

# Considering 'Emotional Intelligence' in Certification and Licensure Testing

Michael O'Leary

Darina Scully

Paula Lehane

Vienna, Hofburg  
9 & 10 September 2019





**P R O M E T R I C**





## What are we saying in this presentation?

Yes, there can be a value to including Emotional Intelligence (EI) measures in credentialing tests.

- Profession dependent
- Research and currently available measures are not easily transferrable
- Specific work needs to be conducted for credentialing tests

# Overview

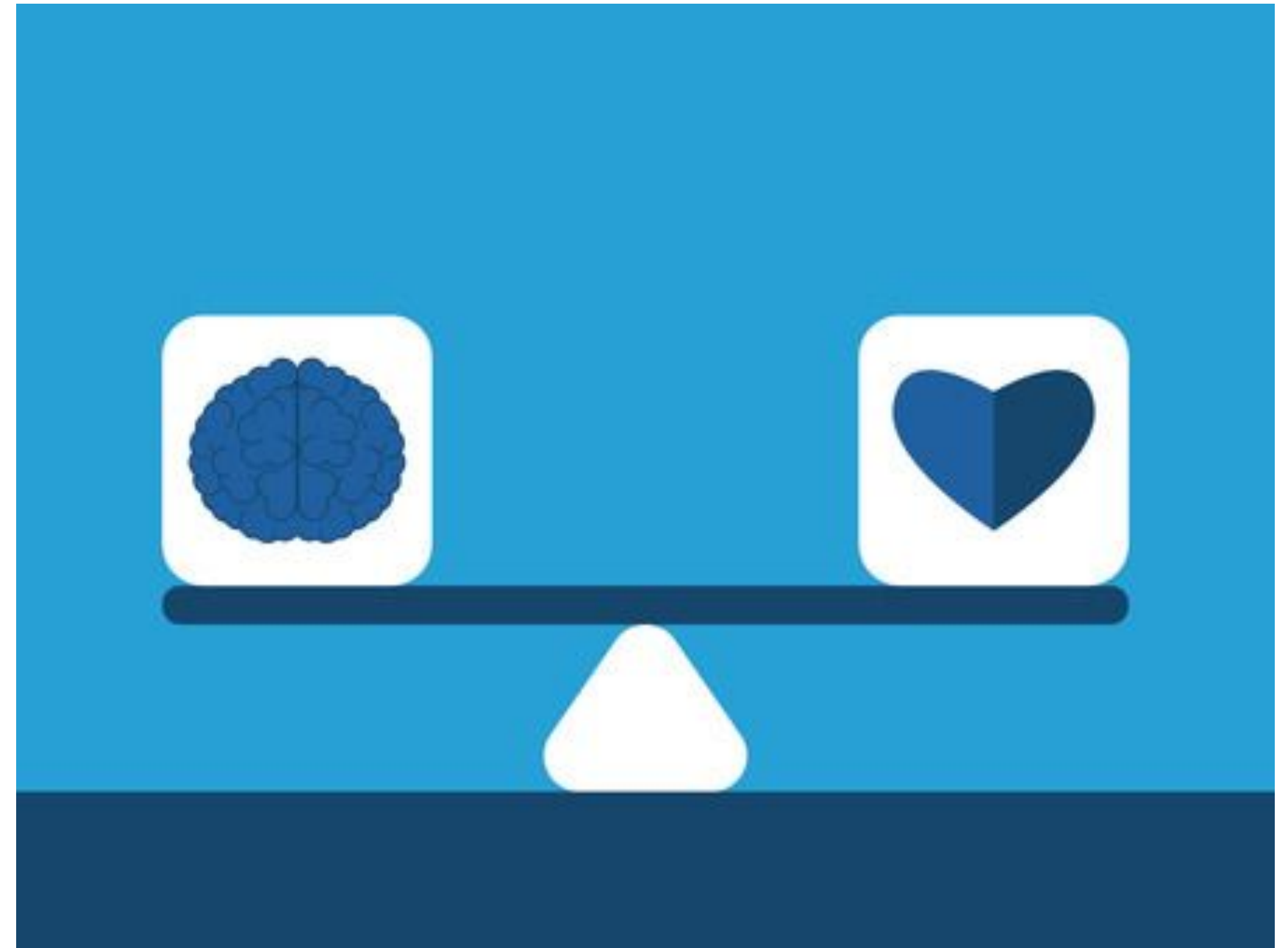
What is Emotional Intelligence (EI)?

