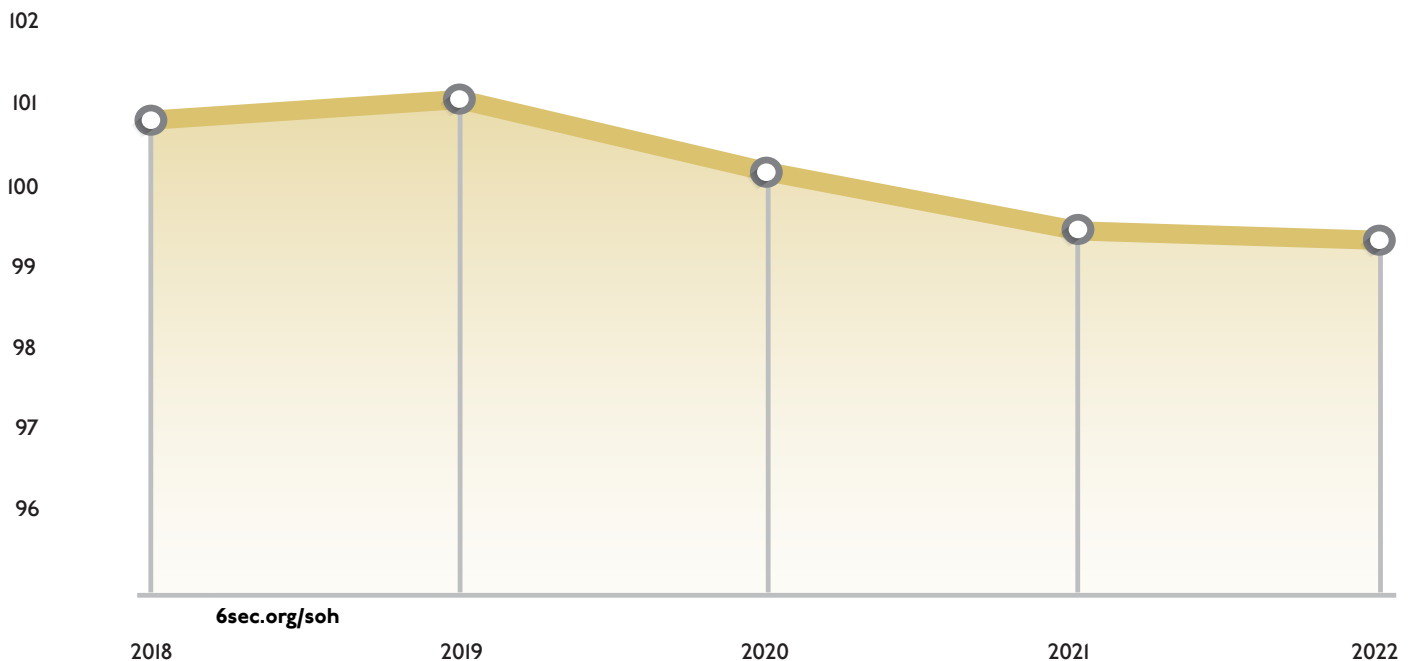
After 2018, global emotional intelligence scores increased for the first time in almost a decade. Since then, emotional intelligence has declined sharply, and while the rate of decline has slowed, levels remain well below 2019.¹

The 2019 SEI participant group (M = 101.08, SD = 9.81) compared to the 2022 SEI participant group (M = 99.36, SD = 9.70) reported significantly better total emotional intelligence scores overall, $t(12150) = 9.64, p < 0.001$. The percent difference in mean total EQ score between both sample groups was 4.8%. $2022 - 99.36, 2019 - 101.08$
Percent difference: $((99.36-65)-(101.08-65))/(101.08-65) = (34.36-36.08)/36.08 = -0.048$ or 4.8%.

“Emotional intelligence declines for three consecutive years.”

-State of the Heart

Global emotional intelligence declines
2018-2022 Global emotional intelligence scores



ONE: GLOBAL EQ DECLINES

From 2018 to 2022, global emotional intelligence declined on all 8 competencies measured by the Six Seconds Emotional Intelligence Assessment. On the graph below, 2018 scores are the lighter shade above 2022 scores in a darker shade.

Three competencies with the largest percent decrease:

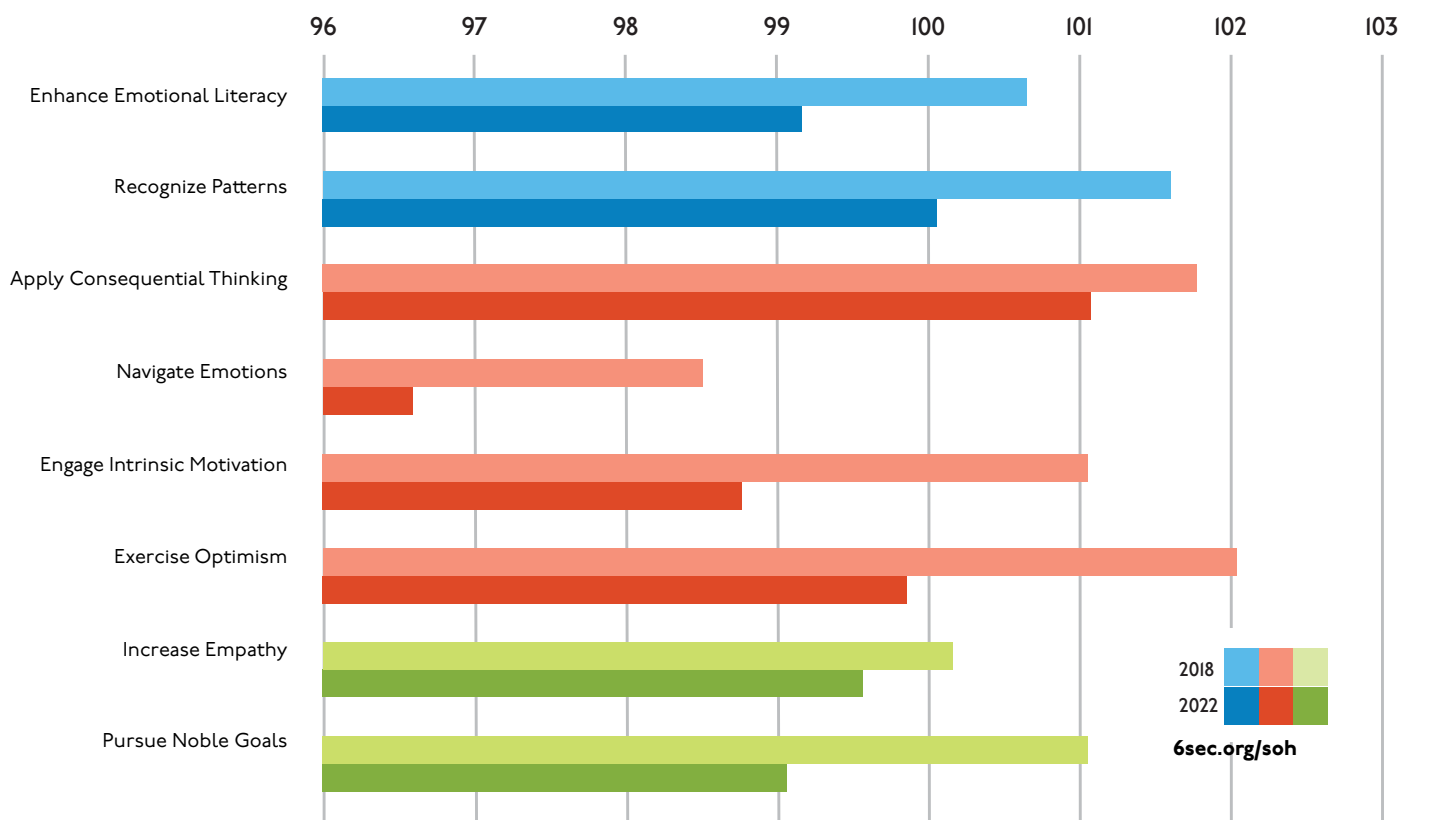
Engage Intrinsic Motivation -6.4%

Exercise Optimism -5.9%

Pursue Noble Goals -5.5%

Global emotional intelligence declines on every competency

2018-2022 Emotional intelligence competency scores



ONE: GLOBAL EQ DECLINES

SHIFTING GLOBAL COMPETENCIES: 2018 TO 2022

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, the impact is difficult. In the last few years, the shadow of the pandemic has pushed this person toward lower emotional intelligence.

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

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 compared to 2018, they're feeling helpless.

Engage Intrinsic Motivation would provide an inner drive to take action, but they're now they're feeling stuck.

Pursue Noble Goals would provide them a sense of purpose, a vision of a better future – but it's become muted.

On top of all that, their Navigating Emotions scores dropped, which means they struggled to use emotions in a proactive way.

All together, it sounds like a recipe for burn-out. As we'll read in the next section, that's exactly what it is.

TWO: THE WORLD IS FACING A HUMAN ENERGY CRISIS - AT HOME AND AT WORK

People are tired, burnt 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.

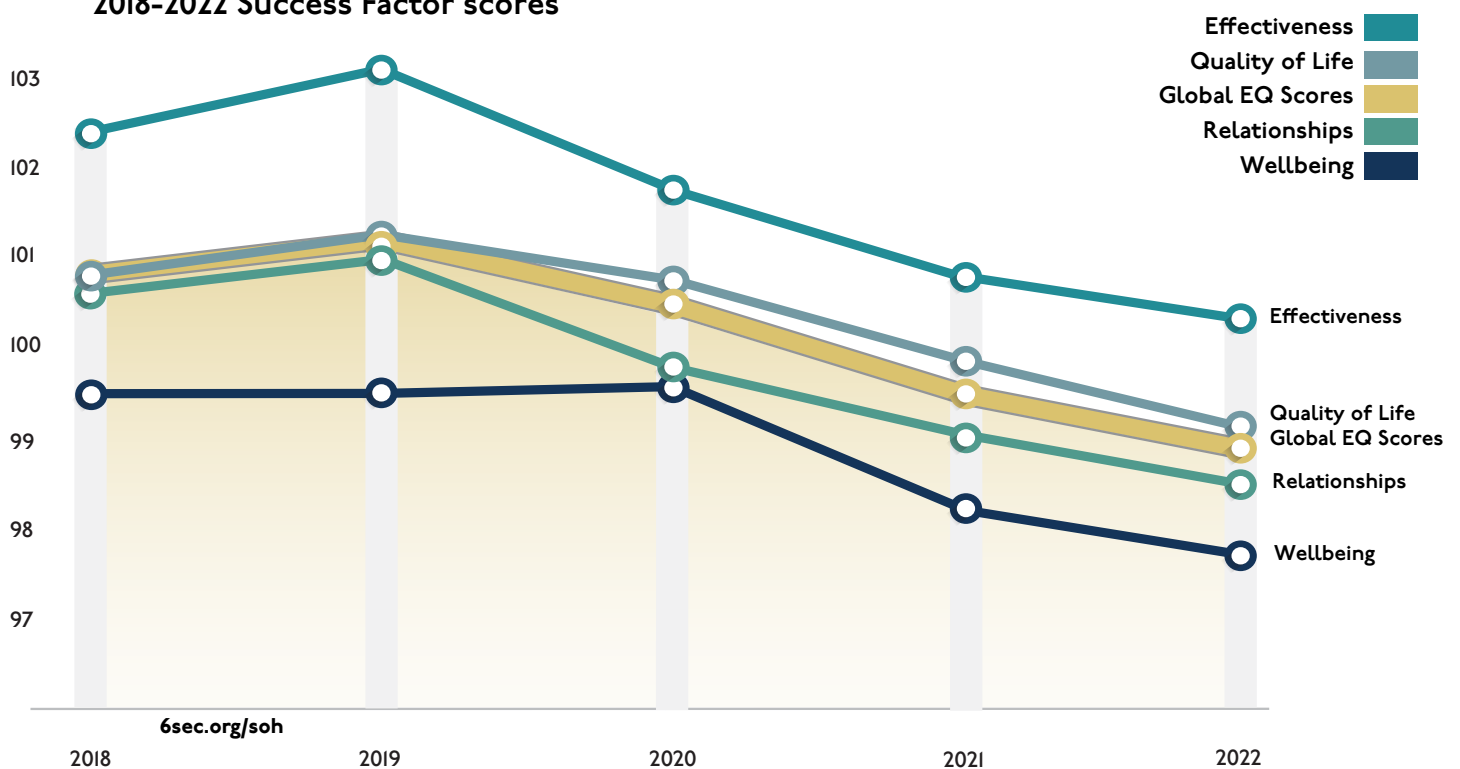
“7 in 10 people report they are struggling.”

