



IMPORTANCE OF EMOTIONAL INTELLIGENCE AT WORKPLACE

¹**G.P.Ragini**, Assistant Professor of English, Department of Basic Sciences & Humanities, Vignan Institute of Technology and Science (VITS), Deshmukhi, HYDERABAD, Telangana.

²**M. Jayasree**, Assistant Professor of English, Department of Basic Sciences & Humanities, Vignan Institute of Technology and Science (VITS), Deshmukhi, HYDERABAD, Telangana.

³**M. Kumar Babu**, Assistant Professor of English, Department of Basic Sciences & Humanities, Vignan Institute of Technology and Science (VITS), Deshmukhi, HYDERABAD, Telangana.

⁴**Dr. Veeragoni Shirisha**, Assistant Professor, Centre for the Study of Social Exclusion and Inclusive Policy, School of Social Sciences, Jawaharlal Nehru University, NEW DELHI

⁵**Dr.K.Dasaradhi**, Professor, V.K.R, V.N.B & A.G.K College of Engineering, GUDIVADA, Krishna Dt. A.P

⁶**B. Lalitha Bai**, Lecturer in English, S.T.S.N Govt. Degree College, KADIRI, Sathya Sai (Dist). Andhra Pradesh.

“The mind is its own place, and in itself can make a heaven of hell, a hell of heaven.” — John Milton:

Abstract

Emotional intelligence helps you build stronger relationships, succeed at school, work place and achieve your career and personal goals. It can also help you to connect with your feelings, and make good decisions. It is the ability to understand, and manage your emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and resolve conflict. Few people who are academically brilliant are socially inept and unsuccessful at work or in their personal relationships. Intellectual ability is not enough to achieve success in life. Your Intelligence Quotient (IQ) can help you get into college but your Emotional Quotient (EQ) that will help you manage the stress and emotions when facing your final exams. Emotional intelligence is a set of emotional and social skills that collectively establish how well we are. Emotional intelligence help to get success in life and work, to pursue and express ourselves, develop and maintain social relationships, use emotional information, cope with challenges, in an effective and meaningful way.

Key Words: career, challenges, decision, emotional, intelligence, professional, relationship

Importance of Emotional Intelligence

You probably know people who are academically brilliant and yet are socially unskilled and unsuccessful at work or in their personal relationships. Intellectual ability or your intelligence

quotient (IQ) isn't enough on its own to achieve success in life. Your IQ can help you get into college, but it's your EQ that will help you manage the stress and emotions

Emotional Intelligence is the summative of abilities, competencies and skills that signify a collection of knowledge in order to cope with life effectively. Therefore, it is closely related to the personal and professional growth of the individuals who have to take decisions under stressful and difficult situations.

IQ v/s EQ

EQ

- ❖ not fixed
- ❖ can be improved throughout life

IQ

- ❖ established by Mid teens
- ❖ cant increase
- ❖ predicts only 10% to 20% of life success
- ❖ how to increase your EQ

Building Emotional Intelligence

Emotional intelligence is a person's Ability to understand their own emotions. the emotions of other's and to act appropriately using the emotions. Emotional intelligence never stops growing.

- **self awareness** recognising internal feeling
- **managing emotion** finding ways to handle emotions that are appropriate to the situation
- **motivation** using self control to channel emotions toward a goal
- **empathy** understanding the emotional perspective of other people
- **handling relationship** using personal information and information about others to handle social relationships and to develop interpersonal skills

Some researchers suggest that emotional intelligence can be learned and strengthened, while others claim it is an inborn characteristic.