- Ability Model
- Trait Model

How can EI be assessed?

- Self-Reports
- Performance Based Tests

EI in Licensing and Certification





# What is Emotional Intelligence?

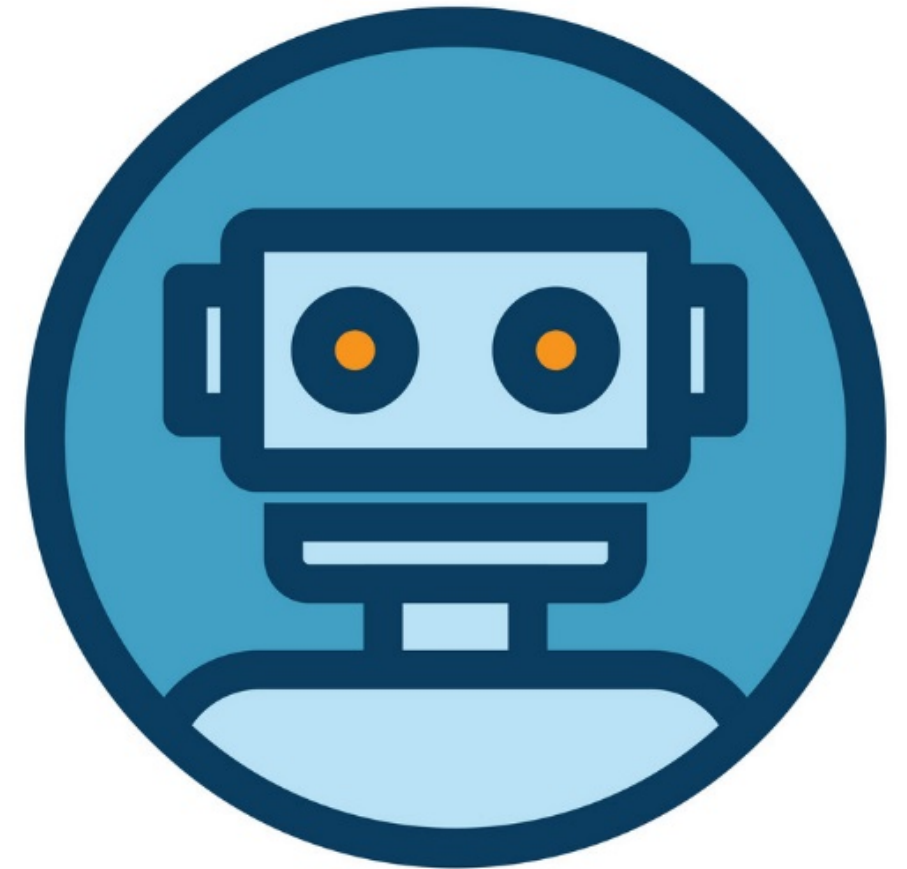
## Ability Model

Salovey & Mayer (1990, p. 189)

