

Correlative Look at Relationship between Emotional Intelligence and Effective Crisis Management in Context of Covid-19 in France and Canada

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Abstract : Emotional Intelligence (EI) is a growing field, and many studies are examining how it pertains to the workplace. In the context of crisis management several studies have postulated that EI could play a role in individuals' ability to execute crisis plans. However, research evaluating the EI of leaders who have actually managed a crisis is still lacking. The COVID-19 pandemic forced many businesses into a crisis situation beginning in March and April of 2020. This study sought to measure both EI and effective crisis management (CM) during the COVID-19 pandemic to determine if they were positively correlated. A quantitative survey was distributed via the internet that comprised of 15 EI statements, and 15 CM statements with Likert scale responses, and 6 demographic questions with discrete responses. The hypothesis of the study was: it is believed that EI correlates positively with effective crisis management. The results of the study did not support the studies hypothesis as the correlation between EI and CM was not statistically significant. An additional correlation was tested, comparing employees' perception of their superiors' EI (Perception) to employees' opinion of how their superiors managed the crisis (Opinion). This Opinion and Perception correlation was statistically significant. Furthermore, by examining this correlation through demographic divisions there are additional significant results, notably that French speaking employees have a stronger Opinion/Perception correlation than English speaking employees. Implications for cultural differences in EI and CM are discussed as well as possible differences across job sectors. Finally, it is hoped that this study will serve to convince more companies, particularly in France, to embrace EI training for staff and especially managers.

Keywords : crisis management, emotional intelligence, empathy, management training

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