

Significance Of Emotional Intelligence In Today's Scenario

Shikha Jaiswal

Assistant Professor

Christian Eminent College

Indore

Introduction

An interesting thing is happening in the 21st century workplace: The more technology we have in this digital age, the more we automate tasks and trust machines to take over duties, the more we realize the importance of emotions.

Yes, emotions, and more specifically emotional intelligence. Emotional intelligence is our ability to recognize emotions in ourselves and others, to understand their effect, and to use that knowledge to guide our thoughts and behaviours. Because emotional intelligent people tend to get along better with others and be more empathetic and compassionate, they are likely to be more successful compared to their counterparts. And that makes emotional intelligence something worth learning more about.

Emotional Intelligence: Defination

Drawing from several different sources, a simple definition of emotional intelligence (also called the Emotional Quotient, or EQ) describes an ability to monitor your own emotions as well as the emotions of others, to distinguish between and label different emotions correctly, and to use emotional information to guide your thinking and behaviour and influence that of others (Goleman, 1995; Mayer & Salovey, 1990).

Emotional intelligence is what we use when we empathize with our co-workers, have deep conversations about our relationship with our spouse or significant other, and attempt to manage an unruly or distraught child. It allows us to connect with others, understand ourselves better, and live a more authentic, healthy, and happy life.

Although there are many kinds of intelligence, and they are often connected to one another, there are some very significant differences between them.

Emotional intelligence is more related to the **present**, in that it is used to identify and manage emotions in the moment.

Emotional Intelligence in Psychology

Emotional intelligence filled a gap in the mainstream understanding of intelligence, especially for psychologists. The field always seemed to have a general understanding that IQ wasn't everything, but the theories on what, exactly, the other important components were varied greatly and couldn't agree on a single concept or idea.

When the idea of emotional intelligence was first introduced, psychologists found that this theory fit into the field like a puzzle piece that had been missing.

According to **Daniel Goleman**, an American psychologist who helped to popularize emotional intelligence, there are five key elements to it:

1. Self-awareness.
2. Self-regulation.
3. Motivation.
4. Empathy.
5. Social skills.

The more that you, as a leader, manage each of these areas, the higher your emotional intelligence. So, let's look at each element in more detail and examine how you can grow as a leader.

Emotional Intelligence in Leadership

1. Self-awareness

If you're self-aware, you always know how you feel, and you know how your emotions and your actions can affect the people around you. Being self-aware when you're in a leadership position also means having a clear picture of your **strengths and weaknesses**, and it means behaving with **humility**.

So, what can you do to improve your self-awareness?

- **Keep a journal** – Journals help you improve your self-awareness. If you spend just a few minutes each day writing down your thoughts, this can move you to a higher degree of self-awareness.
- **Slow down** – When you experience anger or other strong emotions, slow down to examine why. Remember, no matter what the situation, you can always choose how you react to it. (Our article on **Managing Your Emotions at Work** will help you understand what your emotions are telling you.)

2. Self-regulation

Leaders who regulate themselves effectively rarely verbally attack others, make rushed or emotional decisions, stereotype people, or compromise their values. Self-regulation is all about staying in control.

This element of emotional intelligence, according to Goleman, also covers a leader's flexibility and commitment to **personal accountability**.

So, how can you improve your ability to self-regulate?

- **Know your values** – Do you have a clear idea of where you absolutely will not compromise? Do you know what **values** are most important to you? Spend some time examining your "code of ethics." If you know what's most important to you, then you

probably won't have to think twice when you face a moral or ethical decision – you'll make the right choice.

- **Hold yourself accountable** – If you tend to blame others when something goes wrong, stop. Make a commitment to admit to your mistakes and to face the consequences, whatever they are. You'll probably sleep better at night, and you'll quickly earn the respect of those around you.
- **Practice being calm** – The next time you're in a challenging situation, be very aware of how you act. Do you relieve your stress by shouting at someone else? Practice deep-breathing exercises to calm yourself. Also, try to write down all of the negative things you want to say, and then rip it up and throw it away. Expressing these emotions on paper (and not showing them to anyone!) is better than speaking them aloud to your team. What's more, this helps you challenge your reactions to ensure that they're fair!

3. Motivation

Self-motivated leaders work consistently toward their goals, and they have extremely high standards for the quality of their work.

How can you improve your motivation?

- **Re-examine why you're doing your job** – It's easy to forget what you really love about your career. So, take some time to remember why you wanted this job. If you're unhappy in your role and you're struggling to remember why you wanted it, try the **Five Whys** technique to find the root of the problem. Starting at the root often helps you look at your situation in a new way.
And make sure that your goal statements are fresh and energizing. For more on this, see our article on **Goal Setting**.
- **Know where you stand** – Determine how motivated you are to lead. Our **Leadership Motivation Assessment** can help you see clearly how motivated you are in your leadership role. If you need to increase your motivation to lead, it directs you to resources that can help.
- **Be hopeful and find something good** – Motivated leaders are usually **optimistic**, no matter what problems they face. Adopting this mind set might take practice, but it's well worth the effort.
Every time you face a challenge, or even a failure, try to find at least one good thing about the situation. It might be something small, like a new contact, or something with long-term effects, like an important lesson learned. But there's almost always something positive, if you look for it.

