

Emotional Intelligence

Synopsis

Emotional intelligence refers to your ability to exert self-control, regulate your moods, empathize with others, and motivate yourself to persist in face of setbacks.

Emotional intelligence in the workplace begins from the inside out with each individual. It involves recognizing various aspects of your feelings and emotions and taking the time to work on the elements of self-awareness, self-regulation, motivation, empathy and social skills.

➤ Why is emotional intelligence important in the workplace?

Emotional intelligence is important at work so you can perceive, reason with, understand and manage the emotions of yourself and others. Being able to handle emotions gives you the ability to guide and help people, and it can help you be happier and more successful.

A few reasons why emotional intelligence is important in the workplace include helping you to:

Understand non-verbal communication:

You have the chance to fix a situation before it becomes a problem. For example, if you notice a coworker displaying some nonverbal signs of sadness, you might take them aside to offer empathy.

Be self-aware of personal emotions:

You can use this skill to adjust your behavior before it becomes an issue for a client or coworker. For example, if you know you had a rough night, you might attempt to change your behavior the following workday by shifting your focus toward more positive feelings.

Improve efficiencies:

When you are empathetic and understanding of other people's emotions, you can make decisions with ease and complete tasks more efficiently.



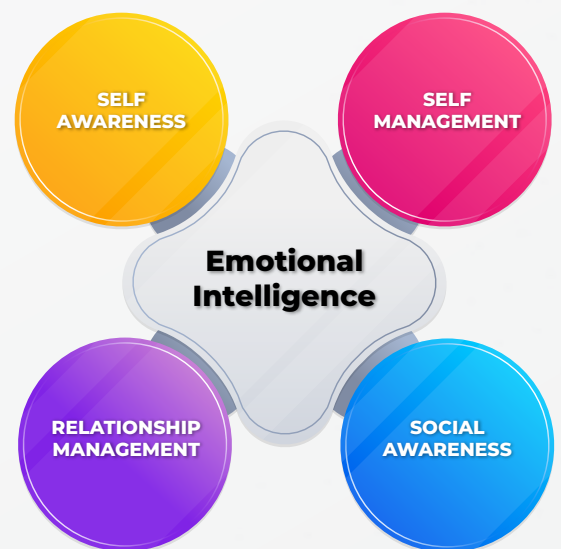
To build career:

Emotional intelligence displays abilities such as patience, active listening, positivity and empathy can help you advance to a leadership role or earn a title promotion or raise.

Encourage others to develop strong interpersonal skills: Emotions are contagious, and displaying explicit motivation, empathy, responsibility and teamwork could encourage your team to follow along.

➤ What is Emotional Intelligence?

Emotional intelligence is also called as Emotional Quotient (EQ). Emotions are organized responses that typically arise in response to an event, internal or external, which bears a positive or negative meaning for an individual. Intelligence can be defined as the ability of an individual to act purposefully, think rationally, and cope effectively with changes around him/her.



The aspects of emotional intelligence:

Self-awareness: It is the ability of individuals to recognise their emotions and the way they affect their thoughts and behaviour. It also includes the ability of individuals to identify their strengths and weaknesses and develop self-confidence.

Self-management: It is the ability of individuals to control impulsive feelings and behaviours, manage emotions, take initiatives, adhere to commitments, and adapt to changing situations.

Social Awareness: It is the ability of individuals to understand the emotions, needs, and apprehensions of other individuals. It also includes the ability to be socially acceptable and recognise the dynamics of a group or organisation.

Relationship Management: It is the ability of individuals to develop and maintain good relationships with others and to communicate and inspire others in a team to work in collaboration, thereby, avoiding conflicts.

The relationship between cultural fit and diversity

Using diversity and inclusion to increase a company's productivity, you'll build stronger teams and create a workplace where everyone feels well.

Despite this fact, many recruiters still hire for cultural fit or their "gut feeling" when choosing the perfect talent for the job, leading to a company with the same profile of employees and a decreased diversity in the workplace.

Hiring for cultural fit doesn't have to go against diversity. In fact, high-performing companies can use cultural fit and diversity together as a potent way to recruit and retain diverse talents that will constantly bring new and innovative ideas.

Emotional intelligence at workplace Consider the following work situations:

- Working with an employee who steals a colleague's ideas and presents them as his/her own
- Working with a rude co-worker
- A poor work review
- Co-workers who share a racist joke or a sexually explicit joke

Such situations can be emotionally stressful. To deal with such instances, individuals require high emotional intelligence. Emotional intelligence helps individuals understand the social complexities of the workplace. Nowadays, several organisations conduct emotional intelligence tests for candidates before hiring them. Emotional intelligence gives leaders a competitive edge over others. Even in well-known organisational set-ups, the most valued and productive leaders are those who have strong traits of emotional intelligence.

The importance of Emotional Intelligence Your performance at work.

- Emotional intelligence can help you navigate the social complexities of the workplace, lead and motivate others, and excel in your career.
- In fact, many companies now view emotional intelligence as being as important as technical ability and require EQ testing before hiring.



Your physical health.

- If you're unable to manage your stress levels, it can lead to serious health problems.
- Uncontrolled stress can raise blood pressure, suppress the immune system, increase the risk of heart attack and stroke, and speed up the aging process.
- The first step to improving emotional intelligence is to learn how to relieve stress.

Your mental health.

- Uncontrolled stress can also impact your mental health, making you vulnerable to anxiety and depression.
- If you are unable to understand and manage your emotions, you'll also be open to mood swings,
- An inability to form strong relationships can leave you feeling lonely and isolated.

Your relationships.

- By understanding your emotions and how to control them, you're better able to express how you feel and understand how others are feeling.
- This allows you to communicate more effectively and forge stronger relationships, both at work and in your personal life.

Improve your Emotional Intelligence

- All information to the brain comes through our senses, and when this information is overwhelmingly stressful or emotional, instinct will take over and our ability to act will be limited to the flight, fight, or freeze response.
- Therefore, to have access to the wide range of choices and the ability to make good decisions, we need to be able to bring our emotions into balance at will.
- To improve your emotional intelligence and your decision-making abilities you need to understand and manage your emotions.
- This is accomplished by developing key skills for controlling and managing overwhelming stress.



Impact

- Because of low EI people may suffer alienation or Sense of estrangement, especially at work place, as they could not relate to their fellow colleagues and co-workers. This alienation will be reflected in their lack of warmth towards the organization leading to lower productivity, directly affecting the performance of the organisation.
- Emotional intelligence helps you build stronger relationships, succeed at work, and achieve your career and personal goals, communicate clearly, inspire and influence others, work well in a team, and manage conflict.

