

The Heart of Performance

Chapter 13

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Introduction

Workplace EMOTIONAL INTELLIGENCE ?

workplace emotional intelligence definition



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Scholarly articles for **workplace emotional intelligence definition**

The Handbook of Emotional Intelligence: Theory, ... - **Roberts** - Cited by 1218

... **emotional intelligence**, spirituality and **workplace** ... - **Tischler** - Cited by 296

TARGET ARTICLES:" **emotional Intelligence: theory**, ... - **Mayer** - Cited by 2372

What Is Emotional Intelligence in the Workplace? - Work Coach Cafe

workcoachcafe.com/...definitions/what-is-emotional-intelligence-in-the-workplace/ ▼

Defining emotional intelligence: Just as with the rest of life, emotions influence the way we act and react in the workplace. Emotional intelligence is about learning to better understand our emotions (as well as emotions of those around us) while finding the most effective way to manage how we react to them so we can get on ...

Emotional Intelligence in the Workplace: Definition & Meaning - Video ...

<https://study.com/.../emotional-intelligence-in-the-workplace-definition-meaning.html> ▼

Feb 26, 2018 - One element is having management with good emotional intelligence, or EI for short. It is sometimes called EQ, to contrast with IQ or intellectual skill. EI is the ability to understand and facilitate emotion. ... Management with good EI skills have an influence throughout their workplace.

People also ask

What does it mean to have emotional intelligence? ▼

What does emotional intelligence mean to you? ▼

What is emotional intelligence and what are its components
Organisational Behaviour? ▼

Is emotional intelligence more important than IQ? ▼

Feedback

Emotional Intelligence in the Workplace | USC Applied Psychology ...

<https://appliedpsychologydegree.usc.edu> > Resources > Articles ▼

Trends in the U.S. workplace suggest that success in 2016 will depend on emotional intelligence and how it is integrated into working relationships. ... In the classroom, many educators have embraced the Theory of Multiple Intelligences, developed by Dr. Howard Gardner. Gardner considers verbal-linguistic intelligence ...

- Most of the studies conducted on workplace emotional intelligence separates workplace and emotional intelligence
 - WORKPLACE + EMOTIONAL INTELLIGENCE
- And uses it to explain workplace emotional intelligence
- However, we find it relatively inadequate.
- Secondly....

why is it
IMPORTANT
?

Emotional Intelligence faults in the workplace



<https://youtu.be/MLEQoEGCv-4>

Workplace Emotional Intelligence in reality

- **It is happening around us**
- **And it brings multitude of problems to the workplace.**

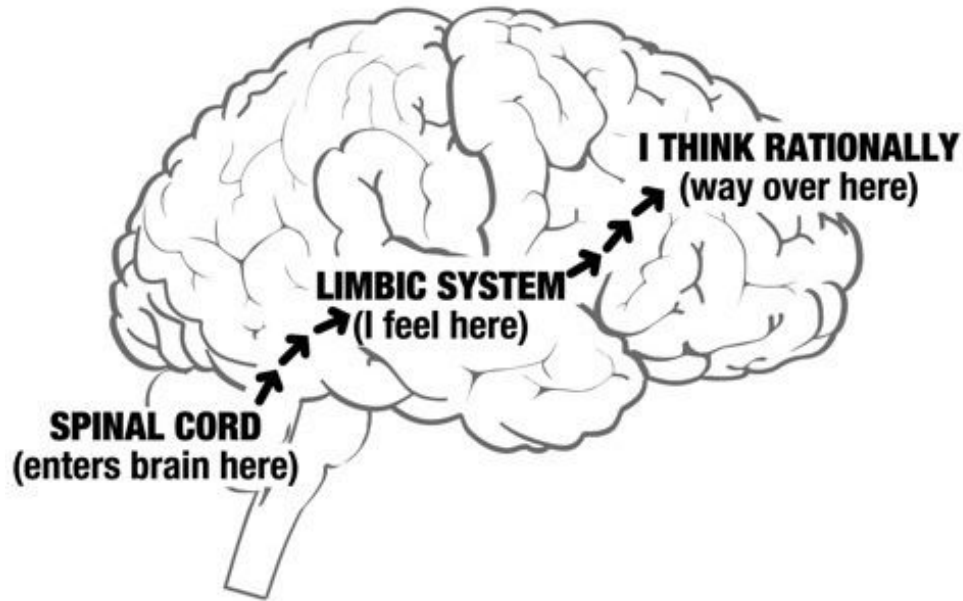
IMPLICATIONS of the lack of EI

- **Disrupt Productivity**
- **Wastes time and resources to rectify mistakes brought about by poor communication and management**
- **Tarnish image of the company**



Body

Emotional + Intelligence




Strengthening of Limbic Brain = Enhancing Neocortex = E.I Growth

However

Workplace Emotional Intelligence

goes beyond Emotional Intelligence + workplace

Basis of Workplace Emotional Intelligence



“Organizational intelligence represents that capacity as it emerges from the complex interplay of people and relationships, culture and roles within an organization.”