1. **Knowing one's emotions.** People with greater certainty of their moods and feelings are better navigators of their lives. They can take good decisions and set realistic expectations.
2. **Managing emotions:** People who have ability to cope with adverse or distressing emotions can soothe themselves at the appropriate time. They show a form of "stress" hardiness.
3. **Motivating oneself:** People with the capacity for self-efficacy not only manifest emotional self-control, but also use this to accomplish specific pre-set goals. This ability to stifle impulsiveness underlies accomplishments of all sorts.
4. **Recognizing emotions in others.** People with the ability to distinguish other's emotions based on situational and expressive cues possess information which can be used to create desirable outcomes. Empathetic abilities come with the capacity to not only recognize but also share the emotions felt by others.
5. **Handling relationships.** People with this skill can get things done with and through others. Over time, the consistent capacity to handle relationships will create leadership opportunities for the individual with this competence.

Emotional Intelligence Has Five Main Elements Of Emotional Intelligence:

These skills in emotional intelligence are vital for successful leadership. Self-awareness and its representative competencies of accurate self-assessment and self-confidence help emotionally intelligent decision-makers to determine their appropriate role in the decision-making process. Self-management and its behavioural components of self-control, trustworthiness, conscientiousness, adaptability, achievement drive and initiative are significant emotional intelligence skills for decision-makers (Goleman, 2001). Self-awareness.

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

As an administrator and leader, one should manage these elements.

1. **Self-awareness:** If people are self-aware, they always know their feelings and how emotions affect the people around them. Being self-aware people are in administrator or leadership position also means having a clear picture of their strengths and weaknesses.
2. **Self-regulation:** administrators and leaders who regulate themselves successfully hardly 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 also covers administrators and leader's flexibility and commitment to personal accountability. To improve ability to self-regulate, person must know values, Hold himself accountable, and Practice being calm
3. **Motivation:** Self-motivated administrators and leaders regularly work toward their goals. And they have extremely high standards for the quality of their work.
4. **Empathy:** Empathy is critical to manage a successful team or organization. Administrators and leaders with empathy have the ability to put themselves in someone else's situation. They support and develop the people on their team, challenge others who are acting unfairly, give constructive feedback, and listen to those who need it.
5. **Social skills:** Administrators and leaders must develop social skills. People who do well in this element of emotional intelligence are great communicators. They are just as open to hearing bad news as good news, and they are experts at getting their team to support them and be excited about a new mission or project. Administrators who have good social skills are

also good at managing change and resolving conflicts tactfully.

Managing your emotions at work

We are emotional human beings. It is hard for us, not to be emotional. While it is generally good to be in touch with our emotions and to not suppress them, there are situations where we must somehow manage our emotions especially well. That's notably the case at work.

Emotional outbursts at work could be due directly to work-related matters or to stressors from our personal life spilling into our work life. Handling our emotions at work is often seen as a measure of our professionalism. The most common negative emotions experienced at work are frustration, worry, anger, dislike and unhappiness.

10 STRATEGIES TO MANAGE NEGATIVE EMOTIONS AT WORK

1. Compartmentalisation

Try and leave personal matters and issues at home. When you commute to work, use that time to tell your mind to let go. You can also compartmentalise work-related stressors so that your emotions at work don't spill over into your personal life too.

2. Deep breathing & relaxation techniques

- a) This will help with emotions like anxiety, worry, frustration and anger.
- b) Take deep breaths, inhaling and exhaling slowly until you calm down. Slowly count to 10.
- c) You can take a walk to cool down, and listen to some relaxing music.
- d) Talk to someone who can help you calm down.

3. The 10-second rule

- a) This is especially helpful if you are feeling angry, frustrated or even irate.
- b) If you feel your temper rising, try and count to 10 to recompose yourself.
- c) If possible, excuse yourself from the situation to get some distance but do reassure the other party that you will come back to deal with the matter.

4. Clarify

It is good to clarify before reacting, in the event that it could be a simple misunderstanding or miscommunication.

5. Blast your anger through exercise

- a) Instead of losing your cool, plan on hitting the treadmill or going to a kick-boxing class to let the anger out of your system.
- b) Exercise is also a good way to get a solid dose of mood-enhancing endorphins.
- c) In addition, exercise will help to release any physical tension in your body.

