

A Study on Significance of Emotional Intelligence in the Working Environment

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Abstract: The word intelligence quotient (IQ) is sometimes compared with the phrase emotional intelligence (EQ). Many of us are familiar with the concept of an individual's IQ being determined by the score they achieve on a battery of tests designed to evaluate their intellectual capacity. Those with higher IQs have superior cognitive abilities, which include the capacity to learn and comprehend, and they are more likely to succeed academically. Higher IQs are an indicator of better cognitive abilities. Emotional intelligence (EI), measured as an Emotional Intelligence Quotient (EQ), describes a concept that involves the ability, capacity, skill, or a self-perceived ability, to identify, assess, and manage the emotions of one's self, of others, and of groups. Intelligence Quotient is a measure for a person's intelligence. Emotional Intelligence Quotient (EQ) is a measure for a person's emotional intelligence. The notion of emotional intelligence (EQ) contends that traditional intelligence, sometimes known as IQ, is overly limited, and that there are broader aspects of emotional intelligence that dictate and permit the degree to which we are successful.

Emotional intelligence is a skill that is extremely valuable in the business. It is commonly considered that having strong cognitive abilities will help one land a job, but that having strong emotional intelligence will help one advance in their career. Individuals who are higher up in the organisational hierarchy are expected to have a higher level of emotional intelligence than those who are lower in the hierarchy. It is commonly held that an individual's capacity for emotional intelligence is at least two times more essential in the job than their analytical and technical talents. The current study examines the idea of emotional intelligence as an essential component of professional development and focuses on the significance of this notion in the context of the working environment.

Key Words: Emotional Quotient – EQ, Intelligence Quotient – IQ, Self-awareness, Motivation, Empathy, People skills

Introduction

It's not enough to just have a high IQ these days, since the dynamics between people and businesses become increasingly intricate. While having a high IQ certainly helps in the workplace, many managers, supervisors, and employees, especially those in industries where interpersonal relationships play a significant role, have come to recognize the importance of developing and utilizing another valuable personality trait: emotional intelligence. Complementing one's academic intelligence/cognitive capacities (IQ) with a humane knowledge of concerns, this is the capacity to manage one's own emotions and understand the emotions of others in any given situation. So, achieving success necessitates more than just a high IQ (Intelligence Quotient), which is often used as a measure of intelligence but fails to take into account important behavioural and character traits. Our entire educational system is focused on improving our analytical and logical skills. The emotional side of one's character is not only disregarded, but often seen as a liability in the workplace. This conventional wisdom is refuted by the contemporary paradigm of emotional intelligence. It demonstrates that a key flaw of highly educated, but narrowly focused specialists and professionals is an inability to understand and control human emotions, both their own and those of the others with whom they contact.

Everyone knows someone who excels in the classroom but struggles to communicate well with others. And we all know that a high IQ is no guarantee of success in life. Emotions are even more important than IQ when it comes to determining the success, we experience in both our personal and professional life. Nothing can replace the human capacity to understand and control one's own and others' emotions, but tools and technology can help us acquire and master information. Our success in the workplace can be greatly influenced by our emotional intelligence. This is why familiarity with its meaning and significance in the business world is essential. Many people have various emotional capacities, strengths, and personalities, all of which can have a major impact on their productivity.

Emotional Intelligence

The acronym EQ represents the relatively new concept of emotional intelligence (Emotional Intelligence Quotient). The ability to understand and manage one's own feelings as well as those of others is a hallmark of emotional intelligence. Emotional intelligence is a concept made popular by Daniel Goleman, who wrote the book *Emotional Intelligence: Why It May Matter More than IQ*. One's emotional intelligence can be measured by how well they (a) know and manage their own emotions, (b) empathize with and comprehend those of others, and (c) communicate effectively.

It's possible that EQ is as powerful as, or maybe more so than, IQ. These abilities do not compete with one another but rather stand on their own. Emotional understanding is often equated with spirit for many individuals. Emotional intelligence and academic intelligence are unrelated. Even the brightest among us can get carried away by their emotions if they don't learn to rein them in.

Emotional intelligence (EQ) is self-awareness, or the capacity to manage one's emotions effectively. It is commonly agreed that a leader should have a high quotient of emotional intelligence. The ability to control one's impulses, temper one's impatience, stabilize one's mood and avoid irritation, inhibit one's critical thinking, empathy, and optimism are all part of this set of talents (Petrides KV, Furnham A 2000). The ability to recognize and assess feelings and those of others, as well as to control one's own, is what we mean when we talk about emotional intelligence. Some scientists and academics feel that this skill may be taught and cultivated, while others argue that it is a God-given talent.

Contributing Factors to Emotional Intelligence

Daniel Goleman outlined the five pillars of EQ in his book.

Self-awareness is step one, as you have to be familiar with who you are. The first step towards gaining a more profound comprehension of your feelings is to develop an awareness of who and how you are. When you feel an emotion, you should immediately start wondering why you are feeling that way. Investigate the motivations that drive your emotions. Examine the methods you use to handle your feelings. If a person has a healthy sense of self-awareness, he is aware of both his own strengths and limitations, as well as the impact that his actions have on the lives of other people. A person who is not self-aware typically lacks the ability to effectively manage and grow from the feedback provided by others, even when that feedback is favourable.

