

A Study on Emotional Intelligence at Workplace

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Abstract

Your professional life and career may be significantly affected by emotional intelligence, so it's critical to comprehend what it is and why it matters. People in every workplace have varying personalities, strengths, and emotions, which can have a big impact on how they work. The capacity to recognize and control both your own and other people's emotions is known as emotional intelligence. Employers usually take emotional intelligence into account when making routine decisions about hiring, firing, and promotion. In order to determine which candidates have a higher level of emotional intelligence, hiring managers frequently research candidates' emotional intelligence by posing targeted questions during the hiring process. In order to assess leadership potential, they also evaluate the emotional intelligence of their current workforce.

Keywords: Emotional intelligence, workplace

Introduction

The ability, capacity, skill, or, in the case of the trait EI model, a self-perceived ability, to recognize, evaluate, and control one's own emotions as well as those of others and of groups is referred to as emotional intelligence (EI).

Our degree of proficiency in our interpersonal and personal skills is commonly referred to as our emotional intelligence. According to research, the most significant factor influencing our success in the workplace is our ability to master these interpersonal and personal skills. It also has a significant impact on our emotions, thoughts, and behaviors. How well you understand and take care of yourself, how you respond to and deal with life's events, and how you engage and relate to other people are all influenced by your emotional intelligence.

A wide range of subskills make up emotional intelligence, such as the ability to recognize and evaluate emotions in ourselves and others, monitor feelings and emotions, and apply this knowledge to inform our decisions and behaviors. It consists of motivation, optimism, flexibility, impulse control, and assertiveness.

Definition

Psychologists define emotional intelligence (EI) as the ability to recognize, understand, and manage emotions, both in oneself and in others, as well as the capacity to use this emotional awareness to guide one's thinking and behavior in a positive and effective manner. EI is often considered a critical component of social intelligence and involves a set of skills and competencies that enable individuals to navigate and excel in social and emotional situations.

Psychologists have conducted extensive research on emotional intelligence, highlighting its importance in various aspects of life, including personal relationships, work, leadership, and overall well-being. The

concept of emotional intelligence has been popularized by psychologists like Daniel Goleman, who have written books and articles that emphasize its significance in personal and professional success.

Concept of Emotional Intelligence

There are many disagreements regarding terminology and operationalizations when defining emotional intelligence (EI). 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 is how Peter Salovey and John D. Mayer (1990) attempted to define emotional intelligence.

The precise meaning of this construct has been unclear despite its early definition. Because there are so many different definitions and the field is expanding so quickly, researchers are continuously revising even their own definitions of the construct. There are currently three primary models of emotional intelligence:

- Ability model of emotional intelligence
- Mixed model of emotional intelligence
- Trait model of emotional intelligence

Characteristics of Emotional Intelligence

1. **Self-awareness:** Individuals with high emotional intelligence are aware of their own emotions and can accurately identify and label them. They understand how their emotions affect their thoughts, decisions, and behaviors.
2. **Self-regulation:** People with strong emotional intelligence have the ability to control and manage their emotional reactions. They can remain calm and composed even in stressful or challenging situations, avoiding impulsive or destructive behavior.
3. **Empathy:** Empathetic individuals are skilled at recognizing and understanding the emotions and perspectives of others. They can put themselves in someone else's shoes and show genuine concern for their well-being.
4. **Social skills:** Individuals with high emotional intelligence are effective in social interactions. They have strong communication skills, active listening abilities, and are adept at building positive relationships. They can navigate social situations with ease.
5. **Motivation:** Motivation in the context of emotional intelligence refers to intrinsic drive and persistence. People with strong emotional intelligence are often self-motivated and have a clear sense of purpose. They are resilient and can pursue their goals with determination, even in the face of challenges.
6. **Empathetic communication:** Effective communication is a hallmark of emotional intelligence. This includes the ability to express emotions and thoughts clearly, as well as the capacity to listen actively and respond empathetically to others' feelings and needs.
7. **Conflict resolution:** Those with emotional intelligence are skilled at resolving conflicts in a constructive and respectful manner. They can find common ground, negotiate, and seek mutually beneficial solutions in difficult situations.
8. **Optimism:** Emotional intelligence is often associated with a positive outlook on life. Individuals with high EI tend to maintain a hopeful and optimistic perspective, even when facing adversity.