6. Never reply or make a decision when angry

- a) In this day of instant communication, it's easy to just shoot off an email or text that you may regret later.
- b) Never let your anger or unhappiness cloud your judgement.
- c) Hold off all communication while you are still angry. You can type it first but save it as a draft and sleep on it for a day. Re-read it the next day or even let someone you trust take a look at it before you send it.

7. Know your triggers

- a) It helps when you are able to recognise what upsets or angers you.
- b) This way, you can prepare yourself to remain calm and plan your reaction should the situation occur.
- c) You may even be able to anticipate the other party's reaction.

8. Be respectful

- a) Treat your colleagues the same way you would like to be treated yourself.
- b) If the person is rude, there's no need to reciprocate. We can stay gracious and just be firm and assertive without being aggressive. Often, rude people will calm down if they don't get a reaction from you and realise that they are the only one shouting in the room

9. Apologise for any emotional outburst

- a) Sometimes our emotions do get the better of us.
- b) If you do have an emotional outburst, apologise immediately to the person and perhaps to those around you who have heard it.
- c) You need not explain yourself or be defensive. Just a simple “I am sorry. I reacted badly” would make a big difference.

10. Never bring your negative emotions home

- a) It is good practice to let go of any anger, frustration and unhappiness at the end of every workday.
- b) Harboring negative emotions allows them to fester like mould, bringing you to a breaking point. So it's best to empty the emotional “trash can” on a daily basis, to prevent overwhelm.
- c) You can use the compartmentalisation method mentioned above, or you can plan to engage in enjoyable activities after work with your friends and family.

Common Negative Emotions at Work

1. Frustration/irritation.
2. Worry/nervousness.
3. Anger/aggravation.
4. Dislike.
5. Disappointment/unhappiness.

1. Frustration/Irritation

Frustration usually occurs when you feel stuck or trapped, or unable to move forward in some way. It could be caused by a colleague blocking your favourite project, a boss who is too disorganized to get to your meeting on time, or simply being on hold on the phone for a long time.

Whatever the reason, it's important to deal with feelings of frustration quickly, because they can easily lead to more negative emotions, such as anger.

Here are some suggestions for dealing with frustration:

- a) **Stop and evaluate** – One of the best things you can do is mentally stop yourself, and look at the situation. Ask yourself why you feel frustrated. Write it down, and be specific. Then think of one positive thing about your current situation. For instance, if your boss is late for your meeting, then you have more time to prepare. Or, you could use this time to relax a little.
- b) **Find something positive about the situation** – Thinking about a positive aspect of your situation often makes you look at things in a different way. This small change in your thinking can improve your mood. When it's people who are causing your frustration, they're probably not doing it deliberately to annoy you. And if it's a thing that's bothering you – well, it's certainly not personal! Don't get mad, just move on.
- c) **Remember the last time you felt frustrated** – The last time you were frustrated about something, the situation probably worked out just fine after a while, right? Your feelings of frustration or irritation probably didn't do much to solve the problem then, which means they're not doing anything for you right now.

2. Worry/Nervousness

With all the fear and anxiety that comes with increasing numbers of layoffs, it's no wonder that many people worry about their jobs. But this worry can easily get out of control, if you allow it, and this can impact not only your mental health, but also your productivity, and your willingness to take risks at work.

Try these tips to deal with worrying:

- a) **Don't be surrounded with worry and anxiety** – For example, if co-workers gather in the break room to gossip and talk about job cuts, then don't go there and worry with everyone else. Worrying tends to lead to more worrying, and that isn't good for anyone.
- b) **Try deep-breathing exercises** – This helps slow your breathing and your heart rate. Breathe in slowly for five seconds, then breathe out slowly for five seconds. Focus on your breathing, and nothing else. Do this at least five times. For more on this, read our article on Physical Relaxation Techniques.
- c) **Focus on how to improve the situation** – If you fear being laid off, and you sit there and worry, that probably won't help you keep your job. Instead, why not brainstorm ways to bring in more business, and show how valuable you are to the company?
- d) **Write down your worries in a worry log** – If you find that worries are churning around inside your mind, write them down in a notebook or "worry log," and then schedule a time to deal with them. Before that time, you can forget about these worries, knowing that you'll deal with them. When it comes to the time you've scheduled, conduct a proper risk analysis around these things, and take whatever actions are necessary to mitigate any risks. When you're worried and nervous about something, it can knock your self confidence..

