

## **A SHORT STUDY ON THE IMPORTANCE OF EMOTIONAL INTELLIGENCE AT WORKPLACE**

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### **ABSTRACT**

The aim of this paper is to bring awareness towards the topic emotional intelligence and the way it has an impact on individuals at work. Nowadays, it is essential for an individual to be aware of his emotions to be able to respond to various situations in a tactful and diplomatic manner. A proper research has been conducted with supported academic journals to help the reader perceive the subject thoroughly. Firstly, the importance and purpose of the matter has been explored, followed by an analysis to compare the facets between high and low emotional intelligent people. Finally, a proper examination has been done to learn how employers can adapt working environments in order to help employees to better manage their emotions based on different scenarios that happen to balance their work and life routine to help organizations reach their goals.

**Keywords:** Emotional intelligence, Working environment, Balance work and life.

### **INTRODUCTION**

#### **IMPORTANCE OF STUDYING EMOTIONAL INTELLIGENCE AT ORGANIZATION LEVEL**

Khachian et al.(2018), researched that human resource is considered as one of the most important essence of an organization. Similarly, Anand and UdayaSuriyan (2010), studied that individuals with high emotional intelligence pertains strong leadership skills and are likely to achieve success throughout their career. Usheva(2012), states that studying emotions helps to demonstrate the quality of thoughts and interaction between human beings as compared with the evaluation of the intellectual capacity of individuals. Fred (2011) noticed that emotional intelligence is linked with leadership qualities of an individual. Based on a survey that was conducted by Kannaiah and Shanthi (2015), on a group of individuals about the ability to control their emotions, more than half of the respondents believe that they lack the ability control their emotions most of the times. In order to work towards the awareness of emotional intelligence, it is suggested to run “Emotional competence” training programs. Similarly, Meisler (2013) suggested that emotional intelligence training can help in attaining organization justice, hence, reducing the number of employees leaving the organization.

#### **WHY EMOTIONAL INTELLIGENCE**

Rezavandi et al.(2018) emphasized on the importance of emotional and existential intelligence in today’s world. Emotional Intelligence is something that exists in all human beings, it is the way an individual controls his behavior when dealing with social problems that leads to fair and positive decision and results (Asri and & Ali Asghari Tabrizi, 2017). Furham(2012), believe that emotional intelligence involves knowing oneself and our surrounding which in a working environment is referred to as the co-workers and management. Gupta (2013) studied that the inability to cope with work and family life results in less sprint and enthusiasm in work life. Furthermore, Clark & Polesello (2017), pointed that mastering emotional intelligence helps to better handle issues related with diversity within an organization. To elaborate, it gives the ability for an individual to better understand human behaviors that eventually develop good cultural bonding and can eventually reduce and resolve conflicts between people within the organization. The link between Emotional Intelligence and Leadership was examined, where it was identified that leaders having the ability to manage emotions efficiently eventually become more supportive and optimistic in

working environment (LI, Gupta, Loon, & Casimir, 2016). Pradhan & Kesari (2018), demonstrated through a study that acquiring the correct level of emotional intelligence eventually reduces scenarios like workplace bullying that directly impacts positively on employee turnover

## **HIGH AND LOW EMOTIONAL INTELLIGENCE**

Min (2014), studied on the way emotional intelligence has an impact on job stress and quality of life. Similarly, Görgens-Ekermans and Brand (2012), state that a less hectic and stressful life leads to high emotional intelligence. Day & Carroll (2004), observed that emotionally strong people bring a more positive working atmosphere that can incline the growth of the whole organization and its people to better serve customers. In the same way, high emotional intelligent people are viable to better respect and abide by organizational rules and policies (Carmeli & Josman, 2006). Also, studies prove that people with high emotional intelligence, tend to adapt themselves socially more effectively, by keeping good relationships with people (Bracket et al., 2006).

Bradberry (2017), analyzed on the traits that people with low EI usually express. For instance, individuals get anxious easily and have the difficulty in understanding their state of mind which heads towards making wrong choices. Wilkins (2014), worked on strategies to help people identify their level of emotional intelligence; firstly, people need to ask for feedback from their peers with regards to their behaviors to identify themselves. Next, during a discussion between two people it is essential that to get views of both sides to generate empathy. Finally, to build up emotional intelligence a person needs discipline, dedication and self-confidence.

## **HOW TO BALANCE EMOTIONAL INTELLIGENCE IN A WORKING ENVIRONMENT**

Koubova and Buchko (2013), suggest that the executive members in organizations should look for methods to develop emotional intelligence to enhance the aptitude of employees helping them to get better work life balance. Complementary to this, Rego and Pina e Cunha (2009) suggest that employees should have the liberty to balance their work and family life to perform better in organizations. To elaborate, Ford, Heinen, and Langkamer's (2007) highlighted on non-work factors that should be taken into consideration by employers to help in enhancing productivity at work. Jam et al. 2011, revealed that employees tend to show less engagement in organizations when the work place is poisoned with politics. Ahmad-Mughal et al., (2017) recommended that employees need to learn and practice political skills to survive in organizations. Similarly, Ferris et al. (2007), agrees that highly emotional intelligent people are apt to carry and practice political skills smartly leading to better commitments in the working environment. Benh (2004), listed on the types of emotional intelligence that can affect the performance of employees at work and this includes: self-management, self-motivation and social awareness.

Self-management is the ability for an individual to control his emotions and reactions to activities happening around by staying positive in situations (Fred, 2012). Likewise, Gardner (2010) claims that leaders practicing the self-management skills are prone to communicate efficiently with staffs by taking the right decision in the correct schedule leading towards a better work deliverable. On the other hand, self motivation happens when a worker feels accomplished and rewarded for having done a task in the proper manner (Turner and Lawrence, 2010). Finally, Social awareness relates to the ability of an individual to understand oneself to better comprehend others. This helps individuals to attain and practice good communication, listening and negotiation skill that eventually enhances the ability to lead and guide employees to the proper direction in work related aspects (Yadav, 2011).

## **CONCLUSION**

The above study was conducted to get a better insight on emotional intelligence. It was remarked that people was usually assessed based on parameters such as academic performance and their IQ (Intelligent quotient). However, does having high qualifications and IQ value enough to determine if an individual will be able to work efficiently in different circumstances at work. In order to evaluate a person in other aspects, it is necessary to gain an understanding on the concept of emotional intelligence. The above research done brings to a conclusion that people

should be valued and understood for being they. To elaborate, an individual should be able to identify and recognize their emotions to manage efficiently in any situation. Complementary to this, Trainings need to be given to employees to make them realize the significance of acknowledging their emotions for them to be able to express their feelings in a tactful manner in organizations. Also, it is good that employers are concerned about the strengths and weaknesses of their staffs, because each and every individuals are unique based on the experience that they have been through in life.

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