



EMOTIONAL INTELLIGENCE – SIGNIFICANCE AT JOB



Emotional intelligence (EI) describes a person's ability to identify, understand, manage, and harness their own emotions and those of the people around them. EI is a vital skill for interpersonal communication and has become an area of interest across multiple disciplines, including the workplace.

Daniel Goleman, who trained as a psychologist at Harvard, argued that EI is a better indicator of success at workplace than cognitive intelligence or IQ.

5 important components of Emotional intelligence by Daniel Goleman are as follows:

Self-Awareness

This focuses on understanding one's own emotions - knowing what you are feeling and why you feel a particular way. Having self-awareness in school helps the teachers track their emotions and determine how this may affect their job performance as well as how it may rub off on the colleagues and students around them.

An example may be an employee who knows they respond poorly to tight deadlines. In response, they always plan ahead and ensure work is completed well in advance.

Self-Management

Awareness of an emotion is a good start, but the next step is to learn how to manage them and reproduce the desired response.

Generally, a leader, colleague or a student acting impulsively or irrationally without self-management or regulation produce an undesirable environment where staff cannot perform to their best abilities. They often create emotionally charged workplaces filled with unresolved conflict and resentment.

The goal of self-management is to take emotional responses and recognize them, but not let them hijack your behaviour or control how you handle relationships. Self-management helps employees remain focused, work towards their goals, become flexible in response to dynamic situations, and always be motivated for the tasks to come.

Motivation

Motivated people are driven to achieve goals and exceed the expectations set for them. Motivated employees enjoy fixing problems and seeking creative challenges. They maintain a positive attitude (even in the face of new obstacles), are always looking to learn, and take pride in their work.

For example, a teacher overseeing a struggling student. While low emotionally intelligent individuals may look for extenuating factors out of their control to blame for the situation, strong EI means the teacher uses it as an opportunity to prove their worth and turn the student around.

Social Awareness

Social awareness, or empathy, is about accurately sensing how other people feel about a situation. It requires excellent listening skills and the ability to understand people, build a rapport, and become attuned to their body language, tone of voice, and expressions.

People with high social awareness can read their student's and colleague's emotions, relate to them, see the situation from their perspective, and take it into account to make objective decisions.

Social Skills

The final component of emotional intelligence is putting all of the above together to enhance social skills and relationship management. This is more than just being friendly and personable.

For example, social skills help create purpose in a workplace by getting the desired response from a team and ensuring everyone is on board with an idea to make it a success.

Excellent social skills allow to effectively communicate the vision and inspire others to work to their best. It also leads to improved conflict resolution. EI helps reduce tension when disagreements occur, bringing both sides together to reconcile issues in a positive manner.