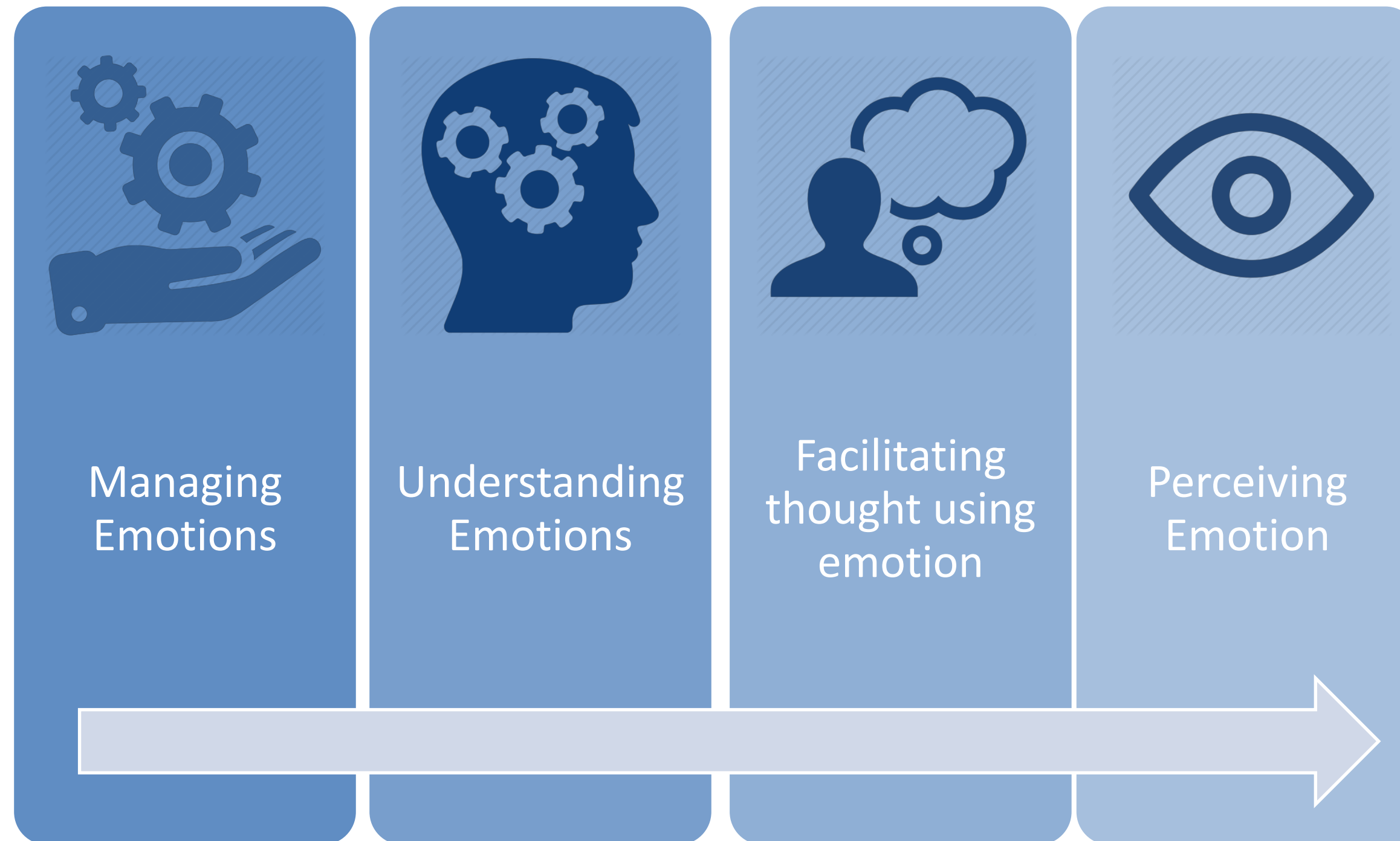
*“...the ability to monitor one’s own and others’ feelings and emotions, to discriminate among them, and to use this information to guide one’s thinking and actions.”*

Emotions as organised responses

Artificial Intelligence



# 4-Branch Ability Model (Mayer et al., 2016)



# Trait (Mixed) Model

---

Adaptability

Emotion regulation

Social competence

Assertiveness

Impulsiveness (low)

Stress management

Emotion appraisal

Relationship skills

Trait empathy

Emotion expression

Self-esteem

Trait happiness

Emotion management

Self-motivation

Trait optimism

---

Petrides & Furnham (2003)

# Which model is better?

## Distinct Constructs

Van Rooy et al. (2005):  $r=.12$

	Cognitive Ability	Personality
Ability EI	$r=.34$	$r=.20$
Trait EI	$r=.11$	$r=.30$

*“...the relative value of each could depend on the context in which it is used.”*

Van Rooy et al., 2005, p. 457

Preference for the more 'scientifically useful' ability model (Mayer et al., 2016) considering trait seems 'almost redundant' with personality (De Raad, 2005).