3. Anger/Aggravation

Out-of-control anger is perhaps the most destructive emotion that people experience in the workplace. It's also the emotion that most of us don't handle very well. If you have trouble managing your temper at work, then learning to control it is one of the best things you can do if you want to keep your job.

Try these suggestions to control your anger:

- a) **Watch for early signs of anger** – Only you know the danger signs when anger is building, so learn to recognize them when they begin. Stopping your anger early is key. Remember, you can choose how you react in a situation. Just because your first instinct is to become angry doesn't mean it's the correct response.
- b) **If you start to get angry, stop what you're doing** – Close your eyes, and practice the deep-breathing exercise we described earlier. This interrupts your angry thoughts, and it helps put you back on a more positive path.
- c) **Picture yourself when you're angry** – If you imagine how you look and behave while you're angry, it gives you some perspective on the situation. For instance, if you're about to shout at your co-worker, imagine how you would look. Is your face red? Are you waving your arms around? Would you want to work with someone like that? Probably not.

4. Dislike

We've probably all had to work with someone we don't like. But it's important to be professional, no matter what.

Here are some ideas for working with people you dislike:

- a) **Be respectful** – If you have to work with someone you don't get along with, then it's time to set aside your pride and ego. Treat the person with courtesy and respect, as you would treat anyone else. Just because this person behaves in an unprofessional manner, that doesn't mean you should as well.
- b) **Be assertive** – If the other person is rude and unprofessional, then firmly explain that you refuse to be treated that way, and calmly leave the situation. Remember, set the example.

5. Disappointment/Unhappiness

Dealing with disappointment or unhappiness at work can be difficult. Of all the emotions you might feel at work, these are the most likely to impact your productivity. If you've just suffered a major disappointment, your energy will probably be low, you might be afraid to take another risk, and all of that may hold you back from achieving.

Here are some proactive steps you can take to cope with disappointment and unhappiness:

- a) **Look at your mindset** – Take a moment to realize that things won't always go your way. If they did, life would be a straight road instead of one with hills and valleys, ups and downs, right? And it's the hills and valleys that often make life so interesting.
- b) **Adjust your goal** – If you're disappointed that you didn't reach a goal, that doesn't mean the goal is no longer reachable. Keep the goal, but make a small change
- c) **Record your thoughts** – Write down exactly what is making you unhappy. Is it a co-worker? Is it your job? Do you have too much to do? Once you identify the problem, start brainstorming ways to solve it or work around it. Remember, you always have the power to change your situation.
- d) **Smile!** – Strange as it may sound, forcing a smile – or even a grimace – onto your face can often make you feel happy (this is one of the strange ways in which we humans are "wired.") Try it – you may be surprised!

Managing emotions in the workplace

1. Coping mechanisms for employee emotions

Coping mechanisms are the tools and strategies we use to deal with stress in our lives. Our various ways of coping eventually create a coping strategy.

You can cope with stress in positive or negative ways. A negative coping strategy might be to ignore your problems and emotions, hoping they work themselves out. But that can be bad for your health. Positive coping strategies allow you to deal with stress in healthy ways.

2. Managing your own emotions

The best thing you can do to combat negative moral emotions and their repercussions is understand how to deal with emotions. Take the Recognize, Understand, Manage approach when dealing with emotions at work.

3. Recognize

When emotions start to bubble up, don't panic. Take a deep breath and recognize the emotion for what it is. Don't react immediately. Instead try to put a label on what it is you're feeling. Determine when you became aware of the feeling and what triggered it. Don't judge yourself for how you feel.