Case Study: Egon Zehnder International

*"Emotional Intelligence is the key to succeeding in the long run.
Companies need it to preserve health and growth."*

Strategy

Collaboration

Cooperation

Open Communication

Leveraging Diversity

Teamwork

Competencies

Self-awareness

Self-regulation

Motivation

Empathy

Leadership Skills

Open Communication

Culture

Global firm as a single
team: everyone
participates in the
company's overall
performance.

- Research Paper - Analyzing Emotionally Intelligent Organizations

Defining EI

In the brain, in practice, for employees and for organisations

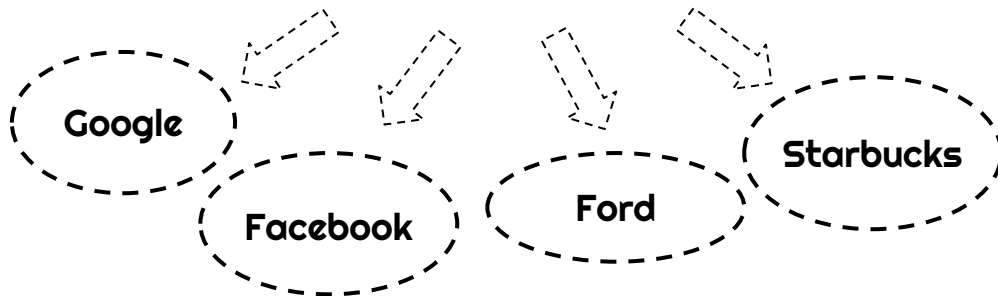


Case Studies



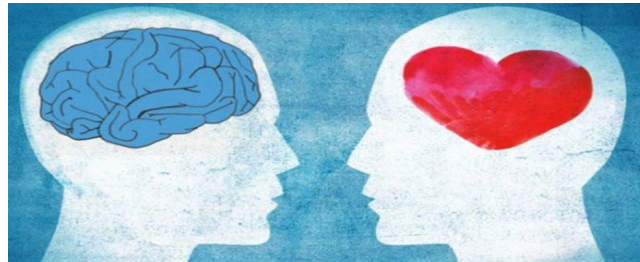
Implications

Why is being an
Emotionally
Intelligent
organisation so
important?



Importance of EI: Interpersonal Level

- Rising trend of millenials not being able to sustain jobs because of lack of Emotional Intelligence
- Shatter the myth that colorful paper qualifications are enough to ensure longevity in a company or happiness and success in a career



Importance of EI: Organizational Level

- Hurt the reputation of the company
- Unable to retain employees
- Disruptive relation between co-workers
- Poor communication
- Time wasted to salvage the damage.

CHARACTERISTICS

_____ of an _____

Emotionally Intelligent Organization

Self-awareness and Self-regulation	Open Communication
Motivation and Empathy	Leadership Skill

BENEFITS

— of an —

Emotionally Intelligent Organization

High quality of work	Coworkers are more in sync
Employees that care	Better leadership

Case Study 1: **facebook**

- **Helps employees achieve balance work and life**
- **All rounded generous benefits and privileges**
- **Employees speaking rights**
- **Allows employees to be more involved with company matters**
- **Less hierarchical**

“Mark Zuckerberg holds a question and answer session with the employees every week and he also enjoys being involved in a meaningful conversation with his employees since the workers tend to ask difficult questions”

Case Study 2: Google

- Provides benefits
- Speaking rights
- Uncompetitive work tension
- Trust

“Google wishes to make their workers live a comfortable life and also seeks to increase the workers' well-being”

“They share all their information transparently because they believe their colleagues will regard the information as confidential.”

Case Study 3:



- Works towards creating a better environment
- Little to no hierarchy implemented
- Publicly acknowledge employees' efforts
- Created a very amicable workplace
- Employees have good relations with one another
 - Employees become committed.
- Build and heighten the company morale

"Walk around Ford's corporate campus and you will see office cubes featuring handwritten notes Mulally has sent to the employees...praising their work."

Case Study 4:



- **Prioritise employees**
- **Offer benefits**
- **Offer employees a sense of ownership**
- **Open communication**
 - **Trust**

“Belief in ourselves and in what is right catapults us over hurdles, and our lives unfold.”

Conclusion

Future Studies

- Emotional Intelligence in the workplace not as different components but as a whole
- Growing field for Workplace Emotional Intelligence
 - Workplace Emotional Intelligence = The ability to create good working relations and an amicable work setting.
- Emotional intelligence can be honed and it is not impossible to shape new and improved character



Emotionally Intelligent co-workers

- **Satisfy love and belonging needs**
 - **Attain social satisfaction**
 - **Empower the individual to do well**
 - **Create more bonds and friendship**
 - **Ultimately, looking forward to going to work!**



No more monday blues?

The End.