Self-regulation: A person with a high EQ is able to reveal his feelings in an adult manner and practice self-control when it is necessary to do so. This entails keeping one's anger in check and adapting oneself to change so that the emotions do not control one. Controlling one's emotions so that they do not control one means keeping one's anger in check. A person is able to keep their equilibrium by learning to regulate their emotions and expressing them in a way that is controlled and restrained.

Motivation: An individual's level of emotional intelligence not only impacts their ability to get along with people, but it also has a direct bearing on how successful they are in both their personal and professional lives. Those who are emotionally intelligent are self-motivated, which enables them to learn new things more effectively, have more self-assurance, be more optimistic, creative, flexible, happy, and successful. When confronted with adversity, they typically respond with resiliency and optimism, and they are pushed by an inner goal.

The most essential quality for understanding how other people is feeling is **empathy**. It's the psychological ability to put yourself in the other person's shoes and empathize with them. Empathy is the capacity for a person to feel compassion and understanding for the experiences of others, which enables them to connect with them on an emotional level. Understanding other people and being able to feel what they are going through emotionally requires a trait known as empathy.

Skills with people involve being able to effectively manage our own feelings as well as those of other people. Those who are emotionally intelligent are able to make better use of their knowledge of emotions to improve the quality of their lives, their performance at work, and their development as good and capable human beings.

These individuals are able to swiftly develop a connection and trust with the other members of their teams. They steer clear of power battles and underhanded dealings. They typically have a positive attitude towards others and command the respect of those who are around them.

Emotional intelligence at one's place of employment

Although the term "emotional intelligence" was likely coined by academics in the early 1990s, the concept was immediately adopted by business leaders. Having a high level of emotional intelligence is a huge plus in the business world. Employees that score higher on tests of emotional intelligence may also be better equipped to work together, handle stress, resolve disagreements, and learn from their mistakes in social situations. Emotional intelligence, or EQ, suggests that traits like persistence, self-control, and social finesse are crucial to career success. Employees with a high EQ are more cooperative, open to new ideas, and resilient under stress. If a person lacks certain emotional traits, it doesn't matter how many degrees or other credentials he has on paper; he is unlikely to succeed. These traits may become more significant as workplaces continue to develop to accommodate new technologies and innovations. Managers and other company leaders must act in emotionally intelligent ways to suit the demands of today's workers, just as it is crucial to seek new hires with emotional intelligence.

1. Career Advancement and Emotional Intelligence

A person's emotional intelligence is a key factor in shaping their professional career. Characteristics of a person who is high in emotional intelligence include maturity, insight, self-control, empathy, and the ability to connect with others. A higher EQ increases one's odds of being offered a position. Those with these traits are more able to identify and pursue fulfilling professional opportunities. Those with high emotional intelligence are more attuned to the wants and requirements of those with whom they interact, allowing them to keep those relationships strong.

Regular assessments of employees' emotional intelligence help identify those with future leadership potential. Promotions and raises in pay are often determined in part by an employee's EQ.

2. Leadership and Emotional Intelligence

Managers, supervisors, and other people in positions of authority need to be able to work effectively with the employees they oversee. Leaders with a high level of emotional intelligence can use their people skills to build trust and connection with their staff. They have a tendency to see each team member as an independent entity with their own set of skills, experiences, and character traits. If you want your employees to feel appreciated and inspired to do their best work, you need a leader who can make it happen. A leader with high emotional intelligence is perceptive about what's happening in the organisation and can foresee how people will react. To maintain a healthy emotional equilibrium among their subordinates, leaders must be in tune with and in control of their own feelings as well as those of people around them. Leaders that score high on the emotional intelligence scale are better able to manage their connections with others, which in turn boosts team output.

Leaders with high emotional intelligence may be better able to rein in their emotions, consider alternative points of view, and find win-win solutions when conflict arises. Transparency and the willingness to accept error are hallmarks of successful leaders. They are also more likely to make an effort to strengthen bonds with co-workers.

3. Team Building and Emotional Intelligence

Emotional intelligence plays a significant role in the success of teams, which are the primary means by which work gets done in many organisations. Teamwork and productivity are boosted by members' emotional intelligence. A group's efforts will fail if its members don't show indicators of emotional intelligence.

Before beginning work, team members should have time to get to know one another. Whenever there is inappropriate conduct, the cause must be determined and appropriate measures implemented.

Each team member's input should be considered before a final decision is reached. Everyone should be encouraged to pursue their interests. The team might benefit by praising his/her efforts. In the event of a disagreement, you and your partner should focus on finding a solution rather than pointing fingers.

Conclusion

To become an effective leader, self-awareness, self-control, motivation, empathy, and social skills must all be developed, and emotional intelligence is the most powerful tool for doing so. When a business has high levels of emotional intelligence, its workers are more likely to be effective, motivated, and productive. They have a firm resolve to succeed. They exude positivity, self-assurance, and likeability. Team members are able to maximize their synergy and produce superior results for the company as a whole. As we can see, a person's career is greatly impacted by their level of emotional intelligence, and this is especially true for those who aspire to positions of leadership. Developing emotional intelligence is crucial for professional success since it allows one to recognize, understand, and cope with one's own and other people's feelings and reactions.

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