-Gallup Mood of the World Report

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>

Global wellbeing tumbles to new low level 2018-2022 Success Factor scores



TWO: HUMAN ENERGY CRISIS

Why aren't people thriving? One reason is that they are not finding meaning in their work.

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

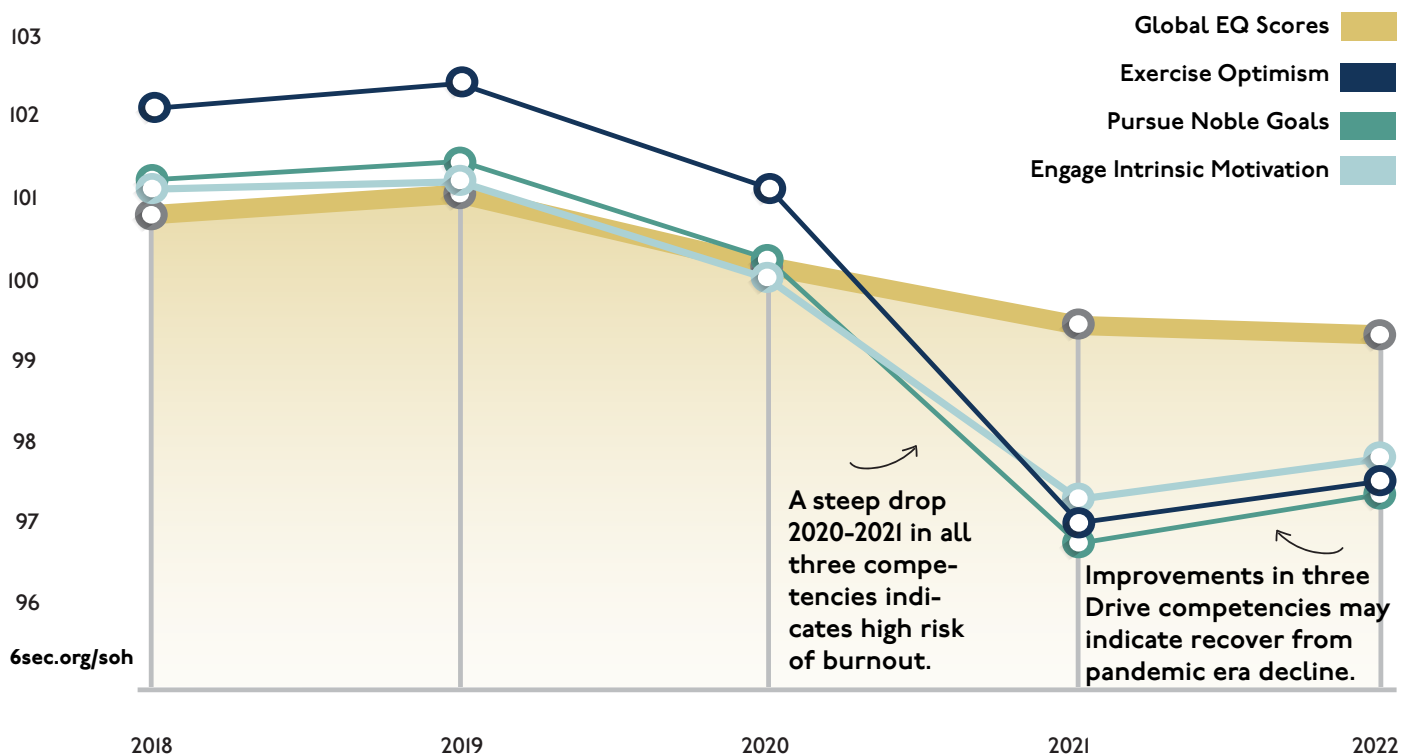
pushed many people and businesses to the breaking point.

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 caused an epidemic of burnout. Drive scores hit an all-time low in 2021, and we've experienced a modest uptick, but it's still far below the 2019 benchmark.

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/>

Burnout indicators worsen but show signs of improvement 2018-2022 Global emotional intelligence and Drive scores



TWO: HUMAN ENERGY CRISIS

In the graph above, global emotional intelligence scores (shown in yellow) have declined since 2019. Three competencies specifically related to burnout dropped precipitously in 2020-2021 - but increased in 2021-2022. We call these three the “Drive Strand” because they are connected to helping us drive forward. While Drive is improving in 2022, it’s still significantly below the overall average EQ score - suggesting a persistent risk for burnout globally.

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 job.¹ Microsoft’s Work Trends report found that more than half of managers (53%) report feeling burned out at work.² 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.

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

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>

THE HUMAN ENERGY CRISIS IS UNEVENLY DISTRIBUTED.

A closer analysis of the data reveals that the human energy crisis is not evenly distributed among all groups. Starting in 2021, women have led the post-COVID comeback. While men’s scores on emotional intelligence and life success outcomes have continued to decline, women have started to bounce back. We break down that data and its implications in the next section. There are also differences in specific sectors (see page 26).

COMPANIES ARE NOT MEETING EMPLOYEE DEMANDS FOR WORK-PLACE 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 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

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 Plummet. Gallup.

More than half of managers (53%) report feeling burned out at work.

-Microsoft’s Work Trends report

TWO: HUMAN ENERGY CRISIS

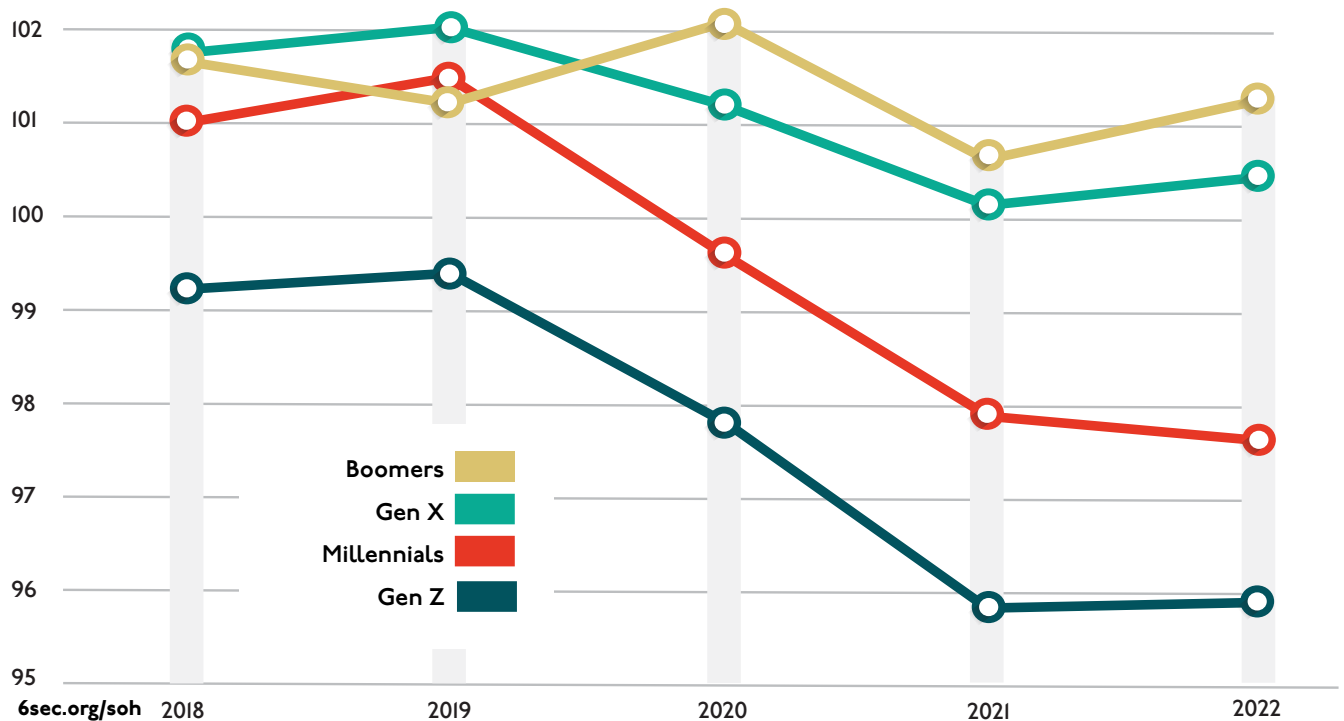
The large variations in burnout are even more stark across generations. Burnout is surging among younger workers. Our data shows a striking generational divide in emotional intelligence, a key driver of burnout.¹ Historically, emotional intelligence has increased slightly with age. But in recent years, that age gap has exploded.

Younger workers are experiencing far lower emotional intelligence and far higher rates of burnout than older generations. This threat-

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

ens 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 age group:

Gen Z experiences more burnout than older generations
2018-2022 Global Drive strand by generation



TWO: HUMAN ENERGY 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 - fueled and exacerbated by loneliness and social isolation.¹ After increasing on nearly every emotional intelligence competency from 2018 to 2019, these scores have decreased by a large statistically significant degree since the start of the COVID-19 pandemic.²