However, some things need to be taken into consideration about the Ability Model of EI:

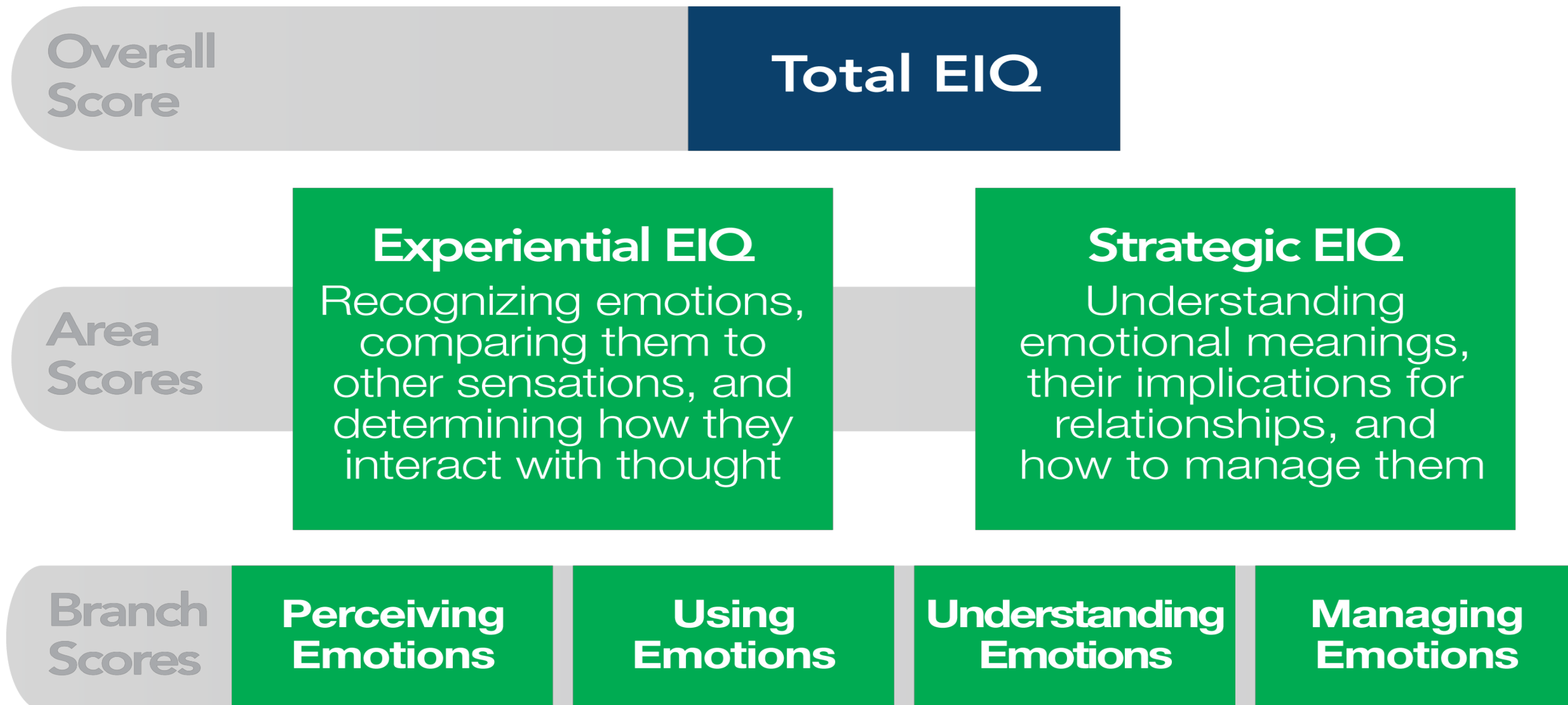
- Lack of evidence for a 4-factor model (Facilitating Thought using Emotion)
- Ability EI instruments have scoring issues
- Trait EI instruments seem more reliable.