Characteristics of High IQ People

Characteristics of high IQ individuals typically include:

1. **High cognitive abilities:** High IQ individuals tend to excel in tasks that involve abstract thinking, logical reasoning, and problem-solving. They have the ability to quickly grasp complex concepts and apply them effectively.
2. **Quick learning:** They often have a knack for learning new information or skills rapidly. Their strong memory and information processing capabilities allow them to adapt to new situations and acquire knowledge efficiently.
3. **Analytical thinking:** High IQ individuals are skilled at breaking down complex problems into smaller, more manageable components. They can analyze information critically and identify key patterns and relationships.
4. **Creativity:** Many high IQ individuals demonstrate creativity in their thinking and problem-solving. They can come up with innovative solutions and think "outside the box."
5. **Strong memory:** They tend to have good memory retention, which can help in retaining and applying knowledge effectively.
6. **Exceptional problem-solving:** High IQ individuals often excel in solving complex puzzles, mathematical problems, and intellectual challenges. They can think through problems methodically and arrive at logical solutions.
7. **Good academic performance:** Many individuals with high IQs perform well in academic settings, as they can absorb and process information quickly and perform well on tests and assignments.
8. **Critical thinking:** They are skilled at evaluating information and arguments critically, making them less susceptible to misinformation or manipulation.
9. **Adaptability:** High IQ individuals can adapt to new situations and challenges with ease. They can quickly grasp the essentials of a new subject or field.
10. **Research skills:** They may be adept at conducting research, finding information, and synthesizing it into meaningful conclusions.

Characteristics of Low IQ People

Here are some characteristics that might be associated with individuals with lower IQ scores:

1. **Difficulty with complex problem-solving:** People with lower IQ scores may find it more challenging to handle complex or abstract problems, and they might take longer to grasp certain concepts.
2. **Slower learning:** Individuals with lower IQs may require more time and repetition to learn and understand new information or skills.
3. **Limited academic performance:** Lower IQ scores may be associated with difficulties in traditional educational settings, such as lower test scores and academic achievement.
4. **Difficulty with abstract thinking:** Abstract or theoretical concepts may be harder for individuals with lower IQs to grasp compared to those with higher IQs.
5. **Challenges in critical thinking:** Critical thinking skills, including evaluating information and arguments, might not be as developed in individuals with lower IQs.
6. **Memory limitations:** Some individuals with lower IQs may have difficulty retaining and recalling information, which can affect their learning and problem-solving abilities.

7. **Struggles with complex tasks:** Tasks that involve multiple steps or intricate processes may pose challenges to individuals with lower IQs.
8. **Reduced adaptability:** Adapting to new situations or learning new skills might take more effort and time for individuals with lower IQs.
9. **Limited verbal and communication skills:** Expressing complex ideas or arguments verbally may be more challenging for some individuals with lower IQs.
10. **Dependence on external support:** Some people with lower IQs may require more external support, such as additional educational assistance or accommodations, to succeed in certain settings.

Dimensions of Emotional Intelligence

The following are the components of emotional intelligence:

- ❖ Interpersonal,
- ❖ adaptability,
- ❖ stress management,
- ❖ general mood,
- ❖ Intrapersonal

Interpersonal

It focuses on an individual's ability to recognize, understand, and manage emotions in others. This aspect of emotional intelligence is crucial for building and maintaining positive interpersonal relationships and effective communication.

Adaptability

It refers to an individual's ability to adjust to changing circumstances, cope effectively with unexpected events, and embrace flexibility in their thinking and behavior. It plays a significant role in a person's overall emotional and social competence.

Stress Management

Stress management is a crucial dimension of emotional intelligence that involves the ability to recognize, understand, and effectively manage stress, both in oneself and in others. This dimension is essential for maintaining emotional well-being, reducing the negative impact of stress on one's life, and promoting overall mental and physical health.

General mood

It relates to a person's ability to manage and regulate their overall emotional state and mood over time. It involves recognizing and controlling one's emotional baseline or predominant emotional state. While this dimension is not as frequently discussed as some other components of emotional intelligence, it plays an important role in one's emotional well-being and interpersonal interactions.