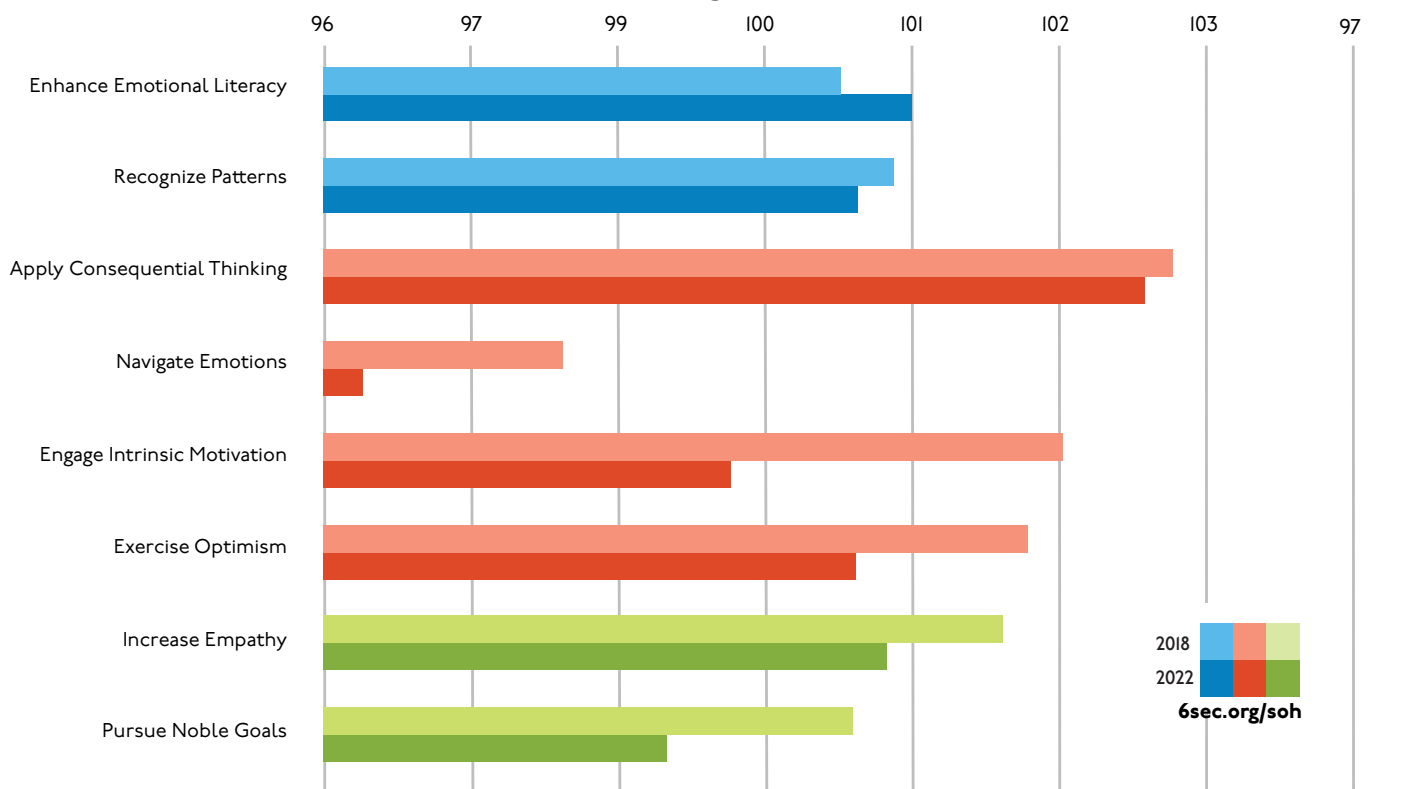
1 Mental health of adolescents (2021) World Health Organization. <https://www.who.int/news-room/fact-sheets/detail/adolescent-mental-health>

2 Between 2018-2022, the Generation Z group (M = 97.04, SD = 12.8) relative to all other generation groups (M = 100.73, SD = 11.93) had a statistically significantly lower average Drive Strand score $t(31022) = 13.58, p < 0.001$.

Consider the Gen Z experience of work in our survey. Over half of respondents scored in the low satisfaction category, signaling a high prevalence of burnout and disengagement. In terms of mental and physical health, over a third scored low in both categories.

In the wake of the pandemic, we have entered an “emotional recession” characterized by low wellbeing and high burnout - and it’s particularly acute among young people.

Gen Z emotional intelligence scores decline 2018-2022 Emotional intelligence competency scores for Gen Z



THREE: WOMEN LEAD THE POST-COVID COMEBACK - BUT AT WHAT COST?

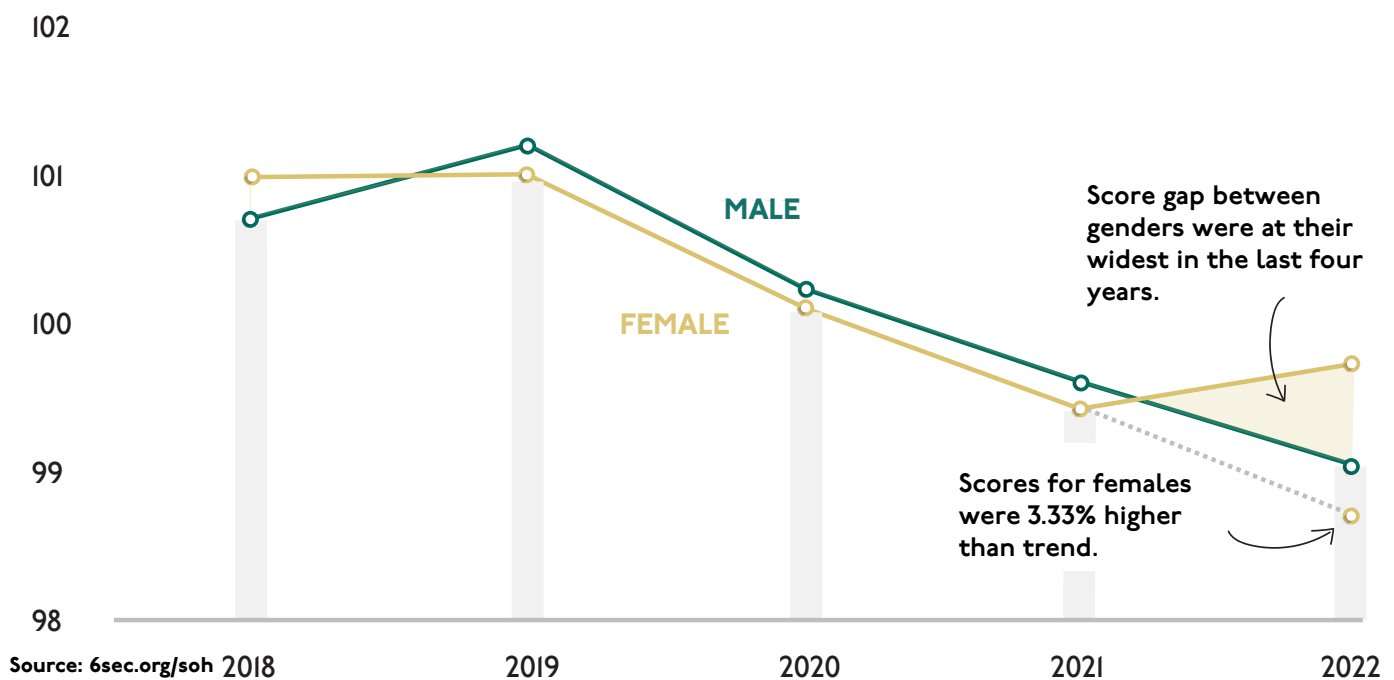
Data on women's emotional intelligence and Success Factors offers a hopeful counter to the overall decline. While men's average emotional intelligence and Success Factors continued to decline through the end of 2022, the average for women rebounded. After a couple tumultuous years for mental and emotional health worldwide, women are leading the comeback.

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

WOMEN'S EMOTIONAL INTELLIGENCE ON THE RISE

Average emotional intelligence scores for both men and women declined from 2019-2021. Then, while men's scores continued to decline into 2022, women's scores increased.

Women reverse the downward EQ trend
2018-2022 Global emotional intelligence scores by gender



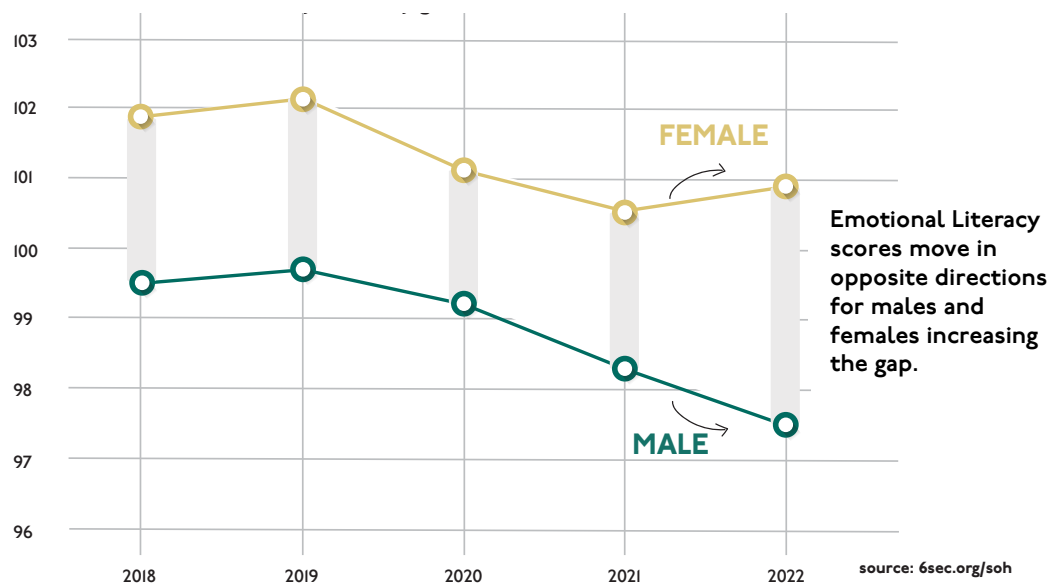
THREE: WOMEN LEAD COMEBACK

What fueled the increase in women's emotional intelligence scores? Increases in self-awareness, empathy, intrinsic motivation and connection to purpose. In the Six Second Model

of Emotional Intelligence, self-awareness is a combination of two competencies, Enhance Emotional Literacy and Recognize Patterns. Here they are graphed by gender:

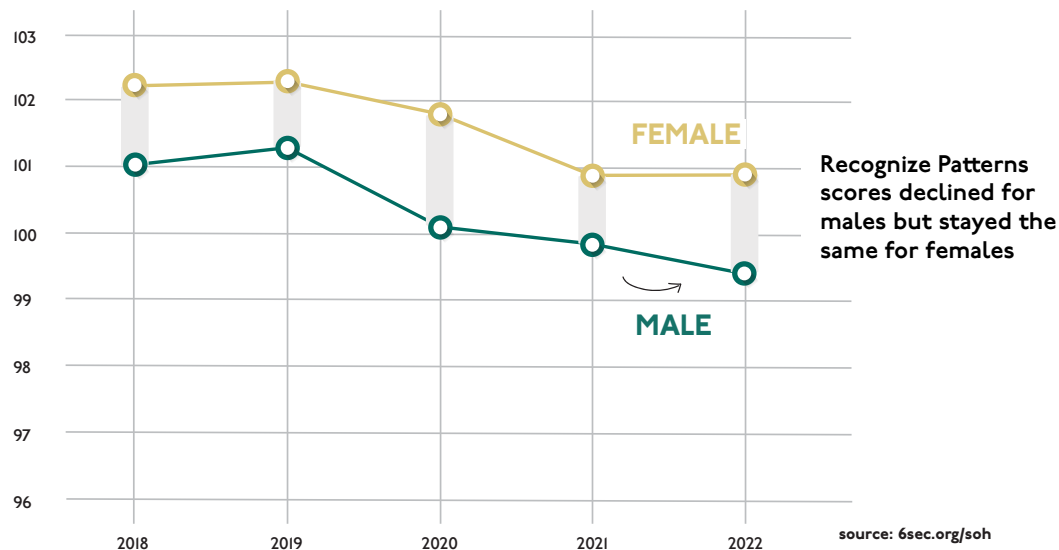
Gender gap grows for skills to understand and identify feelings