4. Understand

After you've named your emotions, focus on the "why" behind them. Dig deep and try to discover their origin.

Follow them down the pathway to where you are now with questions like these:

- a) If you feel upset, what is causing you to feel that way?
- b) Are your emotions coming from something within you, or something external?

If it's a familiar emotion, think about other times you've felt this emotion and how you previously responded.

- a) What went well?
- b) What didn't?
- c) How do you want to respond differently in this moment?

5. Manage

Once you've taken time to cool down and reflect, the third and final step is managing the situation. You need to figure out how you are going to respond, if at all.

There are no hard and fast rules for how to respond, but here are a few things to consider:

- a) Do you still feel the need to address the situation?
- b) Is it possible you overreacted?
- c) Are there things that need to be resolved before you can move forward?
- d) What will you say when you do address the situation? What might others involved say?
- e) What did you learn from this situation that you can apply to future situations like it?

Dealing with employee emotions: 4 tips for leaders

“As more and more Artificial Intelligence is entering into the world, more and more Emotional Intelligence must enter into leadership.”- Amit Ray

Regardless of how well you handle your own emotions, you can't control the emotions of others. But it is important to learn how to acknowledge them and respond appropriately. Unresolved issues can lead to decreased productivity, damaged relationships, and lowered engagement.

The following Tips are to be followed while dealing with employees' emotions and start building a stronger emotional culture at work:

1. Allow for mistakes.

No one is perfect—plain and simple. Mistakes are inevitable and, although they don't need to be simply accepted, they also aren't grounds for a scolding. Berating or punishing employees can cause humiliation and hostility.

Calmly correcting or excusing the rare mistake is a great way to build trust. In fact, helping reduce negative emotions with transparency, open communication, and authenticity will lead to better relationships with your employees.

2. Build a culture of trust.

Sharing emotions, especially uncomfortable ones, is one way to show vulnerability. But we can't be vulnerable if we don't trust the people that we're sharing our stories with. Everyone in your organization should feel comfortable being themselves and expressing their emotions. It's not enough just to let employees know they can share their feelings—you must be willing to be the example too. When employees can witness a culture of honesty and compassion, they'll be able to understand and adapt to others' emotions.

3. Be present.

When managers and leaders are unavailable, employees may feel anxious and undervalued. Make time to connect with your team to instil confidence in your employees, their work, and their performance. Empowering your team members to stay connected in this way helps build positive relationships. Recommend meeting once a week—even for a quick check-in. These meetings offer employees an opportunity to ask questions, provide updates, raise concerns, and provide feedback. These are perfect times to celebrate successes to increase positive emotions in the workplace.

4. Listen more than you talk.

Most times, employees who experience negative emotions aren't searching for solutions. They want to express themselves and release their pent-up emotions. Listening to your employees allows them to get it all out there and makes them feel cared for and heard. It also establishes you as a trusted resource who can be depended on. When dealing with someone else's emotions, strive to understand what they are feeling and why. Ask them how they are feeling and if they are okay. If they don't want to talk or say everything is fine, respect their wishes and don't pressure them any further. If they do want to talk it out, find a quiet space and listen.

Conclusion

To summarize, Emotional intelligence is the ability to identify and understand emotions and their impact on behaviour and attitudes. Those who have a high degree of emotional intelligence are in tune with both their own emotions and the emotions of other people with whom they come in contact. Manage the stress and emotions when facing your final exams emotional intelligence is a set of emotional and social skills that collectively establish how well we are and it is your predictor of success in life and work to pursue and express ourselves to develop and maintain social relationships. Recently, focus on understanding emotions in organizations has resulted in increased attention to the role of Emotional Intelligence. Your employees are only human, and humans are emotional creatures. Addressing emotions is important for recognizing your employees for who they are and improving your emotional culture Emotional outbursts at work could be due directly to work-related matters or to stressors from our personal life spilling into our work life. Handling our emotions at work is often seen as a measure of our professionalism

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