4. Empathy

For leaders, having empathy is critical to managing a successful team or organization. Leaders with empathy have the ability to put themselves in someone else's situation. They help develop the people on their team, challenge others who are acting unfairly, give constructive feedback, and listen to those who need it.

If you want to earn the respect and loyalty of your team, then show them you care by being empathic.

5. Social Skills

Leaders who do well in the social skills element of emotional intelligence are great communicators. They're just as open to hearing bad news as good news, and they're expert at getting their team to support them and be excited about a new mission or project.

Leaders who have good social skills are also good at managing change and resolving conflicts diplomatically. They're rarely satisfied with leaving things as they are, but they don't sit back and make everyone else do the work: they set an example with their own behaviour.

So, how can you build social skills?

- **Learn conflict resolution** – Leaders must know how to resolve conflicts between their team members, customers, or vendors. Learning **conflict resolution** skills is vital if you want to succeed.
- **Improve your communication skills** – How well do you communicate? Our **communication quiz** will help you answer this question, and it will give useful feedback on what you can do to improve.
- **Learn how to praise others** – As a leader, you can inspire the loyalty of your team simply by **giving praise** when it's earned. Learning how to praise others is a fine art, but well worth the effort.

Emotional Intelligence; Today's Need

#Workplace

Every day we make emotionally charged decisions. We feel plan A is better than plan B and we sometimes make choices based on our emotions or gut feelings. When we understand the origin and source of these emotions, especially when working in a team, we are more attuned to each other. With globalization, emotional intelligence is more significant than ever when teams are cross-cultural and global, increasing the complexity of interactions of emotions and how they are expressed. Essentially, emotional intelligence in the workplaces comes down to understanding, expressing and managing, good relationships and solving problems under pressure. For emotional intelligence to be effective, it has to start with yourself. You can't distill or enhance other people's well-being, improvement and sense of self without first understanding how you operate on an emotional level. What distinguishes leaders is usually their level of emotional intelligence and it is those skills which help to develop a more effective workplace.

#Education

Remember those mornings when you fought with your parents getting out of the car, then found yourself trying to take your government test later that day, but you were unable to concentrate? What you experienced was driven by your **emotional intelligence**. Studies in human behaviour first coined this term in the late 1990s. It addresses two aspects of our psyche. First, it includes our ability to understand, and manage our emotions. Second, it includes our ability to understand, and in turn influence, the emotions in other people. Today, many professionals and scholars are making an argument that we need to teach emotional intelligence on the same level of importance as we teach the ABCs.

There is a strong correlation between students' emotional intelligence and their classroom behaviour. Students with low emotional intelligence may struggle to focus and have relationships with their peers or may even show aggression. Students with lower emotional intelligence tend to struggle to communicate their feelings with their peers, and this can result in struggling to form friendships with classmates or even relationships with adults. Aggression is a common issue with students with low emotional intelligence, because they don't have the skills they need to communicate or manage their emotions appropriately. These behaviour problems typically surface in preschool and early elementary school and increase in seriousness from that point on.

#Personal Life

Physical Health – The ability to take care of our bodies and especially to manage our stress, which has an incredible impact on our overall wellness, is heavily tied to our emotional intelligence. Only by being aware of our emotional state and our reactions to stress in our lives can we hope to manage stress and maintain good health.

Mental Well-Being – Emotional intelligence affects our attitude and outlook on life. It can also help to alleviate anxiety and avoid depression and mood swings. A high level of emotional intelligence directly correlates to a positive attitude and happier outlook on life.

Relationships – By better understanding and managing our emotions, we are better able to communicate our feelings in a more constructive way. We are also better able to understand and relate to those with whom we are in relationships. Understanding the needs, feelings, and responses of those we care about leads to stronger and more fulfilling relationships.



Way to increase your emotional intelligence.

In their seminal research and publication, *The Emotionally Intelligent Manager*, professors David R. Caruso and Peter Salovey broke down four of the core skills involved in developing emotional intelligence:

1. Identifying your feelings and those of others.
2. Using feelings to guide your own thinking and reasoning, along with others.
3. Understanding how feelings might change and develop as events unfold.
4. Managing to stay open to the data of feelings and integrate this into decisions and actions.

In the book I'm currently writing, *The Practical Guide to Emotional Intelligence* (to be published this summer), I share my personal journey of emotional discovery, as well as a series of practical steps that can help you develop these core skills, thereby increasing your EQ.

Conclusion

We live in an age where we can earn a certificate in any number of topics to boost our careers, thanks to our technology, but sadly we can't earn one in Emotional Intelligence. That's something we have to address as individuals, to recognize it as important, choose to improve it and continue to work on it- probably for the rest of our lives. But the payoffs are worth it as we become better employees, better spouses, and all around better people.

References

<https://www.ciphr.com/features/emotional-intelligence/>

<https://www.inc.com/justin-bariso/how-to-increase-your-emotional-intelligence.html>

<https://positivepsychologyprogram.com/emotional-intelligence-eq/>

https://www.mindtools.com/pages/article/newLDR_45.htm

<https://www.michaelpage.com/advice/management-advice/development-and-retention/importance-emotional-intelligence-work-place#ath>

<https://www.lifehack.org/articles/communication/emotional-intelligence-why-important.html>