2018-2022 Enhance Emotional Literacy scores by gender



Males fall further behind on measure of self-awareness

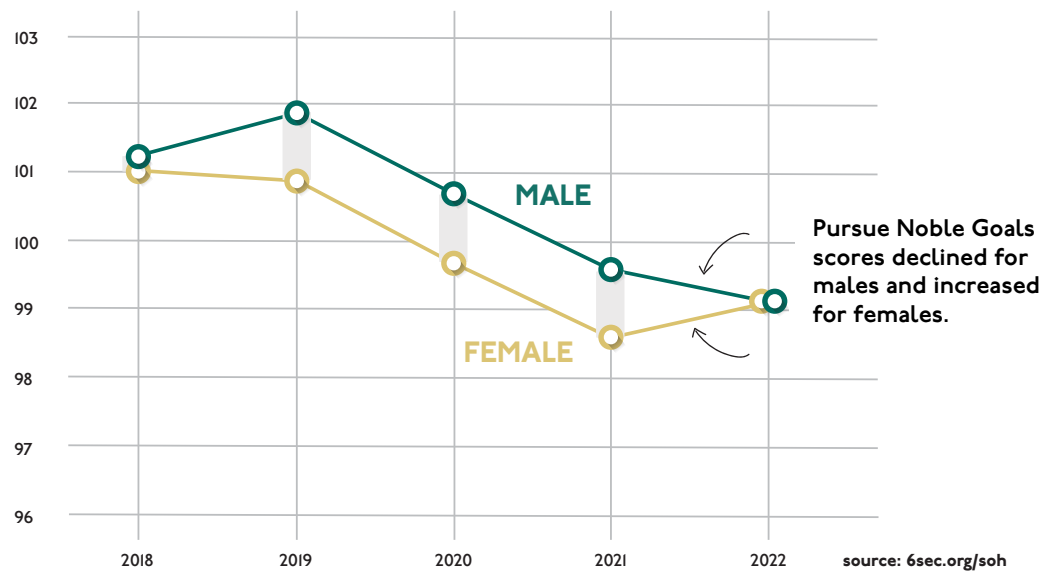
2018-2022 Recognize Patterns scores by gender



THREE: WOMEN LEAD COMEBACK

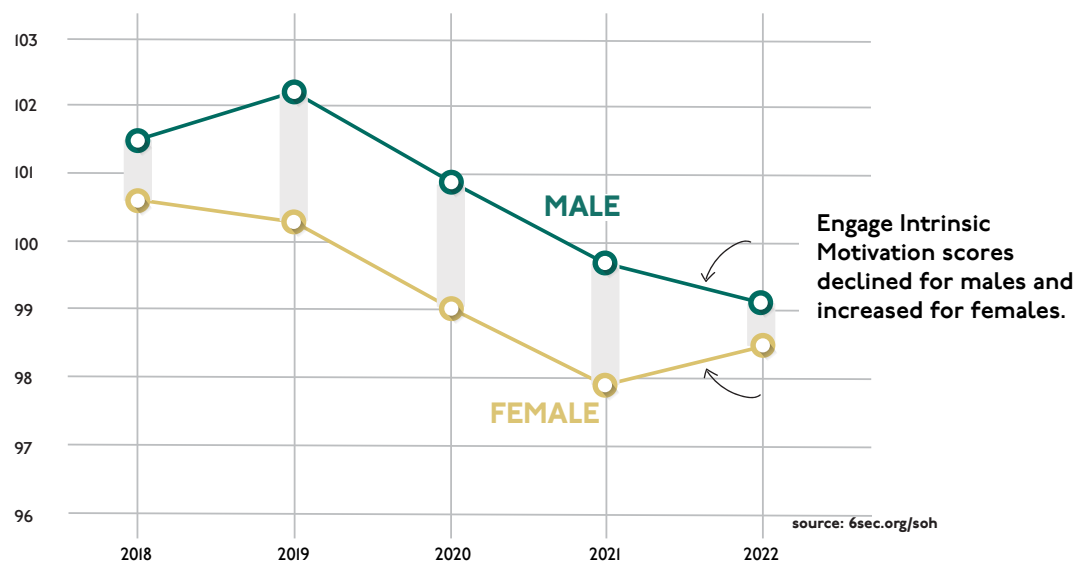
Connection to purpose improves for females

2018-2022 Pursue Noble Goals scores by gender



Engagement with personal values shifting direction

2018-2022 Engage Intrinsic Motivation scores by gender



THREE: WOMEN LEAD COMEBACK

WOMEN'S SUCCESS FACTORS IMPROVE EXCEPT FOR WELLBEING

Women's scores also increased on 3 of the 4 key indicators of life success.

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 2022 – encouraging data that adds to a grow-

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/>

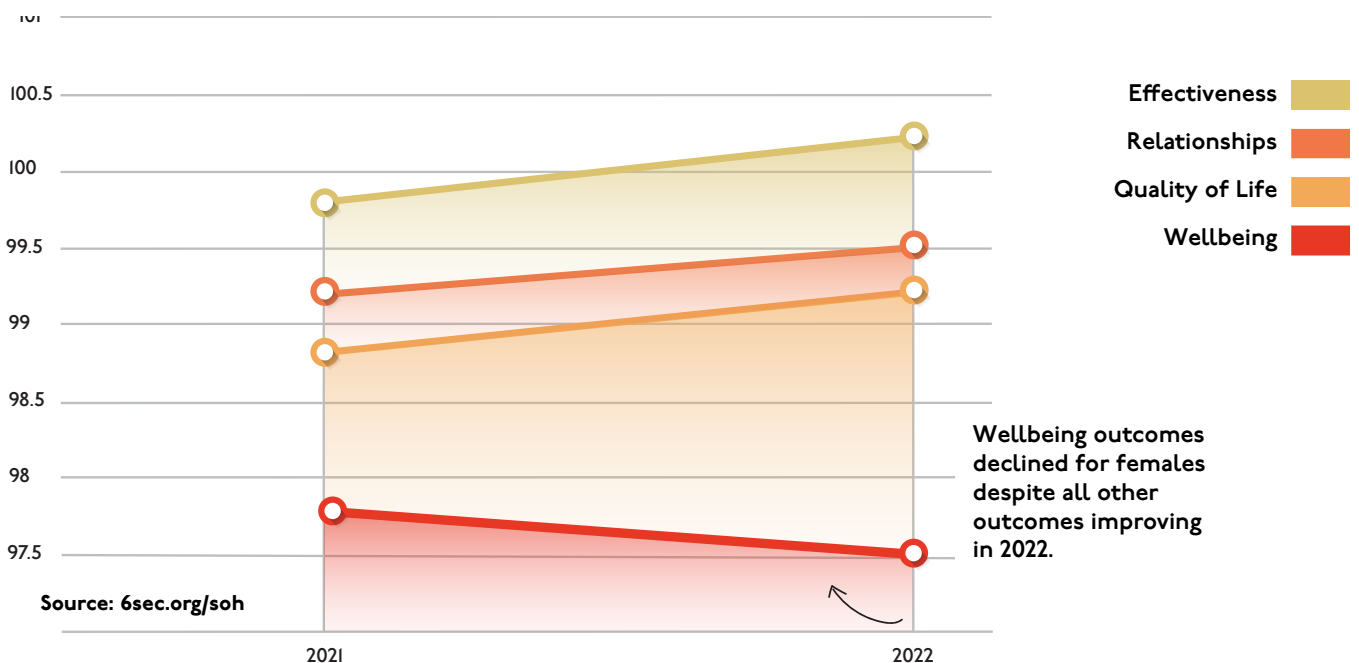
ing body of evidence that women are leading the post-COVID comeback.

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/>

Wellbeing lags behind while all other Success Factors bounce back 2018-2022 Success Factor scores for females



THREE: WOMEN LEAD COMEBACK

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 the jobs. There is, however, one major caveat; while the other three increased for women globally: **Wellbeing decreased** from 2021 to 2022. This suggests that while women are leading the comeback post-COVID, they are still carrying an unsustainable burden.

The end result is that women's wellbeing suffers, contributing to a burnout epidemic in which women leaders experience burnout at much higher rates than their male counterparts. During the COVID-19 pandemic, this "burnout gap" between men and women doubled⁴. In our research, women's Wellbeing scores declined 0.9% from 2021 to 2022 and 4.4% since 2019 (5.5% since 2018).⁵

Wellbeing decreased from 2021 to 2022. This suggests that while women are leading the comeback post-COVID, they are still carrying an unsustainable burden

-State of the Heart 2023

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 $t(6074) = 6.38, p < 0.001$.

THREE: WOMEN LEAD COMEBACK

MEN'S SUCCESS FACTORS CONTINUE TO DECLINE

Research suggests that overall, men are struggling. 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.

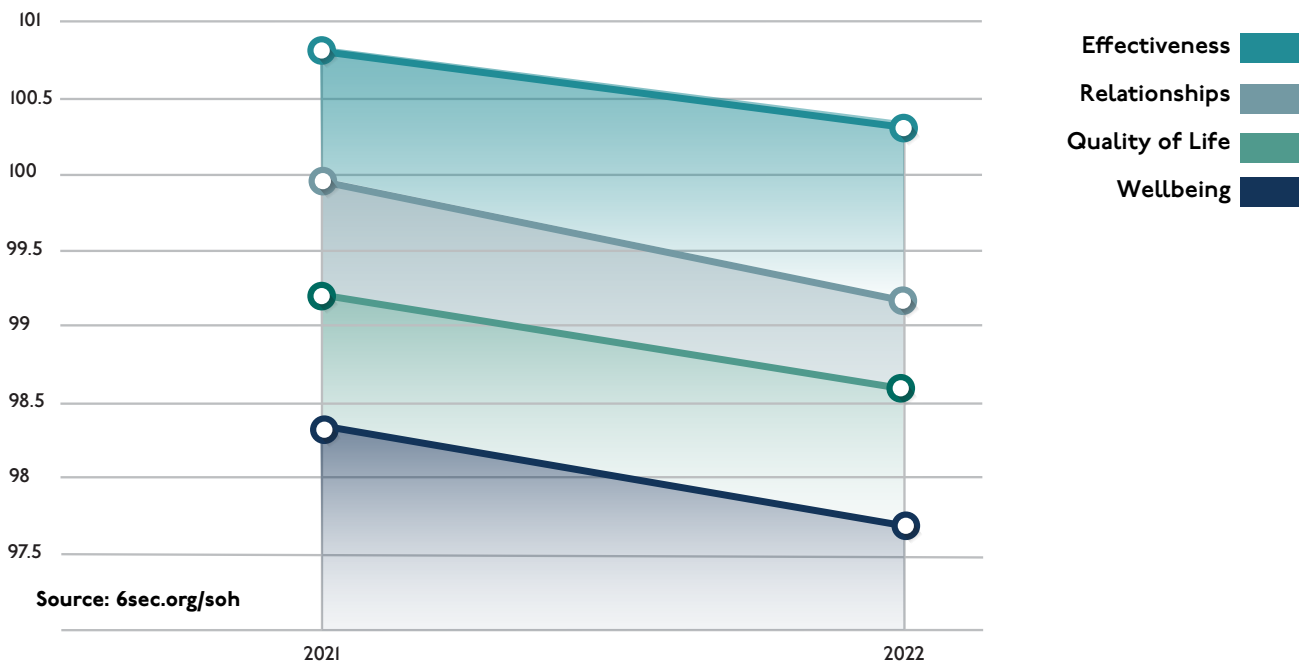
This lack of social support is one factor that contributes to low wellbeing and life satisfaction - sometimes with tragic consequences.

Men account for close to three out of every four “deaths of despair” — suicide and drug overdoses. It is clear that men frequently do not have the social support or emotional skills they need to thrive.