# Measuring EI: Ability

Mayer-Salovey-Caruso EI Test (MSCEIT; Mayer et al., 2002).



# Measuring EI: Trait

Measure	$\alpha$	Predictive Validity
Emotional Quotient Inventory (EQ-I, Bar-On, 1997)	.85	Mental health, coping, work and marital satisfaction
Schutte Emotional Intelligence Scales (Schutte et al, 1998)	.70-.85	Social support, life and marital satisfaction, depression, performance on cognitive tasks
Emotional Competence Inventory (ECI, Boyatzis et al., 1999)	.70-.85	Managerial styles and organizational climate, low correlations with career success
Emotional Intelligence Questionnaire (EIQ, Dulewicz & Higgs, 2001)	.54-.71	Organizational level advancement

(adapted from Pérez et al., 2005)

**Ability**  
Can emotion-based problems have objectively 'correct' answers?

**Trait**  
Risk of faking? Lack of insight?

**Ability**  
Construct under-representation & construct irrelevant variance

**Trait**  
Poor theoretical basis

**Ability**  
Sex, socio-economic status and culture based differences.

**Trait**  
What is it actually measuring?  
Personality?

**Ability & Trait**  
High scores = High performance?  
Dark Side of EI?

# What about EI in the credentialing industry?



## Incorporating EI into certification & licensure testing

Certification and licensure tests seek to identify those who *are* capable of performing a certain role from those who *are not*, thus protecting the public from unqualified practitioners.

This means that we must be **cautious** about the generalisability of much EI research but certain **recommendations** can be extracted from them along with a clear **research agenda**.





## Role and Value of EI

### Is EI needed for the effective performance of that profession?

- Medical and health related professionals

*“patients may be safer when cared for by nurses with higher emotional intelligence”* (Codier, 2017, p.59)

- EI on a range of measures is positively associated with more compassionate and empathetic patient care as well as ACGME competencies in the US (Arora et al., 2010)

Operational definitions for **how** EI is necessary for effective occupational performance are required

## Emotional Labour

Emotional labour is the extent to which an individual must regulate and display certain emotions to complete tasks effectively (Ashforth & Humphrey, 1993).

According to resource allocation theory (Kahnemann, 1973) in certain professions, having higher levels of EI can result in lower job performance if EI is not needed to complete the core activities of the particular profession.

Measurement issues in Ability EI tests  
(Joseph & Newman, 2010)



## Emotional Task Analysis

*“a more systematic approach to matching emotional competencies to career components...”*

(Zeidner et al., 2008, p. 72)

*What are the affective requirements of different occupations?*

Pekaar et al. (2017) – self and other focused approaches to the EI dimensions in the Ability model.