Intrapersonal

It pertains to an individual's ability to recognize, understand, and effectively manage their own emotions and internal states. This aspect of emotional intelligence focuses on self-awareness and self-regulation, and it plays a fundamental role in a person's emotional well-being and self-development.

Branches of Emotional Intelligence

The perception of emotion, the capacity to use emotions to reason, the comprehension of emotion, and the regulation of emotions are the four components of emotional intelligence that Salovey and Mayer's model distinguished.

1. Sensing Feelings:

Accurately perceiving emotions is the first step toward understanding them. Understanding nonverbal cues like body language and facial expressions may be necessary in many situations.

2. Reasoning With Emotions:

The following phase entails leveraging feelings to encourage mental processes. We react emotionally to things that catch our attention, and emotions aid in prioritizing what we pay attention to and react to.

3. Comprehending Emotions:

There are many different meanings associated with the emotions we experience. An observer must interpret the source of an individual's anger and its potential meaning when they are displaying angry emotions. If your supervisor is behaving irrationally, for instance, it could indicate that he is not happy with your work, that he received a speeding ticket that morning on his way to work, or that he has been having arguments with his wife.

4. Emotional Management:

One of the main components of emotional management is the capacity to effectively manage emotions. An essential component of emotional management is controlling one's emotions as well as reacting appropriately and to others' emotions.

The Six Emotional Intelligence Principle

The foundational principles of emotional intelligence are as follows:

1. Feelings are data.
2. Despite our best efforts, emotion cannot be ignored.
3. Despite our best efforts, we are not as adept at hiding our emotions
4. as we may believe.
5. For decisions to be effective, emotion must be incorporated.
6. There are logical patterns to emotions.
7. Specifics do exist, but so do emotional universals.

How Does EQ Affect Success?

Because the EQ principles offer a fresh perspective on how to comprehend and evaluate people's behaviors, management styles, attitudes, interpersonal skills, and potential, emotional intelligence (EQ) is becoming more and more important in organizational development and human development. Planning for human resources, job profiling, recruiting, interviewing, and selection, management development, customer relations, customer service, and other areas all heavily weigh emotional intelligence. It also instills humanity and compassion in the workplace.

According to research, EQ—rather than IQ—is what sets successful people apart from their less successful peers! In order to achieve your business objectives in the following areas, EQ proves to be a highly effective strategic tool:

Recruiting and Vetting

You can be certain that candidates coming to work for your organization will already have a high level of emotional intelligence that will support them in doing their jobs by integrating EQ competencies into your hiring strategies.

Educating

EQ awareness and skills training should be a part of any program on customer service, sales, leadership, supervisory development, career development, and team interactions. Employee job satisfaction and the business will both benefit from your assistance in helping staff concentrate on their areas of EQ improvement.

Mentoring

As an HR specialist, you might frequently coach other employees during everyday interactions as well as during times of crisis.

Models of competency and succession planning

HR can help the company by creating succession plans and competency models that include EQ competencies. By taking this step, it will be ensured that the competencies with the highest potential to achieve business objectives will form the foundation of the organization of the future.

Evaluations of Performance Development

Employees will be aware of their emotional intelligence development needs if performance and development reviews take into account EQ competencies.

Beneficial for business

- ❖ A decrease in lost-time accidents
- ❖ decrease in formal grievances
- ❖ Increase in productivity.

Who can be benefitted From Improving Emotional Intelligence?

- Directors
- Reach Maximum Success,
- Increased Productivity,
- High Potential Individuals

Why Develop Your Capabilities in Emotional Intelligence?

- Promote Your Career: Boost your chances of success in the workplace.
- Increase Productivity: Boost your individual output.
- Boost Contentment at Work
- Handle Demanding Clients - Collaborate with team members and clients who are demanding with ease.
- Enhance Work/Life Balance: To better enjoy your personal life, enhance work/life balance.
- In charge/supervisors

Conclusion

Since the EQ principles offer a fresh perspective on how to evaluate and comprehend people's behaviors, management styles, attitudes, interpersonal skills, and potential, emotional intelligence (EQ) is becoming more and more important in organizational development and human development. Planning for human resources, job profiling, recruiting, interviewing, and selection, management development, customer relations, customer service, and other areas all heavily weigh emotional intelligence. It is crucial to comprehend this subject since, on an individual basis, it may deepen our knowledge of how people behave and adjust to their social surroundings.

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