From 2021 to 2022, scores for men declined on all 4 Success Factors: In comparison to Female's scores on Success Factors (page 20), here's the trend line for all 4 Success Factors for Males:

Scores for males decline across all Success Factors

2018-2022 Success Factor scores for males



THREE: WOMEN LEAD COMEBACK

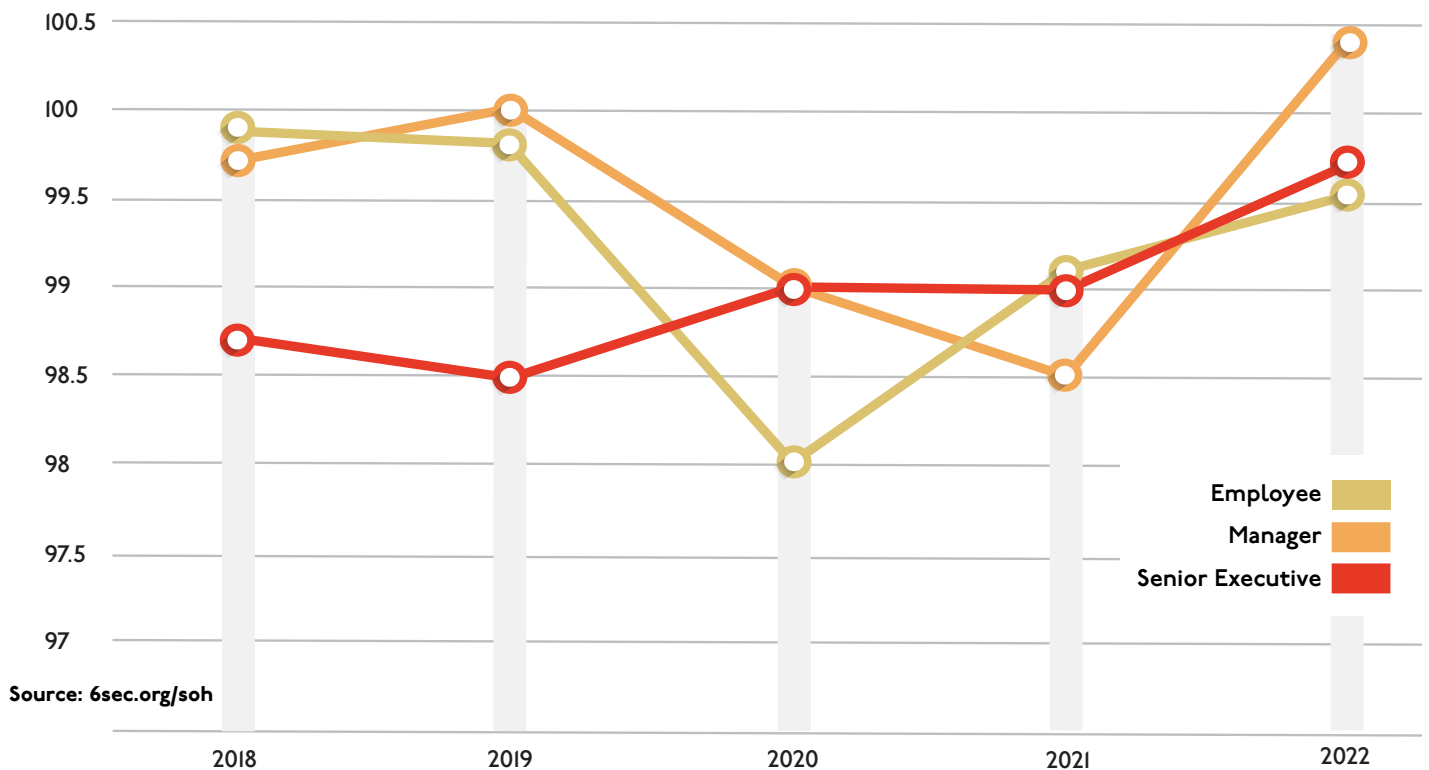
WOMEN STEP UP TO SHIFTING WORKPLACE DEMANDS

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.

The story is changing. Perhaps due to pandemic upheaval and distress, **women senior leaders’ average empathy scores are increasing.** This could signify women stepping in to meet changing demands at work – and might be the start of a new understanding that “good leadership” requires taking care of people.

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

Female leaders step into the empathy gap 2018-2022 Increase Empathy scores for females



THREE: WOMEN LEAD COMEBACK

Other recent research supports the notion that women leaders are stepping into people-centered leadership. 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.¹

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. Meanwhile, people of all genders will need to strengthen their emotional intelligence skills to adapt to the new challenges.

“Men in senior leadership outnumber women 2 to 1— but employees are equally likely to say that women and men leaders have supported their career development.”

-McKinsey's 2022 Women in the Workplace report

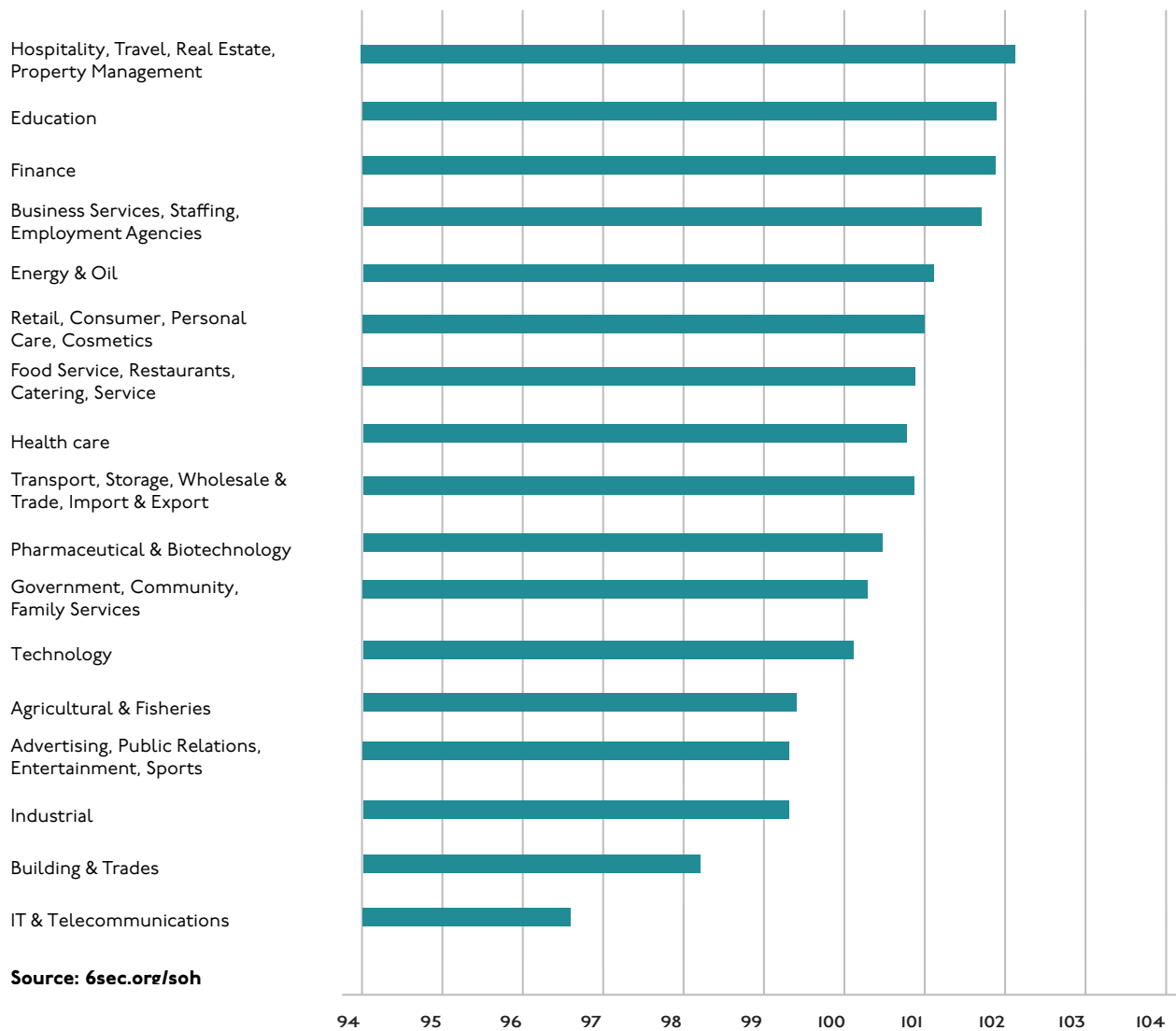
¹ Coury, S., Huang, J., Kumar, A., Prince, S., Krivkovich, A., & Yee, L. (2022, October 18). Women in the Workplace. McKinsey; McKinsey & Company. <https://www.mckinsey.com/featured-insights/diversity-and-inclusion/women-in-the-workplace>

FOUR: 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 of the pandemic and its aftermath varied widely in different workplace sectors. First, let's look at overall emotional intelligence:

Workplace sectors have wide disparities in EQ scores

2018-2022 Emotional intelligence scores by sector



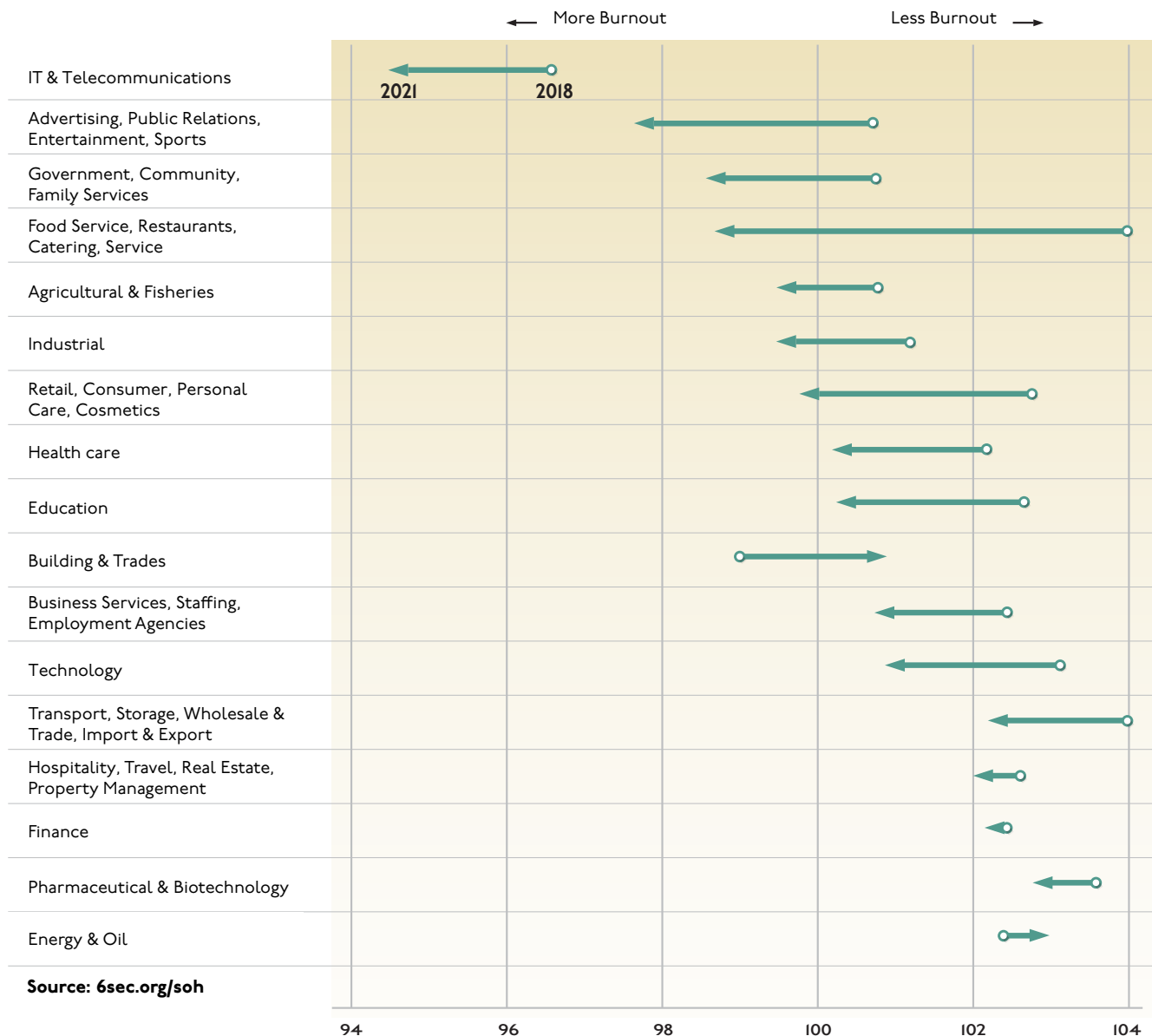
Source: 6sec.org/soh

FOUR: SECTOR SPOTLIGHT

How do these varying levels of emotional intelligence correlate to **burnout risk** in each sector? As you might expect, there is a correlation: Telecom & IT and Entertainment & PR, the two lowest scoring sectors by overall emotional intelligence, scored the highest in burnout risk from 2018-2021. But as this graph shows, they