Emotional Task Analysis – Theoretical Framework

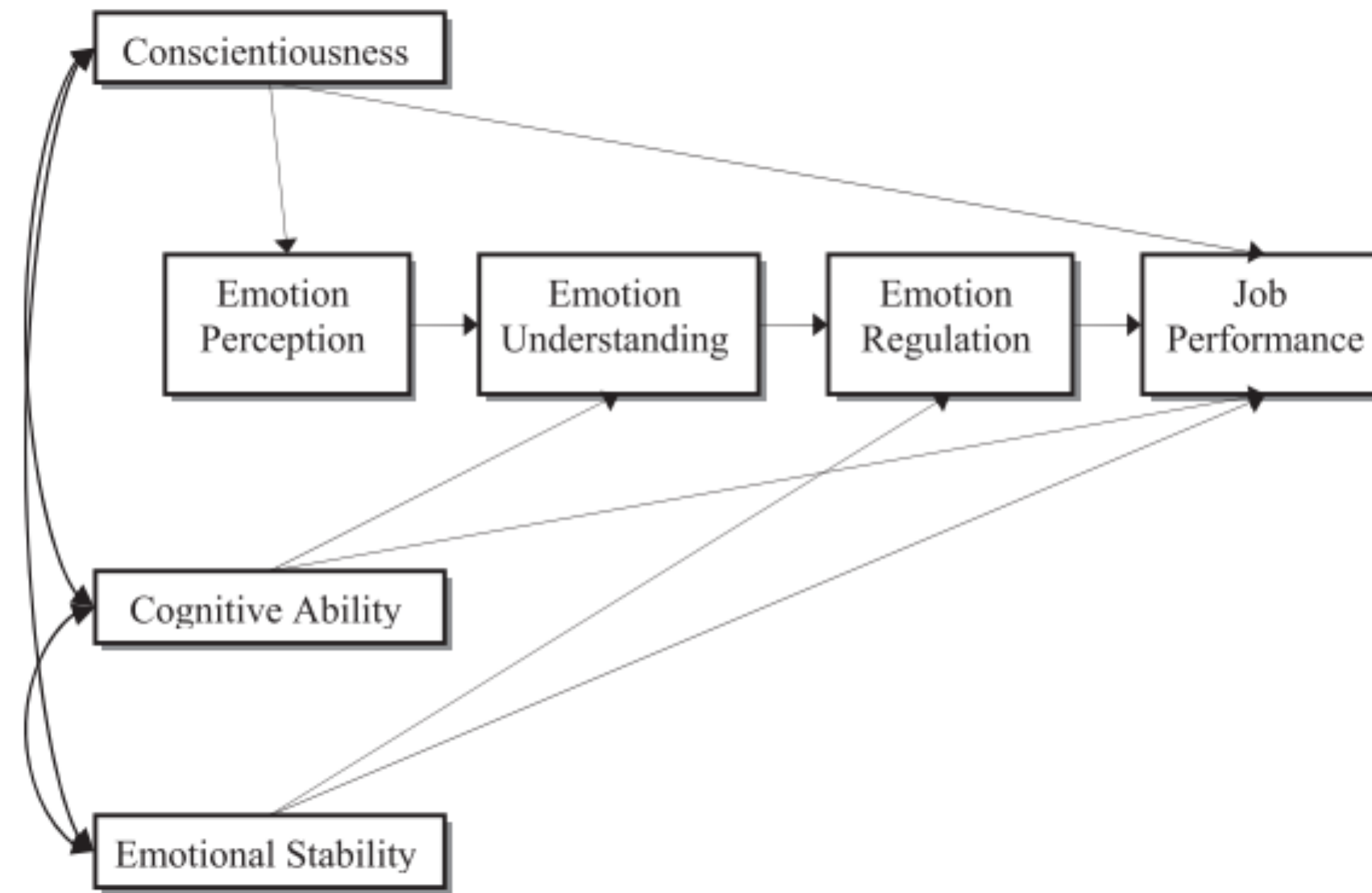


# Theoretical Framework

Important to...

- recognise the fact that **ability EI** and **trait EI** are distinct constructs,
- consider which construct is likely to be more relevant for the specific context in which they are operating
- communicate clearly which model they have chosen to follow, and
- be cognizant of the limitations associated with their chosen model
- Highlight and justify any modifications





While Joseph and Newman's (2010, p. 55) model was devised and investigated using selection tests, it still provides an 'integrative empirical test of social, psychological and personality theory in the context of work organizations' that could be applied to credentialing tests.



## Consider this...

Should EI's contribution to licensure and certification tests involve it...

...being used as a separate entity to provide a more rounded candidate profile? (low-stakes)

... be embedded into established tests and assessed using more innovative approaches? (Augmented Reality)