were far from the only sectors to experience high levels of burnout. Nearly every sector increased its burnout risk during this time. The tip of the arrow shows the level of burnout in 2021 - the length of the line shows the change from 2018 to 2021.

Burnout by workplace sector during pandemic era
2018-2021 Drive scores by sector



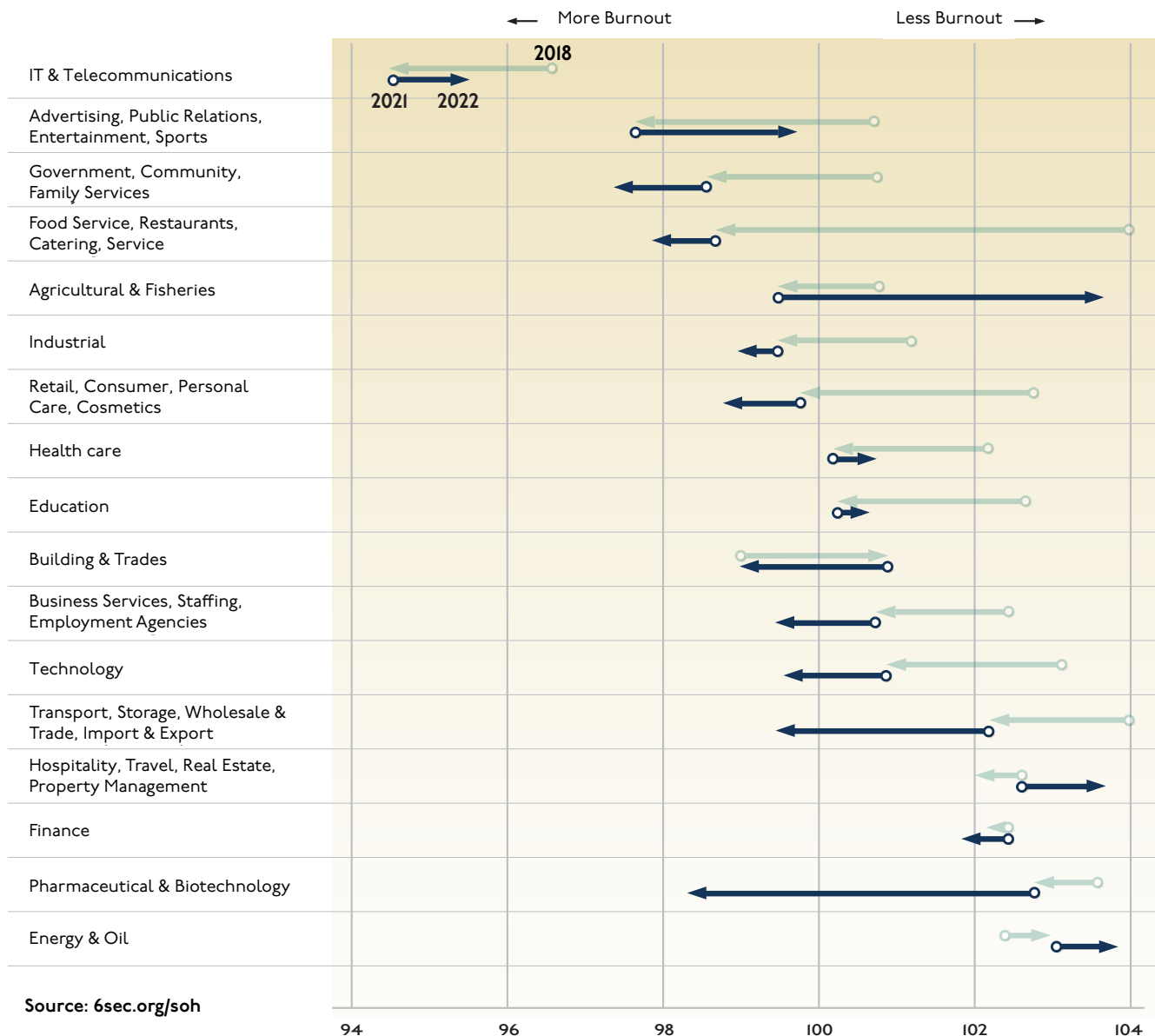
FOUR: SECTOR SPOTLIGHT

RECOVERY VARIES WIDELY BY SECTOR

How has each sector or industry fared in the recovery from the pandemic? Some, like the agricultural sector and the travel industry, have

not only recovered pandemic losses but now face a lower burnout risk than pre-pandemic. Many sectors have stabilized or seen slight increases. But still others, like Big Pharma and Transportation, have seen big drop offs equal to or worse than what they experienced during the pandemic-era:

Changing burnout levels during recovery era
2021-2022 Drive scores by sector



FIVE: 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 2023 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](https://www.mapsoftheworld.com)

FIVE: GLOBAL LENS

AFRICA

Strength

Africa scored above the international normed average of 100 on 6 of the 8 competencies in the Six Seconds Model of Emotional Intelligence.

The highest scores were in Apply Consequential Thinking (102.2) and Pursue Noble Goals (102.1), indicating a strong ability to assess costs and benefits, both short- and long-term, and connecting choices with a deeper sense of purpose.

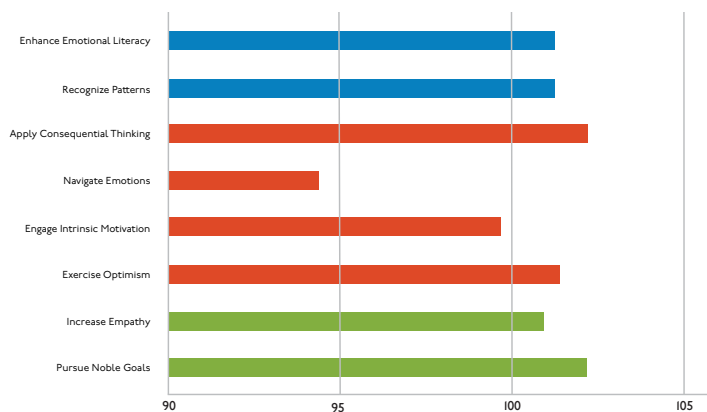
Challenge:

The lowest competency score for this group is Navigate Emotions (94.4), which could indicate potential barriers for harnessing and directing emotions intentionally.

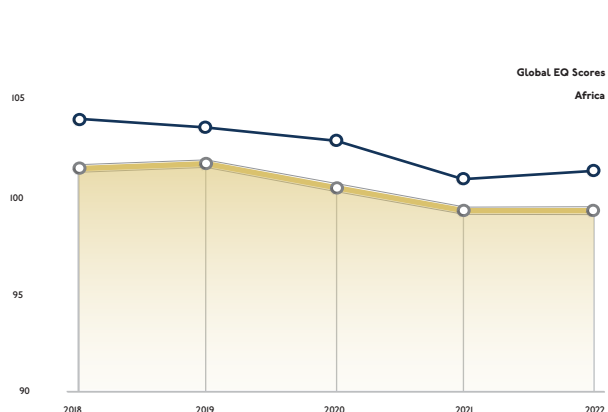
Total EQ SCORE:
Africa ranks #1 of all regions in average emotional intelligence.



Africa EQ Competency scores 2018-2022 Source: 6sec.org/soh

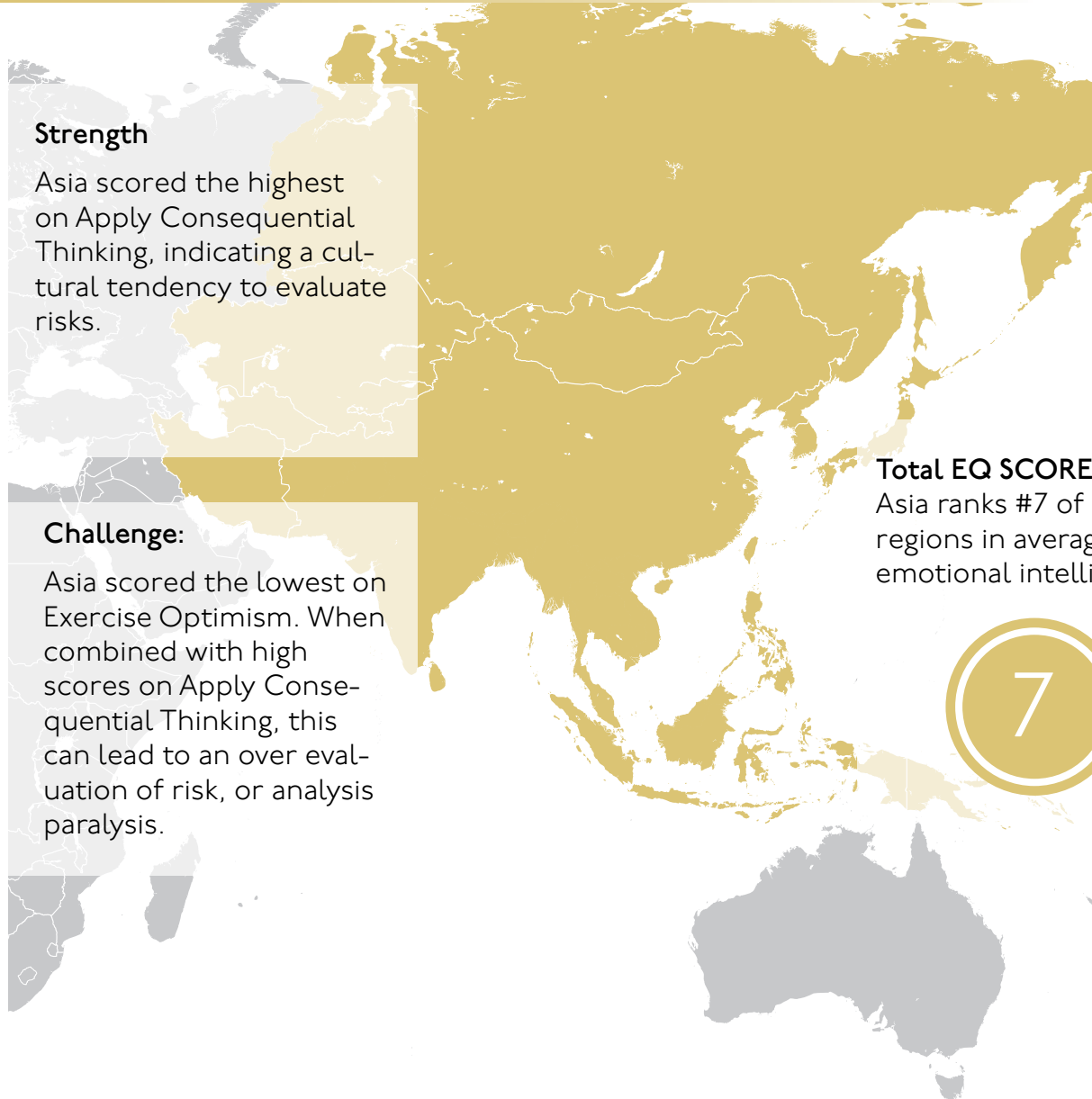


Comparing Africa Region to Global EQ scores 2018-2022

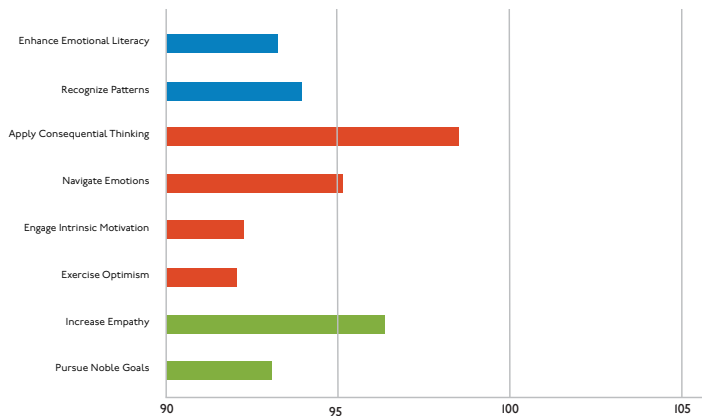


FIVE: GLOBAL LENS

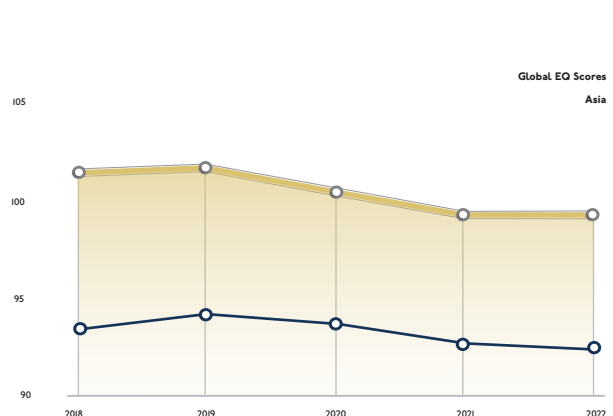
ASIA



Asia EQ Competency scores 2018-2022



Comparing Asia Region to Global EQ scores 2018-2022



FIVE: GLOBAL LENS

EUROPE

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.

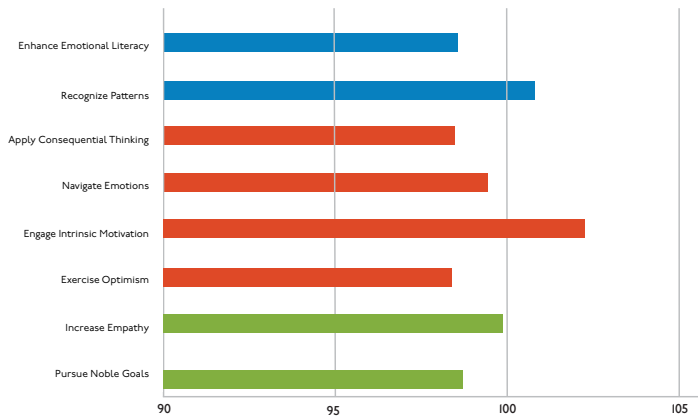
Challenge:

The two lowest competency scores for Europe are Apply Consequential Thinking and Exercise Optimism, which may be indicative of a developing ability to take a proactive perspective towards making choices and pursuing opportunities.

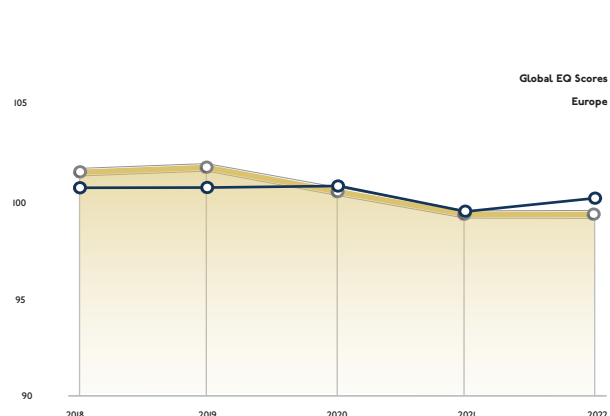
Total EQ SCORE:
Europe ranks #6 of all regions in average emotional intelligence.



Europe EQ Competency scores 2018-2022



Comparing Europe Region to Global EQ scores 2018-2022



FIVE: GLOBAL LENS

LATIN AMERICA

Strength

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

Challenge:

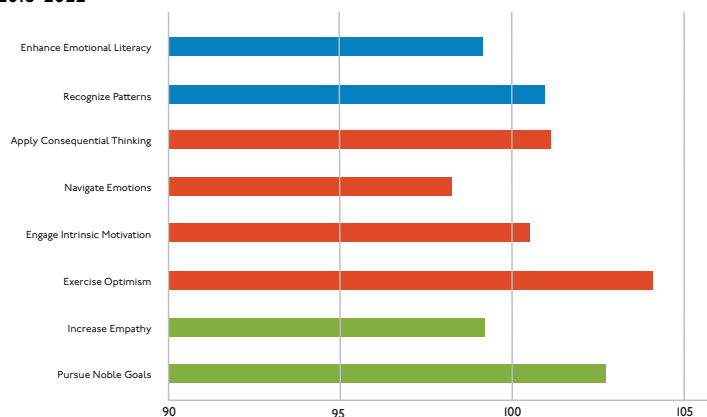
Latin America scored lowest in Navigate Emotions, indicating difficulty with tapping into one's feelings and harnessing the power of emotions in constructive ways.

Total EQ SCORE:

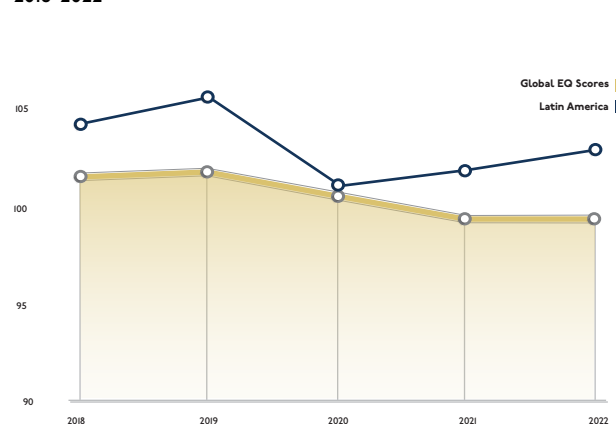
Latin America ranks #2 of all regions in average emotional intelligence.



Latin America EQ Competency scores 2018-2022



Comparing Latin America Region to Global EQ scores 2018-2022



FIVE: GLOBAL LENS

MIDDLE EAST

Strength

The average emotional intelligence profile in the Middle East shows high self-awareness (Enhance Emotional Literacy, Recognize Patterns) and Apply Consequential Thinking, indicating a strong ability to identify and label emotions, recognize recurring reactions, and pause and assess risks.

Challenge:

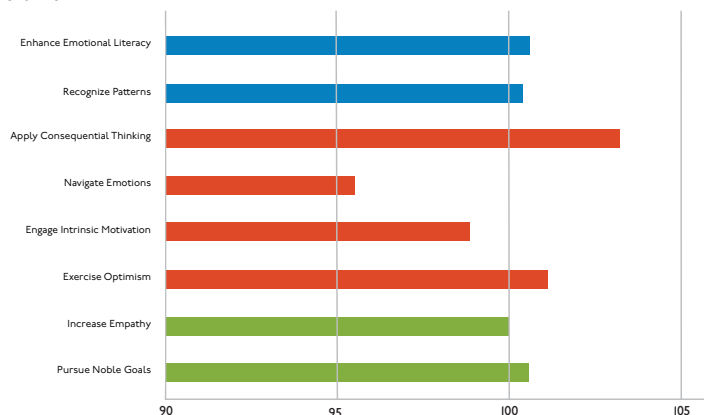
Navigate Emotions, an essential skill for shifting from volatility to use emotions in a positive way, was the lowest scoring competency for this region.

Total EQ SCORE:

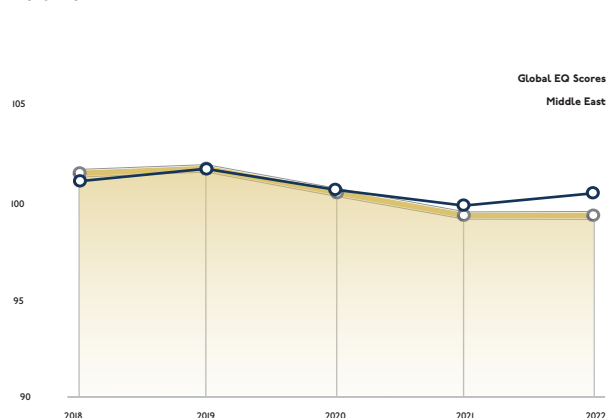
Middle East ranks #5 of all regions in average emotional intelligence.



Middle East EQ Competency scores 2018-2022



Comparing Middle East Region to Global EQ scores 2018-2022



FIVE: GLOBAL LENS

NORTH AMERICA

Strength

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

Challenge:

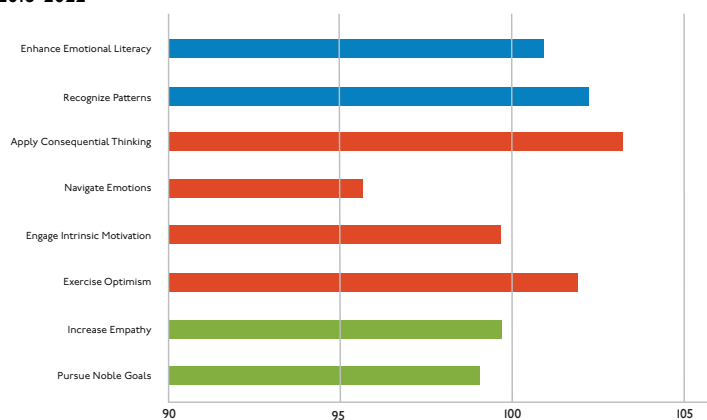
North America scored lowest in Navigate Emotions, indicating a developing ability to harness the power of emotions in constructive ways.

Total EQ SCORE:

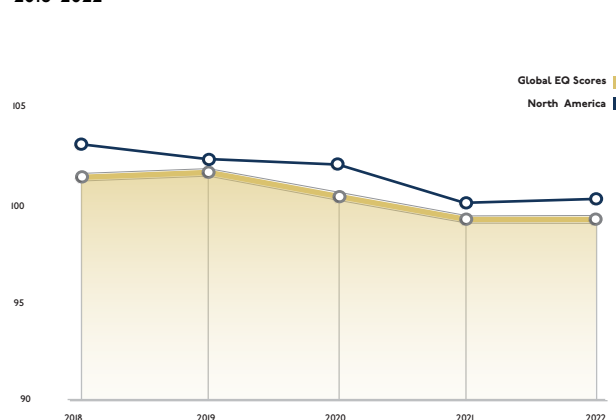
North America ranks #4 of all regions in average emotional intelligence.



North America EQ Competency scores 2018-2022



Comparing North America Region to Global EQ scores 2018-2022



FIVE: GLOBAL LENS

OCEANIA

Strength

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

Challenge:

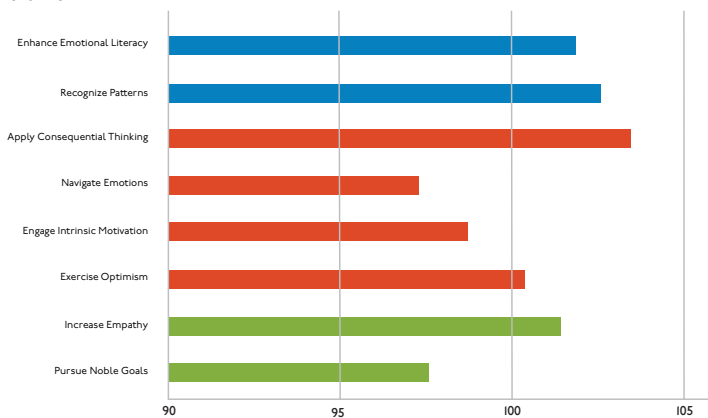
Oceania scored lowest in Navigate Emotions, indicating a developing ability to harness the power of emotions in constructive ways.

Total EQ SCORE:

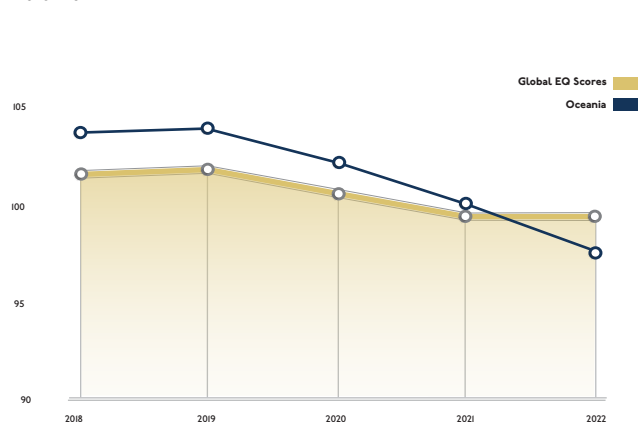
Oceania ranks #3 of all regions in average emotional intelligence.

3

Oceania EQ Competency scores 2018-2022



Comparing Oceania Region to Global EQ scores 2018-2022



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 2023 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 (2023). 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 two randomized samples from a population of 233,920 people from 142 countries, balanced by global region, age, and gender:

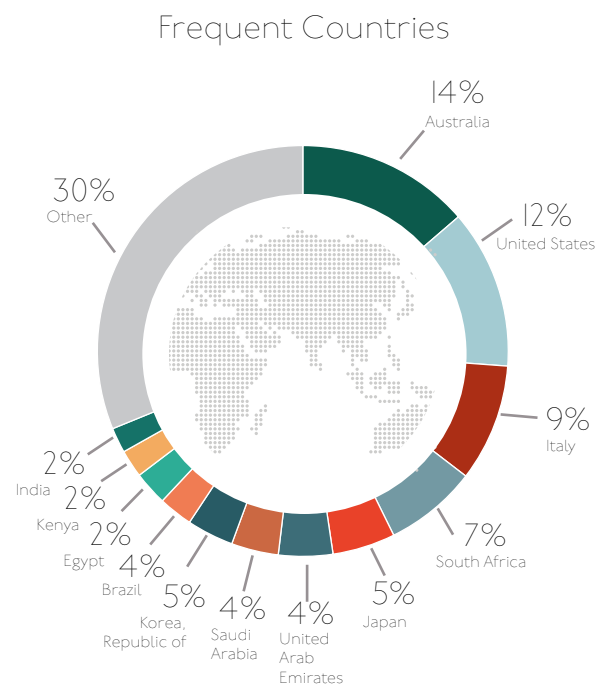
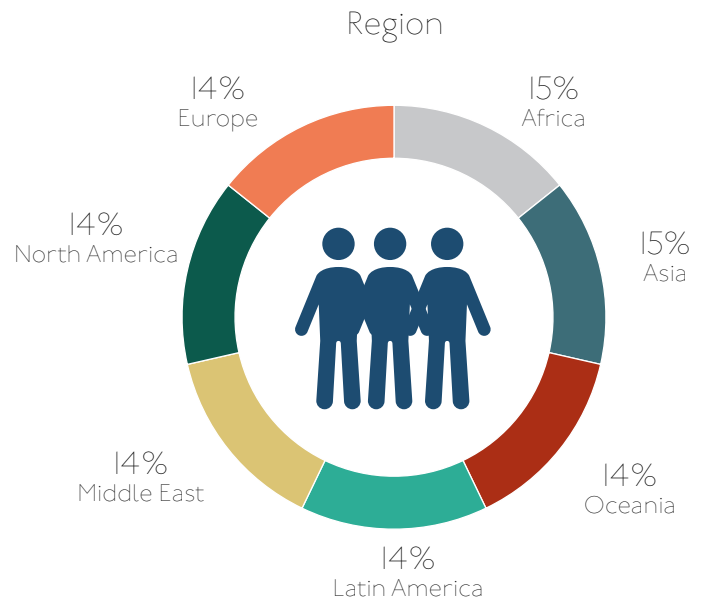
Current Sample: n=10,684 sampled from 106,275 responses in 2021-2022.

Previous Sample: n=20,160 sampled from 127,645 responses in 2018-2020.

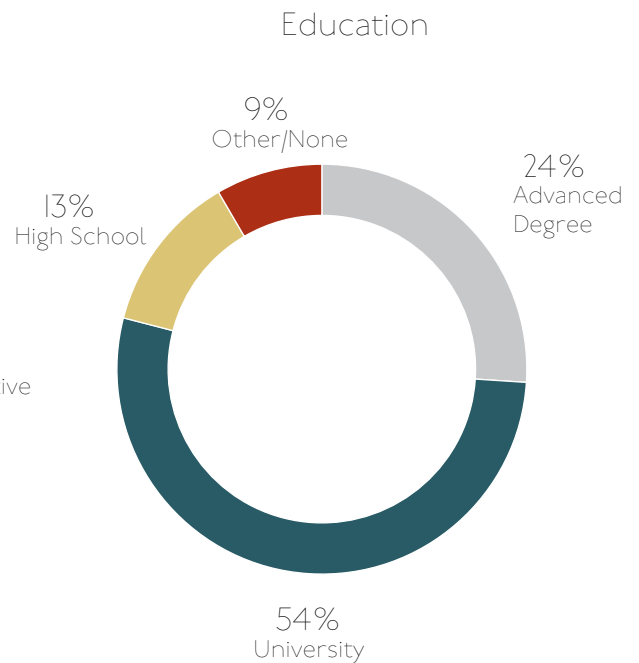
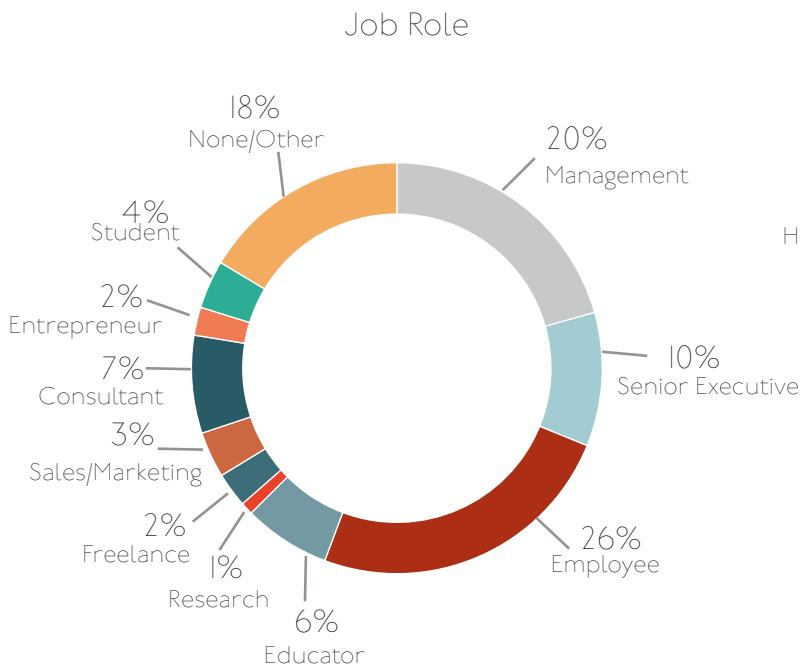
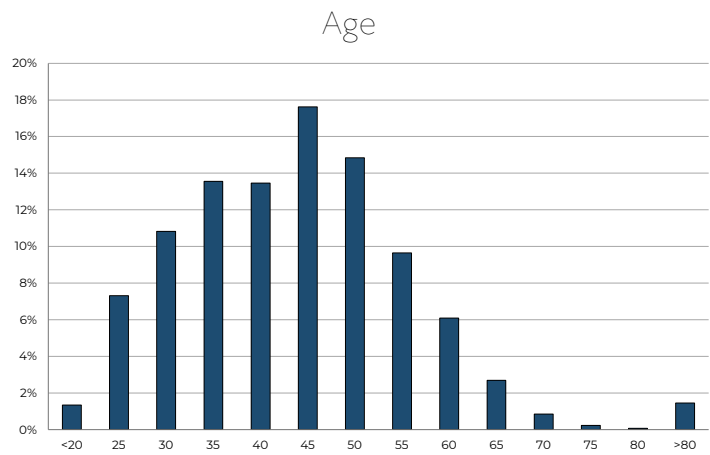
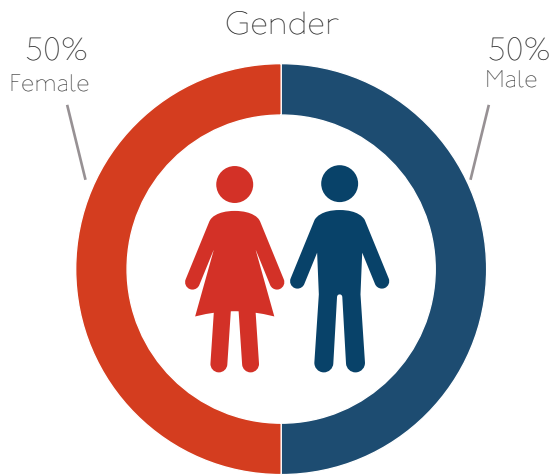
The data includes additional demographic categories such as job role, industry, and more.

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 27 industries or sectors represented.

As may be evident in these graphs, the data set is not fully representative of the general population, especially in some countries in particular, the sample includes more managers and senior managers, more university graduates, and more advanced-degree university graduates than most national populations on average. The sample is also older, on average, than the total world population's average age.



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

